



## Norfolk Citizens Advice – Norwich

The Forum, Millennium Plain, Norwich, NR2 1TF

*A local charity for the whole community*

To the Parish Clerk

2 February 2021

Dear Sir/Madam

I am writing to ask if you would consider supporting Norfolk Citizens Advice with a financial contribution. We have needed to adapt our service considerably over the last 12 months and have been able to provide our accredited advice to local people via phone, email and webchat as we rapidly scaled up our digital services. During August, some of our offices (where there was sufficient space for social distancing), re-opened to enable those who cannot access digital advice to meet with an advisor face to face once again. However, since the introduction of the latest lockdown we have had to revert to providing our support remotely and we can see that the need for this level of digital support will not drop over the coming months.

**Over the full year of 2020, of which the nine months since the end of March have been severely impacted by the pandemic, we have supported 17,828 local people with 60,178 issues.**

Over the last six months, we have seen a significant shift in the types of people who are wanting support, and the issues that they need help with. Our clients are now in the main people of working age – 75% are between the ages of 19 and 65, with a peak in need between the ages of 25 – 35. Almost a third of those contacting us need support with Universal Credit, with other common issues as employment and debt. It is also significant that by far the biggest need for help with all benefit queries is around making an initial claim.

**We have been able to make a significant difference to our clients during the pandemic - of the clients helped during 2020 we have enabled local people to gain over £3.6 million in income and helped to write off over £755,000 of debt.**

I would like to ask for your support whilst we continue to not only provide vital accredited advice but also consistently expand and adapt our work as circumstances evolve. If you would be able to support us we would be very grateful.

If you wish to receive a brief report on how many people we have supported within the Parish, please let us know.

With many thanks for your time and consideration.

Jon Cheyette, Chief Executive

Norfolk Citizens Advice

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Norfolk CAB has a complaints handling procedure. To request a complaints leaflet please email [public@ncab.org.uk](mailto:public@ncab.org.uk).

*Norfolk Citizens Advice*

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*Company Registration No. 3617412 Charity Registration No.1071297 OISC No. N201400325 VAT No: 688 8997 22*

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