

26<sup>th</sup> October 2017

Dear Parish Council,

Citizens Advice LeicesterShire provides free and independent advice services to a population of 440,000 in the Leicestershire districts of Blaby, Oadby & Wigston, Melton, Harborough, Hinckley & Bosworth and North West Leicestershire. Our county service is supported by over 150 volunteers drawn from local communities, delivering services from seven main county branches and ten outreaches. In 2016/17 we helped support 15,000 clients in Leicestershire with 30,000 separate issues. We dealt with over £10m worth of debt and supported benefit gains in excess of £7m. A recent survey indicated that 99% of clients are happy with the service we provide and would recommend it to others.

We continue to be appreciative of our funding from local government as we are a charity that operates completely without central government support. In other words, unless we raise all our finances locally we cannot continue to provide core services.

In 2016/17, **for every £1 invested** in Citizens Advice we generated at least:

- **£11.98 in public value** through improvements in participation and productivity for clients and volunteers.
- **£13.06 in benefits to individuals** through through benefits gained, debts written-off and consumer problems resolved.

Many Parishes have supported us on an annual basis and we have always been indebted for the contributions which are made. We are once more asking you to consider making Citizens Advice LeicesterShire a grant this year to help maintain our vital service. With the help of your grant we will be able to continue to provide a positive impact to the people who need it most.

As well as supporting people with the immediate problems they face, we have become proactive in developing new programmes and ways of working to encourage individuals to become more competent and independent. This means they are more able to manage their own personal circumstances and can engage effectively in a modernising society. With the role out of Universal Credit continuing, personal budgeting and I.T skills are paramount for much of the population.

We hope that you will be able to help support us and please do not hesitate to get in touch if you would like any more information. Thank you for your consideration.

Yours Faithfully,

Chief Executive Richard Evans

Serving Leicester city and the districts of Blaby, Harborough, Hinckley & Bosworth, Melton, North West Leicestershire and Oadby & Wigston.

Citizens Advice LeicesterShire is an operating name of LeicesterShire Citizens Advice Bureau.  
Charity registration number 1135081. Company limited by guarantee. Registered number 07186736 England. Authorised and regulated by the Financial Conduct Authority FRN: 617648.  
Registered office: 60 Charles Street, Leicester, LE1 1FB

For details of our complaints process please write to us or email [contact@citizensadviceleicestershire.org](mailto:contact@citizensadviceleicestershire.org)





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[citizensadviceleicestershire.org](http://citizensadviceleicestershire.org)  
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A handwritten signature in black ink that reads "R Evans".

Richard Evans  
Chief Executive  
Citizens Advice LeicesterShire  
<http://www.citizensadviceleicestershire.org>  
[richard.evans@citizensadviceleicestershire.org](mailto:richard.evans@citizensadviceleicestershire.org)

***Please make cheques payable to Citizens Advice LeicesterShire  
BACS sort code 08-92-99 a/c 65395776***

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