

Funding Success:

How The Robertson Trust are Supporting Our Community

BY JENNIFER HOWDLE, Chief Officer



Aug 2025

We're absolutely thrilled to share some brilliant news: Hamilton Citizens Advice Bureau has been awarded £35,000 per year for the next three years from The Robertson Trust to support our Health and Welfare Advice (HWA) Service. This is a huge boost for our team and for the people we support every day.

If you're not familiar with the HWA Service, it's one of the ways we help people living with long-term ill health and disabilities to stay financially secure, access the support they're entitled to, and manage some of life's biggest challenges. Whether someone is struggling to make ends meet, facing eviction, or trying to navigate the complex benefits system, we're here to help.

Why this funding matters

The cost-of-living crisis is hitting people hard. In the past year alone, we've seen more people than ever coming to us in crisis, many with no money for food or fuel, or battling serious health conditions while trying to fight unfair benefit decisions. The emotional toll can be enormous, and without support, it's easy for people to fall through the cracks.

Susan Lennartson, Funding Officer at The Robertson Trust, said: "The Health and Welfare Advice Service's holistic, person-centred approach to tackling financial hardship reflects the joined-up support we hope to see through our Financial Security theme. By addressing interconnected issues like debt, housing, and fuel poverty, the work can help to strengthen the safety nets that are vital to preventing poverty and promoting financial resilience. We're pleased to support this work and look forward to learning from it."

Thanks to this new funding from The Robertson Trust, we'll be able to:

- Keep our specialist caseworkers in post, providing in-depth advice and representation to those who need it most.

- Reduce waiting times so people can get support quickly, before issues spiral.
- Deliver advice in accessible, trusted community venues, and offer home visits for those who can't travel.
- Maintain a trauma-informed, person-centred approach, helping people feel safe, heard, and supported, especially when things feel overwhelming.
- This work goes beyond advice; it gives people dignity, stability, and the tools to move forward.

A lifeline for those facing the hardest times

Take just one example: a woman recently referred to us by a local recovery support service. She had both mental and physical health conditions and hadn't been claiming the disability benefits she was entitled to. At first, she couldn't even share her name with our caseworker. But through time, trust, and compassionate support, she felt safe enough to open up. We helped her apply for Adult Disability Payment, and she was awarded nearly £5,000, which was a life-changing outcome.

These are the kinds of stories we see every day. And thanks to this new funding, we'll be able to help even more people change their lives for the better.

A huge thank you

We're incredibly grateful to The Robertson Trust, not just for the funding, but for recognising the value of advice services in tackling poverty, trauma, and financial insecurity. This support means we can continue being there for our community, especially for those who often go unheard.

Here's to a stronger, fairer South Lanarkshire, together.