



Cotgrave
Advice Centre
Over 30 Years of Caring



Annual Report 2022-2023

This year the Advice Centre is moving ahead after the pandemic. Covid had affected all parts of our work but we are now looking forward to no restrictions and our clients being fully confident to call in to our office. We were operating an appointment system only but are now able to do both appointments and walk-ins. Our staff group are well versed in dealing with the majority of our queries which are welfare benefit, debt, consumer, employment and particularly form filling.

Welfare Benefit, particularly mandatory reconsiderations and appeals take up most of our time but we are extremely successful in these areas for our clients. We do have help from an outside agency for the more complex cases if we feel they would be better served but these are the most difficult border line cases.

We operate out of All Saints' Church and now our clients have got used to coming in to the church and find it a warm welcoming place which is the heart of the community as it should be. We get through lots of coffee and tea and are always delighted to receive biscuits from our happy clients and sometimes even chocolates. Our services are shared by our clients with their friends and family as well as our website that holds lots of information so we are always kept busy. Our Solicitors deal with all things legal that we can't answer. One of the Solicitors works for the Law School and brings students with her which is extremely good for them and also our clients.

Our staff team are brilliant improving their knowledge month by month to ensure the best possible outcomes for our clients. Volunteer week is coming up at the beginning of June when all volunteers are shown the appreciation they so richly deserve. We are always on the look-out for new staff members and give in-house training as well as any outside training we can afford.

Our finances are extremely well managed and although we are still supported by our local charity we have not had anything from Nottinghamshire County Council this year but may have to apply for a one-off grant for next year as our funds are reducing. We are able to refer clients to the Cotgrave Community Kitchen and other food banks when necessary and these services are needed by an increasing number of families. We are looking forward to continuing our well appreciated work in the Cotgrave and wider community with our committed team for the foreseeable future.

Jacky Shaw Manager
May 2023