

# Citizens Advice West Berkshire 2019/20



For the grant  
that you give  
to us  
we really  
appreciate it

citizens  
advice

West  
Berkshire

# This year

Despite only having 4 interview rooms since restructuring after our large funding cuts, we once again saw a rise in client numbers

Sometimes we do have to send clients away due to the space restriction but we always give them an alternative day/ time, or signpost them/ give them links from our website



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# Thatcham Central, Thatcham North, Thatcham South & Crookham and Thatcham West



West  
Berkshire

**We saw over 564  
clients from the  
Thatcham wards in  
2019/20 this is an  
increase of 13%  
from last year**



**West  
Berkshire**

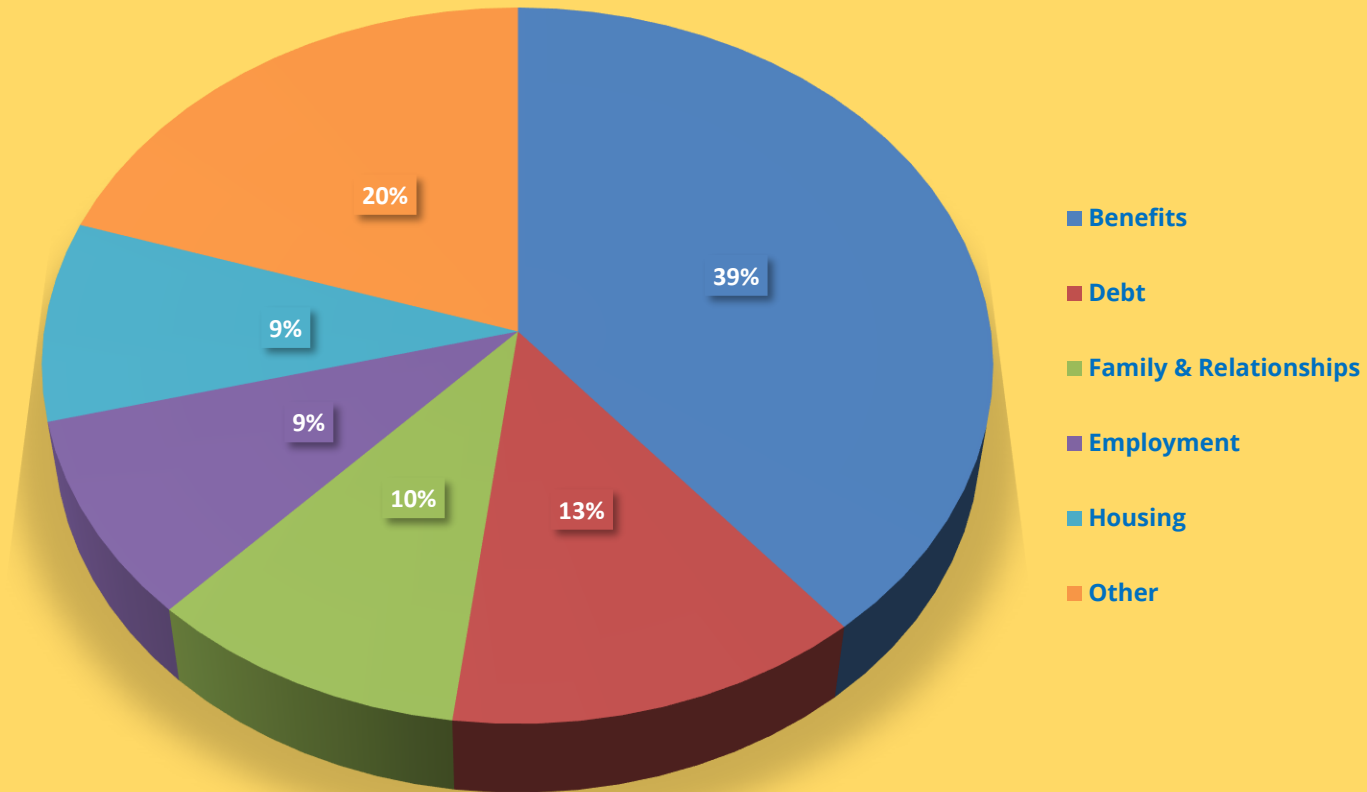


**We helped clients from  
the Thatcham wards  
with 2,908 new issues.  
This is more than 20% of  
the total issues CAWB  
dealt with in 2019/20**



**25% of Citizens Advice  
West Berkshires  
clients come from  
Thatcham Wards**

# The top issues Thatcham clients brought to us in 2019/20



In 2019/20

Threatened  
homeless 39

Actual  
homeless 17



# Outcomes 2019-20



**£142,704 financial  
outcomes recorded  
(CLIENTS BETTER  
OFF)**

**Unfortunately our clients  
don't always tell us  
the good news!  
So we believe this figure  
to be much higher**

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# How we help some of our Thatcham clients.

**Client A could not fill in forms on her own so our adviser met with client on a few occasions at our outreach in Thatcham. This meant client was able to claim the benefits she was entitled to.**

**Client B had no money to live on whilst waiting for his first benefit payment. We helped client apply for an advance payment and also gave client a food voucher.**

**Client C was suffering Domestic Abuse in their home. We were able to immediately put client in touch with the relevant organisations so that client would be safe.**

**Many of our Thatcham clients that came to us for help claiming universal credit had no digital skills so we were able to work with them to access and understand their accounts**

**We have managed to run  
an uninterrupted service despite the country  
going into lockdown due to COVID-19**



**e-mail via our website:  
[www.citizensadvicewestberkshire.org.uk](http://www.citizensadvicewestberkshire.org.uk)**



**Our National Adviceline – 0300 222 5941**



**Our office 01635 516605,  
we are picking up messages regularly  
and calling clients back to give them  
telephone advice**

# Our specialist services

**Money  
Advice  
Service**



**Carers  
Advice  
Service**



**citizens  
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Berkshire**

# Research & Campaigns

Our Research and Campaigns team submitted evidence to national Citizens Advice on Universal Credit concerns such as waiting times for the first payment and deductions

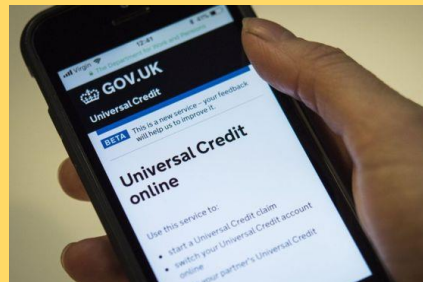


We also held our Scams Awareness Month, in June 2019



# Universal Credit Help to Claim

Started in our Newbury office on  
**1 April 2019** - Face to Face  
appointments to support West  
Berkshire residents to apply for  
Universal Credit





**Any questions please contact our office**  
**[enquiry@cawberks.org.uk](mailto:enquiry@cawberks.org.uk)**

**citizens  
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**West  
Berkshire**

**Thank you for  
taking the time to  
read this**

