

# Norfolk Citizens Advice

Millennium Library The Forum Millennium Plain Norwich NR2 1TF

citizens  
advice

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

Mrs H Hammond  
Clerk to Tacolneston Parish Council  
Tacolneston & Forncett Recreation Centre  
West Way  
Tacolneston  
Norwich  
Norfolk NR16 1BZ

20 December 2018

Dear Mrs Hammond

I am writing to ask if you would consider supporting Norfolk Citizens Advice with a financial contribution. In the last 12 months we have provided free and expert advice to over 20,000 Norfolk residents from all across our county and need to ensure that we can continue to be a source of support within our local community.

As I am sure you are aware, we help with any issue. The most common problems we are asked to assist with concern debt. However, we also support people with welfare benefits (especially with the pending roll out of Universal Credit), employment, relationships, housing, legal advice, consumer rights, immigration, health, discrimination and education. Our volunteer team continues to go from strength to strength, with 174 local people now supporting others within our community.

*"The advice given has taken a huge weight off my shoulders. I was feeling very frightened and wasn't sleeping. Now I feel I have a clear direction and know how to deal with my problems."*

The reason for my letter today is that the number of people contacting us by phone and email is increasing. Some people also require a follow up face-to-face interview. Those coming to see us have increasingly complex issues and a growing number are disabled. We need to be open more days each week in multiple locations to handle this increasing need.

**Advice Line:** 03444 111 444 **Admin:** 01603 273120 **Public E-mail:** [public@ncab.org.uk](mailto:public@ncab.org.uk) **Website:** [www.ncab.org.uk](http://www.ncab.org.uk)

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Compounding this issue, other local organisations that were providing excellent services to Norfolk citizens have had their funding cut and are curtailing or closing down services. We have plans to extend both our face to face, online and telephone services over the next three years, by expanding our opening hours, setting up new digital services and recruiting at least 60 new volunteers, but to do this we must raise more funds.

It costs just £41 each time we provide support but we know there are more people needing our help and would like to ask you to support us so that we can meet this growing local need.

With many thanks for your time and consideration.

Yours sincerely



**Jon Cheyette**

Chief Executive

Norfolk Citizens Advice

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