

Citizens Advice Basingstoke

Annual Review 2023/2024

Your local charity, changing lives



Basingstoke

Contents

2	Contents / About Us	13	Debt issues
3	Welcome	14	Community partnerships
4-5	Supporting local communities	15	Our clients
6	Advice you can trust / Our team	16-17	Research and Campaigns
7	Mayors charity 2023-2024	18-19	Volunteering at Citizens Advice Basingstoke
8	Helping local people / Our impact	20	Working with National Citizens Advice
9	Benefit issues	21	Basingstoke Wards
10	Housing issues	22	Our funders
11	Utilities & Communications issues	23	Improving wellbeing
12	Employment issues	24	Contact details

Please note: We have used different names in our case studies, certain details have been omitted or changed and general lifestyle imagery has been used to preserve the anonymity of our clients.

About Us

Citizens Advice Basingstoke is an independent local charity, founded in 1961.

Our highly skilled team of expert advisers provide free, confidential and impartial advice for everyone, whatever their enquiry involves.

We also drive for change on the underlying causes of social problems, through our research and campaign work with policymakers and other organisations.

We value diversity, champion equality and challenge discrimination and harassment. We are a Third-Party Reporting Centre for those affected by hate crime.

We're here to help everyone living and working in Basingstoke communities.



Welcome

Welcome to our latest Annual Review for 2023-2024 in what has been yet another challenging year. The cost-of-living crisis has continued to devastate the lives of local people, as families struggle to afford the cost of food, energy, rent and mortgages, while we see many pensioners who can no longer make ends meet. Our vital support for those most in need helps to keep a roof over their heads, put food on the table and helps them to stay warm during the coldest months.



To support our local communities, a new strategy focusing on developing and growing our client services and improving accessibility for the most vulnerable has been put into action. In January we celebrated passing our rigorous annual audit, achieving the highest marks possible and securing our position as the trusted 'go to' advice charity in Basingstoke.

We were delighted to welcome Dame Clare Moriarty from national Citizens Advice to our offices to meet the team this year and to hear more about our projects and services.

(Photo: Tony Curtis, Chair of Trustees, Graham Hatcher, CEO, Dame Clare Moriarty, CEO Citizens Advice).

Sadly, our Trustee Board has said farewell to Rhiannon Lee, who we thank for her hard work and dedication over the past five years. We also welcome new trustee Catherine Brooks, a former volunteer, who brings with her a wealth of experience in the human resources field.

We gratefully acknowledge the generous strategic partner grant from Basingstoke and Deane Borough Council which provides stability for our vital services. However, we have much work to do in diversifying our funding streams and we are now in contact with local businesses to see where corporate social support can help us to meet local needs. Our work is life-changing and ripples outwards to benefit the local communities in which we all live and work. By supporting each other we can make Basingstoke a better place for all.

Finally, I would like to thank everybody in the team for their continued commitment and hard work, it is clear from the feedback we receive from our clients that they are truly grateful for our support. Thank you and I hope you enjoy reading our Annual Review!

A handwritten signature in blue ink that reads 'Tony Curtis' with a long horizontal line underneath.

Tony Curtis
Chair of Trustees

Supporting local communities

Helping people in local communities is at the heart of what we do and in the current economic climate we have experienced exceptionally high demand for our services. Our overall client figures for the year are **9,857**, representing a 7% increase on the previous year. We are aware that the need is there and we would like to be able to do more. However, there is so much to celebrate and we really couldn't do what we do without our incredible team, who are so passionate about helping people in need.

Annual General Meeting (AGM)



Our AGM gives us an opportunity to report on our progress over the previous year. We were delighted that Michele Shambrook, Executive Director of Operations at National Citizens Advice joined us as guest speaker. Michele talked about how the cost-of-living crisis and debt are affecting clients lives, confirming that the cumulative number of people helped with crisis support in the last year is higher than in any previous year and still continuing to grow.

Annual Training Day

"Our team training away day is designed to encourage team building and to share ideas. A training session on discrimination and hate crime led by Operations Manager Callum, was extremely valuable in ensuring that our team are fully aware of the problems people are facing and how we can help to take their worries away."

Graham Hatcher, CEO



We were a part of the **Basingstoke Disability Forum Awareness Day** in the Malls Shopping Centre, giving us an opportunity to recruit new volunteers and meet other grassroots charities making a difference for people in Basingstoke.



Graham presenting awards at the **Basingstoke Multicultural Forum** Language Day celebrating linguistic and cultural diversity across the town.



Katie at the **Social Inclusion Partnership (SIP) Event** bringing together housing, homeless and emergency services, people with lived experience and local businesses to reduce homelessness and advance social inclusion in Basingstoke.

Sweetie at the **Warm and Well Event** in the Discovery Centre to help those struggling with energy bills.



Callum and Lucy at the **Carer's Event** organised by the Princess Royal Trust, to provide carers with access to professional help for them and those they care for.



Staff member Alex, who originally joined us as a volunteer, receiving his final certificate from Operations Manager Callum to become a fully qualified Adviser.



Our Alleviating Poverty for Over 65's Project Adviser Wendy at the NeighbourCare **Older Persons Awareness Morning** to help pensioners struggling to make ends meet.

Advice you can trust

It is vital that the advice we give is of the highest standard and that people have trust in our charity. Our work is subject to ongoing external quality checks and we work to nationally recognised and independent accreditation standards:



- We adhere to the **Advice Quality Standard (AQS)**, the only sector-owned independently audited standard that focuses on advice, for casework covering welfare benefits, debt and older people,
- We received the highest pass mark available in the **Leadership Self Assessment and Equity, Diversity, and Inclusion Leadership** audits in January 2024,
- Our work is regulated by the **Financial Conduct Authority (FCA)**,
- We are accredited to the **Money & Pension Service (MAPS)**,
- Nationally, Citizens Advice monitor continually the advice offered by Citizens Advice Basingstoke, which includes monthly random checks.

Our team

Specialist training for new advisers and regular updates for the whole team ensure that our advice is of the highest quality.

- 17 staff members, (providing 463 hours per week),
- 58 Volunteer Advisers, (providing 258 hours per week)
- 9 Trustees, attending 8 Board Meetings per year/AGM/sub-committees



Our Board of Trustees oversee the running of our charity, set strategy and make plans for the future.

We visited the staff and volunteer team at **Citizens Advice Hertsmere** in Borehamwood, to see another local office in action and to share best practice on advice delivery, strategy, office management, finance and fundraising.



