



East Suffolk

Advice That Changes Lives



ANNUAL REPORT 2024/2025

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Chair's Report

This will be my last Chair's report for Citizens Advice East Suffolk. I joined what was then the Leiston, Saxmundham & District CAB in 1997 and apart from a short spell between being the Manager and now the Chair, I have been part of the organisation for 28 years. It has been a constant uphill struggle, sometimes infuriating and often frustrating, always exhausting but also a privilege to have worked with an organisation which is rightly valued and trusted by so many, both locally and nationally.

There have been enormous changes since I started, most recently the merger of the three offices within East Suffolk. CA Felixstowe & District, CA Leiston, Saxmundham & District and CA North East Suffolk merged in April 2022, since when there has been much activity embedding the merger, reallocating roles and raising the profile of CA East Suffolk.

Chiara Saunders, the Chief Officer, her staff and the volunteers have all worked tirelessly and enthusiastically to move CAES forward, not just in terms of the merger but also in the field of modernising ways and means for people to access advice. A lot of work has been done to ensure that isolated and minority groups are identified and welcomed to the service, by rolling out new contact methods and social media. This has not meant the demise of the face to face interview, or even the humble letter in the post, all avenues have remained opened while newer ones are explored.

Over the year, the Trustees have provided the necessary oversight on strategic matters, notably all governance, finance and staffing issues and the expertise of some individual Trustees on issues such as property has been invaluable. The Board has also benefited from the appointment of new Trustees.

Chiara Saunders has done yet another year of exemplary work, devoting time to reviewing and assessing the needs of the community and working with multiple stakeholders to secure funding, while retaining an exceptional service for those who need it.

As always, stakeholders in local government, other agencies and the voluntary sector have been generous and supportive financially and have shared their expertise over the year. Particular thanks are extended to the main funders, East Suffolk Council, Suffolk County Council and the Rope Trust, but we have benefited from the generosity of many more.

CAES has been exploring potential sources of funding with new partners, which could help to develop new ways of advice-giving as well as enhancing existing systems. There could be new avenues and organisations as yet untried and the focus is moving in that direction. CAES needs to remain visible at the forefront of advice giving in the area, particularly in the light of potential local government reorganisation across the county.

There are uncertainties ahead and CAES is well aware of competing demands for ever decreasing funding. We have to prove we are the service to turn to as the only holistic, accredited advice agency in the area, to raise our profile and be seen to be the best.

My very best wishes to all at CAES, staff, volunteers and all supporters. This report gives a snapshot of all the exceptional work that has been going on over the last year – long may it continue.

Nick Mayo,
Chair of Trustees

"CAES needs to remain visible at the forefront of advice giving in the area, particularly in the light of potential local government reorganisation."
— **Nick Mayo,**
Chair

Chief Executive's Report

Citizens Advice East Suffolk took great strides in the FY2024/5. Internally, we cemented our merger, and it has been a pleasure to see upwards of 55 staff and volunteers attend our offsite days and share their experiences, knowledge and ideas. We have invested in joint training sessions, encouraged staff to work from different offices and introduced conference facilities to enable residents in one part of East Suffolk to benefit from specialist advice in another office, including attending tribunals with our support.

Externally, we invested in our local presence and our ties with local organisations. We work in partnership with Lowestoft Food Bank and Waveney Food Bank and have a close relationship with Saxmundham Food Bank. We have expanded our energy advice with local projects with EDF and Sizewell and are also working with Norfolk and Waveney Integrated Care Board (ICB) on a maternity social prescribing project. Of particular note, we were successful in applying for two grants from the Sizewell C Community Fund – one to help us grow our volunteer numbers and one to help us advise on housing.

However, despite our growth we still struggle to meet the demand for advice and support in East Suffolk. The financial crisis and its impact on our communities is now a regular part of people's lives and is exacerbated by reduced rural services, an increasing sense of isolation, worry over energy bills, health and changes in the delivery of benefits.

CAES has focused on making our services accessible and to ensure we are present in our local communities. We have increased the number of face-to-face appointments we offer, attended local events and invested in outreaches. We are aware that clients sometimes have to wait longer than we would like to be contacted by an adviser, but we need to balance this against the need to invest in providing not just a quick answer but the right answer. CAES is accredited to the Financial Conduct Authority (FCA) and to Advice Quality Standard (AQS) – and our accreditation ensures that we provide a recognised and reliable quality of advice.

