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Agenda No. 18



Chief Executives Office
Duchy House, 21 Dean Street,
Liskeard PL14 4AB
Direct line: 01579 212025

Email: neil.colquhoun@citizensadvicecornwall.org.uk

Mr R Lane
Town Clerk
Saltash Town Council
The Guildhall
12 Lower Fore Street
Saltash
PL12 6JX

12th May 2017

15 MAY 2017

Dear Mr Lane

Re: Support for Citizens Advice Cornwall

Last year Saltash Town Council gave us a grant for £5,000 and we agreed to report back at the end of the year on how the grant had been used to recruit, train, equip and support **2 new volunteers** in the Saltash office over the year 2016/17. I am pleased to say that we have in fact recruited **3 new volunteers** to our Saltash office.

In terms of actual disbursement the money paid contributed to the salary of the office supervisor and our training staff. We have also installed a client self-help point in the waiting room that allows individuals to access information and guidance via tablet.

In the last year we have also been able to maintain the service having seen slightly more clients than last year. Where we have been really successful is in helping local residents increase their income, by helping them access their welfare benefit entitlements. In 2016/17 this rose by £33,192 to £129,061 up from £95,869 in the previous year. This is an additional money that would not have otherwise gone into local households and by extension the local economy.

For your information I have enclosed a dashboard for Saltash office with a more detailed breakdown of our work. If the town Council would like me to attend a meeting to talk about our work further then I would be happy to oblige.

In the meantime on behalf of the trustees I would like to thank the council for its support.

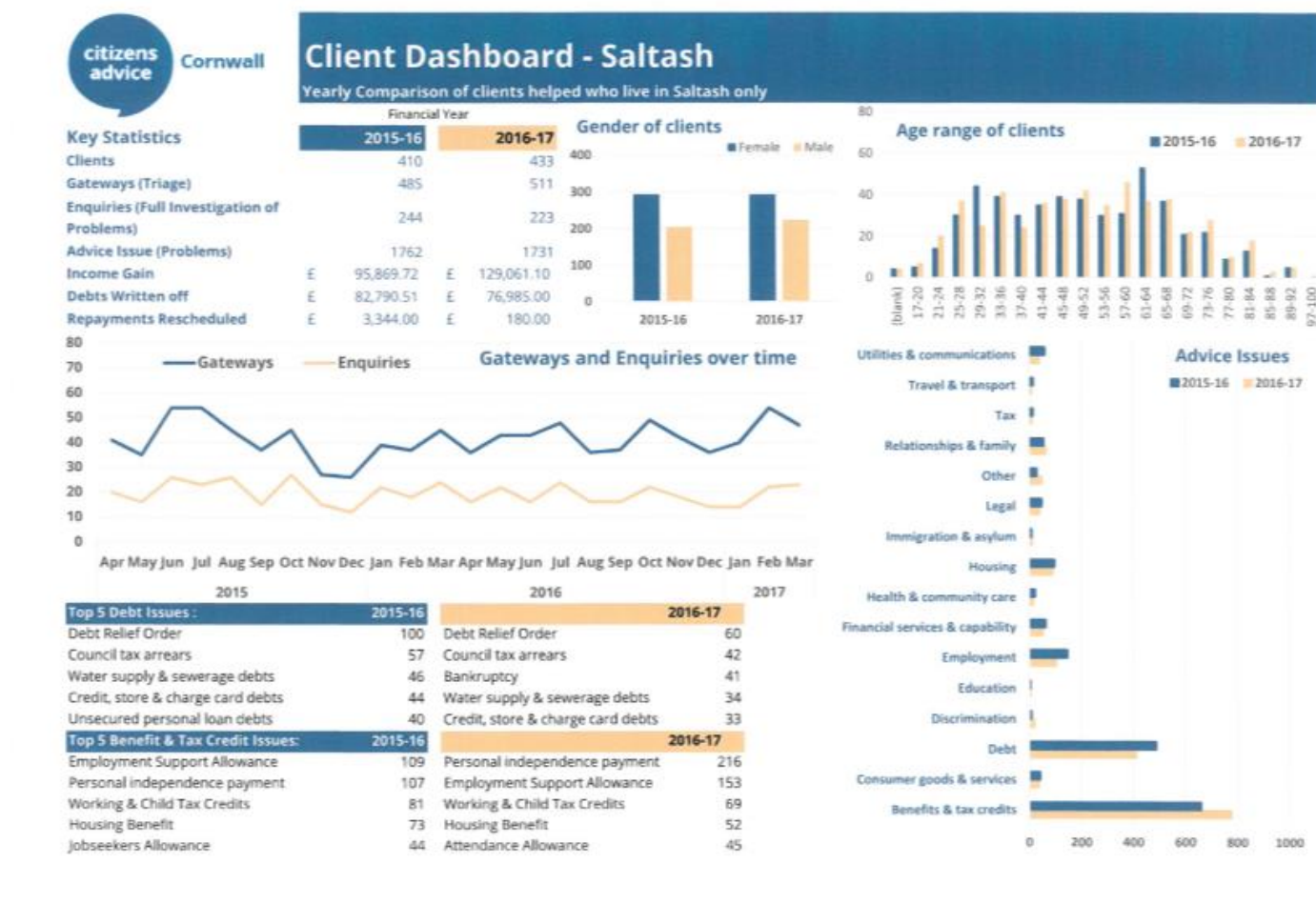
Yours sincerely

A handwritten signature in black ink, appearing to read "Neil Colquhoun".

Neil Colquhoun
Chief Executive Officer

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www.citizensadvicecornwall.org.uk





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FTC 060417

Quotes for Town Messenger

Cornerstone (Love Saltash)	£300 + VAT per edition (monthly from June)
Cramleigh	£140 per month + VAT
Saltash Observer	£300 per month (no VAT)