

November 2022

Dear All

Welcome to our latest newsletter which follows on from our AGM which took place on Thursday 13 October. At our AGM we also celebrated our 10th anniversary, and we would like to thank those of you who took the time to attend. Our Report and Accounts for the year ended 31 March 2022 are available to view on our website at <http://www.pwadvice.org/>

At the start of the year, we carried out our annual client satisfaction survey. We were delighted with the outcome – **100%** of those surveyed stated that they were **“VERY HAPPY WITH THE SERVICE THAT I RECEIVED”**. Some of the comments we received include the following:

“I would like to thank you all for your help. I don’t know where I would have turned to without people like yourselves.”

“I would just like to thank you for your professional services and for the kindness, understanding and patience received.”

“Thank you so much and I would just like to say thank you for your help this morning. It was such a weight off my shoulders you were very kind, and your advice was spot on”

“You are more than brilliant.”

We are now halfway through our new financial year, and it has been another busy year so far. Some of our numbers for the first six months can be found below:

6

Benefits Appeals won at the First Tier Tribunal

285

New cases opened

641

People helped

2,984

Volunteer hours provided

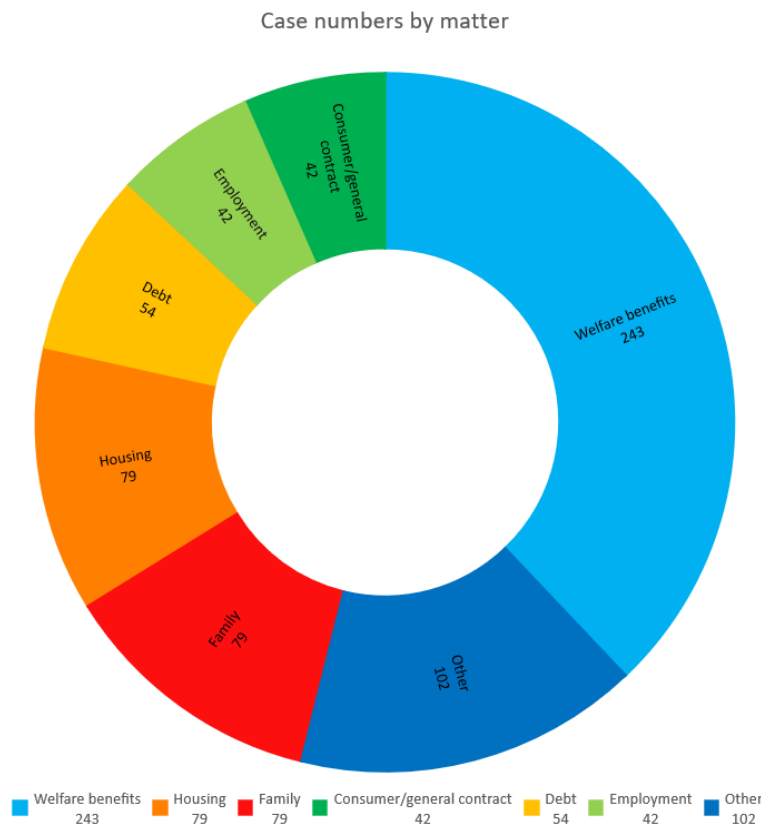
3,770

Contacts with clients

£600,000

Financial gain for our clients

Case numbers by matter



AUDIT - We successfully passed our recent monitoring audit for the Advice Quality Standard (AQS). The Advice Quality Standard (AQS) is a nationally recognised quality mark for organisations providing free, independent advice to members of the public. PWCAC has held AQS accreditation since 2014 and organisations holding the AQS are required to undergo a monitoring audit every two years to demonstrate that they continue to meet the required standard. The results of our recent monitoring audit demonstrate to the people using our service, as well as those funding us, that we are working to the best possible professional standards.

We look forward to another busy few months providing free, face to face, confidential and impartial advice to the residents of Paddock Wood and surrounding areas.

Yours faithfully

Paddock Wood Community Advice Centre

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