Mayor's charity 2023-2024

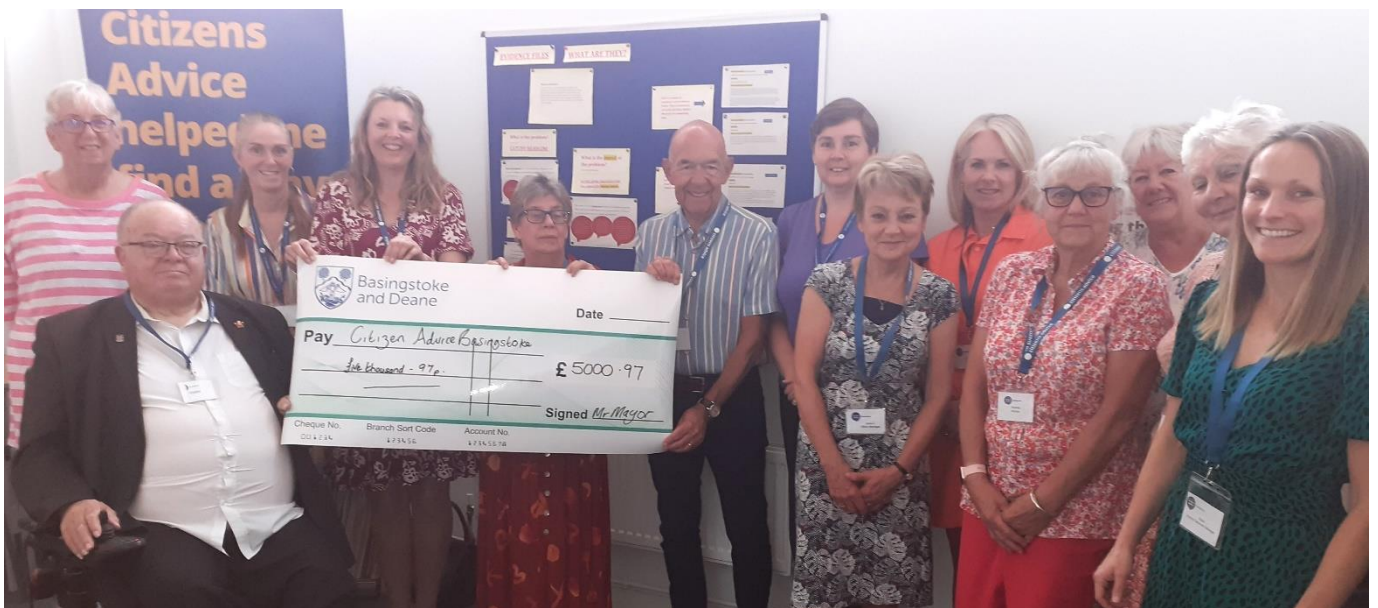


Cllr David Leeks is extremely well known in Basingstoke for his passion for volunteering and the difference this makes for local charities. We were therefore extremely proud to be chosen by Cllr Leeks as a mayoral charity of the year.

This helped us to raise awareness and funds to support vulnerable people whose lives have been impacted by the cost-of-living crisis and we were delighted to receive a cheque for just over £5,000. Thank you to everybody who generously donated to the Mayor's Charity Appeal.

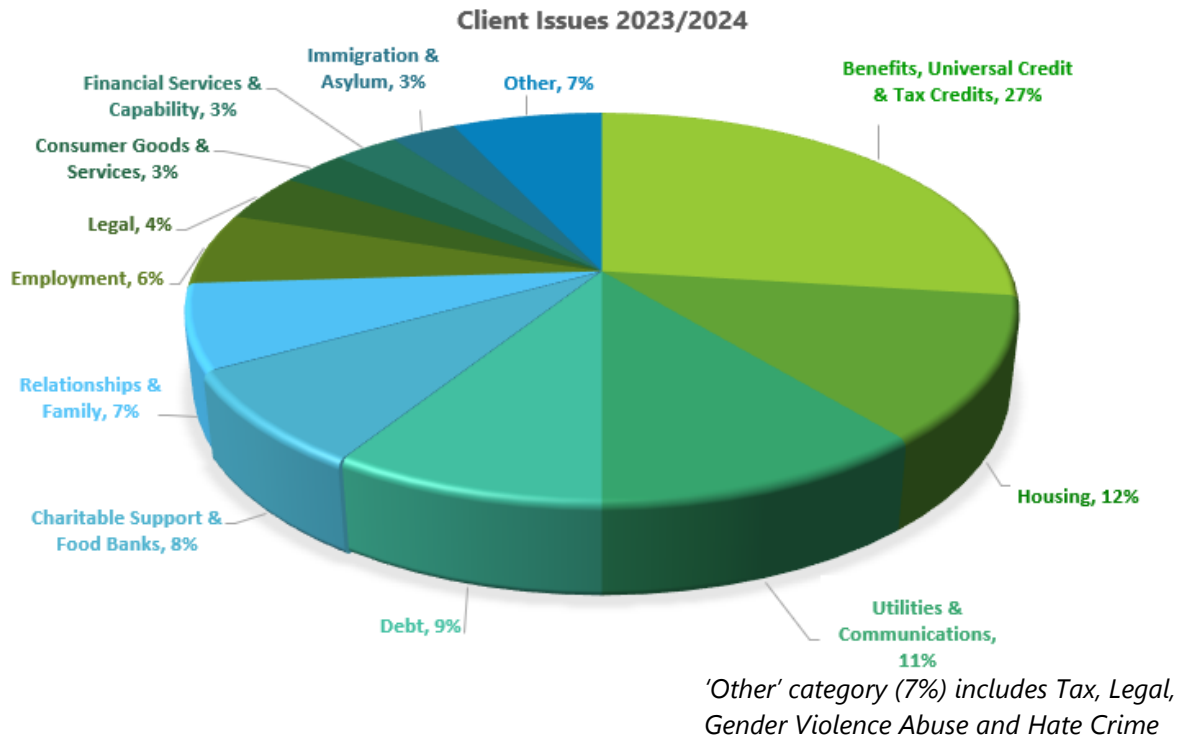
Our amazing team of volunteers helped out at the mayoral events taking place throughout the year:

- Providing support at the Civic Coronation Service at St Michael's Church,
- Handing out show programmes and collecting donations at the Anvil for the Basingstoke Variety Show,
- Carrying out the end of service collection at the Christmas Carol Service at St Michaels Church,
- Managing the raffle, selling programmes and rattling collection tins at the Spring Charity Concert at the Anvil.



Helping local people

Our advisers are here to help anybody, whatever their issue involves, with advice given on **19,414** issues. The chart below shows the areas where we are helping people most.



