PADDOCK WOOD COMMUNITY ADVICE CENTRE

94 Commercial Road
Paddock Wood
Kent TN12 6DP

01892 838619
info@pwadvice.org
www.pwadvice.org

In the past few weeks we have received two much appreciated endorsements which we would like to share with you, the first from the MP for Tunbridge Wells, Mike Martin:

"PWCAC is a vital community resource for Paddock Wood, and I appreciate that its work makes a meaningful difference in the lives of many."

and the second, which proves the truth of his words, from a long-standing client:

"Your meticulous work ethic and tireless patience in resolving all my concerns—especially your skill as a professional "unlocking" specialist—have been invaluable. Your kindness, warmth, and genuine compassion have left an indelible mark on my heart. This is the most remarkable organization and team I have ever encountered in my life, and words cannot express the depth of my gratitude."

More than half of the advice we give concerns welfare benefits and we're fortunate to have a team of 14 exceptional advisers who support our clients through even the most difficult circumstances. In aggregate they have over 100 years of experience in the advice sector either with PWCAC, Citizens Advice, Age UK, Macmillan Cancer Support or similar organisations. All but two of our advisers are volunteers.

Our caseload in our most recent financial year increased once again, this time by 21% and our advisers have responded by embracing a wide range of training and teamwork to ensure the accuracy and rigour of our advice. Our impact can be summarised in numbers

1,174 people helped

23 of 25 appeals won at the First Tier Tribunal

£1.4m financial gain secured for our clients

10,647 contacts with clients

6,441 volunteer and staff hours provided

14 volunteer advisers

May we thank all our funders, in particular our new supporter, the National Lottery Community Fund, referral partners and clients for promoting and supporting our service throughout the last year and we look forward to a continued relationship.

Katie Hargreaves

Senior Manager

Paddock Wood Community Advice Centre

If you would like to unsubscribe from this twice-yearly newsletter, please email info@pwadvice.org