

CEO: Jenny Barnett

Offices at: Louth, Mablethorpe and Skegness

Saxilby & Ingleby Parish Council
clerk@saxilbyparishcouncil.org.uk

October 2021

Dear Clerk

I would be grateful if your Council representatives could consider our application for help and support with a financial grant towards our charitable services in 2022/2023.

Every local Citizens Advice is an independent charity reliant on funds raised locally and the commitment of trained volunteers from their local communities.

Advice really makes a difference to the lives of individuals, their families and the communities they live in, particularly in the current economic climate. Our free, confidential and independent service offers advice, information and advocacy support to assist people to resolve the problems facing them. These include, but are not limited to; benefits, housing, debt, legal, relationship breakdown and employment.

Our trained Assessors, Advisors, Caseworkers and Specialists can help at all stages of a problem from negotiating with service providers; for example utility companies, right up to representation at courts and tribunals. In fact, we help with a huge range of issues that face people in their everyday lives.

We are continually working to improve access to our services to help those who are particularly vulnerable. We receive many letters of appreciation and verbal feedback from our clients thanking us for the help they received. In addition to resolving problems, many clients tell us we have helped them to increase their income and improve their well-being and health and assisted them with financial capability.

Throughout the pandemic our advisers have been working tirelessly to assist clients. We have increased our telephone and webchat capacity and our advisers are currently offering telephone appointments.

We are currently able to offer drop in sessions at Mablethorpe and Sutton on Sea and, following government guidance, we hope to offer face to face appointments for our most vulnerable clients soon.

Charity registration number 1099145. Company limited by guarantee. Registered number 4740511 England.

Authorised and regulated by the Financial Conduct Authority FRN: 617595.

Registered office: Guildhall, Marshall's Yard, Gainsborough, Lincolnshire, DN21 2NA.

Residents can contact us on the following numbers for advice:

Adviceline: 0808 278 7904 (Mon-Fri, 9am-5pm) (Freephone)

Provides a first point of contact for information and guidance on a wide range of matters and can offer more in-depth advice (e.g. debt or welfare benefits).

Consumer service: 0808 223 1133 (Mon-Fri, 9am-5pm) (Freephone) Advice on issues with goods and services

Help to Claim (Universal Credit support): 0800 144 8 444 (Mon-Fri, 8am-6pm) (Freephone)

We can support you to make a new claim for Universal Credit, from opening your account to receiving your first full payment.

Get help with online scams: 0808 250 5050 (Mon-Fri, 9am-5pm) (Freephone)

Polish Helpline: 03444 847 6128

Webchat: <https://www.citizensadvice.org.uk> (Mon-Fri, 10am-4pm)

Residents can also make a referral to our service via our website at www.citizensadvice.org.uk/lindsay

If you require any further information about Citizens Advice Lindsey or its services please do not hesitate to contact us on the above telephone number.

Thank you in anticipation of your kind consideration.

Yours sincerely

Jenny Barnett

Jenny Barnett
CEO