

**citizens
advice**

Hertfordshire

NEWSLETTER

January 2023

Citizens Advice Hertfordshire is a consortium of the 10 local Citizens Advice charities:

Broxbourne

Dacorum

East Herts

Hertsmere

North Herts

**St. Albans
and District**

Stevenage

Three Rivers

Watford

**Welwyn
Hatfield**

Each local Citizens Advice is an independent charity with its own strategy and priorities, focused on the needs of its local residents.



Our Newsletter

Welcome to Citizens Advice Hertfordshire's new monthly update.

Each month we will share with you our latest news, useful data insights, information about our services and more.

Citizens Advice Hertfordshire works to maximise the voice of the 10 local offices and facilitate the county-wide delivery of services where working together is better for our communities.

New Citizens Advice Hertfordshire Partnership & Development Manager Appointed

Citizens Advice Hertfordshire is growing and to facilitate our collective aims it has just employed its first member of staff.

Charlotte Blizzard-Welch is our new Partnership & Development Manager and will be working with partners, funders and the 10 Herts Citizens Advice organisations to develop our county-wide services.

"I am proud have been appointed to work on behalf of the ten phenomenal local Citizens Advice offices in Hertfordshire. This opportunity will help us to develop our services for Hertfordshire residents and strengthen our countywide partnerships, by bringing our collective aspirations to life."

Charlotte was appointed as Chief Executive of Citizens Advice Stevenage in 2019 having joined the service as a volunteer in 2014, and has been project managing Hertfordshire projects for the past few years.

This has primed her to take on this new exciting new chapter of Citizens Advice Hertfordshire.

Charlotte will be dividing her time between this job and her current role as CEO for Citizens Advice Stevenage.



**Charlotte
Blizzard-Welch**



Charlotte.Blizzard-Welch@hertscitizensadvice.org.uk



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Citizens Advice in Hertfordshire is here for all Herts residents, whatever your problem.


We offer practical advice on a wide range of issues.

We tailor our service to what you need and offer information, signposting and detailed advice on a range of topics including:

- **Money matters, including debt and maximising your income benefits**
- **Energy advice including debt and energy saving measures;**
- **Housing**
- **Employment issues**
- **Relationship and family problems**

We are available on the phone, face to face, by email and webchat throughout the county during office hours but we know that for some people, being able to get advice in the evenings and weekends is more convenient.

Our Extended Hours Advisers will do their best to help you move forwards with your problem when you call us, but if more in-depth advice is needed they can arrange follow up telephone appointments.



**We've extended
Adviceline opening
hours to cover evenings
and Saturdays -
meaning that you can
call us when it suits you**

Call free on 0800 144 88 48
Monday to Wednesday 10am to 9pm
Thursday & Friday 10am to 8pm
Saturdays 10am to 4pm

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Thanks to funding from Hertfordshire County Council, Citizens Advice Hertfordshire's telephone Adviceline is now available on weekday evenings and on a Saturday.

This means that you can now call us for advice and guidance at a time more convenient for you.

Impact of the Rising Cost of Living on Hertfordshire Residents

We have seen significant growth in the number of people coming to us for advice for cost of living related issues.

You can see here the number of people coming for help with Personal Independence Payment (PIP), Charitable Support and Foodbanks, Energy, Energy Debts and Council Tax Arrears.

Certain groups of people we're helping are struggling more with cost of living issues.

We continue to see more disabled people facing cost of living issues than other issues.

Social housing tenants, single people and lone parents are also in this position.

A record number of people in private rented accommodation sought help from us last year.

When we look at the period September to December 2022 compared with the same period in 2021 we see:

- **341% increase in people needing help with Energy**
- **73% increase in enquiries about Food Banks and Charitable Support**
- **15% rise in PIP enquiries**
- **15% rise in Council Tax Arrears**

For more details on what our data is telling us about the impact of the cost of living crisis please contact Charlotte Blizzard-Welch.

Charlotte.Blizzard-Welch@hertscitizensadvice.org.uk

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**The Citizens Advice Hertfordshire
Adviceline number is:**

0800 144 88 48



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office and their services.**



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