



NEWSLETTER



In this issue, we're focusing on how we support the health and wellbeing of our community. From our Home & Well service to our digital inclusion support, we work alongside partners to remove barriers that can affect both physical and mental health.

As always, our advice remains free, confidential and impartial, supporting individuals and families across the Hart district when they need us most.

“We are committed to ensuring that no one in our community faces hardship alone. By reaching people earlier and providing the right support at the right time, we can protect not only financial stability, but overall health and wellbeing.”

Samantha Mabbott
CEO, Citizens Advice Hart

News items and developments



 Funded by
UK Government

 Hampshire
County Council

Building confidence with our Financial Resilience Service

We have launched a new Financial Resilience service to help residents build confidence in managing their money and reduce financial stress. Delivered by our Community Team and funded by Hampshire County Council, the service offers tailored group sessions and individual support on budgeting, debt, benefits, reducing household costs and staying safe from scams. [Learn more](#)

Danny Chambers MP champions Citizens Advice mental health model in The House magazine.

We're delighted to see Danny Chambers, MP for Winchester and Liberal Democrat Spokesperson for Mental Health, highlighting the Citizens Advice mental health model in the February edition of The House.

In his article, written for fellow MPs and peers, Danny showcases the innovative mental health advice model delivered by Citizens Advice in Winchester. The piece makes a powerful case for a national roll out, recognising the vital role that high quality, holistic advice plays in supporting people experiencing mental health challenges.

The model demonstrates how advice services can work alongside health professionals to address the practical issues such as debt, housing, benefits and employment, that often impact mental wellbeing. Citizens Advice helps people tackle the root causes of stress and instability, improving outcomes and reducing pressure on NHS services.

At Citizens Advice Hart, we see every day how closely financial difficulty, housing issues and mental health are linked. We're proud to be part of a wider Citizens Advice network that is developing innovative, evidence based approaches to support people in their communities.

You can read the full article in [The House magazine](#).

Community Health is driving economic resilience in Winchester



Danny Chambers MP
X @DannyVet

3 min read | 17 February

Healthcare is nearly always discussed as a cost upon society. A cost which we must pay for by extracting the hard-earned income of the people and businesses of Britain.

KEY NEWS ITEMS AND DEVELOPMENTS

Stop Loan Sharks visit CA Hart

Recently, we welcomed **Stop Loan Sharks** to our team meeting for a powerful and informative presentation on the dangers of illegal money lending.

They talked us through what a loan shark is, the common tactics they use to trap people in debt, and the warning signs to look out for, such as cash only loans, no paperwork, intimidation, and repayments that keep increasing. We also learned more about the impact illegal lenders can have on individuals, families and whole communities.

They shared the confidential support available for anyone affected, including financial advice and emotional help. The message was clear, **no one has to face illegal lenders alone. Help is out there.**

Our CEO, Sam, described it as a fascinating presentation, and the team learned so much. Thank you to Stop Loan Sharks for taking the time to visit and for the vital work you do supporting people to call for help safely and confidentially.

If you or someone you know is worried about an illegal lender, support is available. You can learn more about Stop Loan Sharks [here](#).



Loan Sharks

If you have borrowed money from a loan shark you haven't broken the law, they have. The England Illegal Money Lending Team provide specialist help and advice for borrowers whilst investigating the lender.

Loan sharks often:

- Pretend to be a friend at point of borrowing
- Offer you a cash loan but do not give you any paperwork
- Take your bank card or possessions from you as security on the loan
- Don't tell you when you will finish paying
- Increase the amount you owe even if you are making regular payments

If you think you may have borrowed from a loan shark call the England Illegal Money Lending Team and talk to us in complete confidence.

We can discuss with you any worries you may have and will listen, give information and offer advice on your particular situation. We help people make sense of what is happening to them and will explain to you the choices you can make and help you take back control from the loan shark.

Call us on: 0300 555 2222
Text: 07860022116 with your message
Email: reportaloanshark@stoploansharks.gov.uk
Speak with us online at: stoploansharks.co.uk

STOP LOAN SHARKS
Intervention . Support . Education



Supporting health beyond the hospital

Home & Well from Citizens Advice helps Hampshire and Isle of Wight residents return home safely after a hospital stay and recover comfortably. Our advisers provide energy, financial, housing, and benefits support, connect you with local services, and help tackle challenges like fuel poverty or employment issues.

[Get advice, make a referral, or contact us to learn more.](#)



Money Chat workshops bring financial confidence to our local community

A series of three 'Money Chat' workshops recently delivered practical financial advice, scam awareness and interactive activities to community groups across the area.

Sessions at The Signals retirement complex in Hook, Hartley Wintney Voluntary Care Group and, in partnership with Citizens Advice Rushmoor, young carers aged 15-18, covered topics such as energy saving, benefits support and spotting scams through engaging games and quizzes.

With strong attendance and positive feedback throughout, the workshops helped older residents, carers and young people build confidence in managing money and knowing where to turn for help. Learn more about our Financial Resilience Service [here](#).



Help others get the advice they need with Advice First Aid (AFA)

This half day training course will give you the knowledge to deliver 'advice first aid.'



Thanks to funding from The National Lottery Community Fund, more face to face training sessions are available.

Join our next **FREE** training session on 18th March. [Book your place.](#)

Get involved and make a difference in our local community

We have volunteering and Trustee opportunities available throughout the year. Ideal candidates will bring innovative ideas, enthusiasm, and an understanding of our clients' challenges.