The commitment of our volunteers and our staff, who often go above and beyond to ensure the people in our communities get the support they need and are entitled to, cannot be underestimated in helping us achieve these aims. To put this in perspective, CAES can record over 1.2K case notes in a week, with 168 of those notes relating to face to face meetings.

We would love to invest in more staff, but this is balanced against the impact this can have on our finances. We are currently financially secure, but we need to be sensible – we are operating in a changing environment and we need to ensure we can weather what is ahead in order to protect the needs of our clients and communities, the jobs of our staff and roles of our volunteers. We are very grateful for the support we receive from our funders, big and small.

Without you we wouldn't be here, and without you we couldn't plan for the future. Thank you.

Chiara Saunders,
Chief Executive

"The commitment of our volunteers and our staff, who often go above and beyond to ensure the people in our communities get the support they need and are entitled to, cannot be underestimated."

- Chiara Saunders,
Chief Executive

Treasurer's Report 2024/25

(Please note numbers are subject to final audit)

In year 3 post-merger, Citizens Advice East Suffolk has taken enormous strides in securing the financial foundations of the organisation. From a projected deficit of £150k coming into the financial year, we achieved a surplus of £40k at year end.

Headline income increased by 27%, from £930k to almost £1.2m. This was split between Unrestricted (Core) income of £569k and project-specific funding of £614k, both up significantly year-on-year.

Core business funding breakdown:

- East Suffolk Council £220,000
- Suffolk County Council £52,800
- L D Rope Trust £40,000

Major Project Specific funding breakdown:

- The Money Advice Service £111,720
- Solutions (Social Prescribing Lowestoft) £136,582
- Sizewell C Community Fund £111,399
- Ministry of Justice £86,805

The increased project activity necessitated additional staffing requirements which led to an increased salary total of 13%. In total CAES now runs 15 projects aimed at meeting the specific needs of residents in the East Suffolk district and these run seamlessly alongside our core advice service. CAES is grateful for the support it has received from its stakeholders, its project funders and the many town councils, parish councils and local grants that have helped it to fund the services it provides to the community.

The balance sheet also looks very healthy at year end. During 2024/5 CAES sold St Margaret's House in Lowestoft and leased back a part of the building. Investment has been made into the office set up and into IT hardware in order to ensure staff and volunteers have the resources they need to provide accessible advice to our clients. As at end of March 2025, based on the 2025/26 Reserves Policy, reserves were maintained at £370k (unrestricted reserves total £624k with net reserves at £254k). This will enable CAES to invest in the services it provides and also be financially robust as we face increasing overheads in a more uncertain funding environment.

Given the uncertain economic climate and potential changes to our core funders, the projected deficit for the coming year is £157k but we are confident this will be mitigated by additional new projects and funding streams.

The CAES team have excelled this year at generating new income whilst keeping a tight rein on costs. Many thanks to everyone who has contributed throughout the year to this year's successful outcome.

**Rob Wilkerson,
Treasurer**

"Headline income increased by 27%, from £930k to almost £1.2m."
**- Rob Wilkerson,
Treasurer**

Year At A Glance



9,127

Clients advised



Benefits

Number 1 issue we
provided support on



40,608

Issues handled



£100

Avg. cost to advise a
client



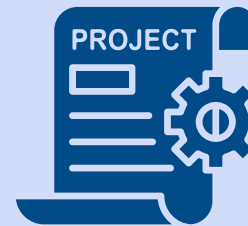
23,890

Volunteer Hours



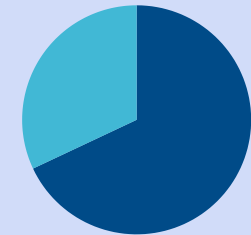
5 Offices

and 10 outreaches



15

Projects



85 Volunteers

and 36 staff

**£3.3M financial value delivered
to clients.**

Who We Are

Citizens Advice East Suffolk (CAES) is a local, independent charity dedicated to helping people find a way forward. Since our formation in 2022, we've been supporting residents across East Suffolk with free, confidential, and impartial advice.

Our charity was established following the merger of several long-standing Citizens Advice offices that had each served their communities for more than two decades. This coming together has allowed us to create a more cohesive and consistent service. We've expanded our reach by increasing the number of local offices and drop-in facilities, ensuring more people can access support closer to where they live.



