

Community & Governance Committee
2 July 2026
Appendix CG029

Tel: 01743 644805

jackiejeffrey@cabshropshire.org.uk

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Fabulous service , ' the adviser' took time with me to go through all my needs and help accordingly. Nothing was too much trouble.

To Market Drayton Town Council

Once again, we would like to thank Market Drayton Town Council for their support for the work of 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 41 years.

In the last year, we have supported 69 clients at the Medical Centre with 172 issues, achieving an income gain of £408,358 annually through income maximisation and supporting clients in applying for disability benefits. (see attached dashboard)

Market Drayton Outreach and the clients we help.

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 a second cost of living crisis. We provide a key role 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. This is especially important as 93% of clients supported have a disability or long term health condition.

Type Of Disability	Clients	%
Multiple Impairments	24	47%
Physical impairment (non-sensory)	10	20%
Chronic or long term pain	5	10%
Mental health	5	10%
Memory	2	4%
Mobility (moving around)	2	4%
None of these describe my impairme..	2	4%
Vision	1	2%
Grand Total	51	100%

We have also supported a wide age group ranging from 25 up to 89 years of age (64 clients where age was recorded).

Age Group	Clients	%
25-29	1	2%
35-39	2	3%
40-44	4	6%
45-49	7	11%
50-54	2	3%
55-59	13	20%
60-64	12	19%
65-69	5	8%
70-74	3	5%
75-79	4	6%
80-84	6	9%
85-89	5	8%
Grand Total	64	100%

The Difference our Advice makes

Our advice changes lives, including having a positive impact on our clients health and wellbeing.

For example, last year:

- 9 in 10 clients found CAS had found them a way to move forward
- 93% of clients said they would not have been able to resolve their problem without CAS
- 57% responded that as a result of our help they felt less stressed, depressed or anxious
- 45% reported that their physical health had improved

Stan & Marie's* Story

Background

Stan and Marie are a retired couple living on a low, fixed income of state retirement pension and small occupational pensions totalling £349.34 a week. Stan has complex, long-term health conditions, including speech impairment and severe dental damage, which have significantly affected daily life and increased financial pressure. Worried about what they could do, Stan and Marie attended one of our outreaches in February 2024 to get advice.

Action taken

At this appointment, our Community Adviser conducted a quick benefits check considering Stan and Marie's income and circumstances and helped complete Attendance Allowance forms. When Stan and Marie's Attendance Allowance claim was approved, they returned for an additional appointment with our Community Adviser to complete Pension Credit and Council Tax Reduction claims online. However, Pension Services later closed their claim, stating it had not been received—putting at risk months of backdated entitlement. During delays, their savings dropped significantly.

The Community Adviser supported Stan and Marie to challenge the decision, submit complaints, and ultimately, on Stan's and Marie's behalf, escalated the case to the Independent Case Examiner after no response was received from Pension Services. During this time Stan and Marie were completely defeated as it had been almost a year since the original application for Pension Credit had been made and not wanting to burden our services if no progress would be possible. However, our Community Adviser assured them that they had done everything right.

Outcome

In February 2026, Stan and Marie attended an appointment with our Community Adviser to share that their complaint had been successful, and they had been reimbursed with a Pension Credit amount of £14,086.14 refunded from 2024 plus a £1900 refund in overpayment of Council Tax. With the refund, Stan was finally able to afford essential dental work which was previously too expensive.

Impact

Stan and Marie could not believe what over a year's worth of work had accomplished but were incredibly grateful to the unwavering efforts of our Community Adviser who persisted with their claim. Our Community Advisers unwavering advocacy led to a life-changing financial outcome, restoring stability and improving quality of life for Stan and Marie.

*Names have been changed to protect client identity

The total annual cost for the outreach is **£9,929**. We are very grateful to Drayton Action for Health for their continued support and we have also submitted an application to them for 50% of the costs of the Outreach.

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 **£4,964** 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.