



Lewes District Citizens Advice

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Citizens Advice fighting to help homeless people access public services.

Lewes District Authority currently has a population of 102,257. Within the region there are 233 homeless people ranking it at 96 of 318 Local Authorities with 1 in every 439 people being homeless. The reasons for homelessness are complex, but the issues faced to find a way forward are shared. Critically a fixed address to access public services, banks, healthcare, Jobcentres, courts and housing services. Without an address they miss out on important information which can have significant implications e.g. being sanctioned or missing out on opportunities.

Better access to post is key to ending homelessness

Fifty-four per cent of MPs surveyed by Citizens Advice said people in their constituency have struggled to access essential services because they don't have a fixed address.

Citizens Advice is recommending two potential solutions building on existing systems:

- A free PO Box system giving an address to put on applications and place to collect their post from.
- An adjusted Poste Restante – allows post to be sent and collected from one of 11,500 post offices. Currently the Post Office requires proof of address to sign up; Citizens Advice is calling for the ID requirements to be relaxed for homeless people.

7 in 10 MPs agreed with at least one of these proposals.

We'd like to see Royal Mail and Post Office trial our recommendations and work with them to end this catch-22 and help homeless people get back on their feet.

For information and advice, call us on 03444 111444, visit one of our offices in Newhaven, Lewes or Seaford or check out our website www.lewesdistrictcab.org.uk for further details.

Notes to editors:

1. The Citizens Advice service comprises a network of local bureaux, all of which are independent charities and the national charity Citizens Advice. Together we help people resolve their money, debt, legal and other problems by providing information and advice and by influencing policy makers. For more information please visit our website www.lewesdistrictcab.org.uk. We are also on Twitter @lewescab1.
2. The advice provided by the Citizens Advice service is free, independent, confidential and impartial and is available to everyone regardless of race, gender, disability, sexual orientation, religion, age or nationality.
3. The majority of our staff are trained volunteers, working at around 3,500 offices across England & Wales.