



**Central & East  
Northamptonshire**

**1 April 2022 – 30 December 2022**

**Doddridge Centre  
109 St James' Rd  
Northampton  
NN5 5LD**

**&**

**Daylight Centre  
10 High Street Place  
Wellingborough  
NN8 4HP**

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**Covering Northampton,  
Wellingborough and East  
Northants**

# Our Funders

citizens  
advice

Central & East  
Northamptonshire





**Central & East  
Northamptonshire**

# How do clients contact us?

Telephone  
0800 144 8848

Monday to Friday 10am to 4pm

- Email - [www.cencab.org.uk](http://www.cencab.org.uk)
- Website - [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)
- Drop-in/outreach venues at;

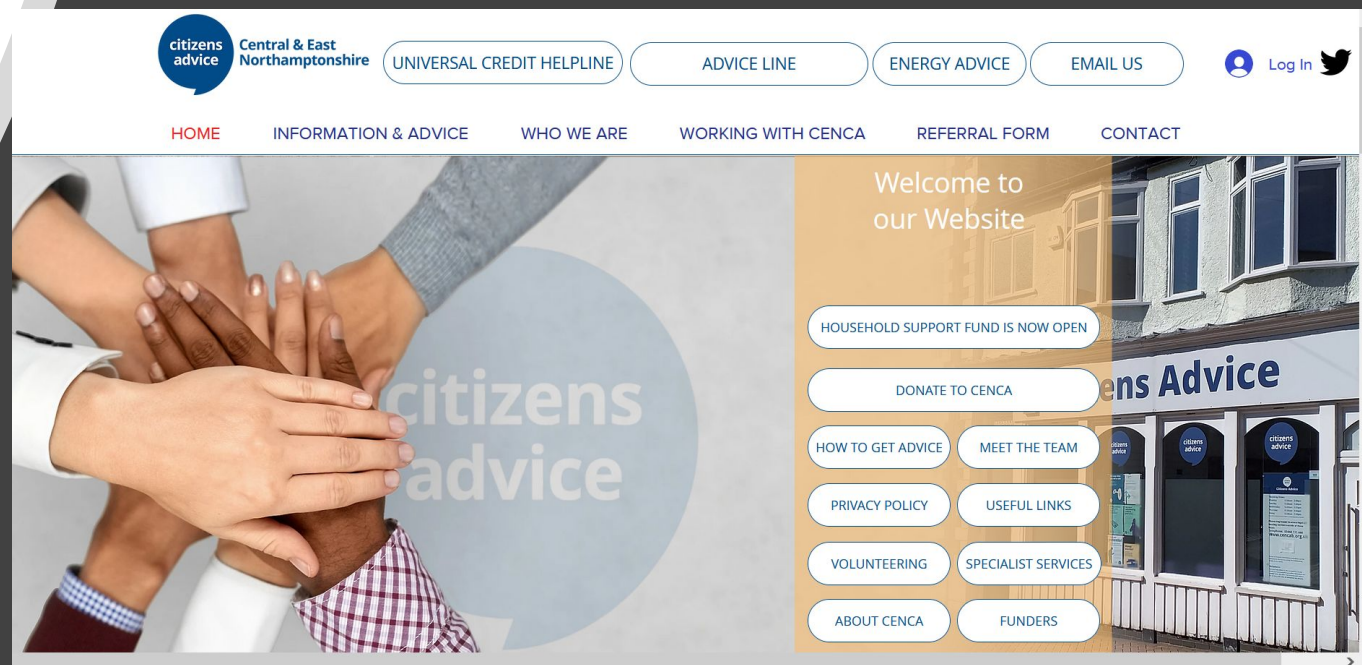
One-Stop-Shop, Guildhall Northampton, Northampton General Hospital, Kettering General Hospital, Daylight Centre Wellingborough (appointments only)

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# How partners can make referrals using our referral form

- [REFERRAL FORM | Cenca](#)



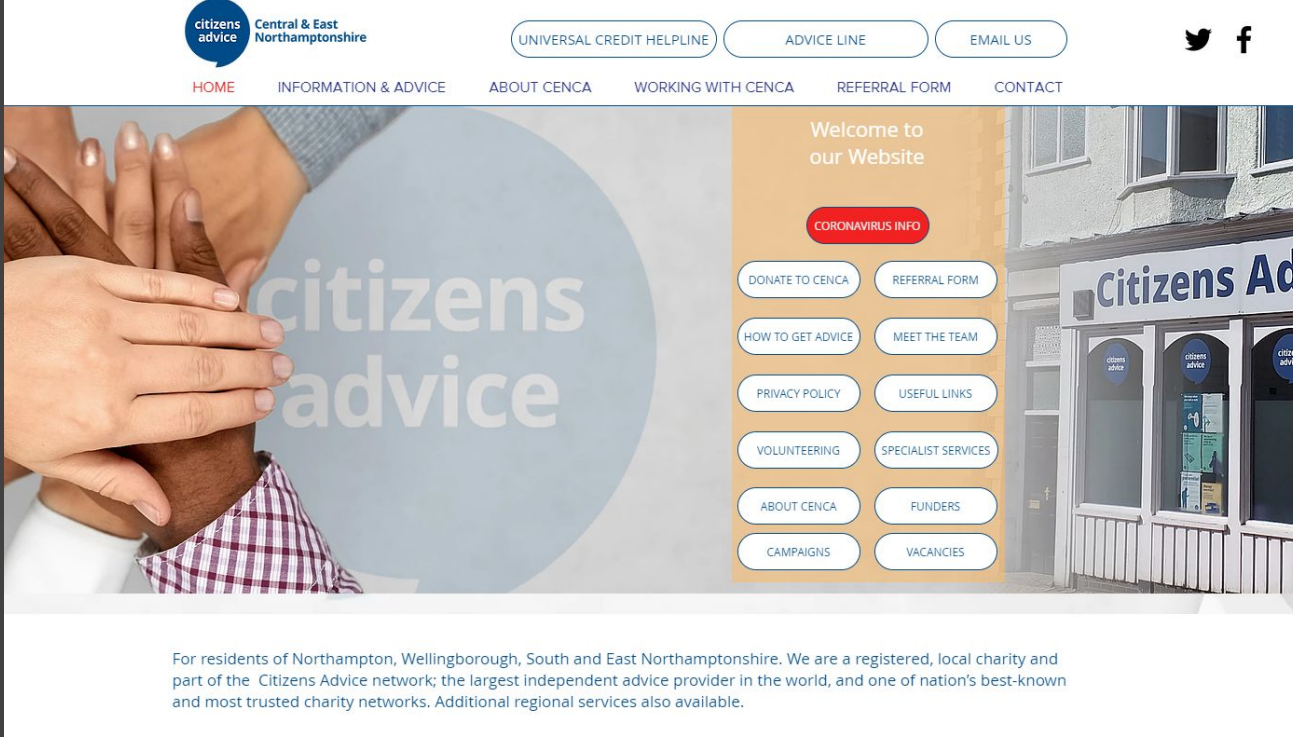
# Alternatively go to our Website for more information