What We Aim to Do

Our mission is twofold:

- To provide the advice people need for the problems they face
- To influence policies and practices that impact people's lives

We do this by listening to our communities, staying attuned to emerging needs, and using our insight to advocate for change.

Commitment to Quality

Our advice services are accredited by the Advice Quality Standard (AQS) – a national benchmark for accessible, well-managed, and skilled organisations. This ensures our team, including both staff and volunteers, delivers advice you can trust.

Our Values in Practice

CAES operates on principles that are central to everything we do:

- Free – our advice is available to everyone at no cost
- Confidential – we protect our clients' privacy
- Independent – we act in our clients' best interests
- Impartial – we don't judge and we don't take sides

Equality, diversity and inclusion are not just ideals – they are embedded across our organisation. Whether someone is seeking advice, volunteering with us, or working as a member of staff, we recognise and respect individual needs and experiences. Though we are a small charity with limited resources, we prioritise inclusion in our training, our business planning, and our advice delivery.

**Equality,
diversity and
inclusion are not
just ideals – they
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across our
organisation.**

Our Impact

For every £1 invested...

**We generate £3.32
in
fiscal value**

**We generate £23.96
in
public value**

**We generate
£16.65 in
value to the
people
we help**

Overall Value of Our Advice

Fiscal value

£3,727,156

Public value

£26,895,728

Value to the people we help

£18,687,167



Looking Ahead

No sooner is one year behind us, than we are looking ahead to see what we can do better or do differently. Our area of work is ever changing, affected by political decisions, changes in boundaries, the needs of our local communities and the products that are available for us to use when we advise. Focusing on new areas does not mean we abandon our core business. As we develop new expertise, new partnerships and new projects, we need to balance this with our core business of providing an accessible service in a large district which faces challenges due to its large rural areas and its areas of deprivation. We would love to hear from you if you have any ideas for partnership or projects that could address some of the areas we have identified below:

- **Health benefits** – this is impacted by concerns about the NHS service and changes in benefit entitlement. CAES maintains a good relationship with the local ICBs and it actively looking at how it can contribute to the new Social Impact Framework.
- **Returning to work** – CAES is looking to work with other organisations who are focusing on helping people return to work. We look forward to developing projects with local partners in this area.
- **Changing boundaries in Suffolk** – it is still too early to know what decision will be reached and what impact it may have on our services. CAES makes sure to stay up to date with any changes, maintaining strong links across the district and county to enable it to consider action it could take to protect the services we provide.
- **Increase in regional contracts for services** – CAES views a local presence in our communities to be important, but we are also aware of the growth of larger regional contracts (the new HM Prison and Probation Services (HMPPS) contract to work with male probationers will probably cover a large regional area expanding beyond Suffolk). CAES ensures it is actively involved in discussions about regional contracts so that it can represent the needs of our clients.
- **Sizewell** – the impact of the development of Sizewell on East Suffolk, in particular the communities close to it cannot be underestimated. The development offers opportunities as well as risks and CAES uses its involvement in local community events and meetings to help inform us as to future needs and areas where demand may grow (for example employment advice as job opportunities develop).
- **AI** – AI can be scary, particularly to a small organisation without a dedicated IT department. However, it cannot be ignored and so CAES has taken time to study how we can use AI to benefit our advisers and staff. We were recently successful in bidding for a Debt Modernisation Grant which will enable us to use AI to help advisers write up case notes – thereby reducing time spent on admin and paperwork and increasing quality time we can devote to clients. We are currently working with the AI company to develop a product that best suits our needs.



We would love to hear from you if you have any ideas for partnership or projects that could address some of the areas we have identified.

Case Study: Supporting a Couple in Crisis Toward Stability

A couple attended the Felixstowe office on June 24th 2024 after receiving an Emergency Prohibition Order on the property they had been renting. With nowhere to stay, they reached out for help. Although they were in touch with the housing team and had registered on Gateway to Homechoice, their only emergency accommodation option was in Norfolk.

However, due to the vital local support services they relied on, and the importance of their emotional support dog, they felt unable to accept accommodation so far from their community. As a temporary solution, they requested help to purchase a tent, ensuring they would have a dry place to sleep.

