



Lewes District



2024 in review



# 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



# 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

# Message from Chair of Trustees

Firstly, a huge thank you from me and the Trustees for everything you, the wider team, have achieved this year in making local people's lives better. Together, we are living our vision and taking strides in our objectives.

Secondly, a huge thank you from me to all the Trustees for their time and the expertise they bring. Particularly, I would like to:-

## Welcome

- Stephen Hallam who is working hard in the fundraising sphere and supported brilliantly with the legals to be able to receive the Autism Adviser funding and
- Emma Kolkman who has already found her feet in the R&C arena and so enjoyed working with the team.

## Thank

- Gavin Haines – for doing what none of the rest of us can with IT – particularly setting up all the new laptops we have acquired to ensure we are able function with the demise of Windows 10 in 2025 and
- The whole Trustee Board for their support and input into the LSA year 2 submission – it was a huge piece of work but paid off with a very successful outcome - and onward to Year 3.

[Annual Report 2024](#)



# Key stats 2024

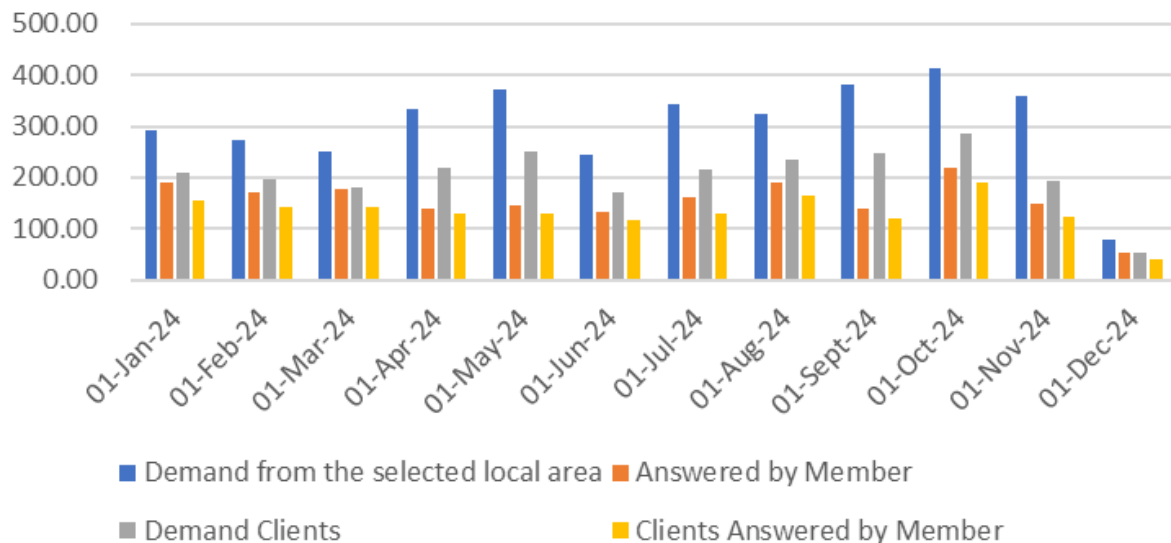


- **2,293** Clients supported (additional Energy Advice figures included)
- **7,008** Issues
- **1,883** Adviceline calls received
- **23%** Face-to-Face delivery
- **Income gains of £506,722** (including CW multi-year gains & EA)
- **61%** of our clients have a long-term health condition or disability

