



28th January 2025

## CHANGE OF OPENING HOURS AT FELIXSTOWE OFFICE

From Monday 3<sup>rd</sup> February 2025 the Citizens Advice Felixstowe office will open from 10am-2pm Monday to Thursday. The change is to move in line with the other Citizens Advice offices through East Suffolk and continue to provide an efficient response to our clients.

“Our office in Felixstowe is centrally located near the High Street -2 – 6 Orwell Road, Felixstowe, IP11 7HD. We are able to see clients that pop in but the most efficient way to is to call us on **0808 278 7866 from 10am-2pm Monday-Friday** to book an appointment. That way we can let you know what to bring with you and speeds up the process. We work hard to meet our clients’ needs and if an appointment is required outside of the opening hours we will endeavour to find a time after 2pm that makes it easier for clients working around work and with other commitments. Since the merger of Citizens Advice offices across East Suffolk an important part of our work has been to ensure our services are accessible to as many East Suffolk residents as possible.” Chiara Saunders, Chief Officer, Citizens Advice East Suffolk.

### Volunteer with us!

To meet the growing demands for our services across East Suffolk, we would love more volunteers to join our team. Whether you are looking for a new challenge, keen to keep your CV alive while your children are school ag, a student or newly retired we have a range of roles that we would love to talk to you about:

- Adviser – giving information, advice and client support
- Admin and customer service, reception
- Fundraising
- Media/PR/marketing
- IT support
- Research and campaigns
- Volunteer recruitment and support
- Trustee

You can read more about these different roles on [www.citizensadviceeastsoffolk.org.uk/volunteers](http://www.citizensadviceeastsoffolk.org.uk/volunteers). If you would like to apply or find out more about the roles email [volunteer@caes.org.uk](mailto:volunteer@caes.org.uk).

- Ends -

**For more information, please contact:** Amanda Dixon - [adixon@caes.org.uk](mailto:adixon@caes.org.uk) or Deborah Mann - [dmann@caes.org.uk](mailto:dmann@caes.org.uk)

Call us on **0808 278 7866** to book an appointment. Our lines are very busy at the moment, so alternatively visit [www.caes.org.uk](http://www.caes.org.uk) for all the different ways you can contact us – face to face drop ins, email and video link.

### MAIN OFFICES:

**Beccles:** 12 New Market, Beccles, NR34 9HB. Monday, Wednesday and Friday 10-2pm by appointment.

**Felixstowe:** 2 – 6 Orwell Road, Felixstowe, IP11 7HD. Monday-Thursday 10-2pm by appointment.

**Leiston:** 14 Colonial House, Leiston IP16 4JD. Monday, Tuesday and Thursday 10-2pm by appointment.

**Lowestoft:** St Margaret's House, Gordon Road, Lowestoft, NR32 1JQ. Tuesdays and Thursdays 10-2pm by appointment.

**Woodbridge:** 7 Cumberland Street, Woodbridge IP12 4AH. Wednesday, Thursday and Friday 10-2pm by appointment.

#### OUTREACH DROP IN CENTRES:

- **Aldeburgh and Alderton – by appointment.**
- **Bungay** 28 Wingfield Street, Bungay NR35 1EZ. Drop in every Tuesday 10am-12 noon.
- **Framlingham** Library, The Old Court House, Bridge Street, Framlingham IP13 9BA. Drop in every Friday 10am-12noon.
- **Halesworth** Library Bridge St, Halesworth IP19 8AD. Drop in fortnightly on Tuesday 10am-12 noon.
- **Kesgrave** Community and Conference Centre, Twelve Acre Approach, Kesgrave IP5 1JF. Drop in on the third Tuesday of the month from 9am-12 noon.
- **Kessingland**, Marram Green, Kessingland, Nr LOWESTOFT, NR33 7AH - the first Monday of every month from 10am-12 noon from 3<sup>rd</sup> June 2024.
- **Saxmundham** Library, Street Farm Road, Saxmundham IP17 1AL. Drop in every Wednesday 10am-12 noon.
- Stella Peskett Millenium Hall, Might's Road, **Southwold** IP18 6BE. Drop in fortnightly on Monday from 10am-12noon.
- **Wickham Market** Resource Centre, Chapel Lane, Wickham Market IP13 0SB. Drop in every Tuesday 1.30pm-3.30pm.

#### Notes to editors

1. Citizens Advice helps people find a way forward. We provide free, confidential and independent advice to help people overcome their problems. We are a voice for our clients on the issues that matter to them. We value diversity, champion equality and challenge discrimination and harassment. We are here for everyone.
2. Citizens Advice is made up of the national charity Citizens Advice; the network of independent local Citizens Advice charities across England and Wales; the Citizens Advice consumer service; and the Witness Service.
3. Citizens Advice East Suffolk was formed in 2023, following the merger of Felixstowe, Leiston & Saxmundham and Lowestoft. In 2023/2024:
  - 8,547 people sought advice
  - 35,000 issues advised on
  - 3.7% clients are under the age of 24
  - 16.7% are over the age of 70
  - 47% have long term health conditions
  - 9% are disabled
  - 33% of issues relate to Benefits and Universal Credit
  - 17% of issues relate to Housing issues
  - Achieved just over £2.3 million of financial gains for our clients

**Citizens Advice East Suffolk (CAES)** part of the Citizens Advice national network but operates as an independent Charity. CAES is responsible for raising all its own funds to operate in the East Suffolk area. We rely on county, local and parish councils, grants, charitable donations, local business and fundraising initiatives. With demand growing in the East Suffolk area due to the rising cost of living and changes in our society, fundraising becomes a critical part to ensure we can continue to grow and improve our services in this community.

If you are able to donate to support our running costs please do contact us via [info@caes.org.uk](mailto:info@caes.org.uk) or Donate via JustGiving from our website – [www.caes.org.uk](http://www.caes.org.uk)