

Kesgrave Outreach Report

In the 2025–26 financial year, Citizens Advice East Suffolk supported 139 residents in Kesgrave and surrounding communities, helping them to address a total of 537 individual issues. This reflects not only the breadth of need locally, but also the vital role of accessible, community-based advice services.

The top five areas of support highlight the growing financial and social pressures facing residents:

- **Housing** – increased by 16% on the previous year
- **Universal Credit** – increased by 81%
- **Benefits and Tax Credits** – increased by 17%
- **Relationships and Family** – increased by 4%
- **Debt** – increased by 65%

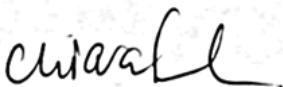
These figures point to a clear trend: more people are seeking help with essential living costs, financial insecurity, and complex personal circumstances.

Overall, we have seen a 9% rise in the number of clients compared to 2024–25, alongside a 6% increase in face-to-face appointments. This growth underlines the continuing importance of the Kesgrave Outreach service, particularly for those who benefit from in-person, locally accessible support. Maintaining this presence within the community remains critical to ensuring no one is left without help.

Thanks to the support of Kesgrave Town Council, who awarded a grant of £1,225, we were able to deliver measurable financial impact. During the year, we achieved £10,725 in financial outcomes for local residents.

This represents a return of £8.76 for every £1 invested in the service.

Beyond the numbers, this investment has helped individuals stabilise their finances, secure housing, access essential benefits, and navigate challenging personal situations. It demonstrates how early, accessible advice not only changes lives but delivers exceptional value for the wider community.



Chiara Saunders
Chief Executive

Chief Executive Chiara Saunders