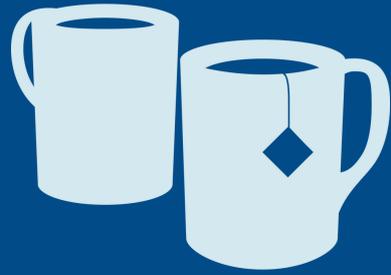


# October 2021 Newsletter

citizens  
advice

Tunbridge Wells  
& District



## Making a difference in our community

Despite being forced to close all our centres throughout the borough and moving our service entirely online due to the Coronavirus outbreak, in 2020/21 we were still able to help **5,311** clients and dealt with **10,776** issues.

We also secured over **£250,000** income for clients in June and July 2021.



### Great outcomes for our clients

Our advisers have been working exceptionally hard and we wanted to share some of the latest positive outcomes they have achieved for our clients.

One of our advisers working on the Money and Mental Health Project identified her client could be eligible for help from the Smallwood Trust, and following an application, the client was awarded £950 towards her council tax arrears

and a further £173.35 monthly payment for daily living costs. The client has described her caseworker as her "earth angel".

Our debt adviser has also had a great outcome for a client with energy debts over £1,000. She helped the client to apply to the British Gas Energy Trust and his arrears have now been cleared.

Finally, following advice from one of our housing advisers, Tunbridge Wells Borough Council has overturned a decision to refuse a client onto the housing register. The client has now been added on at Band A.

## We're back at the Kitchen Table

After a long hiatus due to the pandemic, we are pleased to announce that our service has resumed at The Kitchen Table cafe! You can find our advisers at The Kitchen Table, 19 Camden Road on Tuesdays and Thursdays from 9:30am - 1:00pm.

These drop-in sessions mean we can offer advice to Kitchen Table customers on a range of issues, including debt, housing, employment and benefits, and is a step in the right direction to restarting the greatly missed in person advice for our clients.

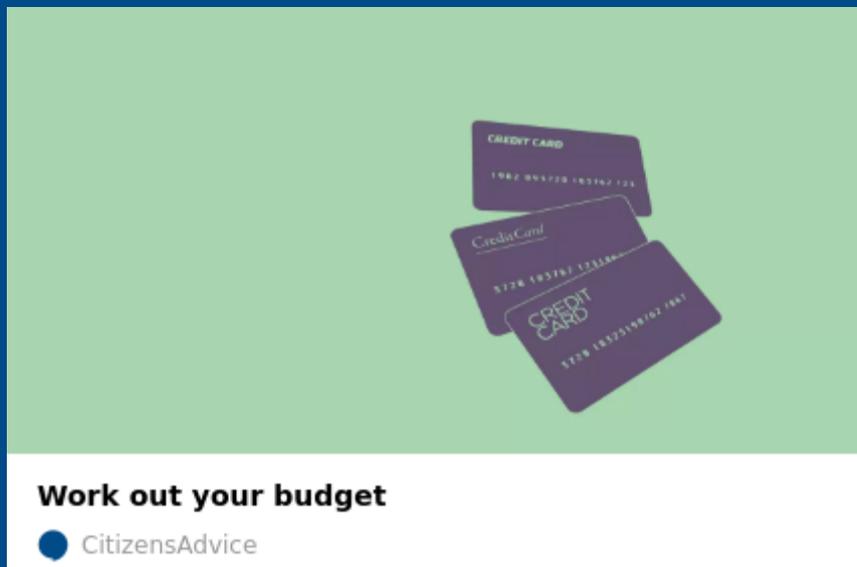


# The end of the UC uplift

The £20 a week increase to Universal Credit ended on 6th October. The amount of Universal Credit received will be reduced by £86.67 per month. We know you might be concerned about your financial security as a result of this cut, which is why we've developed some guidance on how you could get help with your living costs, which you can find [here](#).

You can also use our new [Budgeting Tool](#) to help you manage your finances and understand what you're earning and spending and where you might be able to cut costs.

You can also use the Policy in Practice [Benefits Calculator](#) to find out what other support you might be entitled to.



## Support our work

You can support us in a variety of ways and your donations will help us to deliver specialist advice to more people across our community.

## Tunbridge Wells Lottery

You can support us by buying a **Tunbridge Wells Lottery** ticket for just £1 and you could win up to £25,000. Every ticket sold sends a 50p donation our way, and if you're in the draw for the 30th October, you could be in with a chance of winning £1,000 in John Lewis vouchers.

## Shop with Easy Fundraising or Amazon Smile

If you shop online, you can use **Easy Fundraising** to give us free donations. All you need to do is set up an account and click through the Easy Fundraising website before making an online purchase and we'll receive a donation!

Or, if you regularly shop with Amazon, you can donate to us by signing into **Amazon Smile**, selecting us as your chosen charity, and we'll receive a donation from each eligible purchase.

## Volunteer with us

Can you assist us to support your local community?

We're always looking for new volunteers to help us reach more clients. If you want to make a difference and get to know your community better, email **[volunteering@catwd.org.uk](mailto:volunteering@catwd.org.uk)** or apply **[here](#)**.

## Follow us!

If you are on social media please look out for us as @CA\_TWaD on Twitter, @citizensadvicetunbridgewells on Instagram and @CitizensAdviceTWandD on Facebook and help to spread the word about our work.

**[catwd.org.uk](http://catwd.org.uk)**

Published in October 2021.

Citizens Advice is an operating name of The National Association of Citizens Advice Bureaux. Registered charity number 279057.