Our impact

- **9,957** clients helped,*
- **28,589** activities carried out with or on behalf of clients,
- **£2,176,829** income gained for clients thanks to expert advice provided,**
- **£2,815,387** saved by government and public services,***
- **£7,565,245** gained in financial benefits to our clients from problems solved,***
- **£17,795,071** in estimated wider social and economic value to society,***
- **£12,763,774** estimated public value of improving clients' wellbeing, relating to emotional wellbeing, family relationships and positive functioning.***

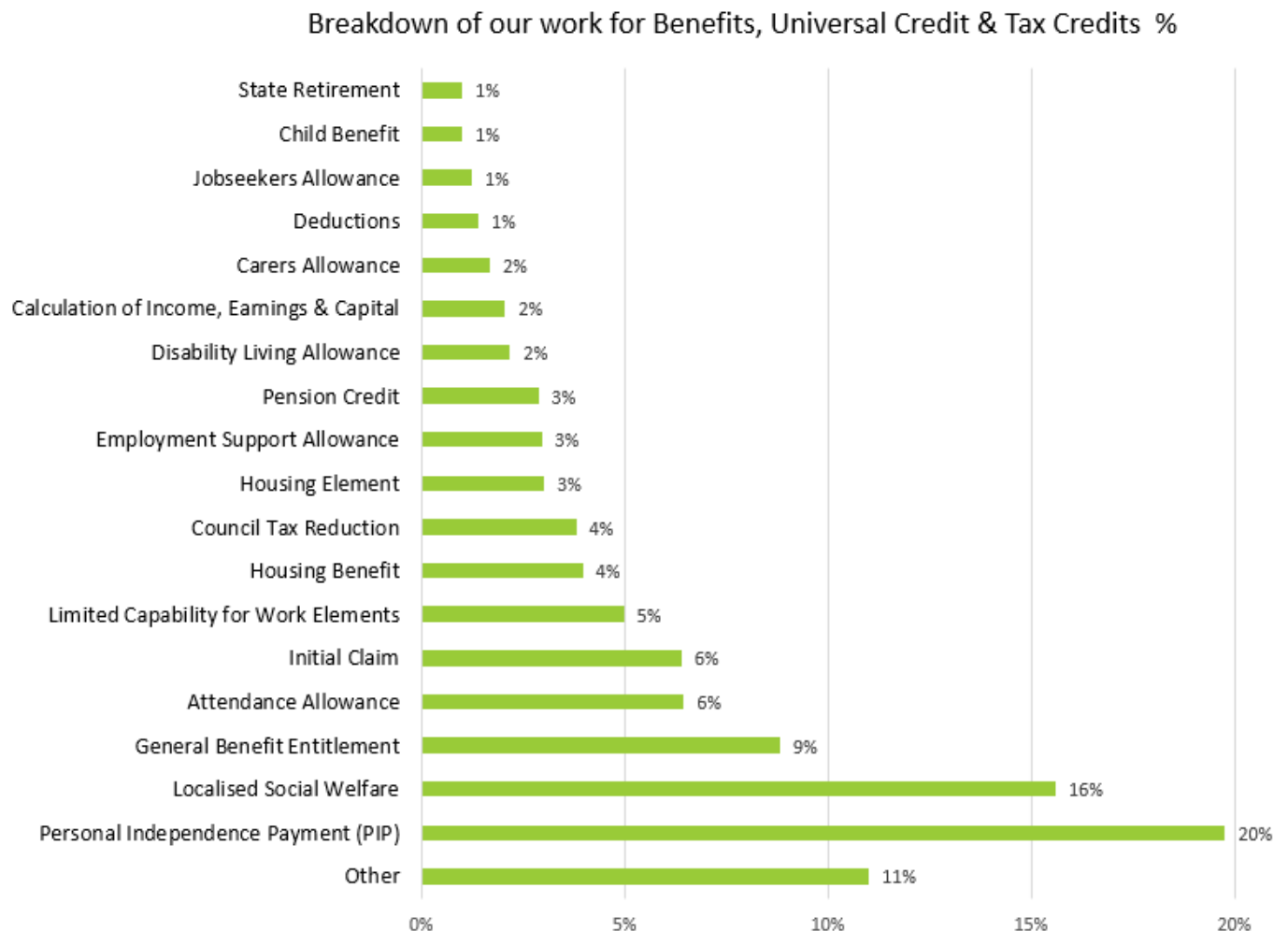
*This includes returning clients who seek our help with different issues.

** Income gained uses a clients' individual financial gain as a result of our help for a 12-month period only.

*** Based on the value of advice delivered by our office. Using a Treasury approved model developed by New Economy using the latest values, we only put a value on what we can firmly evidence.

Benefit issues

Over a quarter of our work involves helping people with benefits, universal credit and tax credit enquiries, a breakdown of which is shown in the chart below. Our advisers help those on low incomes to access the benefits to which they are entitled, providing support with application forms, dealing with problems and delays and appealing decisions.



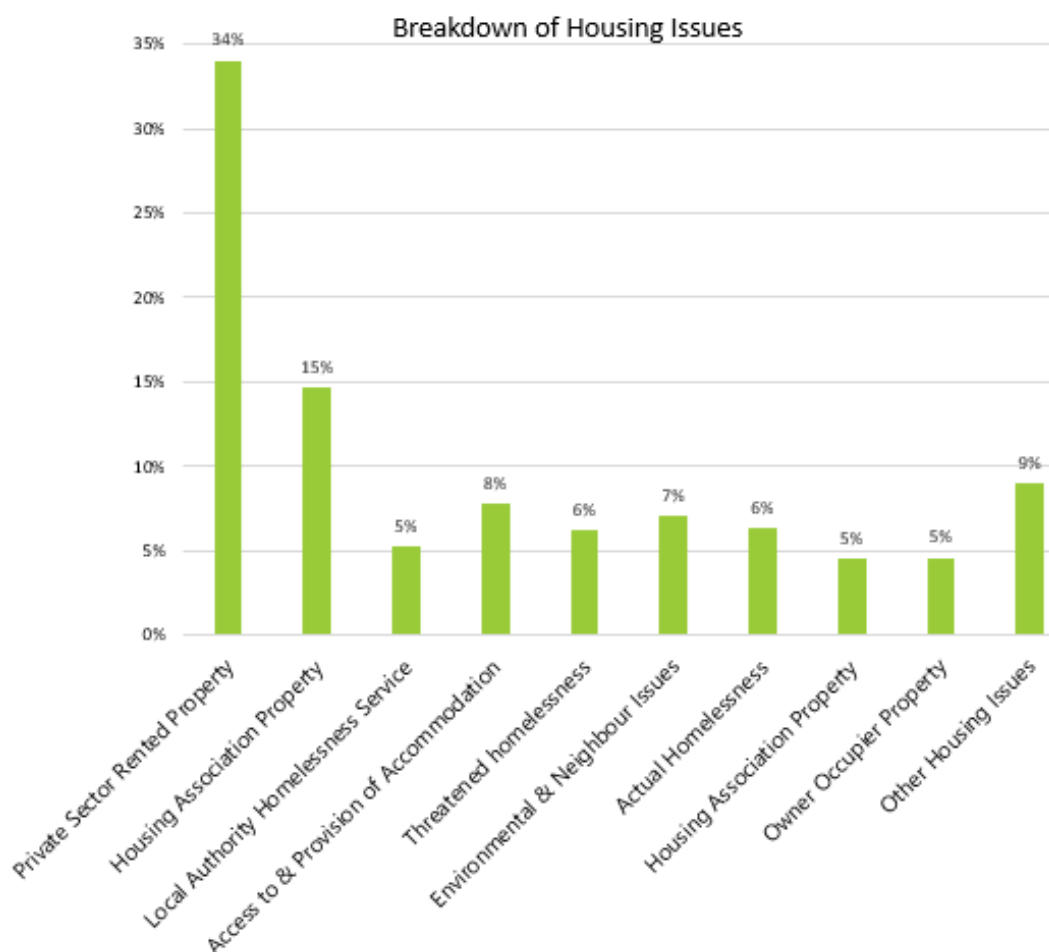
Supporting Denise who lives with severe spinal pain

Our Adviser made a real difference for Denise, a pensioner who suffers with severe spinal pain and arthritis. This affects Denise's mobility, causing falls that have led to hospital visits and serious head injuries. Our adviser helped Denise to make a successful application for Attendance Allowance, resulting in extra annual income of £5,644.60 to help Denise manage her long-term health condition.



