

“Feeling lost stressed very low and needed help, the adviser ... helped so much, although my difficulty is still ongoing I can't thank CA enough for just being there in a real desperate time”

99% of clients surveyed said that they couldn't have resolved their issues without this face to face support in Market Drayton and 99% said they felt less stressed, anxious or depressed.

To Market Drayton Town Council

Once again, we would like to thank Market Drayton Town Council for their support for the work of the Citizens Advice service in Market Drayton and your continued financial support which has allowed us to deliver a free, independent, impartial and confidential advice service for the residents of Market Drayton for over 40 years.

Market Drayton Outreach

The aim of the project is to provide targeted support to the residents of Market Drayton through direct referrals from the medical centre health professionals and other groups in the Town who support vulnerable people. The work we provide supports our clients health and wellbeing by addressing the causes of health inequalities, such as inequalities in education, employment, housing, and in standards of living. Our advice can lead to improvements in housing conditions, or employment conditions as individuals are able to enforce their statutory rights with our help. Our financial and debt services, housing and benefits advice are cost-effective ways to increase incomes in low-income households which can lead to improved standards of living.

This support is more vital than ever as clients continue to be hit by the cost of living crisis. We estimate that in North Shropshire there are over 5k residents experiencing negative budgets, where their income just doesn't cover basic essentials. We also know that there are millions of pounds of unclaimed benefits in Shropshire, including:

- Pension Credit £8 million
- Council Tax Support £9 million
- Housing Benefit (pension age) £8 million

There is a key role for us to ensure that affected households are fully informed about the support they can get, maximising their income, help to understand their best options, and plan ahead.

During 2024/25, many of the clients we saw were impacted by the loss of their Winter Fuel Allowance and much of our work concentrated on applications for Pension Credit and Attendance Allowance to make sure they were eligible for the Winter Fuel payment. More than 40% of the clients helped were of pension age and we increased peoples' income by a total of **£297K**.

The total annual cost for the outreach is £11,278. We appreciate that this is higher than in years passed but we have been hit, like many other charities, with rising costs and NI payments.

We are very grateful that Drayton Action for their commitment to match fund our outreach service in Market Drayton Health Centre. We are, therefore, writing to you to formally request if Market Drayton Town Council would match fund Drayton Action for Health and **grant aid us £5,639** to continue this vital service.

If you have any further queries please do not hesitate to contact me either via email jackiejeffrey@cabshropshire.org.uk or on 01743 644805.

Yours sincerely



Jackie Jeffrey
CEO Citizens Advice Shropshire.

Key Statistics

Shropshire (member)

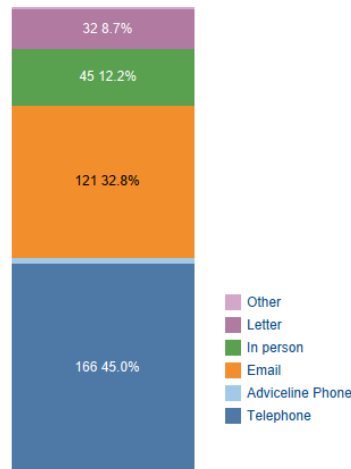
02/04/2024 21/03/2025

citizens
advice

Summary

Summary	
Clients	73
Quick client contacts	
Issues	219
Activities	369
Cases	59
Outcomes	
Income gain	£297,887
Re-imbursements, services, loans	£75
Other	£10,169

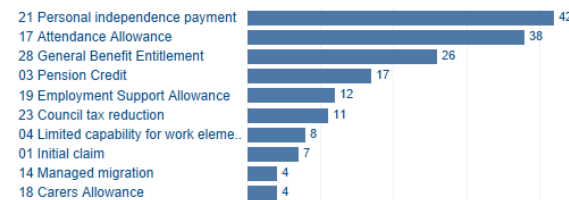
Channel



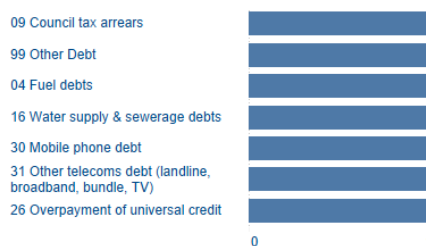
Issues

Issues	Clients
Benefits & tax credits	62
Benefits Universal Credit	15
Charitable Support & Food Banks	3
Consumer goods & services	2
Debt	2
Employment	1
Housing	6
Relationships & family	2
Tax	3
Travel & transport	6
Utilities & communications	1
Grand Total	219

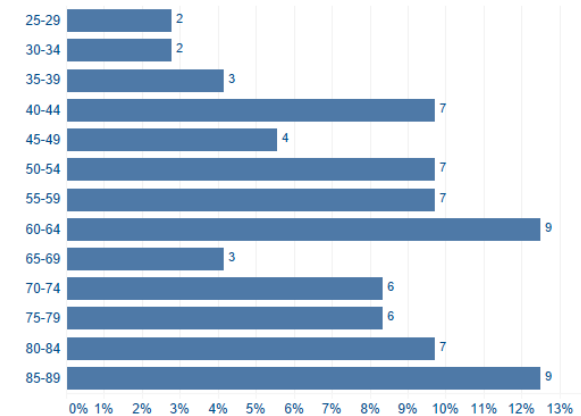
Top benefit issues



Top debt issues



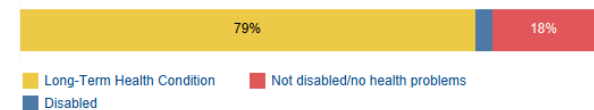
Age



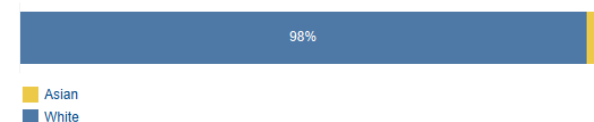
Gender



Disability / Long-term health



Ethnicity



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