



**Lewes  
District**

# 2023 in Review



**Lewes  
District**

# Our Purpose

To empower individuals in our local community to find a way forward through their problems and help them enforce their legal rights by providing high quality, impartial, independent, confidential advice and information that is free to all.

To use the information we gather through our services to influence local and national Government policy to improve people's lives.



**Lewes  
District**

# Our Vision

To be a local charity that promotes a fairer Lewes District, where its people have access to free, impartial and accredited advice and support to enable our community to thrive and flourish



**Lewes  
District**

# Our Values

**Confidential:** We adhere to the highest standards of client confidentiality at all times

**High quality:** Our quality assurance checks ensure we deliver consistently high standards

**Professional:** We are professionally trained giving our clients peace of mind

**Impactful:** We transform the lives of local people and build resilience in our community

**Empowering:** We give our clients the confidence to make an informed decision that is right for them

1800 people

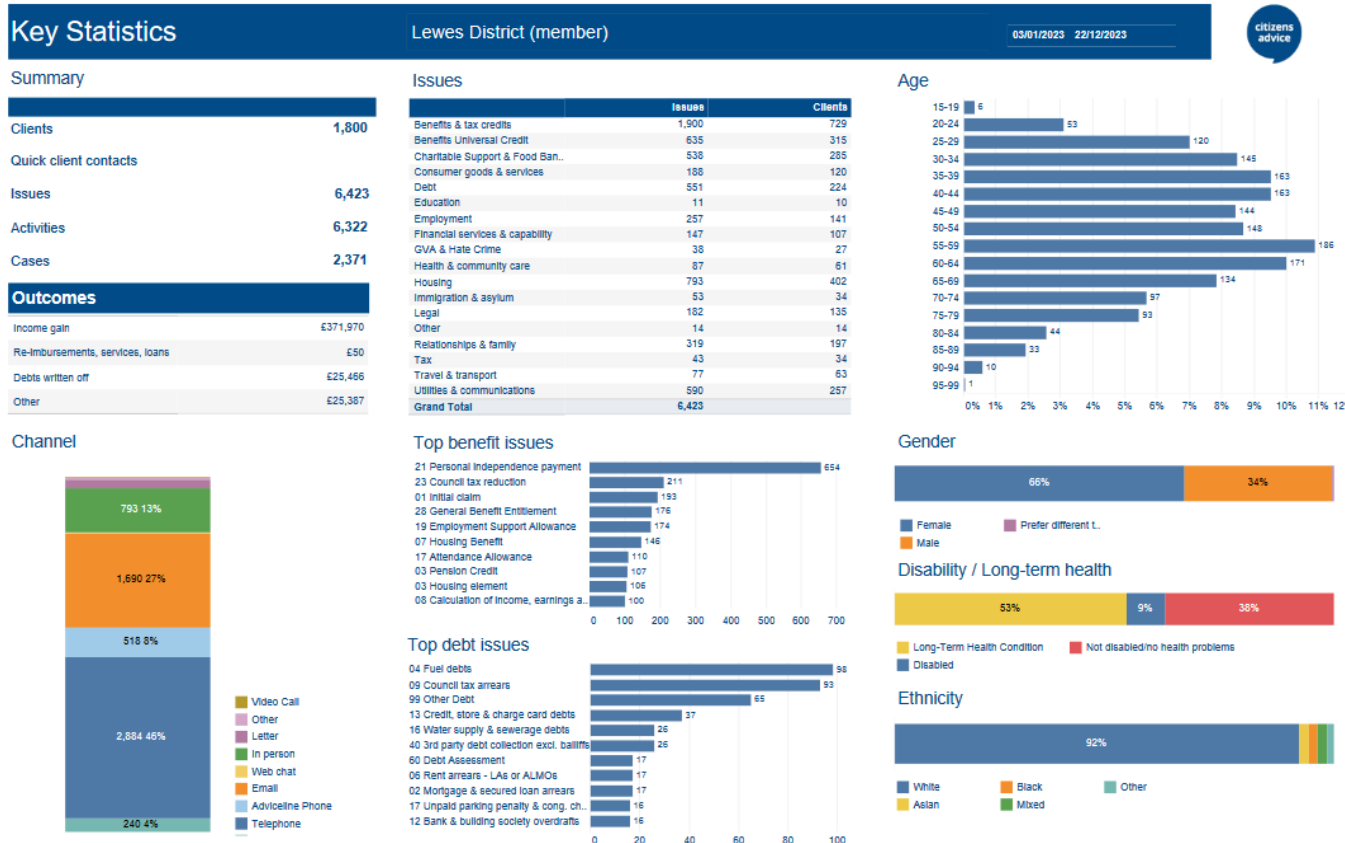
6423 differing issues

£371,970 income gains

£25,466 debts written off and £25,387 in other financial support

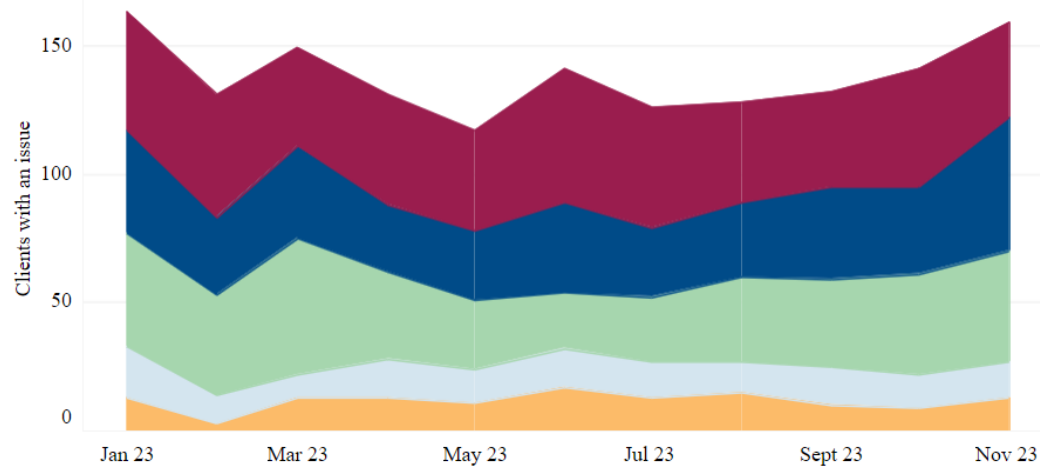
62% of people were disabled or had a long-term health condition

13% of people were seen in person



# LDCA CoL issues and national picture

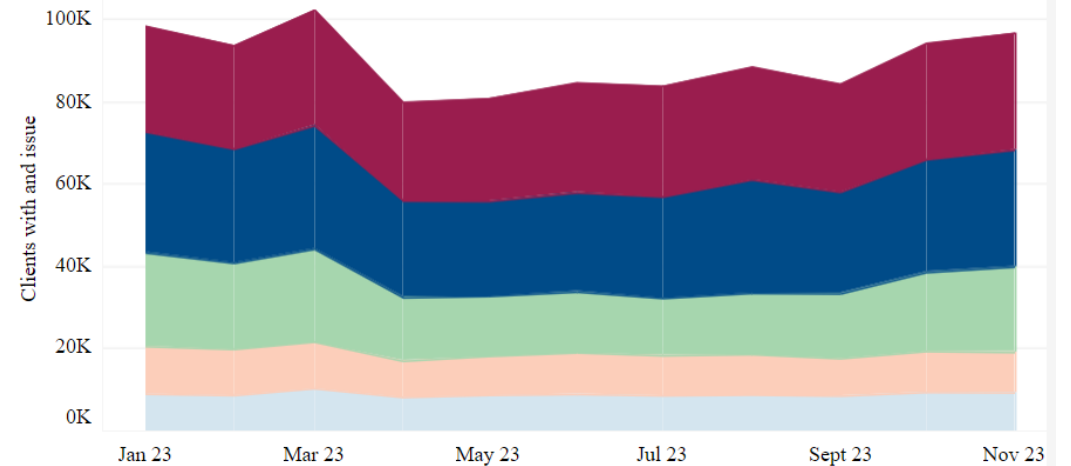
Top 5 cost of living issues for this constituency/constituencies