Housing issues

We advise on issues relating to poor quality housing, evictions and mortgage arrears and have dealt with **288** enquiries from those who are homeless or threatened with homelessness over the last year.



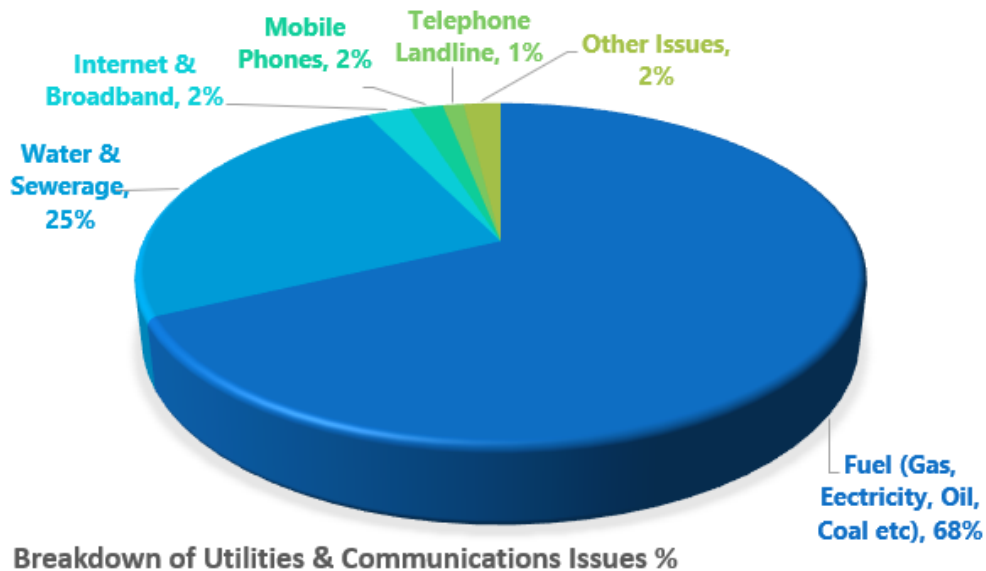
Difficulties for those living in private sector rental properties

Over a third of housing enquiries at Citizens Advice Basingstoke relate to the private rental sector. Citizens Advice data predicts that private renters on low incomes will spend **53%** of their earnings on housing and energy this year, compared to 46% for social housing tenants and 40% for homeowners. A third of private renters have resorted to borrowing to cover rent and **17%** choose not to use heating, hot water or electricity. Locally, the majority of private renters seek our help with tenancy agreements, repairs/maintenance, deposit returns and disrepair including damp, mould, and condensation.

Campaigning for change: Private renters face a lack of affordable accommodation in Basingstoke, alongside the threat of losing their home through a Section 21 no-fault eviction order if they do voice concerns to their landlord. We believe this is unfair and the Citizens Advice network is campaigning for a change in the law, to give people the right to a warm, safe home, free of damp, mould and disrepair.

Utilities & Communications Issues

Last year we issued **244 fuel vouchers** to those experiencing fuel-poverty. Our partnership with National Databank has enabled us to help **28** people in data-poverty to access free mobile calls and data, worth **£2,520**.



Jane's story – feeling smothered by household bills

Jane is a mum caring for her disabled son. She came to our adviser in tears, feeling desperate about receiving a number of calls regarding unpaid bills and incorrect charges from her energy company.

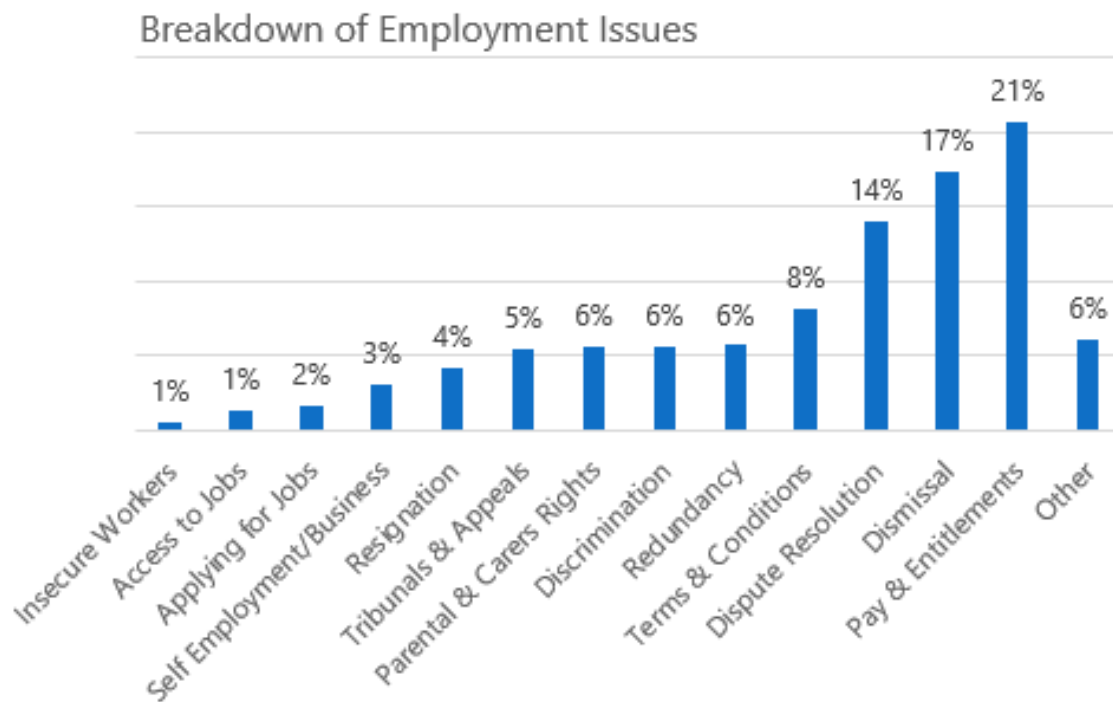


Our adviser discussed potential payment plans and energy grants and successfully applied for a fuel voucher worth £147 on Jane's behalf. Jane was also able to apply to the local Council's Cost of Living Assistance Fund, a scheme to support residents facing financial difficulties due to the rising cost of living. The advice Jane received enabled her to pay off part of her energy debt and pay back some of the loans received from helpful friends and family. Jane also received a foodbank voucher and details for food pantries in the area.