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

We aim to reply to general enquiries the next working day and advice enquiries in 4 days

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The screenshot shows the homepage of the Citizens Advice Central & East Northamptonshire website. The header includes the logo, navigation links (HOME, INFORMATION & ADVICE, ABOUT CENCA, WORKING WITH CENCA, REFERRAL FORM, CONTACT), and contact options (UNIVERSAL CREDIT HELPLINE, ADVICE LINE, EMAIL US). Social media icons for Twitter and Facebook are also present. The main content area features a large image of hands stacked together with the text 'citizens advice' overlaid. To the right, there is a 'Welcome to our Website' section with a 'CORONAVIRUS INFO' button and a grid of service links: DONATE TO CENCA, REFERRAL FORM, HOW TO GET ADVICE, MEET THE TEAM, PRIVACY POLICY, USEFUL LINKS, VOLUNTEERING, SPECIALIST SERVICES, ABOUT CENCA, FUNDERS, CAMPAIGNS, and VACANCIES. A photograph of a Citizens Advice office storefront is visible on the right side of the page.

citizens advice Central & East Northamptonshire

UNIVERSAL CREDIT HELPLINE ADVICE LINE EMAIL US

HOME INFORMATION & ADVICE ABOUT CENCA WORKING WITH CENCA REFERRAL FORM CONTACT

Welcome to our Website

CORONAVIRUS INFO

DONATE TO CENCA REFERRAL FORM

HOW TO GET ADVICE MEET THE TEAM

PRIVACY POLICY USEFUL LINKS

VOLUNTEERING SPECIALIST SERVICES

ABOUT CENCA FUNDERS

CAMPAIGNS VACANCIES

For residents of Northampton, Wellingborough, South and East Northamptonshire. We are a registered, local charity and part of the Citizens Advice network; the largest independent advice provider in the world, and one of nation's best-known and most trusted charity networks. Additional regional services also available.





**citizens  
advice**

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Northamptonshire**

**Bringing positive changes to  
people's lives**

By offering advice across key areas:

- **benefits** (including Disability & Universal Credit)
- **housing**
- **immigration**
- **employment**
- **family issues**
- **consumer issues**
- **financial capability** (including pensions)



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CENCA is an accredited member of  
Citizens Advice

Services - We provide two types of advice services, Core (generalist) and Project (specialist).

Clients - We offer advice to;-

- Local Clients who live in our catchment area of North or West Northamptonshire, funding for which comes primarily from our Local Authorities.
- All other clients given advice are funded by our External Funders.



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# All clients using the service 1 April – 30 December 2022

- Clients given advice **4,527** clients
- Issues dealt with **8,776** issues
- Outcomes achieved
  - **£ 1,214,022** income gained
  - **£ 225** debts written off
- Top Issues : **Benefits & Tax Credits, Financial Services & Capability, Housing, Universal Credit, Charitable Support & Food Banks.**





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# Local clients using the service 1 April – 30 December 2022

- Clients given advice 1,701 clients
- Issues dealt with 4,185 issues
- Outcomes achieved
  - £ 601,337 income gained
  - £ 225 debts written off
- Top Issues : **Benefits & Tax Credits, Housing, Universal Credit, Charitable Support & Food Banks and Employment.**



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# Covid - 19

Our working practices changed as a result of Covid -19.

Currently

- 71% of what we do is by phone.
- 18% of what we do is by email.
- 8 % of what we do is face-to-face.
- 3 % of what we do is by Adviceline.



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# Specialist Services

(in addition to Generalist Advice)

1. Macmillan - Benefits Advice for people affected by Cancer
2. Pension Wise - Pensions guidance for those aged 50+
3. Student Advice - University of Northampton service
4. Partners with Restore
5. Housing Casework



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# Funding

## Diverse Income Streams

- Funding comes from 8 organisations
- 18% of CENCA funding is from Local Authorities
- 82% of our funding is from other contracts and independent trusts



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## Contact Details

Mary Clarke  
Chief Officer

[mary.clarke@cencab.org.uk](mailto:mary.clarke@cencab.org.uk)

Sharon Stringer  
Acting Chair

[sharon.stringer@cencab.org.uk](mailto:sharon.stringer@cencab.org.uk)