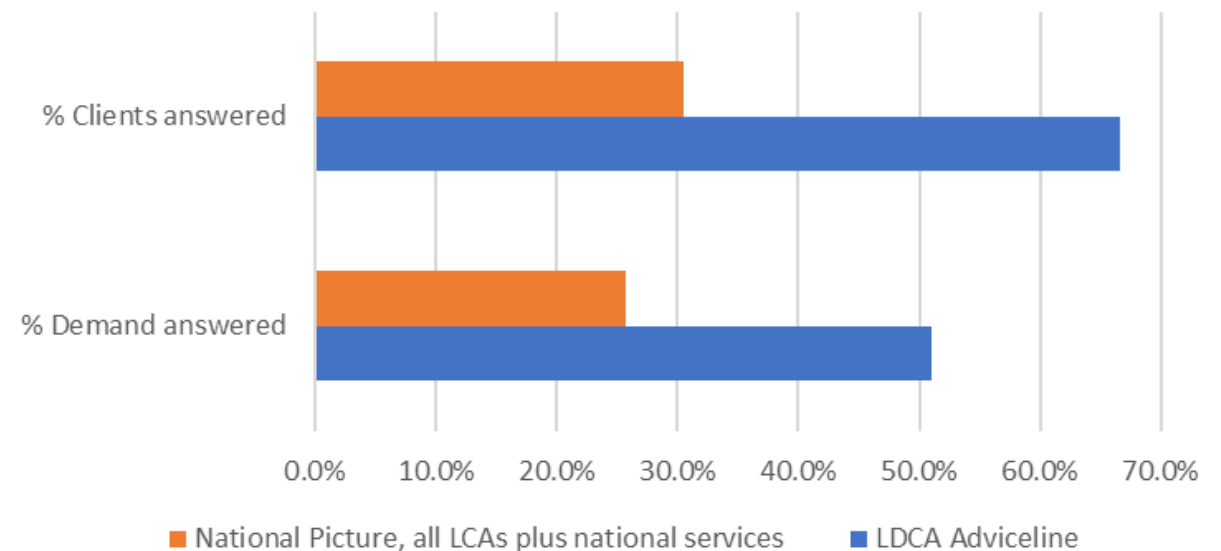
# Adviceline

- LDCA Adviceline answered 1,864 calls (51% of demand) from 1,332 clients (66.6% of demand) since January 2024. This is far higher than the national picture (all LCAs plus national services) -23% call demand met and 30% client demand met
- 5 local calls taken by National overflow/back-up services this year

LDCA Adviceline Demand Summary 1st Jan - 7th December 2024



Adviceline comparison LDCA - All LCAs/National (Jan-Nov 2024)





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# Experience



- We are now a team of 36 volunteers, 7 trustees & 17 part-time staff enabling us to deliver 58 adviser days per week
- We have 257 years of Citizens Advice experience between us
- This year marked long service awards for 2 volunteers (10 years each) and one member of staff (5 years)
- We nominated Jim for a Citizens Advice Special Mention Award for Jim's remarkable contribution to Adviceline, this year alone Jim has supported a staggering 385 clients

# Value of volunteering

It's impossible to truly put a price on our volunteers, however National CitA commissioned [Value of volunteering research summary](#) and [full report](#) to help understand and address challenges and opportunities in volunteering.

- Volunteering at Citizens Advice generates value to local Citizens Advice offices, volunteers themselves and other key stakeholders worth at least **£100 million**.
- **At LDCA our remarkable volunteer advisers and trustees donated over 10,000 hours in 2024**

Table 1. Value of volunteering by outcome and category

LDCA Figures 2024

Value of activities and improved outcomes		
Value of time donated	Value (£)	Stakeholder
Volunteering time	314,941	Local Citizens Advice office
<b>Skill development and employability</b>		
Gaining employment more quickly	15,255	Economy
Receiving a higher wage due to being more skilled	1,140	Economy
<b>Health and wellbeing</b>		
Increased life satisfaction	59,310	Volunteers
Improved mental health	22,465	NHS
<b>TOTAL</b>	<b>413,111</b>	





# Projects

- Reaching Communities

- We launched the Big Lottery funded Reaching Communities project this summer with Nicole and Sue delivering outreach services across rural Lewes District and Heidi joining as our Volunteer Co-ordinator to support and develop our volunteering experience
- Rural Outreach – 6 venues, 39 sessions attended by 83 clients
- Volunteer coordinator – recruitment, volunteer experience, socials, DBS, wellbeing

- Energy Advice

- Debbie joined us in February from the Energy Advice project run by CA1066 in Hastings delivering specialist Energy Advice to residents across Lewes District
- Debbie has supported 155 local residents with energy advice this year



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# Fundraising- core and specialist services

