

**citizens
advice**

Hampshire

Supporting Information

Thanks for your interest in working at Citizens Advice in Hampshire (CitAH). This job pack should give you everything you need to know to apply for this role and what it means to work at CitAH.

Our Values



Our Mission

To ensure a strong and sustainable network across Hampshire, working towards a united consortium with shared values and goals. Working together for the Community.

Our Ambition

To be agile and respond to the changing funding landscape, working in collaboration with our members and stakeholders to ensure that people across Hampshire receive the support they need to live healthy and financially stable lives.

To ensure that we and our members are sustainable to do so

To ensure that working at Citizens Advice Hampshire is fulfilling and rewarding.

Integrity

Acting ethically and transparently in our business dealings. Operating in an environment of Trust and honesty, doing the right thing over personal gain.

Collaboration

Working openly together to ensure the best outcomes for consortium members and their clients, sharing best practice and experience to enhance future developments.

Innovation

Finding fresh ways of delivering support, even though our clients' issues remain similar.

Impact

Working for excellence to make a positive contribution to society.

Respect

For ourselves and others in everything we do, which includes how we communicate at meetings, timely reporting and respect of each other's time.

What is CA Hampshire

Citizens Advice Hampshire is an award-winning charity that supports the 15 local Citizens Advice, across Hampshire, to work with vulnerable clients via project partnership and collaboration.

Our local Citizens Advice offices have trained advisers that offer expert advice on virtually any problem, no matter how big or how small, ensuring that communities and individuals across Hampshire have access to high quality advice and services wherever they live or work.

We meet the rapidly increasing advice needs of the Hampshire population, which was exacerbated in the last year by significant increases in the Cost of Living, the energy crisis, and the impacts of Covid such as the emergence of Cancer patients to Macmillan.

We are proud to lead on several large Hampshire-wide projects. Working in partnership with a range of organisations including the NHS, HCC, Utility Companies and other charity organisations.

How we work In Hampshire & the Isle of Wight

CA Hampshire was established in 2007 and is a consortium of the 14 Local Citizens Advice in Hampshire, Portsmouth, Southampton and the Isle of Wight. Each Local Citizens Advice is a member of Citizens Advice Hampshire and entitled to appoint a trustee. CA Hampshire leads through influence and has no operational authority over the Local Citizens Advice offices. We secure funding, enable collaboration between our Local Citizens Advice members and other partners, provide a single point of contact for funders, partners and policy makers, and support our local offices by facilitating knowledge, skills sharing and training, and through campaigning for better services and policies.

Each Local Citizens Advice strives to improve the quality of the advice and information it provides and constantly looks for innovative ways to reach its clients. They are committed to serving the local community and standing up for the rights of individuals. Our purpose is to collectively deliver quality services, with shared goals and priorities to help meet client needs.

Meet the team



Biddy Mayo

Chief Executive Officer



Cara Read

Hampshire & Surrey
Macmillan Service
Manager



Hristo Georgiev

Finance Manager



Robert Sweatman

Chair

Our Strategic Priorities

Citizens Advice Hampshire's purpose is to collectively deliver high quality services. Our priorities were revisited in August 2023, and it was agreed that they continue to be relevant and the key areas of focus. The survey of Chief Officers conducted in December 2023 confirmed the key areas of work remain the same, however a desire for change to address the changing funding landscape and type of support required was a strong message, and actions suggested to improve the offer have been included in this document. This has changed the focus on the lens of our work.

With only 30% of consortium members being certain that their Local Authority funding would be secure beyond 2026, we have agreed that there is some urgency over the next two years to secure non restricted funds for both LCAs and for Citizens Advice Hampshire. One of our key strategic actions therefore is to develop a funding strategy that will align with this need.

The work of Citizens Advice Hampshire has also become more varied and important as new joined-up solutions to the challenges faced by our residents are needed. We talk to existing and potential funders, explore new areas of delivery and build on existing good practice whilst campaigning for the vulnerable in our communities.

Delivery of this plan will be the responsibility of the Chief Executive. Operationally, a Service Manager delivers the Macmillan Services whilst the Chief Executive monitors other projects such as the Home & Well, The National Lottery Debt project and the Good Neighbours Network Home and Well project. These roles are all supported by a team of skilled trustees and Citizens Advice Hampshire Staff. It has been identified as part of this strategic development that the capacity within Citizens Advice Hampshire will need to adapt to cover new workstreams so this will be reviewed.

Our plan for 2024-26

- Securing sustainability through Funding for CitAH and for Citizens Advice Hampshire
- Raising the Profile of CitAH and Being the Voice of the LCAs across Hampshire
- Supporting Local Citizens Advice
- Lead Existing Projects delivered in Hampshire

CA Hampshire Projects

We are proud to lead on a number of large Hampshire-wide projects. Working in partnership with a range of organisations including the NHS, HCC, DWP, Utility Companies and the Police and Crime Commission.