The graph will not sum due to some clients facing multiple issues

- Personal independence payment
- Council tax reduction
- Charitable support & Food Banks
- Housing element
- Energy

Top 5 Cost of Living issues for England and Wales



The graph will not sum due to some clients facing multiple issues

- Personal independence payment
- Debt Assessment
- Charitable support & Food Banks
- Council tax reduction
- Energy

## **Chair of Trustees**

2023 saw us bid fond  
farewell to Andy Horne

...and a warm  
welcome to Alison  
Lawfield




## 2023 volunteer appointments

We are very fortunate to have many committed volunteers join us this year.

Eight volunteers joined our team in 2023 with a further 5 joining training and due to start in live session in March 2024.

We know we ask a lot of our volunteers and are so appreciative of all their hard work in training up as advisers



" It's just incredible that this exists - purely to help and support and give. It's truly a blessing! "



**citizens  
advice**

**Lewes  
District**

## Launch of our local Adviceline

Upon launch we went from reaching 4% to 40% demand. We are now up to 70% and have taken 1,223 calls since lines opened in April.

This has been a tremendous team effort, many thanks to the whole LDCA team for making this a resounding success.

Next steps: extend operating days and opening hours as we increase capacity

“

You are truly worth  
you're weight in gold and  
I would like to thank you  
so very much for the  
support you have given  
me throughout

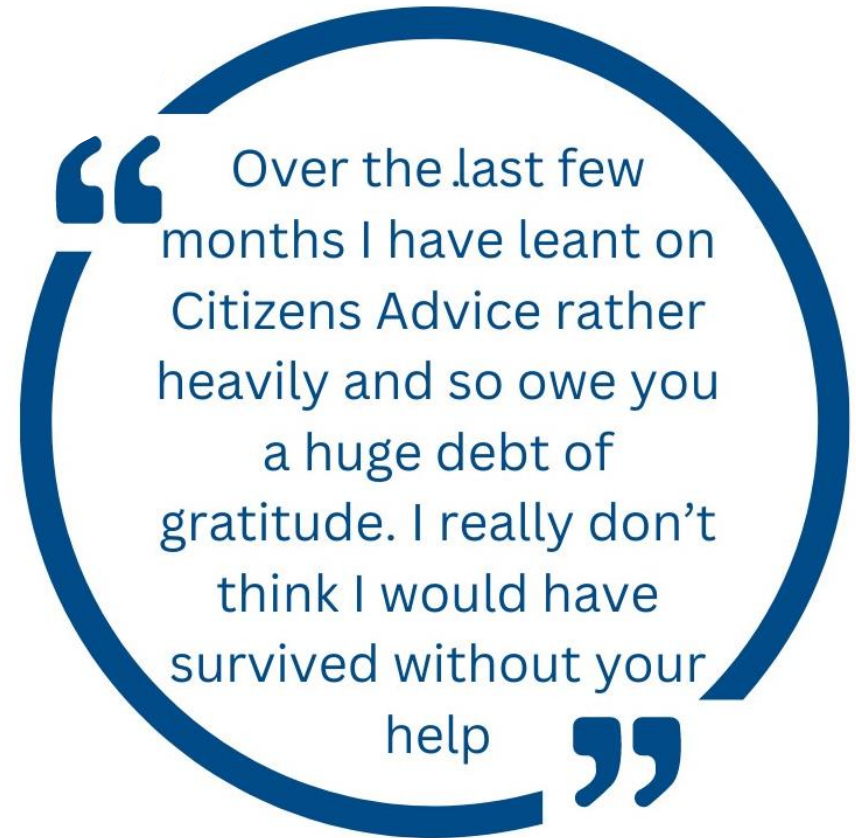
”



## Community Outreach Advice

We took the first step in re-launching our face-to-face drop-in advice service with Community Outreach Advice at venues across the District.