- **Specialist autism advisor role**- Initially funded for two years and delivered in partnership with Brighton and Hove CA. Our accredited advice giving with an added autism specialism.
- **Housing**- Responding to the ongoing high need for housing support (funding for 3 months from June-Sep 25)
- **LDC grant**- our core, three-year grant has been extended from April 2025.
- **Big Lottery (Reaching Communities)** - Enabling us to deliver a rural outreach service and employ a Volunteer Coordinator role. A three-year project to bolster our work with volunteers and support people living outside of towns across the district.
- **Fundraising events and activities** –launched a variety of ways to donate, fundraise and support LDCA in 2024. Organised our 'Go the Extra Mile' sponsored walk, launched our first crowdfunder and had three supporters in the London to Brighton bike ride.

*A huge thank you to every organisation and every individual that has donated funds to LDCA in 2024. This support is vital in ensuring we can maintain services, now and in the future.*

- Wrote to both our MPs regarding the National Red Index and negative budgets (March 24)
- Wrote to both our MPs about the 53-week campaign (April 24)
- Research and published our report on working with and engaging young people (May 24)
- Q&A's with MP's (Lloyd in March 24 and James in Nov 24)
- Engaged with all candidates in the run up to the general election- *Addressing living standards and a call for action* (June 24)
- Launched TikTok and produced several short films aimed at younger people
- Produced a Vox Pop on what the general public understand about LDCA
- Met with both new MPs for the district in the autumn of 2024. Raising awareness of our work, needs locally and ensuring joined up, collaborative relationships are developed (*housing, the benefits cap and employers NI are some examples of themes raised*)
- Promoted Pension Credit locally and encouraged suitable residents to apply (and winter fuel payments) Sep 24.
- Produced and shared a survey aimed at local estate agents, to understand demand and challenges from an alternative perspective (Nov 24)
- Produced and published the East Sussex CA CoL report (Dec 24) [CAES CoL report Dec 24.pptx](#)
- Quarterly R&C reports produced for board meetings (on-going)



“ It was advice on filling out a PIP form, and I got good advice, I was then able to fill it out successfully. ”

# Socials & Fundraising Events



Christmas Lunch

London – Brighton Bike ride



Extra Mile Walk



Wreath-making



Volunteers Week Tea Party



Skittles



Toads



# 2023/24 Objectives - Progress so far

- **Expand Face-to-Face access and Drop Ins**
  - Rural outreach venues developed, Peacehaven outreach switch to drop-in model
  - 24% clients are supported Face to Face
- **Raise our profile**
  - Marketing Intern (summer 2024) and Volunteer (May-December) refreshed website and created engaging SM content supporting efforts to engage younger audiences.
  - In September, the CitA Head of Brand praised the website, social media, and creative campaigns.
  - Marketing volunteer and Trustee roles currently vacant and in recruitment. Summer intern
- **Restore our presence and reputation in Lewes**
  - Appointments from March, team moved into 6 High Street in May delivering weekly appointments
  - Working with LDC marketing to spread awareness of return to Lewes.
- **Upskill our volunteers**
  - External specialist courses for form filling and in-house training and mentoring
  - 3 volunteers moved into funded adviser roles
- **Reintroduce volunteer rep**
  - Role description drafted and discussed with Chair & Volunteer Coordinator
  - To be opened to applications early in 2025
- **Recruit Marketing & R&C Trustees**
  - Two new trustees with legal experience recruited - Stephen Hallam for Fundraising and Emma Kolkman for R&C
  - Recruitment planned for strategic marketing trustee

**Year 2 LSA audit- passed and described as exceptional. Year 3 audit, March 2025.**



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## Coming in 2025

- Sharmila's [Everest Basecamp Fundraiser](#)
- Elton John tribute act fundraiser 29th March
- Wellbeing at Work Bronze award
- Housing adviser role
- Autism Adviser role
- Fundraising guide
- Summer Marketing & Comms intern role
- Volunteer Rep

“Really helpful  
spent a lot of  
time with me.  
Thank you”



Lewes District

# THANK YOU ALL FOR YOUR ENORMOUS CONTRIBUTION

Thanks too to our district and town councils for their ongoing support and to all our funders and supporters.



Seaford Town Council



Lewes District Council



Telscombe Town Council



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