

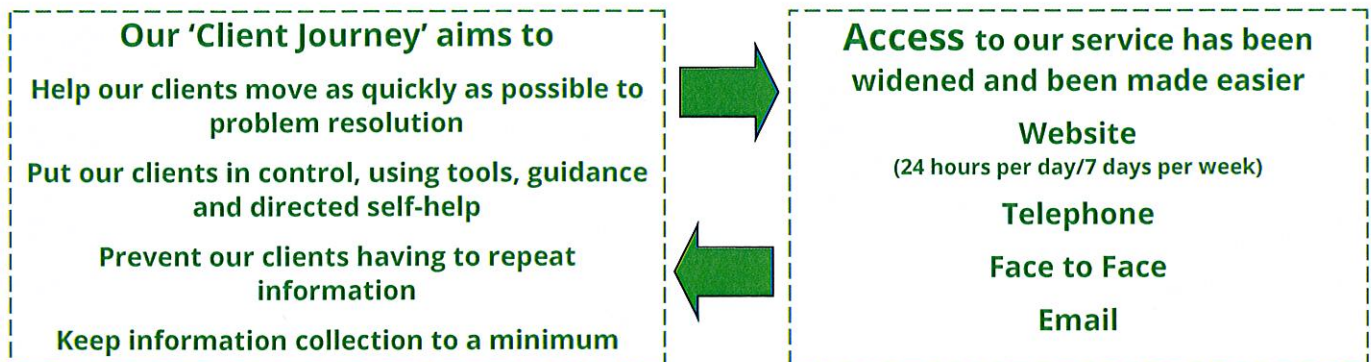
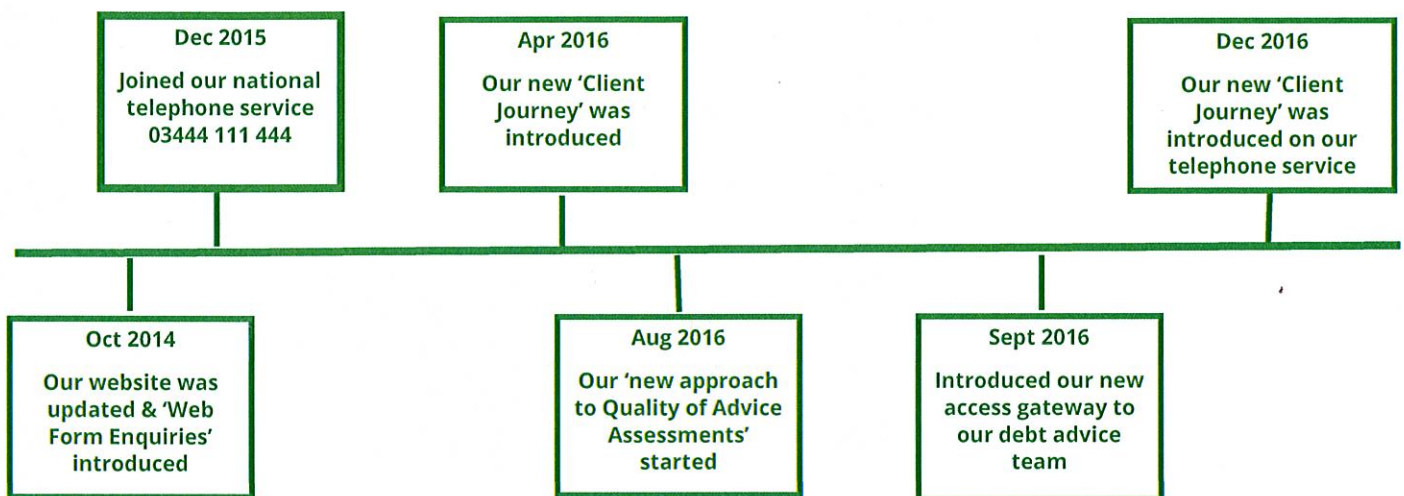
# Citizens Advice Wakefield District

## Newsletter

April 2017

Following our recent Citizens Advice Performance & Quality Audit we celebrate our achievement at being awarded an overall rating of GREEN (maximum award)

A wonderful achievement for our team of paid staff, volunteers & trustees



We **excelled** in Governance; Strategic Business Planning; Risk Management; Financial Planning; People Management; Operational Performance Management; Partnership Working; Research & Campaigning; Equality Leadership; Quality of Advice and Customer Service



These changes have allowed us to manage demand; on average 1500+ residents of Wakefield District who seek advice or information from our service every month, allowing us to give something to every one of them.