

For immediate release

Statement: Citizens Advice North Nottinghamshire (formerly Bassetlaw Citizens Advice) to provide a continued service, preserving essential advice and support for Mansfield residents.

Mansfield Citizens Advice (MCA) and Bassetlaw Citizens Advice (BCA) are pleased to be able to announce the continuation of high quality advice and guidance to residents of the Mansfield district from 01 April 2024 from the newly formed Citizens Advice North Nottinghamshire.

Mansfield Citizens Advice will be closing from 31st March but with the transfer of existing Mansfield staff secured, their experience and expertise will ensure the continuation of advice to residents of the Mansfield district from 01 April 2024.

Both teams are currently working together to ensure a smooth transition and continuation of high quality advice to the people of North Nottinghamshire.

A new local Cost of Living telephone helpline (**0300 561 2800**) will be accessible by residents across the districts, staffed by local staff and volunteers.

In addition, help through our new joint website: www.canns.org.uk which will be live from April.

With support from Mansfield District Council, Citizens Advice North Nottinghamshire will be opening an in person service from the Mansfield Civic Centre as soon as possible.

Chair of Mansfield Citizens Advice, Carmel Chaplain, said "This is a really positive development for both the residents of Mansfield and our dedicated staff and volunteers, that Citizens Advice continues independent advice delivery within a very demanding environment. It's a testament to both management teams that this has progressed so rapidly and our Board wishes to put on record our thanks to both teams".

Arthur Deakin, Chair of Bassetlaw Citizens Advice, said. "We are delighted to be able to build on the existing expertise of all members of MCA to continue high quality support to all citizens resident in the Mansfield and Bassetlaw areas. Both organisations have a long standing record of service to our communities and having staff working together in the future can only enhance and deepen this record."

Karen Whitlam, CEO of Bassetlaw Citizens Advice, said "We are so pleased to be able to provide continuity of a Citizens Advice service in Mansfield. This opens up new avenues for collaboration and we look forward to combining our strengths to serve the Mansfield residents and community. We thank the MCA team for their support in jointly reaching this outcome.

Mansfield staff currently located at the Advice Hub (on Regent Street), will deliver advice from a designated area within the Civic Centre (Chesterfield Road), meaning residents will be able to access advice and guidance on anything from debt and employment advice to benefits and consumer guidance, alongside their usual council services, providing a one-stop shop for anyone who needs our free support.

We are very much looking forward to working with Mansfield District Council to develop our advice service to local residents and build our Mansfield partnership support. We will provide more updates as we progress further”

Executive Mayor Andy Abrahams said “Following numerous collaborative efforts, we are delighted that Mansfield residents will now continue to receive invaluable service provision within the community”.

“This now ensures our residents will continue to benefit from Citizens Advice guidance, assistance, and advocacy. The opportunities this new partnership offers residents will be invaluable, as they will be able to tap into organisations and offers previously not available.

My heartfelt appreciation goes out to the council officers, stakeholders and Citizens Advice themselves who have contributed to this outcome, and we look forward to supporting them as they move to a new operating model while continuing to support those in need.”

Nottinghamshire County Council:- quote from Councillor Scott Carlton, Cabinet Member for Communities and Public Health: “We are proud that our Local Communities Fund has provided ongoing financial support to Citizens Advice as we want to see as many voluntary organisations and groups as possible continue their invaluable work supporting communities.

This has been particularly vital at a time when many residents continue to be impacted with rising costs and are able to turn to an organisation like Citizens Advice for help, support and guidance.”

Citizens Advice welcomes new volunteers to help to deliver the service in Mansfield. If you are interested in learning new skills and supporting your local community - please leave your details on the volunteer recruitment form on our website: www.canns.org.uk/volunteer.

- Press Release Ends -

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