Despite these incredibly difficult circumstances, the couple remained engaged with support services. By December 2024, they had found a private rental property that welcomed their dog and were finally able to move in.

During their contact with Citizens Advice East Suffolk, we identified that they were eligible for Personal Independence Payment (PIP). Initially, the client felt overwhelmed and unable to proceed, but once settled into their new home, they were supported through the application process in January 2025. The client preferred postal correspondence over phone contact, and with support, successfully completed and submitted the form. **They later shared the good news that PIP had been awarded.**

Another significant challenge emerged when the couple realised they could not afford a cooker. While a partner funder had previously assisted with their rental deposit, they could not provide further funds. An LWAS (Local Welfare Assistance Scheme) grant was also not an option, as one had already been awarded in prior months. **Thanks to alternative funding, we were able to purchase them a mini oven.**

On receiving it, the couple sent a heartfelt message of thanks:

"Thank you so much for going an extra mile for us. I can't believe I've got a spit rotisserie to roast a whole chicken. I'll be sending you pics of our first roast dinner this weekend."

This case demonstrates how collaborative support, flexible funding, and compassionate volunteer efforts can transform lives. It has been an honour to walk alongside this couple throughout their journey.

Debbie Mann, Office Manager



"Thank you so much for going an extra mile for us. I can't believe I've got a spit rotisserie to roast a whole chicken. I'll be sending you pics of our first roast dinner this weekend."

Case Study: Rebuilding from Crisis – One Client's Journey

When our client was introduced to CAES by a friend, they were in a state of deep crisis. Having left the care system at 18, the client was struggling to manage independent living alongside multiple diagnoses: ADHD, depression, anxiety, and asthma. These health challenges left them unable to work, and their situation quickly spiralled into financial hardship and social isolation.

Although the client initially wanted to cancel their appointment, their friend persuaded them to attend. That meeting became a crucial turning point. A full financial assessment revealed debts to gas, electricity, and water providers, a mobile phone company, and even to friends and family. The client was surviving on an overdraft and could not afford to heat their flat or buy food. Their mental health had deteriorated to the point that they were unable to attend GP appointments, leaving them without essential medication or clinical support.

The CAES team approached each setback with sensitivity and patience. When the client disengaged from the process, they were never pressured; instead, they were gently supported until they felt ready to return. With the client's consent, CAES liaised with their friend, a Social Prescriber from Shaw Trust, and their Job Centre Work Coach to create a coordinated support network.

In response to the client's immediate needs, CAES provided **£150 in fuel vouchers**, helping them heat their flat through prepayment meters. Additional support came through **£300 in emergency assistance** accessed via Local Welfare Assistance Scheme applications. A successful application to the Rope Trust enabled the client to **receive a new electric cooker and a wardrobe**, which was especially significant as they had not been able to cook for several months.

To address urgent food insecurity, the client received **three food parcels from the local Food Bank**, offering immediate relief. They were also **referred to the Shaw Trust**, where a Social Prescriber supported them in reconnecting with their GP and attended appointments until they felt confident to go alone.

To relieve the stress of financial pressure, the client was **entered into a Breathing Space scheme**, providing protection from creditor contact. This was followed by a **successful Debt Relief Order**, which **wrote off £6,110 of debt**, lifting an enormous weight and giving them a chance to start again.

A friend who accompanied the client to their first appointment later remarked, *"I think they were in shock, as they now realise they can get some help."* After the DRO was submitted, the client expressed their appreciation in an email, writing: *"That's brilliant, thank you for helping me get that set up."*

Thanks to the personalised, patient support from CAES and partner organisations, the client is now in a much more stable position. Their essential needs have been met, their debts cleared, and they have begun rebuilding their confidence and wellbeing, step by step.

Roger Garrod, Debt Adviser



"I think they were in shock, as they now realise they can get some help."

Case Study: Fighting for Fairness - Supporting a Client Through a Challenging PIP Appeal

When a client came to CAES for support, she was facing a difficult and unjust situation. Despite having significant, long-standing mental health challenges, she had only been awarded the daily living component of Personal Independence Payment (PIP) by the Department for Work and Pensions (DWP) — with no award for mobility support.

Our Benefits Caseworker, Julie, stepped in to help. We first assisted the client with submitting a Mandatory Reconsideration Request, specifically challenging the lack of a mobility award. When the DWP failed to revise its decision, we helped her escalate the matter by lodging an appeal with an independent tribunal.

