

# NEWSLETTER

Issue 8 | APRIL/MAY/JUNE 2024

## A THANK YOU FROM OUR CHIEF EXECUTIVE

Dear supporters,

I would like to say a personal thank you to all our super funders for their continuing support for 2024/25.

Charity funding is such a difficult area and every single pound makes a real difference to the work we can produce.

The funding for Citizens Advice West Suffolk includes:

- A one-year £245,000 grant from West Suffolk Council;

- Three-year funding from East Cambridgeshire District Council;

- Councillor Sowa has paid for five new computers for our Haverhill office;

- Councillor Robert Everitt and Councillor David Nettleton provided £900 each for our reference materials to be able to provide clients with accurate up-to-date advice;

- We have had a £5,000 grant from Newmarket Town Council;

- Brandon Town Council has provided the office space for our Brandon service;

- Cambridge, Newmarket and Ely MS Group is continuing to fund our MS project for the 17th year;

- There is also the continuation of the



Long Covid Social Prescribing Project supporting people referred to us by the Long Covid Clinic who have social welfare problems;

- We also have a new project starting in April 2024 funded by Nationwide Building Society to support older people with advice on budgeting,

income, benefits and debt, housing advice, energy cost related advice to help them to remain at home. We aim to support people to live and thrive in their own home.

Thanks to you all.

**Carol Eagles, Chief Executive, CAWS**

## NEWS + NEWS + NEWS

- Citizens Advice West Suffolk and Virgin Balloon Flights have teamed up to offer one lucky person a great prize.

For just a £10 ticket, you could be the lucky winner of a hot-air balloon flight for four people.

Tickets are available from Jo Chatt at CAWS HQ in Risbygate Street or online here: <https://cafdonate.cafonline.org/24162#!/DonationDetails>

All proceeds from the draw will go to Citizens Advice funds and the lucky winner will be drawn at random on Saturday, May 18.

The Haverhill EpiCentre, Peasgood & Skeates and Fairhurst Menuhin & Co have all very generously agreed to sponsor the event.

- Trading Standards officers in Suffolk have carried out an underage sales operation. Officials visited five premises in Bury St Edmunds, Hadleigh and Sudbury. Sadly, two retailers sold age restricted products to an underage volunteer. One sold a vape, the other sold alcohol.

Intelligence was received from police and members of the public on all of the retailers, with each given advice in previous months on their responsibilities. Each retailer was told that officials from TS would be visiting to test their due diligence. Investigations will continue.

If you have any information on age restricted products being sold to minors, please report it via Citizens Advice Consumer Service on 0808 223 1133.



## CITIZENS ADVICE: HELPING SINCE 1939

Here's a potted history of Citizens Advice in England.

**1935:** The Government is considering the need for an information service linked to the fledgling social welfare service.

**1938:** The prospect of a world war looms so the National Council of Social Services (the forerunner of today's National Council for Voluntary Organisations) establishes a group to look at how to meet the needs of the civilian population in war time. "Citizens Advice Bureaux should be established throughout the country, particularly in the large cities and industrial areas where social disorganisation may be acute."

**September 4, 1939:** The first 200 bureaux open. Volunteers run the service working from public buildings and private houses. Advisers deal with problems relating to the loss of ration books, homelessness and evacuation.

**1942:** The number of bureaux peaks at 1,074.

**1950s:** Despite the success, funding from the Ministry of Health is cut after the war, and by 1953 the number of bureaux has halved. The service continues thanks to the support of charitable trusts such as the Nuffield Foundation, Carnegie Trust and the Joseph Rowntree Foundation.

**1957:** The Rent Act results in a big increase in Inquiries.

**1960s:** A quarter of enquiries relate to housing and the number of bureaux has reduced from 1,074 to 416.

**1980s:** Two recessions mean a growth in poverty and enquiries rise in line with this.

**1990s:** Changes to the benefit system and work practices generate a large proportion of the Inquiries bureaux receive.

**1999:** [www.adviceguide.org.uk](http://www.adviceguide.org.uk) is launched, allowing people to access advice online 24 hours a day.

**2000s:** Debt, housing and employment continue to be key problems that Citizens Advice Bureaux deal with.

**2002:** The service receives a £20m government grant to

provide IT infrastructure to roll out e-government services. **2003:** The National Association of Citizens Advice Bureaux changes its name to Citizens Advice.

**2012/13:** More than two million people came to our service for face-to-face or phone advice. More than 12 million people used our digital services.

**2020/21:** The coronavirus pandemic caused unprecedented challenges for our service and the people we help. We answered 60,000 more Adviceline calls and 6,000 more Help to Claim calls from January to March 2020 than during the same time the previous year. We rapidly produced new digital content to meet the surge in demand for advice on coronavirus related issues. In our busiest week on record our website had 2.4 million views.

**2021/22:** We helped 2.55 million people directly, and our advice website had over 40.6 million visits. (Data sourced via [citizensadvice.org.uk](http://citizensadvice.org.uk))