"Before being put in contact with your adviser, I was seriously struggling with my mental health, depression and anxiety attacks. So many pressures and our household bills were beginning to smother me, I felt I just couldn't breathe. Your adviser has been utterly amazing, she is so very knowledgeable, kind and patient, never rushing me to explain my problems. We have also been able to occasionally use a foodbank voucher to keep from being hungry despite no funds left after bills being paid. It has been a lifesaver". Jane

Employment issues

The majority of our advice on employment issues involves Pay and Entitlement, Dismissal and Dispute Resolution.



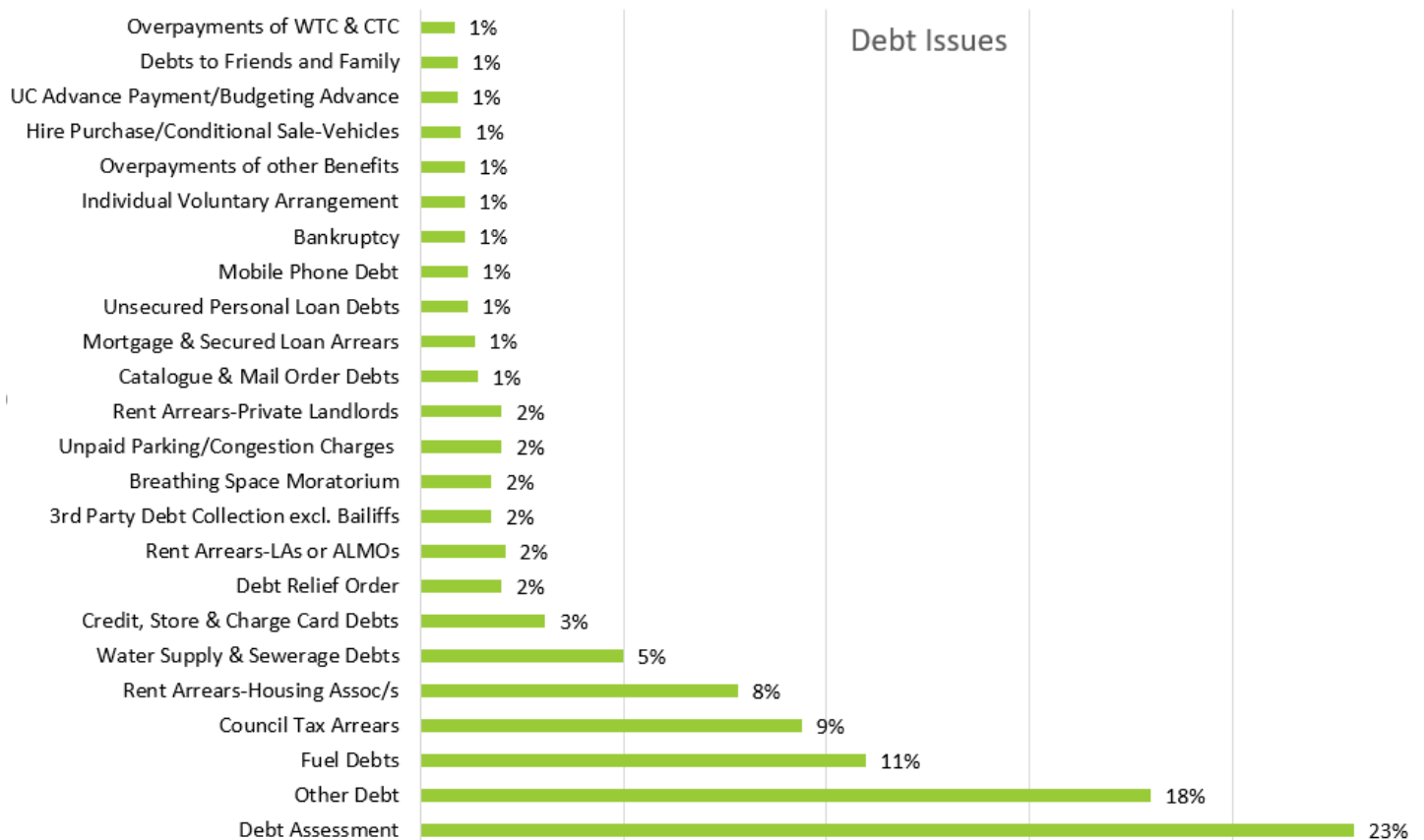
Martin's story – unable to afford food or heating due to employer's P45 error

Martin had lost his job following serious health issues and subsequently had received an incorrect Universal Credit (UC) calculation as his employer had stated that he was being paid, when in fact he had received his P45. As a result, money had been deducted from his monthly UC

payments, leaving him unable to pay his mortgage, buy food or top up his electricity meter. He had no means to contact anyone for help or sort out his problems as his mobile had been cut off due to unpaid bills. Martin visited our adviser, where he received a food voucher worth £36, a National Databank O2 SIM mobile phone card worth £90 and a Fuel Bank Foundation referral worth £30. He was also given advice on how to save money on energy and council tax bills. A consecutive foodbank voucher was also organised for Martin for the following week.

Debt issues

Over half the people that seek debt help from Citizens Advice are in a negative budget, meaning their income does not cover their essential outgoings.



Charlotte's story – struggling to feed her children and keep them warm

Charlotte is a single mum trying to make savings on her essential bills. During a visit to the foodbank, she discussed her debts with our onsite adviser. Charlotte was able to apply for a £147 Household Support Fund voucher towards her electricity bill. The adviser also provided information enabling Charlotte to apply for a local Council Household Support Grant providing short-term help to households in need, and guidance on applying for council tax support. The adviser also contacted Westside Community Centre who provided nappies, vests, milk and other items worth £114. Charlotte was also advised that she could request lower repayments on her credit card debts.



Community partnerships

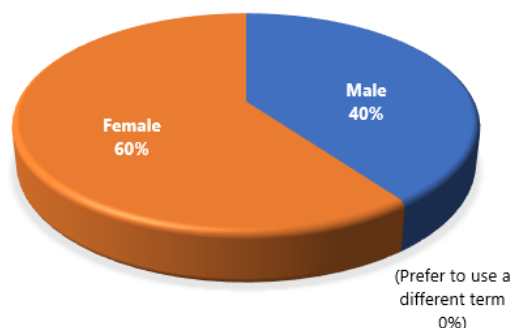
We undertake funded partnership projects, voluntary partnerships and community outreach to ensure that our services are accessible to those who need our help.

