

Town Clerk | Swaffham Town Council

From: Mark Hitchcock <m.hitchcock@ncab.org.uk>
Sent: 24 December 2021 13:02
To: Town Clerk | Swaffham Town Council
Subject: A request for support

Dear Ms Smith,

I am writing to you to ask the Swaffham committee to consider a donation to the work of Norfolk Citizens Advice.

We are a local charity staffed by Norfolk volunteers and paid advisers working to help anyone resolve any type of issue. Our accredited advice is of the highest quality and our service is independent, impartial and free.

We have been working in Norfolk for over 80 years but, along with the rest of society, the pandemic badly disrupted our services. However, we have adapted our service considerably and have provided advice to local people via phone, email and webchat as we rapidly scaled up our digital services. After lockdown we started to reopen our offices to clients for face to face advice. In that time, we have helped people to solve their own problems, find a way forward out of the worst possible issues and work to return to a healthy and productive life.

In the Swaffham ward, since March 2019, we have worked to resolve a broad range of issues:

Benefits & tax credits	280
Benefits Universal Credit	242
Consumer goods & services	33
Debt	323
Education	2
Employment	93
Financial services & capability	21
GVA & Hate Crime	5
Health & community care	45
Housing	80
Immigration & asylum	12
Legal	23
Other	74
Relationships & family	74
Tax	5
Travel & transport	10
Utilities & communications	21
Grand Total	1343

In Norfolk:

- Over 70% of our clients who received help with debt saw a reduction in their need for health services.
- Clients who received help with debt saw an average financial benefit of £429.
- 84% of clients who received help with benefits issues resolved their problem.
- For every £1 we spend, we help to create £25 in wider economic and social value.

I would be very grateful for your support in helping us to provide this vital service.

I would also appreciate any support in recruiting new volunteers and helping citizens across Norfolk to access high quality advice. If your parish would appreciate a visitor to talk about our work or has interest in hosting an 'outreach' advice centre in your parish, please do let me know.

Thank you for considering supporting Norfolk Citizens Advice. I wish you a very Merry Christmas and a peaceful and safe 2022.

Mark Hitchcock

Chief Executive



A local charity for the whole community

<https://www.ncab.org.uk/>

A charitable company limited by guarantee and registered in England & Wales

Registered Head Office: The Forum, Millennium Plain, Norwich, Norfolk, NR2 1TF Tel: 01603 273110

Company Registration Number: 3617412 Charity Registration Number:1071297

FRN: 617678 - Firm Name: Norfolk Citizens Advice are authorised and regulated by the Financial Conduct Authority

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