Julie provided comprehensive, hands-on support throughout the lengthy appeal process — drafting a formal written submission, helping the client compile and submit further medical evidence, and attending the tribunal hearing with her.

The outcome was a clear victory for justice. The tribunal found in our client's favour, awarding her the enhanced rate of the mobility component. They recognised that her ability to plan and follow a journey was severely affected by her chronic mental health difficulties.

As a result of this decision, **our client now receives an additional £77.05 per week in PIP and has been paid over £7,000 in backdated arrears.** Most importantly, the financial stability this provides is helping her move forward from a traumatic period — she has been living in a domestic violence refuge, and the additional income is now making it possible for her to secure a home of her own.

"I'm so grateful, I could cry!! Thank you so much for all your help and support, it was nerve wracking to say the least!!"

This case highlights not only the complexity of the PIP system but also the critical impact of expert support and advocacy in ensuring vulnerable individuals receive the help they deserve.

Julie Hills, Benefits Caseworker



"I'm so grateful, I could cry!!"

Thank you so much for all your help and support, it was nerve wracking to say the least!!"

Projects

Advice projects are a key part of our service delivery and are vital for our overall stability and development.

They:

- Develop our specialisms, i.e. Housing expertise or Energy specialism.
- Target a specific issue faced by our clients.
- Ensure we are reaching the people who need our help.
- Diversify our income to ensure financial security.

We have detailed the expansive and varied Advice Projects that we have been running over the last year to give a picture of the work we are doing in this space.

Jonathan Mason-Gordon, Projects Manager

Solutions

The Solutions project is one of our longest standing advice projects, which is testament to the success we have demonstrated and the importance of the service it offers.

In its essence, Solutions is a Social Prescribing project; working in partnership with eight surgeries in Lowestoft, we support people with a range of social and personal issues which are impacting their health and wellbeing.

We help people to engage in their local community to fight loneliness or find support networks while also addressing pressing issues around Housing, Benefits, Debt etc.

The ultimate goal of this service is to reduce the impact personal and social issues are having on health, improving wellbeing for the individual and reducing the pressure on health services.

Big C

Our partnership with the Big C cancer charity alongside Diss & Thetford Citizens Advice has allowed us to support individuals during the incredibly tumultuous period of time following a cancer diagnosis and during treatment.

We help clients to navigate the complications of welfare benefits, access the care and support they are entitled to and cope with the extra difficulty that ill health can bring to every aspect of one's life.

Our goal with this project is to relieve some of the pressure that comes from ill- health in recognition of the intense pressures that are already being faced by those with cancer and their families.

Probation

Through our partnership with HMPPS at the Lowestoft Probation Office, we are able to directly support a vulnerable group, in significant need of advice and support but who do not ordinarily access our general advice service.

These referrals for probationers with Finance, Benefit and Debt issues allow us to engage individuals with intense financial worries, that are intrinsically linked to offending.

With targeted and specialist benefit and debt casework, we are able to reduce the pressure that these financial concerns are having in these people's lives, with an ultimate goal of a reduction in reoffending.

Projects

Debt Advice

Cost of living is still a major concern for people in East Suffolk. Many of the people we support are struggling to meet their essential bills, resulting in council tax arrears or rent debts. Others find themselves unable to repay credit due to real-terms decrease in available income.

Our MAPS funded debt advice service is a crucial lifeline to those facing financial hardship. We are proud to provide high-quality, FCA accredited money advice, ensuring we are able to help anyone facing a debt crisis find the best solution to help them move forward with financial security.

East Suffolk Council Housing Needs

We have a unique partnership with East Suffolk Council's Housing Needs team through the provision of an expert adviser acting as a Link Worker.

This Link Worker supports the Housing Needs team and East Suffolk homelessness support applicants with determining affordability to help people understand what they can afford when looking for long-term accommodation.

Alongside these affordability assessments, we provide income maximisation and necessary debt advice to ensure people are in a strong financial position to enter into stable accommodation.

This partnership is vital to ensure that the needs of people struggling with homelessness in East Suffolk are met.

Housing - Mitigation and Prevention

The Sizewell C Community Fund has funded CAES to deliver a Housing Advice project specifically for people who are at risk of losing their homes. This is in recognition of the importance of keeping tenants in stable tenancies due to limited availability of alternative housing options.