Project	Description
Local Emergency Welfare Scheme	A partnership working across Basingstoke & Deane to provide residents with emergency grants and other support.
Sovereign Housing Association	To engage with and provide help to the most vulnerable clients at risk of eviction.
Foodbank Outreach Service	A dedicated onsite face-to-face advice service at five outreach locations across Basingstoke.
HIWCF Penton Trust	Alleviating poverty for the over 65's.
Energy Project	Help with energy bills, energy saving tips, advice on maximising income and seeking available grants.
Parklands Project	Working in partnership with the NHS, this project addresses the holistic advice needs of those experiencing poor mental health, in order to maximise income, claim benefits, address debt, provide employment, relationship and housing support and any other issues impacting upon people's quality of life.
Healthwatch Hampshire	Ensuring people's views about NHS services are listened to and valued, to help improve health services.
Surviving Winter Fund and the Household Support Fund	Providing grants to people struggling to pay their energy bills.
Hate Crime: Third-Party Hate Crime Reporting Centre	Graham Hatcher, our CEO, is the independent chair of Basingstoke Hate Crime Working Group, campaigning to educate young people and raise awareness.
Home and Well	A Citizens Advice Hampshire partnership with SSEN, SGN, Portsmouth Water, Southern Water, South East Water and Hampshire & Isle of Wight ICB enabling vulnerable people to remain safely and independently in their own homes.
Money and Pension Services (MaPS)	Funding to build up capacity to deal with the increase in personal debt issues.
Collaboration	We work on a collaborative basis with other Citizen's Advice offices, both on a local basis with Citizens Advice Tadley and through the Hampshire Consortium Citizens Advice Hampshire.
Social Inclusion Partnership	To reduce rough sleeping and increase social inclusion.
BASP Mental Health Alliance	To help with mental wellbeing.
National Databank	Providing free data and calls to those in data-poverty.

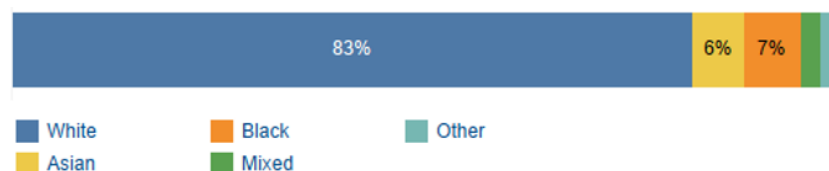
Our clients

The charts below give an insight into the people we help in Basingstoke communities.

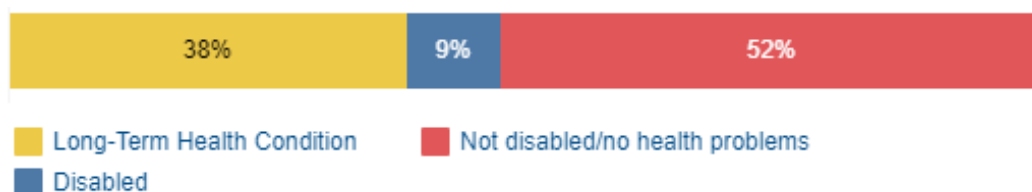
Gender



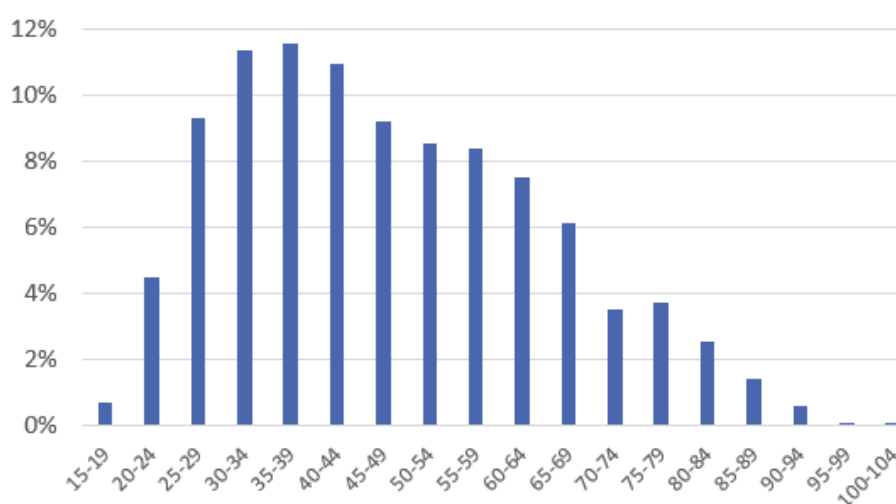
Ethnicity



Disability/ Long-Term Health Issue



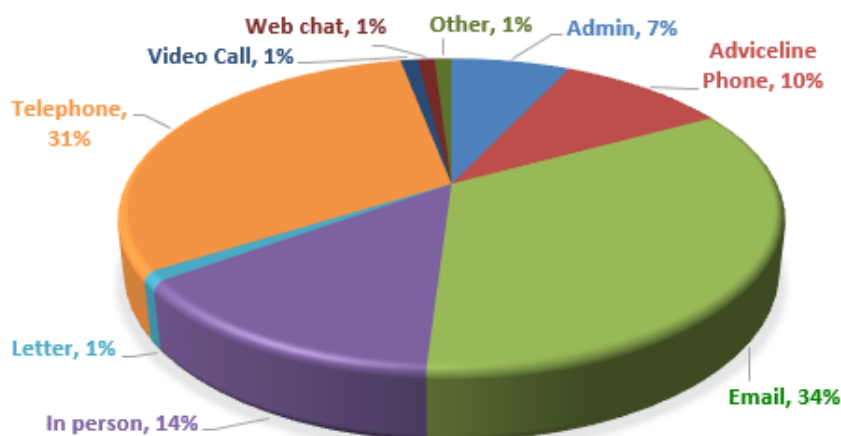
Age



Communication Channels

We are in contact with our clients using the channels shown in the chart opposite.

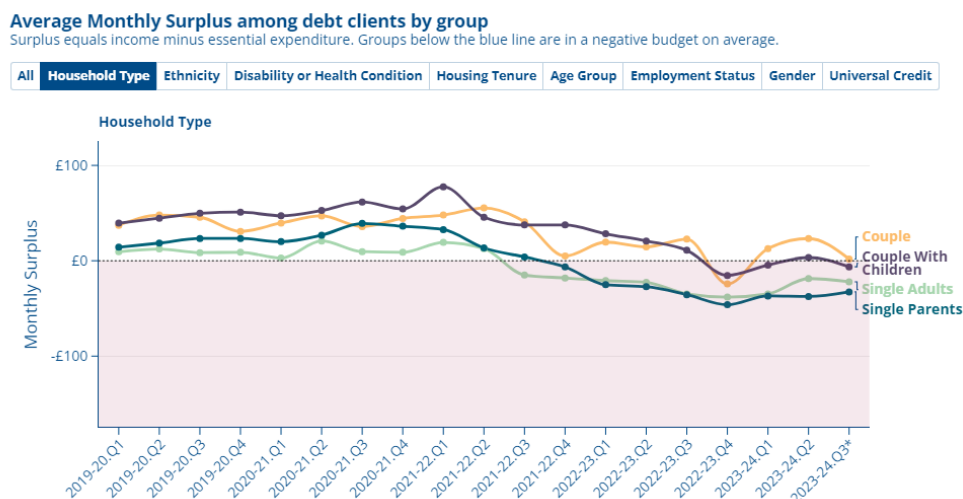
100% of enquiries sent in to us by email are answered within **5** working days.



