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6.2 million advice issues dealt with

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2.5 million clients advised

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20 million visits to our self-help website [citizensadvice.org.uk](http://citizensadvice.org.uk)

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2,500 locations where we provide free and independent advice across England and Wales

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We help to solve the problems for two in every three of our clients

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Four in five say that our help improved their life in ways such as reducing stress, improving physical health or increasing their finances

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Citizens Advice is worth at least £750 million to society

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## We need your help

We're an independent charity, and our success depends on support from people like you. There are lots of ways to get involved.

**Volunteer.** Join our 21,600 incredible volunteers who help deliver our work.

**Campaign.** You can help make sure every voice is heard.

**Donate.** Without the generous support of people up and down the country, we couldn't continue the work we do.

Go to [citizensadvice.org.uk](http://citizensadvice.org.uk) or visit your local Citizens Advice to find out more.

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Citizens Advice is an operating name of The National Association of Citizens Advice Bureaux. Registered charity number 279057.

# What does Citizens Advice do?



citizens  
advice

## Whenever people need advice, we're here

We provide free, confidential and impartial advice, and campaign on big issues affecting people's lives. Our goal is to help everyone find a way forward, whatever problems they face.

People come to us with all sorts of issues. You may have money, benefit, housing or employment problems. You may have been asked to give evidence in court, or been misled by a dodgy ad. You may be facing a crisis, or just considering your options.

It doesn't matter who you are, or what your situation is. Citizens Advice will always give you free, confidential and impartial advice.

We value diversity, promote equality and challenge discrimination wherever we see it. We aim to be sustainable, efficient and effective in everything that we do.

### We're easy to find

We provide advice online, over the phone, and face to face through local Citizens Advice centres. We can also be found in doctors' surgeries, community centres, courts and prisons.

## Supporting people and improving society

We use our clients' experience, stories and evidence to research and campaign for positive change.

We have helped to bring about a cap on the cost of payday loans, the end of retaliatory evictions, greater protection for mobile phone customers and more support for parents with the cost of childcare.

And with plans to tackle domestic abuse, help private renters and support energy customers, we're committed to being even more influential in the future.

## Our dedicated staff and volunteers

Last year 21,600 highly trained volunteers supported the delivery of our work alongside 7,000 paid staff. Our volunteers come from all sorts of backgrounds and help with everything we do: fundraising, IT, administration, campaigning, trusteeship – and, of course, giving advice.

Together, the work they do is worth over £109 million a year. Without their passion and generosity, we wouldn't be here today.

Our volunteers benefit from the experience too – for example all our retired volunteers believe volunteering keeps them mentally active, and nine in ten unemployed volunteers believe it helps them to move into employment or education.

### We all share one goal

Volunteer, employee or supporter, we all believe in the same thing: a society where everyone gets the advice they need, and every voice is heard.

