

Citizens Advice

Summer 2022

newforestcab.org.uk

A Busy Year at Citizens Advice

Travel News

You might have seen in the news that more and more flights are being delayed and cancelled. If this has happened to you, you may be able to claim compensation. If your flight's delayed for long enough, your airline has to give you food and drink, access to phone calls and emails, and accommodation if you're delayed overnight. If your flight was cancelled you're legally entitled to a full refund.

Visit our website for more details. <https://www.citizensadvice.org.uk/consumer/holiday-cancellations-and-compensation/if-your-flights-delayed-or-cancelled/>

Keep Your Eye on the Prize

Come on down and visit us at the New Forest & Hampshire County Show between the 26th-28th July 2022, at: The Showground, New Park, Brockenhurst, Hampshire, SO42 7QH. We will be running two fund raising activities, a prize draw raffle and a fun small prize tombola; with great prizes to be won, including a £100 cash prize and many more exciting goodies. Whilst you're here, our stall aims to draw attention to CANF's commitment to reach people who need our help and to provide assurance that we understand that different people require different kinds of information and support. We would love to see you all. We will be located within the community area in Block 35/36.

Our Work Over The Year

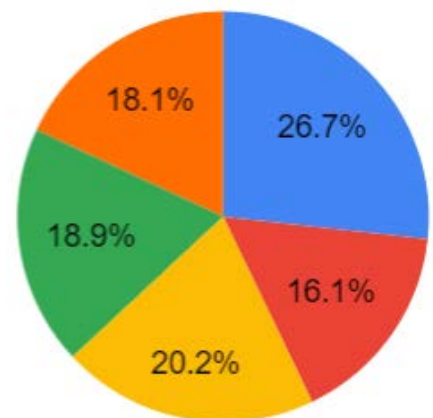
As the rate of inflation hits 9% in the year of 2022, households across the UK are facing often impossible increases in their monthly expenditure: powering the home, filling up the car, the weekly food shop. Citizens Advice is seeing people face a huge dilemma when choosing between heating and eating.

Thanks to the tireless dedication of our volunteers and staff, Citizens Advice New Forest has continued to give essential advice and crisis support to help people find a way forward. In the last year, Citizens Advice New Forest has helped 6,539 people with the accumulation of

17,961 problems. Sallie Southam, Volunteer Training Manager at Citizens Advice New Forest said: "I'm particularly proud of the immense dedication our team has shown during the ongoing cost-of-living crisis, when demand for our help is so high. In the last year, 26.7% of all issues we dealt with were related to benefits and tax credits, to help support those suffering financially. 20.2% of all issues were attached to housing problems, ranging from advice on homelessness to advice on how to manage your monthly mortgage payments. All these issues could be somewhat related to the cost of living crisis where people find themselves needing additional support as the rate of inflation rises."

The Top 5 Issues April 2021- March 2022

- Benefits & Tax Credits
- Relationships and Families
- Housing
- Utilities and Communications
- Debt



The Royal Visit

On 30th March 2022, HRH The Princess Royal proudly opened the new Citizens Advice Office in New Milton, a multi-channelled advice hub. HRH The Princess Royal has been patron of Citizens Advice since 1990 and last visited us in the Ringwood office in 1992. Many of our staff and volunteers had the pleasure of meeting HRH The Princess Royal in our fresh New Milton office and watched her unveil the plaque.



HRH The Princess Royal unveiling the plaque with members of CANF

“I was really surprised at how easy it was to talk to Princess Anne, Princess Royal and how attentive she was” Amelia Adams



HRH, The Princess Royal meets Macmillan officer, Rosie

“It was an honour to share information with Princess Anne who was very well informed on the purpose and need of food larders”
Sandy

“It was exciting to have the opportunity to meet and chat briefly with HRH – definitely a first for me! I explained our work highlighting the differences in food costs across the Forest, hopefully this provided context to show the importance of Citizens Advice research and campaigns”
Dianna Smith



HRH The Princess Royal signing the visitors book, she last signed this in 1992



HRH visiting the food larder



Lots of our volunteers came to the event and spoke with HRH The Princess Royal



HRH The Princess Royal meeting members of the KickStart Scheme

Meet Lisa – Our Cost of Living Campaigns Officer

Meet Lisa, our new Research and Campaigns officer here at Citizens Advice New Forest. Lisa has been with us since 1st June 2022 and her role is to explore the drivers of poverty across the New Forest and help low income families facing real problems as the Cost of Living crisis continues to bite.

Lisa will be talking to people living in poverty in the Forest, look at existing facilities in place to help, but also highlighting the gaps in these services. Her overall aim is to create a poverty action plan to get people and agencies to work together and to influence policies and practices to make changes that are beneficial to low income

households. Lisa will work within a partnership, including all the New Forest foodbanks, The Trussell Trust, New Forest District Council, Community First and Youth and Families Matter. Over the next 3 years, the partnership will work together to develop and deliver a plan of action.

Currently, all the project partners are involved in the New Forest food larder project, which delivered support to over 1,000 households throughout June 2022. Through Lisa's work the partnership hopes to add more services to the food larders such as cookery classes, debt advice and befriending services.