We have come a long way since the early days of our outreach work!



citizens  
advice







Lewes  
District

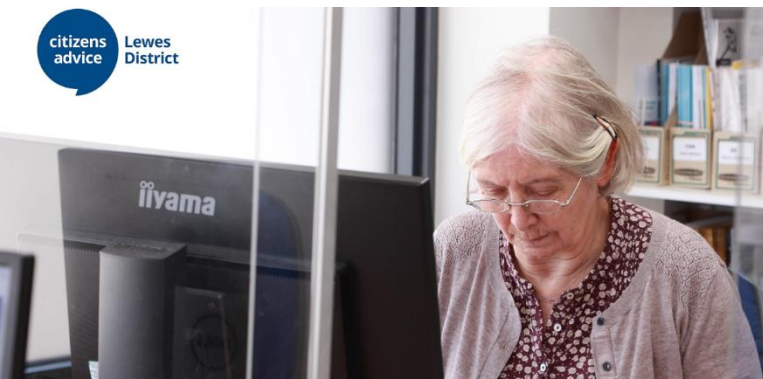
# LDCA Socials



We created 3 promotional films to shine a light on the work we do and the impact it has on our community

LDCA Films #WeAreCitizensAdvice Week

- A** Aleksandra Zydek (she/they)  
This is so great!  
20w Like Reply  2
- E** Elaine Cook  
Aleksandra Zydek (she/they) Seconded!!  
20w Like Reply 
- S** Sarah Telford  
Great film highlighting the important work of CA Lewes. Well done  
20w Like Reply 
- L** Lynn Collie  
Great work, Lewes District! ...  
20w Like Reply 
- D** Donna Wardell  
So great to see - well done! Very powerful 😊  
20w Like Reply
- S** Sophie Hoffman  
Thanks so much  
20w Like Reply
- Z** Zoe Brown  
I love this, I love Brian, and I love Jason. Great piece of storytelling ...  
20w Like Reply  2
- A** Astrid Aldous  
We love this video so much. We've shared it locally, because we may not have this Brian, but we have many many Brians and it's such a great way of showing what each and every local Citizens Advice does every single day. Amazing work 🍷🍷🍷  
20w Like Reply  2




# Research and campaigns

We grew our R&C team and delivered training to all volunteers and staff on participating in the policy campaigning work we do.

Key achievements:

- ❖ Met with both our MP's
- ❖ Regular meetings with local councilor's
- ❖ Team's questions taken to Parliament
- ❖ Campaigning for a drop in dentist for the district
- ❖ Presenting issues, need and demand widely discussed at stakeholder meetings and consultations (Collaborate consultation on welfare benefits and debt advice in ES)
- ❖ Case workers work capability assessment consultation



I just wanted to say thank you and really appreciate your help, goodwill, and compassion. If there were more people like you the world will be a better place.

# Recent funding news and our financial value to our communities

**citizens  
advice**

**Lewes  
District**

“ For every £1 invested in LDCA, there is a return in public value of £22.83 ”

**3-year Big Lottery Grant worth over £214,000 for a volunteer coordinator and rural outreach**

“ In 2004 we must continue to increase awareness that we are a small, local independent charity ”

But with successes come many unsuccessful applications. Ongoing challenge and shortfall in our budget for 24-25

**April 2024- launch the LDCA 5-year Fundraising Strategy**

Individual giving, corporate support, sponsored events, fundraising events, earned income

**citizens  
advice**

**Lewes  
District**

We have an astounding **189 years**  
of Citizens Advice experience between us!

" If there were  
more people  
like you the  
world will be a  
better place "

We celebrated our team with long service awards during  
our Christmas lunch.

**12 awards for 5 years+ service**

**7 awards for 10 years+ service**

We feel very fortunate to have such a  
dedicated team



**citizens  
advice**

**Lewes  
District**

Thank you all, volunteers, staff, trustees, funders, partners, stakeholders and supporters for your tremendous contribution to LDCA and our local community this year. Let's make 2024 our best year yet!

**Volunteers are  
at the heart of  
all we do.**

