

# Norfolk Citizens Advice

Unit 2 Ventura House Norwich Road Watton IP25 6JU

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



## Watton Town Council Grant to Citizens Advice Watton Office: Update Report

Further to the grant from Watton Town Council November 18 for Citizens Advice Watton Office, the following information is provided:

The grant has contributed to the running costs of the Watton office, however more specifically to help pay volunteer adviser travel expenses. In addition to the generalist advice offered at the Watton office, clients can also access specialist debt and benefit advice and if clients are facing a crisis then they can be referred to the 'Help Through Crisis' project which also covers the Watton area.

The 'Dashboard' report below shows client numbers, issues, age, gender, ethnicity and health for the time period November 18 to date. The headline details are below:

- Number of individual clients helped November 18 to date: 196 – Please note many clients visit more than once however are only counted once in the time period.
- Number of client issues addressed: 480 issues
- Type of issues facing clients: Debt is the most common issue facing clients, followed by benefits issues.

With regard to volunteer travel expenses for the period November 18 to date, these amount to £511.00

### **Additional information**

Citizens Advice (NCA) and Citizens Advice Mid Norfolk (CAMN) are delighted to announce that they have formally merged to form a single charitable organisation.

The merger took place 08 March 2019 and has created a Norfolk based charity that will help increasing numbers of people to deal positively with the many challenges they face.

The combined organisation will continue to provide quality, accredited advice and information from all the locations previously offered by the two organisations.

Report prepared by Lesley Penny 8<sup>th</sup> April 2019  
Meeting attendance by Don Saunders

**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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Norfolk Citizens Advice Bureau  
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# Key Statistics

Watton Citizens Advice Bureau

05/11/2018 03/04/2019

citizens advice

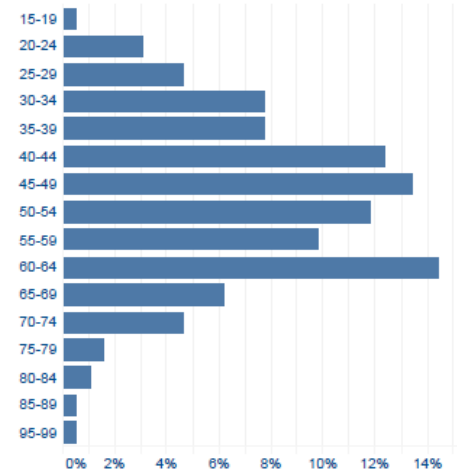
## Summary

<b>Clients</b>	<b>196</b>
<b>Quick client contacts</b>	
<b>Issues</b>	<b>480</b>
<b>Activities</b>	<b>588</b>
<b>Cases</b>	<b>184</b>
<b>Outcomes</b>	
Income gain	£12,690
Debts written off	£23,189
Repayments rescheduled	£972

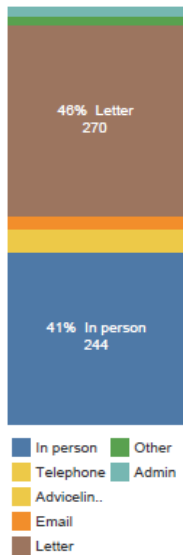
## Issues

	Issues	Clients
Benefits & tax credits	102	58
Benefits Universal Credit	17	12
Consumer goods & services	8	6
Debt	180	67
Discrimination	2	2
Employment	30	16
Financial services & capability	3	3
Health & community care	27	1
Housing	7	5
Immigration & asylum	2	1
Legal	17	12
Other	40	15
Relationships & family	14	10
Tax	7	4
Travel & transport	10	7
Utilities & communications	14	8
<b>Grand Total</b>	<b>480</b>	

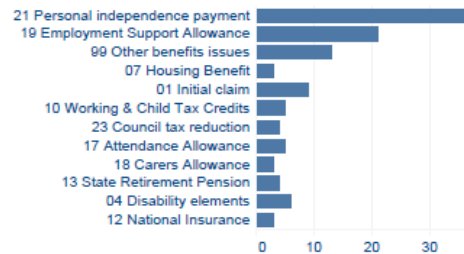
## Age



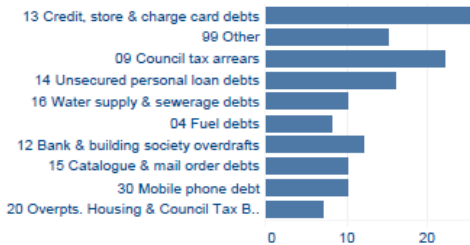
## Channel



## Top benefit issues



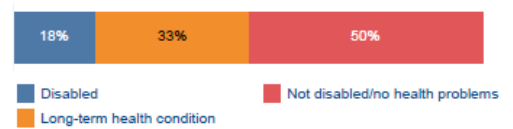
## Top debt issues



## Gender



## Disability / Long-term health



## Ethnicity

