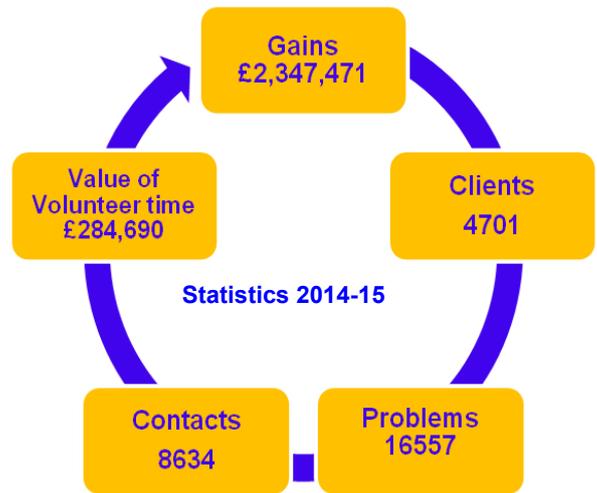
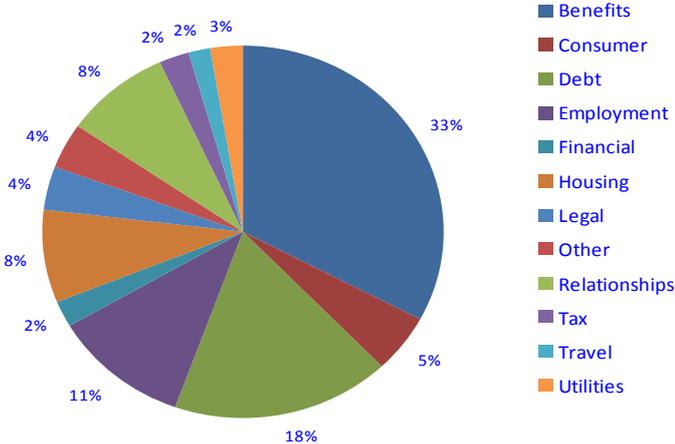




# Charnwood Citizens Advice Bureau Annual Review 2014/15



## Client problems



The statistics above summarise the work of Charnwood Citizens Advice in the year ended March 2015. Fuller details and financial data are in the charity's statutory report and accounts.

Charnwood Citizens Advice aims to help anyone in Charnwood with 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. We also offer support or advocacy with debt negotiations and appeal processes in some cases. Our service is free, confidential, non-judgemental and independent.

As a 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 significant and continuing support in the year to March 2015 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 value of free, expert advice when faced with any kind of problem is difficult to exaggerate, but in terms of measurable outcomes and as an indication of the charity's effectiveness every £1 received from any funder was matched by over 70p in value of volunteer time and produced measurable financial benefits to clients of £6.

We employed an average of 14 staff in the year, 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 £284,690. This generosity and the funding from local authorities marks out Citizens Advice as a true community charity, through which local funds help local volunteers supply the needs of local residents.

REGISTERED OFFICE:

CONTACT US:

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70 Woodgate  
Loughborough  
Leicestershire  
LE11 2TZ

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Tel: 01509 221220 Reception  
Tel: 01509 506663 Shepshed  
  
Fax: 01509 221203

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

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

[www.citizensadvice.org.uk](http://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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Donate to us via our website: [www.charnwoodcab.org.uk](http://www.charnwoodcab.org.uk)

CA Membership Number: 45/0016

Charity Registered Number: 1102353

Company Limited by guarantee No:4984410 registered in England and Wales  
Charnwood Citizens Advice Bureau are authorised and regulated by the Financial Conduct  
Authority: FRN 617548