



**Central & East
Northamptonshire**

**Quarter 3 Service Information
1st October to 31 December 2021**

7-8 Mercers Row
Northampton
NN1 2QL
&
2B High Street
Wellingborough
NN8 4HR

Covering Northampton,
Wellingborough and East
Northants

THE
ACCESS
TO JUSTICE
FOUNDATION



Our Funders



citizens
advice

Central & East
Northamptonshire



RE:STORE
NORTHAMPTON

DO JUSTICE. LOVE MERCY. WALK HUMBL Y





**Central & East
Northamptonshire**

How do clients contact us?

Telephone
0800 144 8848

Monday to Friday 10am to 4pm

- Email - www.cencab.org.uk
- Website - www.citizensadvice.org.uk

Website

www.cencab.org.uk



Central & East Northamptonshire

The screenshot shows the website's header with the logo and navigation menu. 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. A footer section contains a paragraph of text about the organization's role in the region.

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**

**Central & East
Northamptonshire**

Help to Claim Universal Credit Service

Telephone
0800 144 8444

Monday to Friday
8am to 6pm

citizens
advice

Central & East
Northamptonshire

How partners can make Referrals

- [REFERRAL FORM | Cenca](#)

The screenshot shows the homepage of the Citizens Advice Central & East Northamptonshire website. The header includes the logo, navigation links for 'UNIVERSAL CREDIT HELPLINE', 'ADVICE LINE', 'ENERGY ADVICE', and 'EMAIL US', and a 'Log In' button. The main navigation bar contains 'HOME', 'INFORMATION & ADVICE', 'WHO WE ARE', 'WORKING WITH CENCA', 'REFERRAL FORM', and 'CONTACT'. The main content area features a large image of hands stacked together with the 'citizens advice' logo overlaid. To the right, there is a 'Welcome to our Website' section with several call-to-action buttons: 'HOUSEHOLD SUPPORT FUND IS NOW OPEN', 'DONATE TO CENCA', 'HOW TO GET ADVICE', 'MEET THE TEAM', 'PRIVACY POLICY', 'USEFUL LINKS', 'VOLUNTEERING', 'SPECIALIST SERVICES', 'ABOUT CENCA', and 'FUNDERS'. A small image of a Citizens Advice office storefront is visible in the bottom right corner.

Partnership Meetings



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advice**

**Central & East
Northamptonshire**

From 1st October to 31 December 2021 we held 51 partnership meetings. These meetings were held in person at the CENCA Offices and at Community Venues as well as online.



**citizens
advice**

**Central & East
Northamptonshire**

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

By offering advice across key areas:

- benefits
- housing
- immigration
- employment
- family
- consumer issues

Clients using the service

Date covered



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advice**

**Central & East
Northamptonshire**

- Clients given advice 1,839 clients
- Clients signposted 366 clients
- Issues dealt with 4,566 issues
- Outcomes achieved
 - £1,564,439 income gained
 - £ 2,921 income loss
 - £ 26,948 debts written off
- Top Issues : **Benefits, Universal Credit, Other, Pensions and Housing**



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Northamptonshire**

Covid - 19

From March 16th 2020 we went to a

- Telephone advice only
- Email advice only service

Outreaches were suspended but have restarted now.

Now

- 70% of what we do is phones
- 21% of what we do is emails

Face to Face (F2F) services will be re-introduced when safe to do so.



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Northamptonshire**

Specialist Services

(in addition to Generalist Advice)

1. Help to Claim (Universal Credit)
2. Macmillan - Benefits Advice for people affected by Cancer
3. Pension Wise - Pensions guidance for those aged 50+
4. Student Advice - University of Northampton service
5. Partners with Restore
6. Legal Aid - Housing and Debt Advice for those on low incomes
7. Housing Advocacy Project (acting on behalf of the client)
8. Partnerships Officer

Household Support Fund December 2021



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During December CENCA processed 620 applications to the Household Support Fund. This resulted in £169,120 of support going to vulnerable residents of Northamptonshire.

Applications to the fund in Northamptonshire began on 1 December 2021. The amount available is £ and the fund is due to close either on 31st March 2022 or when the funds run out, whichever is the sooner.



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Funding

Diverse Income Streams

- Funding comes from 10 organisations
- 10% of CENCA funding is from Local Authorities
- 90% of our funding is from other contracts and independent trusts



**Central & East
Northamptonshire**

Contact Details

Mary Clarke
Chief Officer
mary.clarke@cencab.org.uk

Susan Hills
Chair
thechair@cencab.org.uk