Research and Campaigns

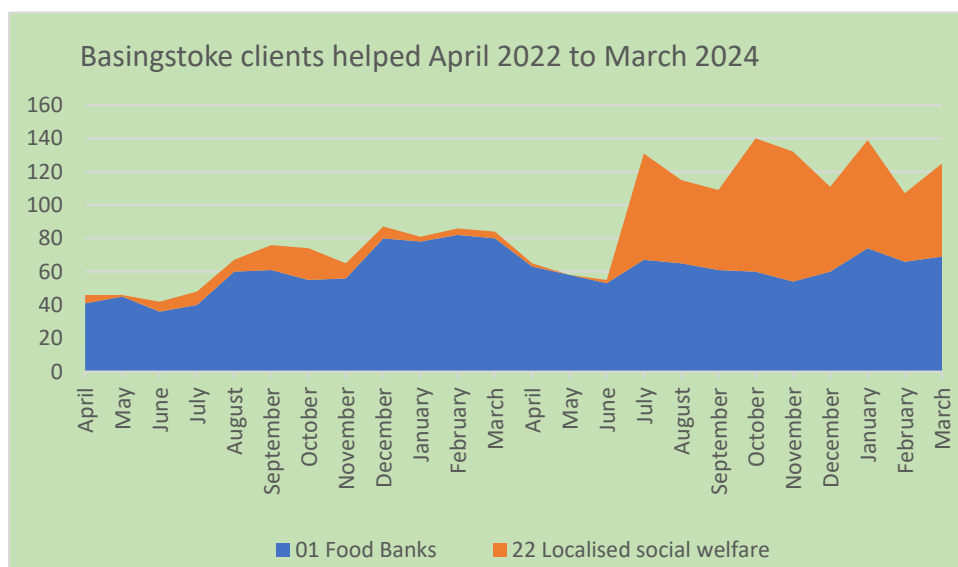
National Red Index

Through our research and campaign work, we use our insights into the problems that clients bring us, to seek changes that will improve the lives of all of us, not just people that visit Citizens Advice. The centrepiece of this work for the last 12 months has been tackling the cost-of-living crisis. Our in-depth knowledge of the finances of our debt clients has resulted in our national 'In the Red Index.' Over the last 5 years, a growing proportion of these clients, once essential expenditure on food, heating, housing etc is taken out, have *nothing* at the end of the month; leading them into a debt spiral. The chart to the right shows nationally that more than 50% of debt clients are permanently in the red, and our data shows that over 7,000 people in Basingstoke are 'living on empty'.



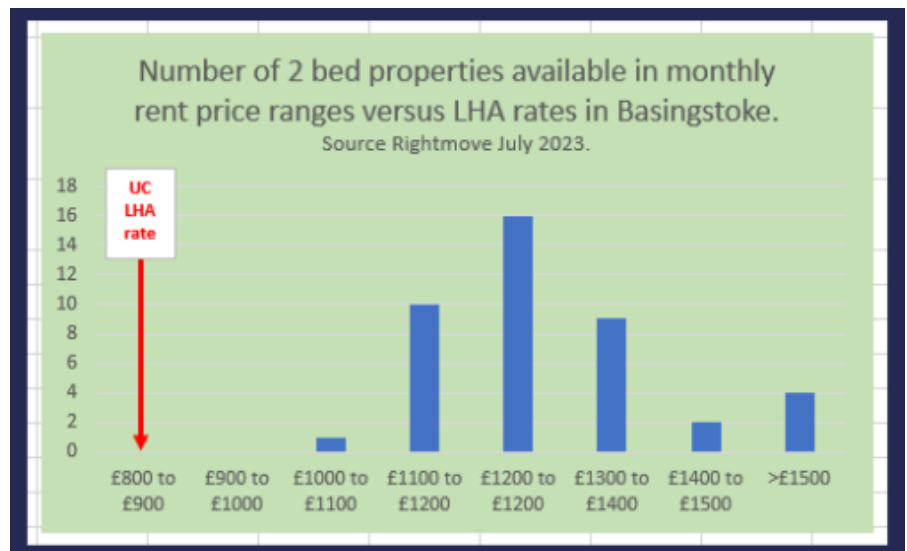
Certain groups are affected more than others, including single parents, private renters, women and those with disabilities. The net effect is a rise in debts, particularly fuel debts, rent arrears and council tax arrears, together with an increase in the need for food vouchers and other types of charitable support.

The next two charts illustrate how this hardship affects people in Basingstoke. The chart on the left shows how foodbank referrals (in blue) have maintained over the last two years. In orange we show



the referrals made to the localised social welfare fund (a Government fund to help in emergencies managed by Hampshire County Council. Clearly there is a need for emergency support services.

The second chart on the right relates specifically to the support available to Universal Credit claimants who rent privately. The Local Housing Allowance (LHA) funds the local market rates required to rent a property with bands for 1-bed flat, 2-bed house etc. The rates were frozen in 2020, whilst rents today are typically 30% higher. As the chart shows (based on Rightmove advertised rentals in July 2023) the support provided was substantially below actual rates.



Research and Campaigns Case Study - Local Housing Allowance

The impact of our Research and Campaigns work in Basingstoke is demonstrated by Katie's story below.

Katie lives with her children in a 3-bedroom house, costing £1,400p/m. She receives Universal Credit (UC) to supplement her wages but an increase in rent had left her with a monthly shortfall of £500. The freeze in Local Housing Allowance since 2020 meant this allowance was well adrift of market rates, with the housing problem fuelled by a lack of affordable accommodation in the Basingstoke area.



Katie's rent is not unusual for the area, yet her UC only covered up to £925. She was trying to pay the shortfall with the remainder of her UC which totalled £1,450. This left very little money for essentials each month leaving Katie stressed and anxious.

Prior to the Autumn 2023 Budget, we shared a report on the cost of living and the affordability of housing in Basingstoke with our local MP. In the Autumn 2023 statement, Local Housing Allowance rates were restored to the 30th percentile of local rents, providing an average 14% increase in 2024 Local Housing Allowance, compared to 2020. This move to unfreeze Local Housing Allowance rates follows pressure and campaigning from many organisations, in which Citizens Advice has played a key role.

Other successes: We campaigned successfully for the Localised Social Welfare Fund to be continued. It was due to come to an end in April 2024.

Looking ahead: We dubbed the recent general election the 'Cost-of-Living election' and we wrote to local prospective parliamentary candidates from the main political parties with a summary of our services and a number of interventions a new government could make to help local people. We will work with our new MP to raise all the issues faced by vulnerable people in our communities and provide both hard and soft evidence to substantiate our research and campaign work.

Volunteering at Citizens Advice Basingstoke

Our Volunteer Impact

We have 58 volunteers in total, who are all passionate about making a difference to people's lives. They make an outstanding contribution to our charity and last year provided an average of **258 volunteer hours per week**.



Volunteer Training and Recruitment

Our volunteering roles are flexible and fit in around family and work commitments. We train new groups of volunteers every 3 months, with training covering the latest rights for housing, employment, benefits, debt, consumer rights and much more. Volunteers can usually begin resolving client enquiries within two months.