We are accepting referrals from Housing Associations for clients with rent arrears or budgeting issues to support them with their finances and help them maintain their tenancies.

We also accept self-referrals from those who are at risk of eviction due to their situations. Offering specialist support to stabilise their situation and create a more stable housing market.

LWAS

Working with Suffolk County Council, we have supported East Suffolk residents in financial hardship to access the Local Welfare Assistance Scheme (LWAS).

Alongside the short-term financial help that LWAS provides, we have delivered income maximisation and debt advice to give the support needed to lift people out of hardship.

The short-term help that the LWAS provides alongside the long-term changes that our advice can materialise is demonstrative of the benefit that partnership working can deliver for people in East Suffolk.

Projects

Food Bank Projects

In partnership with both Waveney Food Bank and Lowestoft Food Bank we are delivering advice services to users of the food bank who are struggling with food poverty.

There are many complex reasons why people fall into food poverty, however with tailored advice we can target the causes of food poverty and support people into food security.

Our ultimate goal with this project aligns with Trussel's strategic vision of 'a UK without the need for food banks'.

This project demonstrates what can be achieved when working with organisations that share our values and goals.

Yorkshire Building Society

Our partnership with the Yorkshire Building Society in Lowestoft allows us to take our advice into the community with an innovative offering.

Through our adviser sitting in the Yorkshire Building Society, we are able to reach more clients in the heart of Lowestoft, which makes obtaining high quality, in-person advice as easy as possible for the people who need it.

Staff at the Yorkshire Building Society are well placed to identify when people need support and our partnership with them allows a seamless route for people to get advice

Solutions - Maternity

There is a direct link between deprivation and infant mortality, with a clear correlation between increased deprivation and this mortality.

In response to this, we are working with the Norfolk and Waveney ICB to support expectant mothers with a range of issues that will be impacting their health and wellbeing.

Through this work we support these mothers to develop resilience and skills needed to navigate multiple complexities in their life. This can involve advice and support on Housing, Benefits, Debt, Employment as well as signposting and referrals to Family Hubs and Breastfeeding Support.

Energy Advice Hub

Energy issues have been a growing concern. In recognition of this we've launched an Energy Advice Hub incorporating projects.

Our Fighting Fuel Poverty project, funded by the Energy Saving Trust, focuses on supporting those who are struggling with the significant rise in energy costs.

In Leiston, we have partnered with Net Zero Leiston to deliver advice with a goal of increased energy efficiency to reduce usage.

Demand for energy advice is high in areas of deprivation where fuel poverty hits hardest. To meet this demand, Sizewell C have funded a Lowestoft Energy Advice Hub.

We are also proud to be working with Suffolk Community Foundation in delivery of Surviving Winter, this vital support helps ensure Suffolk residents are able to stay warm.

Our Volunteers: At the Heart of CAES

Volunteers remain at the heart of everything we do at Citizens Advice East Suffolk. Across all our offices in Beccles, Felixstowe, Leiston, Lowestoft and Woodbridge, it is their time, energy and dedication that make it possible for us to deliver support to anyone who turns to us for help.

Over the past year, we've seen a steady increase in the number of people wanting to get involved. From April 2024 to March 2025, we welcomed fourteen new volunteers to our team, and since March alone, a further sixteen have already joined us. This ongoing growth reflects a wider interest in our work and a growing sense of community engagement across East Suffolk. Looking ahead, we are aiming to reach a milestone of 100 volunteers across CAES within the next three years, helping us meet rising demand and continue delivering high-quality advice and support.

Our volunteers come from a rich mix of backgrounds, and each one brings their own perspective, skills and motivations. In recent months, we've seen a noticeable rise in university students choosing to volunteer with us, a trend that has brought fresh energy to our offices. For many, CAES offers a chance to build confidence and gain valuable experience in research, communication and client support, all within a local charity setting. Alongside them are volunteers who are still in part-time work, often looking to strengthen their professional skills, and those who have retired and want to use their experience to make a meaningful difference in their community.

This diversity creates a depth of experience that's reflected in the quality of support we're able to offer. Our volunteers handle a wide range of client enquiries and help uncover underlying issues that may otherwise go unnoticed. They also play a vital role in identifying patterns that feed into our social policy work, helping us to address the broader challenges affecting people in East Suffolk.

