

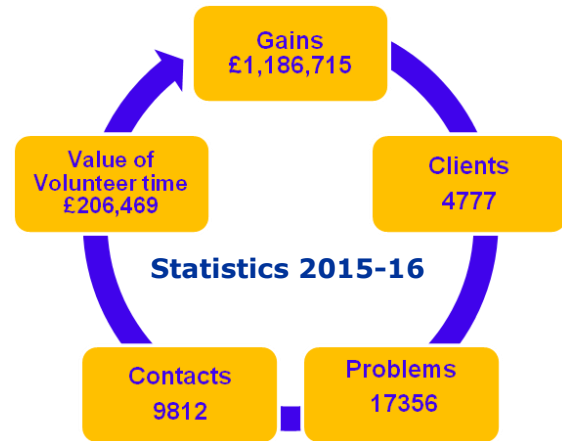


Charnwood

Annual Review 2015-16

Client Problems

Category	%	Category	%
Benefits	33.4	Relationships	6.3
Consumer	2.6	Tax	1.7
Debt	25	Travel	1.2
Employment	9	Utilities	2.6
Financial	5	Health & Care	1.3
Housing	5.5	Immigration	1.1
Legal	3.8	Education	0.5
Other	0.8	Discrimination	0.3



The statistics above summarise the work of Citizens Advice Charnwood in the year ended March 2016. Fuller details and financial data are in the charity's statutory report and accounts.

Citizens Advice Charnwood is a local charity dependent on local support. We aim to help anyone in Charnwood with free and confidential advice and information concerning their rights and obligations and to help them find a way forward whatever difficulties they face. Our clients range from people with a single question to those with complex issues involving many aspects of personal finances, housing, civil legal issues, employment or benefit entitlement.

As a local charity we are very grateful for the support offered by our local authorities in Charnwood and Leicestershire who are our principal funders. In addition we received support in the year to March 2016 from the Advice Services Transition Fund, NHS West Leicestershire CCG and Shepshed Town Council. We record our heartfelt thanks on behalf of our clients to all our funders.

The number of paid staff in post at the end of the year decreased from 13 to 12, both management and specialists in our key advice areas who are able to offer the more sustained casework some clients require. But the bulk of our generalist advice service is staffed by our specially trained volunteers, who donated time in the year to the value of £260,469.

At the end of the year our manager, Moya Hoults, retired after 17 years service. We record our warmest thanks to her and look forward to a new chapter in our history.

REGISTERED OFFICE:

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CONTACT US:

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Fax: 01509 221203

www.charnwoodcab.org.uk

www.charnwoodconnect.org.uk

www.citizensadvice.org.uk

OPENING TIMES

LOUGHBOROUGH - Woodgate Chambers:

Monday	9.30am – 4.00pm
Tuesday	9.30am – 12.30pm
Wednesday	9.30am – 12.30pm
Thursday	9.30am – 6.00pm
Friday	closed

SHEPSHED - Community Centre, 47a Charnwood Road, LE12 9QE:

Wednesday	9.30am – 1.00pm
Friday	9.30am – 12.30pm



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Charity Registered Number: 1102353