

## **Report from Mid-Norfolk Citizens Advice Bureau**

During the year ending April 2017 the volunteers at the bureau dealt with 450 unique clients that was a rise of some 46% from the 308 seen in the previous year. These clients generated a total of 1774 individual activities. In other words the contact from the clients generated other actions such as contacting third parties, giving advice and initiating casework. This also reflects a significant increase over the previous year.

This continued increase in activity is pushing us a step closer to increasing our opening hours at the Watton bureau and I hope to be able to report positively on that issue next year.

As those who have used our service and the Council will be aware we have now settled into the new premises on Norwich Road which despite being expensive have proved to be excellent and well received by all concerned. In turn we have taken the steps that we needed to do to restore the ground at our old premises at Harvey Street, following the removal of the old cabin. Our thanks go out to Tim Burt, one of our directors, who was ably assisted by Alan and Sandra Osborn. We trust that the trustees of the Charlotte Harvey Trust, along with any involved members of the Town Council, are pleased with the site as we have left it.