

6 March 2025

CITIZENS ADVICE DROP-IN SERVICE

Dear Councillor,

I am writing to let you know that we will be suspending our drop-in services at all our offices in Cornwall for **six months from 28 March 2025**.

This is to allow us to shift our limited resources to phone advice to cope with a big increase in demand and to give us time to recruit and train more volunteers.

This is not a decision we have taken lightly but will mean we will be able to help more people in Cornwall who need our services.

At present, people are struggling to get through on the phone, as our advisers have concentrated most their time on drop-ins. At times, we have so many people turning-up at drop-in sessions that we cannot devote the time we would like to each individual, especially as some offices are constrained by the number of available consultation rooms. We are also aware that a significant proportion of clients who come to our drop-ins tried to contact us initially via phone, before making their way to our offices.

We anticipate that this temporary change combined with our upcoming recruitment drive, will help to ensure that more people who are currently unable to access our services will be able to in the future.

Please be assured, we will continue to offer face-to-face appointments to people who need them most and this change will mean that many more people can get the advice they need more quickly.

Yours sincerely,

Jon Berg

Chief Executive Officer - Citizens Advice Cornwall

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