

# APPENDIX C

Dear Allison

Further to our conversations in October and November 2018.

Citizens Advice Rutland is extremely grateful for the financial support it received from Oakham Town Council in 2017/18 (and indeed over a number of years). By the end of the year we had seen 2687 client and dealt with 13643 problems. We had gained approximately £2 million pounds for clients in the year and our annual survey of clients indicated that 100% were satisfied or very satisfied with the service they received. The same percentage indicating that our advice had made some, or a lot of difference to their health and wellbeing, and their ability to help themselves.

2017/18 also saw us launch the Rutland Community Wellbeing Service linking with other partners to provide a one stop shop advice, information and support service focused on working with people and communities to improve the health and wellbeing of Rutland residents. As you will appreciate a significant percentage of supported clients for that year were from Oakham.

I appreciate that times are extremely challenged, and there remains considerable uncertainty around the future, for all sectors, and for people. Our service continues to work to support all people in moments of vulnerability and need, as well as working across sectors and with residents to focus on prevention and resilience. The Town Council's contribution, as in 2017/18, is of great importance to our sustainability, and in enabling us to maintain the quality of our provision, the reach and the impact of the service.

I would be extremely grateful if the Council would consider an award contribution of £2000 as in 2017/18.

Yours sincerely.

Simon

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Simon Mutsaars  
Citizens Advice Rutland