



“Through assistance with the development of our new premises, the Foundation has helped us to achieve sustainability – which is the key to our survival.”

Helen Howson
Redcar and Cleveland CAB

Redcar and Cleveland Citizens Advice

Project:

Reception and waiting area in Queen Street Premises

Subject:

Facilities and building improvements

Location:

Redcar, Redcar and Cleveland

Overview:

The premises in Queen Street, Redcar were purchased in May 2017 following increased rental costs at the group's previous property. The move also ensured the provision of a visible and respected source of advice for people in an accessible and popular town centre.

£5,000 was awarded to transform an empty area a fit-for-purpose public reception and waiting area in the building, including the cost of replacement flooring, re-plastering, light fixtures, a new door, a reception desk and chairs for people waiting to be seen by advisors.

The works have enabled the group to increase access to advice services to provide a daily 9am to 5pm drop-in, so that more people facing crisis situations such as homelessness, domestic violence and action from bailiffs and can access a confidential, independent and safe place for advice and emergency help.