

Newcastle & Kidsgrove Citizens Advice Bureau Ltd



Our Highlights 2010-2011

During April 2010-March 2011 Newcastle & Kidsgrove Citizens Advice Bureau;

- Advised 5,570 people on 18,639 issues, ranging from benefits, debt, employment, housing, legal and finance related problems
- Managed **£ 7,849,725.20** of **Debt**
- Identified, supported clients to claim or assisted clients to appeal **£ 1,547,073.00** of **Welfare Benefits**
- **27%** of clients using the service considered themselves to have a **disability or health problem**
- **39%** of clients from the Newcastle District were from **Coalfield Wards** which the government has identified as having highest needs '**deprivation**' and highest levels of '**child poverty**'.





Our Client Feedback

- *Staff go out of their way to help, they listen and understand how you feel.*
- *There is absolutely nowhere else to go. Legal Aid/other authorities either not available or have no time.*
- *It takes a lot off your mind for someone to do the legal side of things. Just so helpful and understanding. Its free and no pressure to use the advisor.*
- *I suddenly found I needed legal advice, then the nasty realisation financially I was in trouble. You were my only support.*
- *I was very happy with the service I received from you and I would tell anyone to come and see you no matter what the problem is.*
- *I was given very good advice and staff were very helpful.*
- *Free service is only way I have of getting help. Staff welcoming and look after you. Kept informed.*
- *The work that the advisors do and the number of people they see, the Government should be giving them more funding to keep offices open, not less.*