



**Rutland**

56 High Street  
Oakham  
Rutland  
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Tel: 01572 723494

[www.citizensadvicrutland.org.uk](http://www.citizensadvicrutland.org.uk)

Mrs Catherine Gwilliam  
Clerk to Edith Weston Parish Council  
4 Normanton Cottages  
Empingham Road  
Normanton  
Rutland LE15 8RW

15 March 2023

Dear Catherine,

Once again it that time of the year when Citizens Advice Rutland (CAR) reaches out to our friends and supporters in Rutland and requests donations from Parish Councils in order to allow CAR to continue to serve the most vulnerable in our community.

Citizens Advice Rutland is an independent charity, funded by the local authority, donations by Town and Parish Councils and grants for projects, and we are very grateful for this support. In these difficult times, the day-to-day workload increases, and our local authority grants diminish. We are seeking financial help to ensure the continuity of this vital service, both on-line but also via face-to-face appointments in Oakham.

While all of us living in Rutland face the impacts of the cost-of-living crisis, there are hundreds of residents within our community who are most acutely affected. Residents who are already held back by their debts, residents reliant on benefits and residents whose financial circumstances are most negatively affected by rising food and energy prices.

At Citizens Advice Rutland the demands on our advisors have never been greater in our 49 years' of operating in the County and the numbers we have assisted thus far are likely to be just the tip of the iceberg.

Over the past year (2021/22) we saw over 2648 unique clients who brought 9,378 different enquiry areas to our service. Approximately 48% of our clients live in the wards and parishes outside Oakham and Uppingham. 55% of the enquiries received were regarding Welfare Rights (benefits) issues.



Our satisfaction levels continue to remain high and this has particularly been the case during the pandemic with callers expressing their gratitude that we were still providing this valuable service. Two comments from clients we have recently helped may be of interest:

*"Excellent as always. Efficient considerate and very understanding of my situation. All resolved in minutes."*

*"The Oakham branch was fantastic – very professional and prompt"*

Below are some of the key statistics from the last client survey:

- 100% of clients expressed their satisfaction with the Citizens Advice Rutland service.
- 100% of clients would use the service again
- 100% of clients would recommend Citizens Advice to others.

During 2021/22 Citizens Advice Rutland gained over £2 million for our clients in benefit gains and debt write offs.

A donation from Edith Weston Parish Council will help us continue to assist those in need, particularly those struggling with debt and facing an escalating cost of living crisis. Every donation, no matter how small, makes a difference and helps us make a positive impact in the lives of the community. Supporting us today will help us continue to be the helping hand for those who need it most.

Should your committee decide that it can support us, our banking details are as follows:

Cheques to be made payable to "Rutland Citizens Advice Bureau"

Payment by online banking to:

CAF Bank

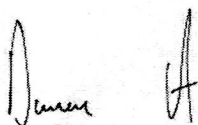
Account Name: RCAB

Sort code: 40-52-40

Account Number: 00032812

I look forward to hearing from you.

Yours sincerely,



Duncan Furey  
CEO