Check out the latest vacancies [here](#).

**VOLUNTEERS
NEEDED**



[Click here to read the full report on our website.](#)

Citizens Advice Hart Left behind - addressing digital exclusion in accessing benefits and services in Hampshire



Samantha Mabbott, CEO

June 2025

Building skills to support our communities

As demand for support continues to grow, we've recently launched a new cohort training programme to equip our advisers with the knowledge and tools to help clients experiencing cost of living challenges.

We're incredibly grateful to **Hampshire County Council and Fleet Library** for providing us with free training space to deliver this programme. Their support has enabled us to invest directly in developing skilled advisers who can respond confidently and compassionately to complex client needs.



Interested in joining our next training?

[Register your interest](#) today

Help in the community when you can't get to us

Community Outreach

We are pleased to offer regular outreach sessions across Hart district. These sessions provide a welcoming space for clients to discuss their concerns and receive free, confidential advice on the full range of issues we cover.

We look forward to meeting more residents at our community locations:

- **Mondays: Fleet Baptist Church - 1:30pm–3:00pm**
- **Tuesdays: Yateley Industries - 10:00am–12:00pm**
- **Alternate Thursdays: Life Church Hook - 10:30am–12:00pm (5 Feb, 19 Feb, 5 Mar, 19 Mar)**
- **Food Pantry, St Barnabas Church, Darby Green - 12:00pm–1:30pm**
- **Foodbank, St Barnabas Church, Darby Green - 1:30pm–3:00pm (29 Jan, 12 Feb, 26 Feb, 12 Mar)**

Thank You to Hart District Council

We would like to say a huge thanks to Hart District Council for funding our Community Outreach and Early Prevention Adviser role.

This vital funding enables us to reach residents earlier, before problems escalate into crisis. By providing advice and support within the community, we can help people address cost of living pressures, debt, housing issues, employment concerns and benefit challenges at the earliest possible stage. Early intervention not only reduces stress and hardship for individuals and families, but also strengthens the overall health and resilience of our community.



THANK YOU!

Help available

Comprehensive Advice Services

We continue to offer a wide range of services across various areas, including:

- Debt and money advice - helping clients with budgeting, managing debt, negotiating with creditors, and accessing debt relief solutions.
- Housing support - providing guidance on tenants' rights, dealing with eviction notices, and securing emergency housing.
- Employment rights - assisting with workplace issues such as redundancy, unfair dismissal, and discrimination.
- Consumer issues - offering advice on disputes with businesses, faulty goods, and consumer rights.
- Welfare benefits - supporting individuals with applications for Universal Credit, Pension Credit, Disability Benefits, and other welfare assistance.
- Relationship matters - dealing with family breakdown, bereavement and separation.

Charity of the year - partner with us

By choosing Citizens Advice Hart as your Charity of the Year, your organisation can make a direct and lasting difference to residents facing cost of living pressures, housing problems, debt, employment challenges and benefit issues. Your support helps us provide early intervention, prevent crisis, and protect the financial and emotional wellbeing of local families.

A Charity of the Year partnership can include:

- Tailored advice for your employees
- Free [Advice First Aid](#) training and upskilling for staff
- A direct referral pathway for your employees in need of advice
- Volunteering opportunities

We'll work with you to create a partnership that reflects your company's values and engages your staff while demonstrating meaningful local impact.

Together, we can ensure more people in Hart have access to trusted advice, stronger financial health, and the stability they need to thrive.

If your organisation is planning its next Charity of the Year partnership, we'd love to [start a conversation](#). For local business, read more about [partnering with CA Hart](#)

Other ways you can show your support

Donate

You can help us by donating and supporting our local community in Hart. Every donation no matter how big or small makes a real difference.

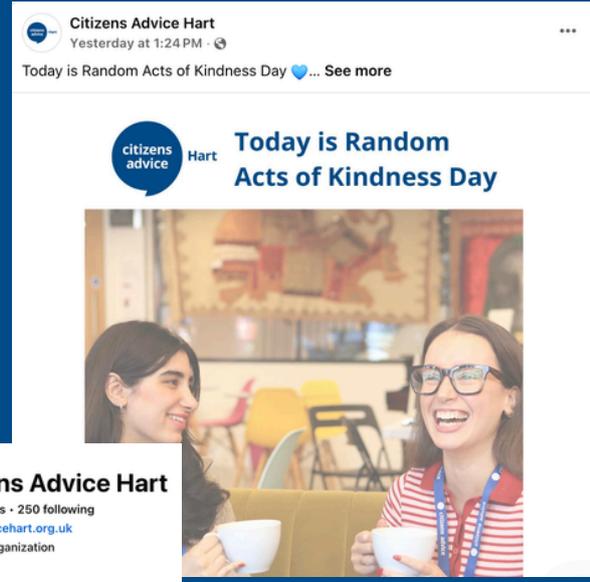
Donate while you shop at no extra cost.

With platforms like [Easyfundraising](#) you can support our charity at NO extra cost to you!



Latest News

Keep up with our news and share our articles on social media [here](#).



Thank you for all the support we receive from our amazing community partners.

Samantha Mabbott

CEO, Citizens Advice Hart
ceo@citizensadvicehart.org.uk
01252 227198

