

# Norfolk Citizens Advice

St Crispin's House St Georges Street Norwich NR3 1PD

Serving the community from Norwich, Attleborough, Fakenham, Great Yarmouth, King's Lynn,  
North Walsham, Wymondham, Aylsham, Cromer, Marham, Reepham, Hellesdon, Downham Market



Mrs Julie King  
Clerk to Newton Flotman Parish Council  
22 Henry Preston Road  
Tasburgh  
Norwich  
Norfolk  
NR15 1NU

5 September 2017

Dear Mrs King

## Appeal for Financial Support

Norfolk Citizens Advice continues to provide a highly appreciated and professional service to thousands of Norfolk clients each year, but our finances are stretched as some Councils have had to reduce our funding. For this reason, we are writing to ask if your Parish could kindly consider financially supporting Norfolk Citizens Advice this year.

In the last year we provided face to face information and advice to over 12,000 Norfolk citizens, we helped over 2,600 clients on the phone, more than 2,300 clients were served by email or webchat and over 85,000 Norfolk residents used our website: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

Clients' concerns are wide ranging and include welfare benefits, debt, employment rights, relationship breakdown, community care, consumer rights, neighbour disputes and housing. The majority of our clients are people on low incomes and 36 percent report that they are suffering ill health or disabilities. For all users, Norfolk Citizens Advice provides a valued lifeline.

We currently have over 150 volunteers, who are all trained and accredited to provide information and advice. They are supported by 20 full-time and part-time paid staff, many of them trained in special areas such as debt, financial and welfare rights advice. We work very closely with the other two Citizens Advice bureaux in Norfolk and with many other Advice agencies, through the Norfolk Community Advice Network (NCAN).

I enclose a leaflet about our service for your information. There is more information and our annual report on our website: [www.citizensadvice.org.uk/local/norfolk/](http://www.citizensadvice.org.uk/local/norfolk/) Please let me know if you require any further leaflets or posters. If any of your residents would like to consider volunteering with us (there are many different roles) please put them in touch.

**Advice Line:** 03444 111 444    **Admin:** 01603 660857    **Fax:** 01603 679679    **Public E-mail:** [public@ncab.org.uk](mailto:public@ncab.org.uk)    **Website:** [www.norfolkcab.org.uk](http://www.norfolkcab.org.uk)



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R/o St Crispin's House St Georges Street Norwich NR3 1PD  
Norfolk Citizens Advice Bureau  
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We would be very grateful indeed if your Parish could help Norfolk Citizens Advice to continue to advise and assist local residents. If you can make a financial contribution, this would be highly appreciated.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'D Potten', with a stylized flourish above the name.

**David Potten (Acting CEO)**

**Tel: 01603 273110**

**E-mail: [d.potten@ncab.org.uk](mailto:d.potten@ncab.org.uk)**

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