

Citizens Advice West Suffolk 2018/19



We've helped **7,490** clients with **24,874** problems. 21% of client contacts are via phone and 61% are in person



The top issues were benefits and tax credits (28%) and debt (21%). Universal Credit was our fastest growing issue



We gained £1.8m in income for our clients through welfare benefit claims. We managed £2.7m of debt for our clients



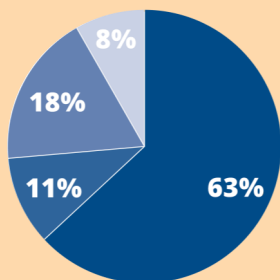
In a client follow up survey, 87% said they would recommend our service. 85% said the service helped them find a way forward



We had 128 volunteers and 14.76 FTE paid staff. The economic value contributed by volunteers was estimated to be £828k



We hold the Advice Quality Standard. We have centres in Brandon, Bury St Edmunds, Haverhill, Mildenhall and Newmarket



Our income comes from core Local Authority grants, other grants and donations, projects, and additional sources such as fundraising and room hire

- Core Local Authority grants
- Other grants & donations
- Projects (non Local Authority funded)
- Fundraising/other income



£88k

£68k

- St Edmundsbury DC/ Forest Heath DC
- Suffolk CC
- Other District Councils

St Edmundsbury Borough Council/Forest Heath District Council (now West Suffolk Council) and Suffolk County Council are our biggest funders

Maximising the Suffolk pound

The funding that we gain for additional projects lets us deliver more value to the people of West Suffolk.



377 food parcels were arranged for clients and we started working within food banks across West Suffolk to provide advice to their visitors, raising awareness of the range of help available from our offices



We offer dedicated support to families affected by Multiple Sclerosis. Our MS Caseworkers **helped MS clients claim £263,981** of income through a project funded by the MS Society groups in Bury St Edmunds and Newmarket



Advice on getting the best deal on energy and accessing energy grants was given to **110 clients at risk of fuel poverty**



We apply to local charitable trusts on behalf of clients for white goods, furniture and help with bankruptcy fees



242 clients were given Pension Wise guidance. The project enables clients to make informed decisions on using their pension pot



Our financial capability trainers work in the community, talking to small groups about money matters. We are passionate about the difference this preventative work makes. We gave **1,374 people financial capability training**



Through project funding, we provided money management sessions to benefit claimants within Bury St Edmunds and Haverhill Jobcentres, especially young claimants, and are continuing to deliver this money saving support