



October 2023

NEW OUTREACH IN FELIXSTOWE AREA FOR CITIZENS ADVICE EAST SUFFOLK

Since the formation of Citizens Advice East Suffolk our services have been reviewed to ensure they meet the needs of the people in our communities. The latest outreach in our plans is a face to face drop in **on first Wednesday of every month from 1-4pm at The Oaks Family Hub (Children's Centre), Grange Road, Felixstowe IP11 2LA.**

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.

For free, confidential and independent advice:

Call us on **0808 278 7866** between 10am to 2pm Monday to Friday.

Our lines are very busy at the moment, so alternatively visit www.caes.org.uk for all the different ways you can contact us – face to face drop ins, email and video link.

CITIZENS ADVICE CENTRES IN EAST SUFFOLK

Main offices:

Beccles: 12 New Market, Beccles, NR34 9HB. Monday, Wednesday and Friday by appointment.

Felixstowe: 2 – 6 Orwell Road, Felixstowe, IP11 7HD. Monday-Friday 10-1pm by appointment.

Leiston Office: 14 Colonial House, Leiston IP16 4JD. Monday, Tuesday, Thursday and Friday by appointment.

Lowestoft: St Margaret's House, Gordon Road, Lowestoft, NR32 1JQ. Tuesdays and Thursdays by appointment.

Outreach drop in centres:

- Aldeburgh and Alderton – by appointment.
- **NEW VENUE**** Bungay 28 Wingfield Street, Bungay, Suffolk NR35 1EZ. Drop in every Tuesday 10am-12 noon.
- **NEW VENUE**** The Oaks Family Hub (Children's Centre), Grange Road, Felixstowe IP11 2LA on first Wednesday of every month from 1-4pm
- 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 on the 1st and 3rd Tuesday 10am-12 noon.

- **NEW VENUE**** Kesgrave Community and Conference Centre, Twelve Acre Approach, Kesgrave, Suffolk IP5 1JF. Drop in on the third Tuesday of the month from 9am-12 noon – starting from 15th August.
- Saxmundham Library, Street Farm Road, Saxmundham IP17 1AL. Drop in every Wednesday 10am-12 noon.
- **NEW**** Stella Peskett Millenium Hall, Might's Road, Southwold IP18 6BE. Drop in second Monday of each month from 10- 12noon starting on 7th July.
- Wickham Market Resource Centre, Chapel Lane, Wickham Market IP13 0SB. Drop in every Tuesday 1.30pm-3.30pm.
- Woodbridge Library New St, Woodbridge IP12 1DT. Drop in every Monday 10am-12 noon.

Notes to editors

1. 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.
2. Our network of charities offers impartial advice online, over the phone, and in person, for free.
3. We helped 2.4 million people face to face, over the phone, by email and webchat in 2020-21. And we had 40 million visits to our website. For full service statistics see our monthly publication Advice Trends - <https://public.tableau.com/app/profile/citizensadvice#!/>
4. Citizens Advice service staff are supported by more than 21,000 trained volunteers, working at over 2,600 service outlets across England and Wales.
5. You can get consumer advice from the Citizens Advice consumer service on [0808 223 1133](tel:08082231133)

If you have any further questions, please do contact: Alison Moor on 07973 207138/
amoor@caes.org.uk