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12th October 2022

Dear Clerk to the Parish Council

Our Annual Impact Report

I am writing with an attached copy of Sudbury and District Citizens Advice Annual Impact Report for 2021/2022. I would be most grateful if you would share this with your councillors. It can also be downloaded from <https://www.sudburycab.org.uk/>

The entire year on which we are reporting was subject to the effects of the energy crisis and more recently the cost-of-living crisis.

The attached Impact Report shows that we maintained our service in these difficult conditions. We supported 1,910 clients with 8,596 issues and achieved £395, 375 of direct financial benefit for them. The clients we served, presented with more, and more complex issues. Client satisfaction has remained high with 95% saying that they were happy or very happy with the service they received. 85% said they felt better able to cope with their problem after receiving advice.

We are the only service that can deliver the advice and support (free, impartial, objective and independent) that people need across their full range of social and economic issues.

We continue to need funding to service the growth in difficulties and hardship in our area. So, this letter is to thank you for your previous support and ask again that you consider a donation in your budget planning. Your support makes a big difference to our work.

I very much look forward to hearing from you and will welcome the chance to talk directly to you about our work.

Yours sincerely,

Elaine Gorman
Publicity, Research & Campaigns