Celebrating success

Volunteer John, who has been working with us for over 15 years, was presented with the **Citizens Advice Hampshire Volunteer's Week 2024 Award**, celebrating his dedication and hard work in helping clients to resolve their issues.





Making a Difference

By generously donating their time and expertise, volunteers gain new skills, make new friends and can boost their confidence and wellbeing. We know that our volunteers feel a huge sense of satisfaction in helping local people to move forward with their lives.

"After retiring from the Prison Service, volunteering as an adviser for two days a week was just what I was looking for. You feel like you are being really useful in helping people to deal with their problems and the adviser training is good fun and very stimulating,"

Ian, Volunteer Adviser.



Congratulations to Janet who volunteered with us for an incredible 15 years before retiring, pictured here enjoying her leaving celebrations with the team.

Our volunteers are an integral part of our charity and it would not be possible to deliver our projects and services without the support of this fantastic team. Thank you!

Please take a look at www.cabasingstoke.org.uk/volunteering to find out more.

Working with National Citizens Advice

Citizens Advice Basingstoke is an independent local charity and also a member of the National Association of Citizens Advice.

Over 3,400 local Citizens Advice offices deliver services from community locations across England and Wales. Each of these offices is a completely independent charity, raising funds to deliver services that collectively enable:

- 2.67 million people to move forward with their problems,
- 58 million visits to the online advice pages at www.citizensadvice.org.uk

Citizens Advice Online Guidance

Online guidance from the national Citizens Advice Public Information Service provides a comprehensive source of information on people's rights and is a great place for people to begin looking for help.

Last year, **132,414** people from the area of Basingstoke & Deane viewed self-help advice online on the national Citizens Advice website.



A National Service

Through our membership of national Citizens Advice, we benefit from access to the services listed below, to help people in Basingstoke communities.

Service	Description
Pensionwise	Free and impartial government guidance about your defined contribution pension options.
Consumer Helpline	Solve an ongoing consumer problem with a business seller. Help with reporting to Trading Standards.
Help to Claim	Free confidential and impartial support to help make a Universal Credit claim.
Research & Campaigns	Informing and influencing policy decisions.

Basingstoke Wards

When resolving client issues, we record the local ward in which people are based. The table below shows a clients' primary enquiry, however, there are often multiple issues and varied problems to resolve for each client, meaning the figures in the table are considerably understated. For many of our clients, ward information is often not supplied.

Issues in Basingstoke and Deane Wards	Benefits, Tax Credits & Universal Credit	Charitable Support & Foodbanks	Consumer Goods & Services	Debt	Employment	Financial Services & Capability	Housing	Immigration & Asylum	Legal	Relationships & Family	Utilities & Communications	Other	Grand Total
Basing & Upton Grey	110	20	19	29	19	3	51	1	22	32	37	28	371
Bramley	89	8	7	27	28	3	8	3	20	14	29	30	266
Brighton Hill	375	140	42	159	52	35	99	21	38	66	180	61	1268
Brookvale & Kings Furlong	313	136	24	115	56	36	106	68	31	67	140	73	1165
Chineham	187	51	16	39	31	16	66	14	27	48	56	34	585
Eastrop & Grove	254	85	24	81	74	17	106	16	36	42	109	51	895
Evingar	10	2	6	9	8	7	6	1	5	2	6	2	64
Hatch Warren & Beggarwood	65	15	11	21	27	8	42	3	19	44	19	14	288
Kempshott & Buckskin	240	73	27	74	40	30	74	3	35	40	152	48	836
Norden	421	172	45	182	86	55	141	31	51	90	251	93	1618
Oakley & The Candovers	205	56	25	57	23	20	46	8	13	29	110	55	647
Popley	378	124	43	96	71	40	118	28	42	95	187	72	1294
Sherborne St John & Rooksdown	234	67	31	95	76	19	138	23	36	85	144	56	1004
South Ham	504	147	64	249	75	40	105	33	66	85	213	77	1658
Tadley & Pamber	45	2	2	6	7	4	17	0	2	5	29	8	127
Tadley North, Kingsclere & Baughurst	44	13	2	6	13	5	18	5	7	11	19	14	157
Whitchurch, Overton & Laverstoke	119	19	13	67	18	17	30	2	22	32	55	30	424
Winklebury & Manydown	246	73	43	85	41	25	53	12	25	41	132	39	815



Our funders

We would like to thank all of our funders and donors for their support over the last year.

We are extremely grateful to our principal funder Basingstoke & Deane Borough Council for providing us with a Strategic Partner Grant of £195,247, to support our core services this year. This provides a stable base upon which we can support disadvantaged and vulnerable people in our local communities.

The greatest challenge we face as a charity is to maintain and diversify our funding streams, to meet our outgoings last year of £411,434. Our income for 2023-2024 totalled £448,588.



Our work is of huge financial benefit for the community. Using a Treasury approved model developed by New Economy using the latest values, it is estimated that our advice services provide a local saving to government and public services of **£2,815,387**, with the wider social and economic value to society estimated at **£17,795.01**, benefitting everybody living and working in our communities.

Thank you also to Phillips Law who have kindly been working with us to provide our clients with pro bono appointments each month.



Improving wellbeing

Our work seeks to make a significant impact to people's health and wellbeing and some of the lovely feedback received from our clients shows the difference our advice can make to people's lives.

Margaret visited our Alleviating Poverty for Over 65's Adviser to ask for help regarding a series of letters she had received from a debt collection agency for debts she had previously paid.

"I'm incredibly grateful for the help and service I've received from the Citizens Advice service. I was near enough losing my good character and reputation, but for the help received from the adviser. A big thank you for your kind service and advice. Margaret



Mark was struggling to pay for food, rent and heating for his family, after his wife became unwell:

"I wanted to express my deepest gratitude for your incredible support and individualised approach to assisting my family, especially considering the challenging circumstances I have found myself in. Your financial support in the form of a voucher for our electricity bill has made a significant impact, alleviating some of the financial strain we were facing. Your guidance on how to approach our landlord for assistance and where to find support for my partner's illness has been invaluable. Your willingness to go above and beyond is amazing. Thank you once again for your unwavering support, kindness and individual attention to our situation. Your compassion has made a real difference and we are truly grateful to have you in our corner". Mark

Keith came to see us after becoming anxious about rising bills:

"I have been provided with some very useful information to help me to obtain pension credit which has helped me enormously. Also, in the process of helping me with my Power of Attorney my Adviser has been very helpful."
Keith





Helping you find your way forward

Phone: Monday to Friday 9.00am-5.00pm, Free Phone Advice Line **0808 2 78 78 29**

Online: Submit an online client enquiry form: www.cabasingstoke.org.uk/email

In Person: Please book appointments in advance after speaking to us through Adviceline or submitting an online client enquiry form. If you are not able to use the phone or enquiry form, we provide a limited drop in service, please see our website for details.

We are closed Saturdays, Sundays, Bank Holidays and from Christmas Eve through to New Year's Day.

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For general information, please visit
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