



Diss and  
Thetford



Mid Norfolk



Norfolk



# Citizens Advice in Breckland

Briefing for Breckland Council

2 November 2017

# Citizens Advice: Overview

There are three Citizens Advice bureaux in Norfolk:

- Diss, Thetford & District with the [Thetford office in Breckland](#)
- Citizens Advice Mid Norfolk with the [Dereham and Watton offices and Swaffham outreach in Breckland](#)
- Norfolk Citizens Advice (NCA) with the [Attleborough office in Breckland](#)

All three bureaux provide free, independent, unbiased, high quality information and advice to anyone who contacts us face to face, by telephone or by email.

The major advice areas are Debt, Housing, Benefits, Employment and Consumer Issues, but clients can (and do !) ask us about almost anything .

The three Citizens Advice bureaux are all charities, and our main sources of funding are the Norfolk County Council and many of the City and District councils in Norfolk.

# How Citizens Advice use Breckland's support

- We help clients by offering face to face sessions at five offices
  - Attleborough
  - Dereham
  - Thetford
  - Watton
  - Swaffham
- We offer advice via telephone Adviceline five days per week
- We offer advice via email five days per week
- We are piloting advice via Skype
- We have specialist advisers in the areas of debt and welfare benefits
- As well as helping clients with: Consumer, Debt, Education, Employment, Family and Relationships, Health, Housing, Legal, Tax, Travel and Utilities issues we also assist clients to complete housing applications, claim council tax reduction and with housing benefit issues

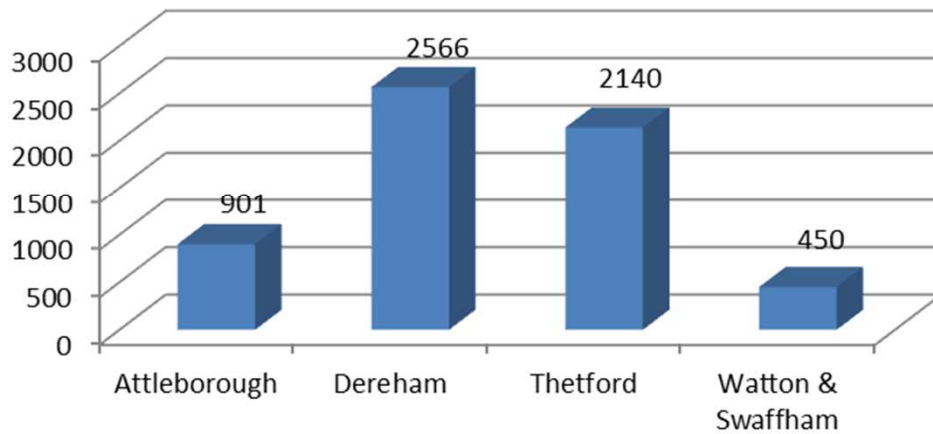
**We value diversity, promote equality and challenge discrimination wherever we see it**

# Citizens Advice in Breckland

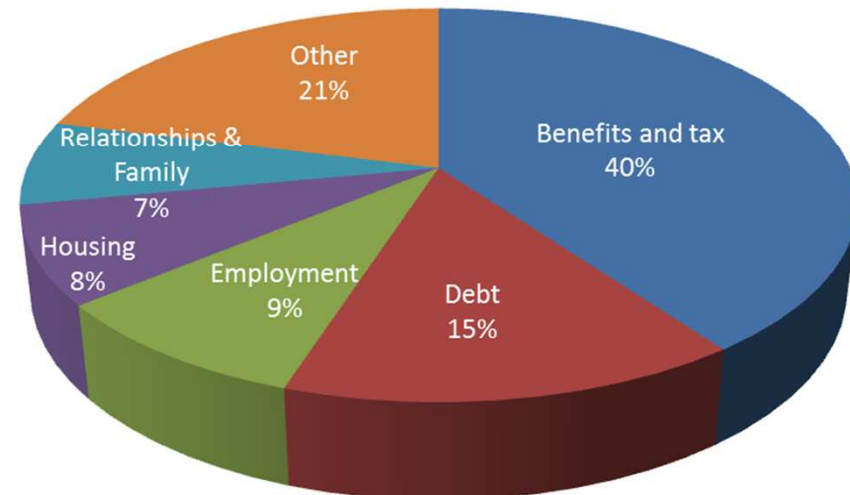
- Citizens Advice (CA) helped over **6,000** Breckland residents in 2016/17 with face to face, telephone or email support
- The breakdown by office is :
  - Attleborough **901** clients with 2,127 issues
  - Dereham **2,566** clients with 5,643 issues
  - Thetford **2,140** clients with 6,366 issues
  - Watton and Swaffham **450** clients with 664 issues
- The major areas on which advice is requested are Benefits & Tax Credits, Debt, Employment, housing and Relationships & Family issues

# Citizens Advice in Breckland

**Breckland Clients by office  
2016/17**



**Client issues for all Breckland offices  
2016/17**



# Current challenges to Citizens Advice in Breckland

## **High levels of demand on our services (especially F2F):**

- Reductions in service by other charities
- Increasing demands associated with benefits changes and Brexit
- Drastic reductions in legal aid
- Increasing proportions of clients disabled or with long term health issues
- Increasing use of Adviceline, website and email for advice
- Move to full service [Universal Credit March 2018](#)

# How are we addressing the challenges

- Working with clients, landlords and councils to prepare for the move to full service Universal Credit
- Piloting the use of Skype to access free legal advice for our clients
- Working with partner agencies to share premises
- Recruiting more volunteers to meet F2F and Adviceline demand (with cost implications for supervision, training, AQS accreditation)
- Successfully managing a lottery funded project in Breckland (and South Norfolk) helping people in crisis situations
- Preparing a digital strategy which is likely to involve setting up digital hubs devoted to Adviceline and Email (and possibly webchat and Skype)
- Working with NCC Director of Public Health and CCGs (and NCAN and Norwich City Council) on Social Prescribing initiatives
- Working with NCC Director of Library Services to better use libraries' computer facilities to access information
- Working with NCC Trading Standards Service to more effectively address consumer issues
- Bidding to become EDIC Norfolk (to provide information on EC and Brexit) (in coordination with NCC Library and Information Services) (EDIC = Europe Direct Information Centre)
- Looking for resources to allow us to open offices in most deprived areas for more days a week

# Citizens Advice Offices

1	Attleborough
2	Aylsham
3	Cromer
4	Cromer Hospital
5	Dereham
6	Diss
7	Eye
8	Fakenham
9	Gorleston - James Paget Hospital
10	Great Yarmouth
11	Harleston
12	Holt
13	King's Lynn - Queen Elizabeth Hospital
14	King's Lynn
15	Loddon
16	Marham
17	Melton Constable
18	Mundesley
19	North Walsham
20	Norwich - Lawson Rd health Ctr
21	Norwich - Norfolk and Norwich University Hospital
22	Norwich
23	Reepham
24	Sheringham
25	Stalham
26	Swaffham
27	Thetford
28	Watton
29	Wells
30	Wymondham