Crucially, no volunteer works alone. Every member of our team is supported through a structured training programme, with guidance from experienced staff and supervisors. We place strong emphasis on team wellbeing and foster a culture of encouragement, development and mutual respect. In return, volunteers tell us they gain much more than just experience. They speak of the sense of purpose that comes from giving their time to help others, the confidence they build through working directly with clients, and the satisfaction of being part of something that has a real and lasting impact.

"Volunteering at CAES enables me to help others and is personally very rewarding. The support provided by the staff and other volunteers provides a very positive working environment."

— **Elaine, Volunteer**

Whether they're with us for a few months or many years, each volunteer shapes the work of CAES and strengthens our ability to support our community.

Edith McKenna, Training Lead

Volunteer Growth at a Glance



14 Joined

(Apr 2024 - Mar 2025)



16 joined

(since March 2025)



Goal: 100 by 2028

In recognition of the importance of the service that CAES volunteers deliver for the people of East Suffolk, the Sizewell C Community Fund has issued CAES with a grant to facilitate volunteer recruitment and training.

This funding will be integral in allowing us to meet the ambitious targets we have set in growing our volunteers and meeting the crucial demands on our service.

Value of Volunteering

Value of Volunteering Time

Skills Development and Employability

Health and Wellbeing

£618,608



£30,156



£2,253



£117,241



£44,408

Volunteering Time

Gaining employment more quickly

Receiving a higher wage due to being more skilled

Increased life satisfaction

Improved mental health

Monetary value of the time volunteers spend in the local offices

Additional productivity for the economy as a result of volunteers getting paid employment sooner

Additional productivity for the economy as a result of volunteers being more skilled due to volunteering and attracting a higher wage rate

Value of improved wellbeing for volunteers as a result of their volunteering

Reduction or prevention in need for treatment for anxiety or depression. Use of NHS mental health services reduced

Total Value generated by our volunteers = £812,665

What Our Volunteers Say...

"I have been volunteering for a couple of years with Citizens Advice and really enjoy the variety of the work, working alongside an amazing team and the sense of satisfaction when I have been able to help someone." - **Belinda**

"I volunteer as find it very rewarding helping people. It gives you a purpose in life. It is also enjoyable working with a team of like-minded people." - **Jan**

"I enjoy working at CA as I feel I am making a positive difference to people's lives for those that live in our community. I feel part of a fantastic team of volunteers that come from all walks of life to jointly bring about positive outcomes for the people of our community. We all work together to help people of our community overcome social and economic obstacles, and realise their goals for themselves and their families." - **Sally**

"I have volunteered for Citizens Advice East Suffolk for more than 20 years. I find it immensely rewarding - our clients are almost always helped, sometimes in life-changing ways, by talking to Citizens Advice. I enjoy the fact that it enables me to use my professional skills in a way which benefits others and in addition it keeps me grounded and gives me a real-life view on social policy. The support which I receive from my managers is invaluable. Now that I am no longer working, I like the structure which a few hours of volunteering gives to my week. " - **Sarah**

Our Partners

We would like to extend our heartfelt thanks to our partners for joining us on our journey...

- Mrs L D Rope Third Charitable Trust
- Suffolk County Council
- East Suffolk Council
- Money and Pension Services
- Norfolk Waveney ICB
- Big C
- Waveney Foodbank
- Lowestoft Foodbank
- Ministry of Justice
- Yorkshire Building Society
- Energy Saving Trust
- Sizewell C
- Sizewell C Community Fund
- Leiston Net Zero
- Victoria Road Surgery
- Crestview Surgery
- High Street Surgery
- Rosedale Surgery
- Kirkley Mill Surgery
- Bridge Road Surgery
- Andaman Surgery
- Alexandra Road Surgery

You help us make a real difference and we couldn't do this without you.



Citizens Advice East Suffolk is an independent registered charity and is part of the Citizens Advice network.

We provide free, independent, confidential and impartial advice. We give people the information, knowledge and confidence that is needed to find a way forward – **whoever you are, and whatever the problem.**

Contact us:

Call: 0808 278 7866 (lines open between 10:00 - 14:00)

Email: advice@caes.org.uk

Visit: www.caes.org.uk

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