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Grant Report: Conference Facility Development – Felixstowe

We are extremely grateful for the Occasional Grant awarded to support the development of a dedicated conference facility in our Felixstowe office. This investment represents an important step forward in strengthening both our internal capacity and the services we can provide to local clients.

The funding enabled us to purchase high-quality conferencing equipment designed to create a flexible, multi-purpose space. The facility has been planned to support internal meetings, staff training, collaborative casework, specialist virtual appointments and tribunal participation. Its purpose is to enhance accessibility, remove geographical barriers to expert advice and provide a professional and dignified environment for clients facing complex or urgent issues.

All equipment funded through the grant has been successfully purchased in line with the original proposal. However, we have since identified a leak within the office space designated for the conference equipment. Although unexpected, addressing this issue immediately was essential to protect the new equipment and ensure the room was suitable for long-term use.

Although installation has taken slightly longer than anticipated due to these essential building repairs, the fitting and set up of the conference equipment is scheduled to take place within the next few weeks.

The conference facility will enhance the quality and reach of our service for years to come, ensuring that clients in Felixstowe can access expertise and advice that might otherwise be out of reach, and staff can benefit from improved access to training.

Thank you once again for your support in making this important development possible.

A handwritten signature in black ink, appearing to read "chiara".

Chiara Saunders
Chief Executive
Citizens Advice East Suffolk

Chief Executive Chiara Saunders

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