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Advice Matters - May 2025 Newsletter

Welcome to the May 2025 edition of Advice Matters, our quarterly report sharing advice trends and statistics, news and updates.

Ways to get advice

Local advice is available from
9am to 5pm Monday, Tuesday,
Thursday and Friday and
9am - 1pm Wednesday on
01572 723494.

**Individual and professional
referrals** can be made via [secure
web form \(email\)](#)

About us

**Citizens Advice Rutland has been
helping people find a way
forward for over 50 years.**

We provide **free, confidential and
independent advice** to help
people overcome their problems.

We are a voice for our clients and
consumers on the issues that

Help to Claim Advice for

Universal Credit is available from

8am to 6 pm Monday – Friday

on 0800 144 8 444 or you can talk

to an adviser on the [live webchat](#)

For self-help general advice

visit: www.citizensadvice.org.uk

matter to them.

We value diversity, champion

equality, and challenge

discrimination and harassment.

We're here for everyone who lives,

works or studies in Rutland.

'I'm so pleased I called you - you were very kind.'

Advice Service Statistics January - March 2025



1045

people contacted our service

4014

issues raised

£2,540,491

financial gains for clients in 2024/2025



58%

of issues relate to benefits



15%

of issues relate to housing



11%

of issues relate to debt



151

referrals to other services

45

clients supported with casework

Client issues

Other

16.6%

667

Debt

10.8%

435

Housing

14.7%

589

2323

"Thank you for all your help filling in the Attendance Allowance form, we got the higher rate"

Council Tax Reduction Changes

Are you, or someone you know, receiving Council Tax Reduction?



There have been changes to the local scheme from April 2025 which means that you may need to pay more or less council tax than before. The scheme is now based on both the benefits and the income your household receives and you will receive a set discount based on your circumstances.

If you're struggling to pay your Council Tax, or think your new payment rate is incorrect, please call us on 01572 723494.



For Rutland Fundraising News

The Grand Bottle Tombola

The annual For Rutland Grand Bottle Tombola will be in its usual spot right next to the main show ring at this year's Rutland County Show, where organisers hope that hundreds of bottles will be waiting to be won, for a £1 ticket.

Last year, the Grand Bottle Tombola raised £8500, an amazing amount. There were 1450 bottles of anything from champagne to shampoo up for grabs, and visitors to the Grand Bottle Tombola had great fun trying for the top prizes.

But the fundraising group For Rutland can't raise such amazing amounts of money without the support and generosity of people in the local community. Every single one of those 1450 bottles was donated by the residents of Rutland and the surrounding area.

The For Rutland team have started the collection effort now and need as many bottles as possible, to make this year's event on 1 June an even bigger success. And everyone can help. For Rutland are asking people simply to take bottles – anything from beer to brandy or lemonade to Lambrusco - to one of the two collection points: John Porter Dry Cleaners in Oakham or Nelsons Butchers in Uppingham.

By donating a bottle or two, it helps For Rutland raise funds to pay for specialist advisers at Citizens Advice Rutland who support people of all ages living with the consequences of long-term health conditions.

The more bottles that are donated, the more money raised so that by spending a bit at the Grand Bottle Tombola and having fun supports a worthwhile local charity. It's win – win!



Prebendal House Teas

Another fundraising event is the For Rutland Teas at the beautiful garden at Prebendal House in Empingham, which will once again be open to visitors for the National Open Garden Scheme on **Sunday 27 July**.

Good & New Clothes Sale

The For Rutland annual two day Good & New Clothes Sale raised a phenomenal £53,000 – a new record!

Hundreds of savvy shoppers headed to the sale at the end of

The talented bakers from the For Rutland volunteer team will provide the delicious teas and it is expected that there will be many visitors eager to see the garden, which has undergone a total redesign and transformation.

The garden is open between 13:30 and 17:00 and tickets for the garden, which can be bought in advance from the [NGS](#), cost £7.00 for adults and children are free.

About For Rutland

For Rutland is a group that raises funds for Citizens Advice Rutland. The funds are used to provide a major specialist advice service for people living in Rutland and the surrounding areas with long term

March at the Rutland Hall Hotel's stunning Pavilion venue to grab bargains, shopping from a huge selection of pre-loved clothing whilst happily fundraising.

For Rutland's Chair Jeannette Warner said: "We are absolutely delighted to raise such a huge amount; the two-day sale is now a much anticipated Rutland tradition and is supported not just by our fantastic volunteers – thank you to them! – but also by local businesses and the wider community."

"We just couldn't achieve such an amazing result without them. I just want to say how very grateful we are for their continued support."

health conditions such as cancer,
dementia and mental health
problems.

**The date of next year's sale has
been also announced, Friday 27
and Saturday 28 March 2026.**

**For more information, including
all events, volunteering and other
ways to support For Rutland and
raise funds for Citizens Advice**

Rutland, visit the [For Rutland](#)

[website](#) or

email info@forrutland.org.uk

Rutland Voluntary and Community Sector Support

Citizens Advice Rutland are delighted to continue our support for the voluntary sector through sustained funding from Rutland County Council and the dedicated work of our Community Development Officer.

