



Citizens Advice Winchester District

City Offices
Colebrook Street
Winchester
SO23 9LJ

Voicemail: 01962 848003

Email: advice@winchesterdistrictcab.org.uk

To: Brendan Gibbs
Clerk to the Parish Council of Tichborne
15 The Heath
Denmead
Waterlooville
PO7 6JT

27th March 2020

Dear Brendan,

I am writing to express our sincere gratitude for the additional funding of £600 towards our response to the Covid-19 pandemic. I can confirm that the funds have been received in our account.

Thank you so much for proactively reaching out to us at this very challenging time, and offering your support. We are deeply appreciative. This funding – and the knowledge that you have reached out to support us - has given the whole team a huge morale boost.

We are working extremely hard to develop our remote services to ensure we can continue to meet the needs of the community across Winchester District at this incredibly challenging time. We know that many people will need us now, and throughout the coming months.

Our initial response has been to set up phone, email and webchat services, delivered by our trained volunteer advisers from their homes, and supported by our experienced staff. We have rapidly established new procedures to ensure we do this safely and effectively, and can maintain our very high standards of advice, continue to comply with GDPR regulations and so on. It is a huge challenge but we are determined to meet it.

I am delighted - and much relieved - to tell you that we successfully launched our first services from home on Wednesday (25th March). We're bringing more and more volunteers on board as we are able to provide them with the equipment to do so. Once we're confident these services are functioning well, we'll continue to rapidly innovate to meet demand, developing additional services as needed, and as resources allow.

With our deepest gratitude, and very best wishes,

Sue Campbell

Sue Campbell
Chief Officer
Citizens Advice Winchester District
Email: sue.campbell@cawinchesterdistrict.org.uk