



**Leiston, Saxmundham & District
Citizens Advice Bureau**



MPC(13)P116

Mr Malcolm Green
The Clerk, Melton Parish Council
The Lindos Centre
Saddlemakers Lane
Melton
Woodbridge
Suffolk IP12 1PP

14, Colonial House
Station Road
Leiston
Suffolk IP16 4JD
Telephone: 01728 832 193

5 September 2013

Dear Mr Green

I am writing on behalf of the Treasurer, the Trustees and the Bureau staff and volunteers to seek your support for the Leiston, Saxmundham & District Citizens Advice Bureau's continuing work in the community and specifically to ask you to consider making a donation to us when drawing up your budget for the 2013/2014 financial year. Your Council's exceptionally generous donation of £500 last year was greatly appreciated.

You will have received our Annual Report for 2012/13 earlier this year and a copy of our accounts can be supplied on request. The figures in the Annual Report show that the Bureau had 1,602 clients presenting new problems over the year; those clients raised 1,909 new enquiries; the enquiries covered 7,295 new issues; and advisers dealt with 10,466 contacts overall. You may wish to note that 64 clients from your Council's area came to us for advice. Although the overall numbers are slightly down from last year, the cases we are seeing are becoming ever more complex. The absence of other agencies in the area is also a cause for concern.

During the year, we handled some £1.7m in new debts, much of which was for priority debt such as mortgage or rent arrears, council tax and utilities. We have undertaken a great deal of casework and policy work on benefits and tax credits and we are helping a growing number of clients who have never before had money problems. We helped clients to achieve financial gains of £378,000 over the year; these are confirmed gains and include figures for employment settlements, welfare benefits, consumer compensation and rescheduling of debts.

You will know that volunteers are vital to our service. If our advisers and Trustees were paid for their time, we would need to find almost £200,000 in additional funding each year. Our volunteers help us to keep costs down, but other agencies are increasingly looking to us for more help as their own budgets are reduced. We are determined to ensure that the maximum numbers of people are able to access help and advice when and where they need it and, if possible, we are aiming to extend the service further to those who are really isolated.

I hope you will agree that we must continue to provide this service, and trust that you will be able to support us in your budget for 2013/2014.

Yours sincerely

MISS N S MAYO
Manager