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

Mr Christopher Evans  
Clerk to Oakham Town Council  
Rol House  
Long Row  
Oakham  
Rutland LE15 6LN

Friday, 26 April 2024

Dear Christopher,

I am writing to you on behalf of Citizens Advice Rutland (CAR) in the hope that Oakham Town Council might be able to help support the work of our charity as we continue to serve the most vulnerable in our community. Citizens Advice Rutland is an independent Rutland registered charity, funded by the local authority, donations from Town and Parish Councils, and grants for projects, and we would not be able to continue our work without this combination of support.

Across Rutland, the effects of rising costs continue to impact an increasing number of Rutland's residents, particularly many of our county's most vulnerable members.

2024 marks Citizens Advice's half-century of operating in Rutland, and the demands on our advisors have never been greater. The organization faces the dual challenge of increasing caseloads and more and more residents requiring our support while local authority support diminishes. We are therefore writing to all Councils and Parish Councils across Rutland seeking financial help to ensure the continuity of this vital service, both online and via face-to-face appointments in Oakham.

While all of us living in Rutland face the impacts of the cost-of-living crisis, there are hundreds of residents within our community who are most acutely affected. Residents who are already held back by their debts, residents reliant on benefits and residents whose financial circumstances are most negatively affected by rising food and energy prices.

In the past year, CAR has received calls from 4,024 clients and has addressed 13,833 issues presented by clients residing in Rutland. Of these, 7,777 have related to benefits, 1,600 have related to debt, and 1,583 have been housing-related issues. Sadly, CAR has made nearly 700 referrals to the Rutland Foodbank. The advice team has a success rate of 97% in our benefit appeals, and we have achieved financial gains and debt write-offs for clients totalling £2.45 million in the financial year 2023/24.



Our satisfaction levels continue to remain high, and CAR services have recently been audited by the national body. We are in the top 2% of Citizens Advice Bureaux nationally in terms of our ease of access and the quality of the service we deliver free of charge to our clients. Please see below some comments from the feedback survey:

*"Just to say thank you for your help when I needed it most"*

*"The service, and the man I spoke to was so helpful, I had been trying to sort my problem for ages and I could not do it, Citizens Advice were amazing, thank you so much"*

A donation from Oakham Town Council will help us continue to assist those in need, particularly those struggling with debt and facing an escalating cost of living crisis. Every donation, no matter how small, makes a difference and helps us make a positive impact in the lives of the community. Support us today and help us continue to be the helping hand for those who need it most.

If you need us to complete a grant application form, please contact me on [duncan.furey@citizensadvice Rutland.org.uk](mailto:duncan.furey@citizensadvice Rutland.org.uk).

Should your committee decide that it can support us, our banking details are as follows:

Cheques to be made payable to "Rutland Citizens Advice Bureau"

Payment by online banking to:

CAF Bank


Account Name: RCAB

Sort code: 40-52-40

Account Number: 00032812

I look forward to hearing from you.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Duncan Furey', with a stylized flourish at the end.

Duncan Furey  
CEO