Home & Well

Home and Well is a unique collaboration of organisations working together to support residents of Hampshire and the Isle of Wight to return home as quickly and as easily as possible after a hospital stay and, importantly, ensure they have the comfortable home environment that will help them continue to recover rather than relapsing.

The project combines all the elements of helping clients with fuel/water poverty and identifying PSR cases, whilst also providing a more holistic approach and signposting clients to services helping to tackle additional issues such as housing, employment and relationships.



Home & Well: Good Neighbours Network

Home & Well: Good Neighbours Network is a collaboration between Citizens Advice Hampshire, SGN and The Good Neighbours Network. This project aims help vulnerable residents of Hampshire with fuel poverty advice and provide wrap around support.

Citizens Advice and the Good Neighbours Network help to reach vulnerable residents of Hampshire and offer a wide range of support. The service will be available across Hampshire in all 120 local groups run by the Good Neighbours Network volunteers. The groups provide both practical help with tasks and emotional help through befriending schemes and an expanding range of social activities, from film club to bike club. Many offer much needed transport to medical appointments or a hand with the shopping. Citizens Advice will give the full wrap around support to assist clients with any other underlying issues.

Surrey Macmillan Citizens Advice Service (SMCAS)

This service provides a dedicated advice service for people affected by cancer who are resident in or being treated in Surrey. We are a team of caseworkers who provide specialist advice and casework face-to-face as well as through a telephone helpline and via email/letters.

Our team work very closely with professional staff at our outreaches in the many hospitals and hospices throughout Surrey. We can be easily found in the Macmillan Centres inside the hospitals for an appointment or drop-in. In addition, we are able to see clients in their own homes or at one of our many outreach locations.



Surviving Winter

The Surviving Winter Fund, is distributed by Hampshire and Isle of Wight community foundation, has been created to help older persons in Hampshire, Portsmouth, Southampton & the Isle of Wight who cannot afford to heat their home and maintain a reasonable standard of living during the winter.

The aim of this fund is to ensure that older people who struggle with the cost of winter can survive the winter with a reasonable level of comfort and dignity.

Hampshire Macmillan Citizens Advice Service (HMCAS)

This service provides a dedicated advice service for people affected by cancer who are resident in or being treated in Hampshire, including Southampton, Portsmouth and the Isle of Wight. We are a team of caseworkers who provide specialist advice and casework face-to-face as well as through a telephone helpline and via email/letters.

Our team work very closely with professional staff at our outreaches in the many hospitals and hospices throughout Hampshire. We can be easily found in the Macmillan Centres inside the hospitals for an appointment or drop-in. In addition, we are able to see clients in their own homes or at one of our many outreach locations.



National Lottery Debt Project

Working in partnership with the National Lottery Community Fund to support vulnerable clients across Hampshire, Isle of Wight, Portsmouth & Southampton.

We provide an information, advice and casework service to people who are experiencing profound difficulties in managing financial problems including debt and benefit issues, and who may face additional problems such as the threat of homelessness. This support is face to face.

Over the past year the spectrum for vulnerability has become a lot broader than it was pre-pandemic. Clients in need of debt advice are now presenting with more complex needs, predominantly accompanied with underlying mental health conditions and heightened vulnerability in other aspects of their day to day lives.



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Supporting Information

What is Citizens Advice

For everyone, where everyone belongs

An inclusive, purpose-driven workplace that listens, works together, is open and honest, accessible and helps everyone be the very best they can be.

#WeAreCitizensAdvice

3 things you should know about the Citizens Advice Service

1. We're local and we're national. We have 6 national offices and offer direct support to people in around 250 independent local Citizens Advice (LCA) services across England and Wales. Citizens Advice Hampshire is an umbrella organisation working with 15 of these LCAs in Hampshire and the Isle of Wight.
2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.
3. We're listened to – and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

Citizens Advice Mission

- **Provide advice fit for the future** – *Be there for people when they need us in the ways that help make the biggest impact.*
- **Close the gap** – *End the disparities in access and experience for marginalised people.*
- **Take early action** – *Prevent more people from reaching crisis by addressing problems earlier.*

Citizens Advice in Hampshire

The Citizens Advice service is made up of Citizens Advice, the national charity - and a network of around 250 local Citizens Advice members.

The network in Hampshire delivers services from 14 Local Citizens Advice Offices with a range of outreach offers. The network of independent charities, delivers services from 31 locations.

In 2023-24 Citizens Advice Hampshire supported 69,077 clients with 282,061 issues.

With the support of Citizens Advice clients were given access to over £52,340,267 in financial gains. This includes benefit applications, fuel vouchers and grant applications.

Clients were also helped with over £4,681,524 in debt support.