If you are interested in this work and what to get in touch with Lisa, please email: researchandcampaigns@newforest.cabnet.org.uk



How much do you know about the cost of living in The New Forest?

1) What percentage of the New Forest population is considered as income deprived by the Office for National Statistics?

- (A) about 5%;
- (B) nearly 8%;
- (C) about 15%

Source: <https://www.ons.gov.uk/>

2) How much would you have to pay for a month's travel to Southampton by bus in the New Forest area?

- A) £102
- B) £140
- C) £230

Source: <http://www.bluestarbus.co.uk/tickets>

3) Typically, how much is the monthly rent on an average 2 bedroom house in the New Forest?

- A) about £800
- B) about £1000
- C) about £1200

Source *

4) What is the average house price in the New Forest?

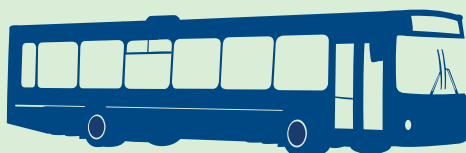
- A) £551,000
- B) £609,500
- C) £472,000

Source: <https://www.rightmove.co.uk/house-prices/new-forest.html>

5) What is the average wage in the New Forest?

- A) £35.5K
- B) £38.5K
- C) £30.9K

Source: <https://www.plumplot.co.uk/Southampton-salary-and-unemployment.html>



6) What is the average price of a school uniform for a school in the area?

- A) about £50
- B) about £90
- C) about £140

Source *

7) What is the average monthly cost for 50 hours per week of nursery care in the New Forest for children under 2 years of age?

- A) around £1150 per month
- B) around £850 per month
- C) around £450 per month

Source: https://www.coram.org.uk/sites/default/files/resource_files/Coram%20Childcare%20Survey%20-%20202022.pdf

8) How many rations (a day's food for one person) were provided by New Forest food banks in 2020?

- A) nearly 5,000
- B) nearly 17,000
- C) over 33,000

Source *

9) Mobile food larders are very helpful to low income households in the forest. How many are there in the forest area?

- A) 5
- B) 7
- C) 11

Source *

10) On average, how much more expensive is a village convenience store in the New Forest compared to a major supermarket?

- A) about 11%
- B) 27%;
- C) as much as 73%

Source *

*<https://newforestcab.org.uk/cost-of-living-in-the-new-forest/>

Answers:

1B, 2A, 3C, 4C, 5A, 6B, 7A, 8C, 9C, 10B

5 Star Client Feedback - Well Done Team CANF

A small selection of amazing reviews given by clients from our Annual Client feedback survey. We thank everyone who took time to complete the survey and each review is kindly appreciated.

"The help Citizens Advice gave me made a huge difference they arranged for a food bank referral and also helped with fuel costs in a very worrying ongoing situation. Their help has made things just a little easier for us, we are so very grateful for your service."

"I found my experience so helpful, I was very worried about my problems, but Citizens Advice helped me all the way, and for that I was very grateful, I would recommend them to anyone who is experiencing problems, they were my breathing space. Now I'm all sorted, many thanks."

"Citizens Advice have always helped me when I needed help with a problem. I would recommend them to my friends & family. I think they are great people to talk or get advice from."



We are glad to welcome Iryna to CANF. Iryna is from Ukraine and will work alongside our advisors and also work coaches at the Job Centres to reduce the language barrier that other Ukrainian families will face and help them get the support that they need. Iryna has settled in England very well and is very thankful to be here. She wishes in the future that there will be more public transport for everyone living in The New Forest, especially adding more bus routes. We are glad to have Iryna and wish her all the best.

Local Offices

Our staff and volunteers are now back in their offices, so if you need to speak with a member of our team please call us on 0808 278 7860. Most issues can be dealt with over the phone but in some cases, where a face-to-face meeting is needed, please phone first to arrange an appointment.

Hythe	The Grove, 25 St Johns Street, SO45 6BZ Tues, Wed, Thurs: 10am-2pm Mon, Fri - Closed
Lymington	Town Hall, Avenue Road, SO41 9ZG Mon-Fri 10am-2pm
New Milton	1 Old New Milton Road, BH25 6DQ Mon, Tues, Thurs, Fri: 10am-2pm Wed - Closed
Ringwood	Ringwood Library, Ringwood Road, BH24 1DW Tues, Wed, Thurs: 10am-2pm Mon, Fri - Closed
Totton	91 Junction Road, SO40 3BU Mon-Fri 10am-2pm

Many thanks to Bethany Taylor, Student intern from Southampton University for her help in compiling this issue of the newsletter.



Contact Us

By Phone: (New Forest Advisers)

Ring our Freephone Adviceline
0808 278 7860

Monday - Friday

Email: (New Forest Advisers)

Fill in the online webform @
newforestcab.org.uk/contact-us/
email-adviceline

Webchat: (National Service)

[www.citizensadvice.org.uk/
about-us/contact-us/contact-us/
web-chat-service/](http://www.citizensadvice.org.uk/about-us/contact-us/contact-us/web-chat-service/)

National Citizens Advice:

0800 144 8848

www.citizensadvice.org.uk/

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