

November 2023

Dear Supporter,

It was encouraging to see so many of you at our AGM on 12 October: it always provides a valuable opportunity to engage with others whose work and interests touch on our own and this year we were also celebrating a special accolade as the Mayor of Tunbridge Wells has made PWAC one of his charities of the year in recognition of our contribution to the Borough.

At the AGM we presented our Report and Accounts for the year ended 31 March 2023 and these are now available to view on our website at <https://www.pwadvice.org/about-us>. We would like to thank Brenchley & Matfield Parish Council for kindly providing the use of the Pavilion for the evening.

The Big Picture

Our client numbers and our client satisfaction survey are testament to our continued positive impact in the community:

- In the 12 months to September 2023 we helped **4% more clients** than in the preceding 12 months.
- **100%** of those surveyed stated **"I WOULD RECOMMEND THE SERVICE TO OTHERS"**, and
- **100%** reported being **"VERY HAPPY WITH THE SERVICE THAT I RECEIVED"**.
- Unsolicited feedback we have received this year includes:

"You are truly amazing, I admire your dedication to your work, your commitment to justice, fairness, charity and humanity regardless of race or colour, you are a lifesaver for the underprivileged".

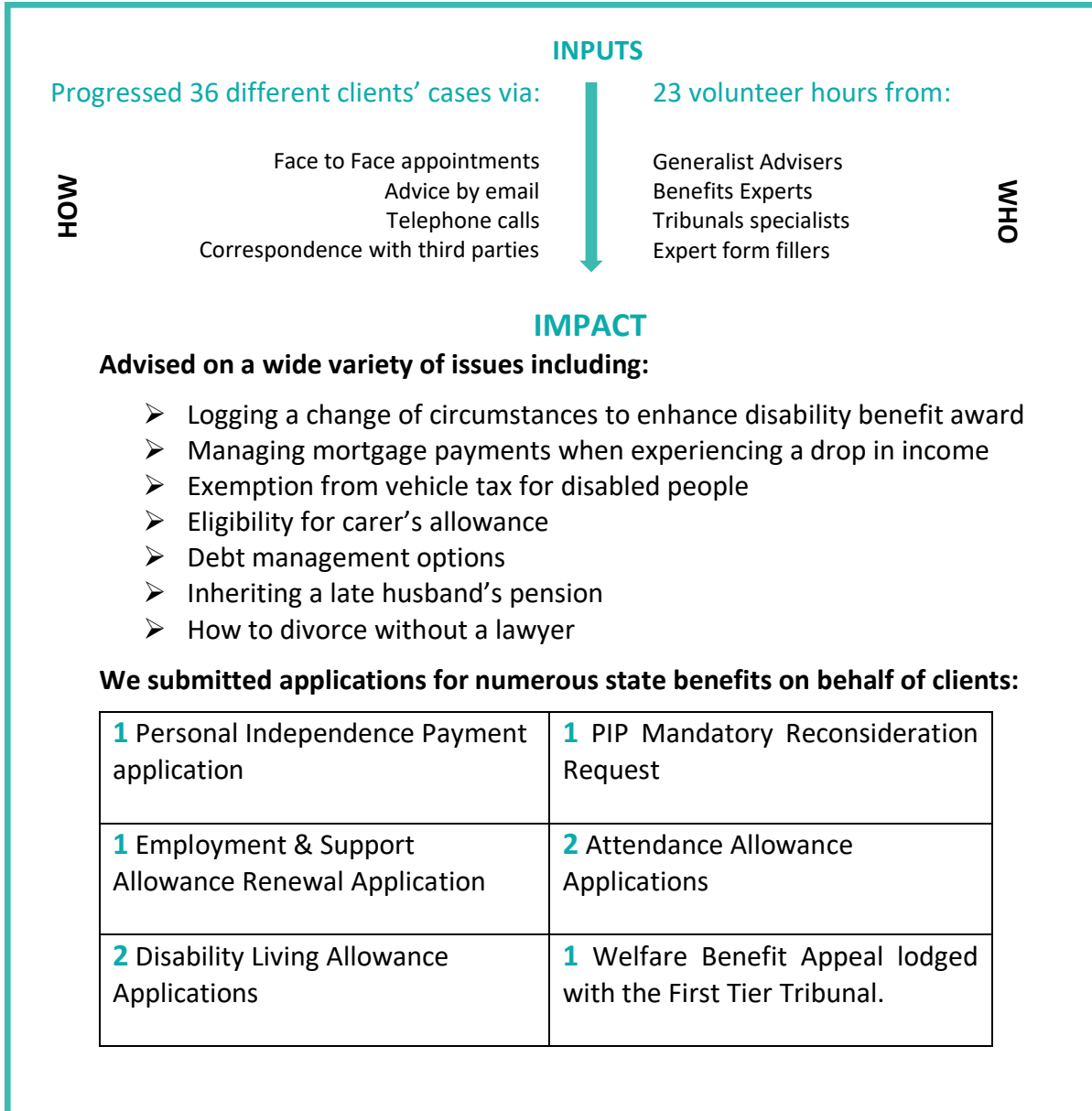
"Without your help I'm sure I would never have been able to represent my needs... I will forever be grateful".

The **biggest change to our workload** this year has been brought about by **Managed Migration**, the process where the Department for Work and Pensions invites legacy benefit claimants to make a claim for Universal Credit. Managed Migration has now started in this area for those on tax credits and we are advising anyone who receives a Migration Notice to contact us for advice.

In response to a **notable uptick in cases involving domestic abuse**, we strengthened our capacity to advise by enlisting an external training provider to run a **safety planning masterclass**. We also held popular in-house training on many aspects of **good practice in advice-giving** (which included essential refresher training on data protection) and have just completed our **internal quality audit**, in readiness for our external audit next October.

The Detail

It is easiest to convey the scope of our services in person and supporters are always welcome to get in touch to arrange a time to visit our office. As an example of what our work involves this analysis represents PWCAC on 10 November 2023:



As always, we are grateful for your continued support as the challenges facing the most vulnerable in society only continue to grow. With your help we aim to remain well positioned to meet their needs in the years ahead.

We wish you a healthy & enjoyable Christmas and New Year.

Your sincerely

Katie Hargreaves (Senior Manager)