This investment ensures that local organisations have access to the guidance, resources and support they need to grow, thrive, and to make a lasting impact in our community.



VOLUNTARY AND COMMUNITY GROUPS LET'S CONNECT



We offer free support, advice, training and networking opportunities to voluntary and community organisations in Rutland.



We can:

- advertise your volunteer roles
- help to find funding
- connect you with other organisations
- provide free meeting space

Get in touch to find out how we can help you spend more time doing what you love.

Email: cdo@citizensadvic Rutland.org.uk
Web: volunteerplusrutland.org.uk




Funded by Rutland County Council

Volunteer and Organisation Promotion

[Volunteer Plus Rutland](http://volunteerplusrutland.org.uk) is the county wide promotional site for volunteering provided by Citizens Advice Rutland. Organisations can advertise what they do and the volunteer roles they have available. Potential volunteers can search the details and register interest in roles that suit them.

The website also acts as a resource for information for and about the sector including a [Directory](#) which

Free Meeting Space

Citizens Advice Rutland's Community Hub is a meeting space which is available free of charge to community and voluntary groups in Rutland.

The hub is on the first floor of the Citizens Advice Rutland offices, conveniently based on the High Street in Oakham and is available week days and evenings.

The space provides a large conference room for 12 people as well as state of the art video conferencing facilities and

has separate sections for organisation and venue listings. We aim to keep this as up to date as possible but if however, you think we are missing something or you find any details are incorrect please let us know via cdo@citizensadviserutland.org.uk

To keep up to date with news about the voluntary and community sector, including new volunteer opportunities follow our [dedicated Facebook page](#).

Wi-Fi.

Whilst the space is regularly booked by a number of small, local organisations we'd be delighted to hear from other voluntary organisations looking for a meeting venue.

For more information and booking please email conference@citizensadviserutland.org.uk

Consultations and Surveys

Here are some consultations and surveys that may be of interest to individuals and organisations:

- **Rutland County Council** is asking residents to take part in the latest [Childcare Sufficiency Assessment](#) to help determine if early education and childcare is meeting the needs of parents and carers who are working, studying or seeking employment. **The consultation runs until 23 May.**
- **The Government** is seeking views on the approaches it should consider around [reform of the health and disability benefits system and employment support](#). **The consultation closes at 11:59pm on 30 June.**

- **The Low Pay Commission** is inviting submissions to inform its recommendation to the Government on [minimum wage rates in 2026 and beyond](#). **The consultation closes at 11:59pm on 30 June.**
- **The Government** is consulting on a [draft code of practice covering requests for a victim's third party material and the definition of counselling services](#). **The consultation closes at 11:59pm on 1 July.**
- **The Government** is seeking views on options for [simplifying, modernising and reforming HMRC's approach to dispute resolution](#). **The consultation closes at 11:59pm on 7 July.**
- **The Government** wants to hear ideas about how to make cancer care better for everyone to help make a national cancer plan for England and has published an [Easy Read call for evidence](#). **The call for evidence closes at 11:59pm on 14 July.**
- **NHS England** are looking for feedback on [the experience and the support individuals have received when accessing crisis care services through the NHS 111 'select mental health option' service](#). **The survey closes on 15 July.**
- **The Department of Health and Social Care** is seeking views to inform a [Men's health Strategy for England](#). **The call for evidence closes at 11:59pm on 17 July.**

If you become aware of any consultations that others in the county may be interested in please do share them with us via cdo@citizensadvice Rutland.org.uk

You can view the full range of government consultations and subscribe for updates through [Gov.uk](https://www.gov.uk)

Keeping up to date

There are a number of ways Citizens Advice Rutland works to keep individuals and organisations up to date with news from, and connected to, our services.

Our Facebook page and new Bluesky account shares useful advice related information and updates. To follow our Facebook page click on the symbol below and our Bluesky account can be found at <https://bsky.app/profile/citizensadviserut.bsky.social>

You can also find information on our website, including a sign up to this newsletter - just click on the website symbol below.

Supporting Us

Citizens Advice Rutland is a charity. We rely on financial support to ensure we can respond to the needs of Rutland residents.

How can you help?

- **Donate** - if you would like to make a contribution, big or small, towards our vital work our CEO Emma Jefferson would be delighted to hear from you.
- **Support For Rutland** - all profits raised by For Rutland pay for our Specialist Advisers to advise people of all ages

living with long-term health conditions in Rutland.

- **Partner with us -** we are keen to hear from organisations who would like to work with us to support Rutland residents.



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"The links to other websites are provided for information. Citizens Advice Rutland has no control over the content or availability of those sites. The inclusion of any links does not necessarily imply a recommendation or endorse the views expressed within them."

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