

The Citizens Advice service

Every CAB is a registered charity



Whoever you are, whatever the problem, we:

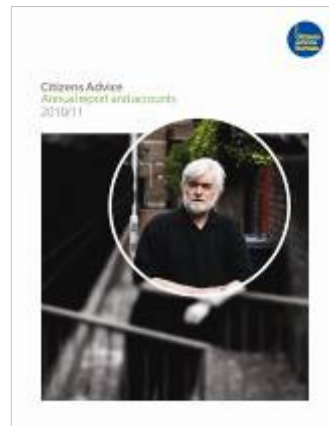
- Provide the advice people need for the problems they face.
- Improve the policies and practices that affect people's lives.
- Our advice is free, independent, confidential and impartial.
- We value diversity, promote equality and challenge discrimination.



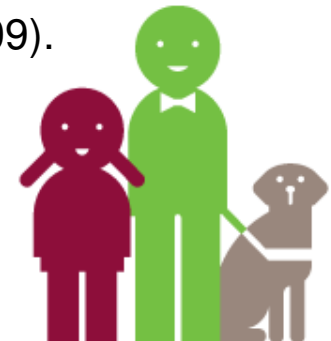
**“We’re here with advice when
someone needs us,
whatever the problem.
In person, online and over the
telephone.”**



About us



- Citizens Advice Bureaux deliver advice services from over 3,500 community locations in England and Wales.
- The 3,500 bureaux locations across England and Wales are run by 382 individual charities.
- Citizens Advice Bureaux help solve problems by providing advice and influencing policymakers.
- 97% of the public have heard of us and 41% have used us (BRMB 2009).



Reaching more people in 2010/11

7.1 million

advice issues dealt with

2.1 million

individual clients advised

14.2 million

visits to our self-help website
www.adviceguide.org.uk

Over 3,500

locations where the service
provides free and independent
advice



Changing lives

97%

of people have heard of the Citizens Advice service (BMRB, 2009)

41%

of people say they have used a Citizens Advice Bureau at some point in their lives (BMRB, 2009)

96%

client satisfaction

(Citizens Advice, *Bureau characteristics survey 2010/11*)

Rated **1st**

of 22 national charities on being helpful, approachable, professional, informative, effective, reputable and accountable

(nfpSynergy *Brand Attributes survey, 2010*)



A great place to volunteer

Of the 28,500 people who work across the Citizens Advice service, 21,500 are incredibly generous volunteers.



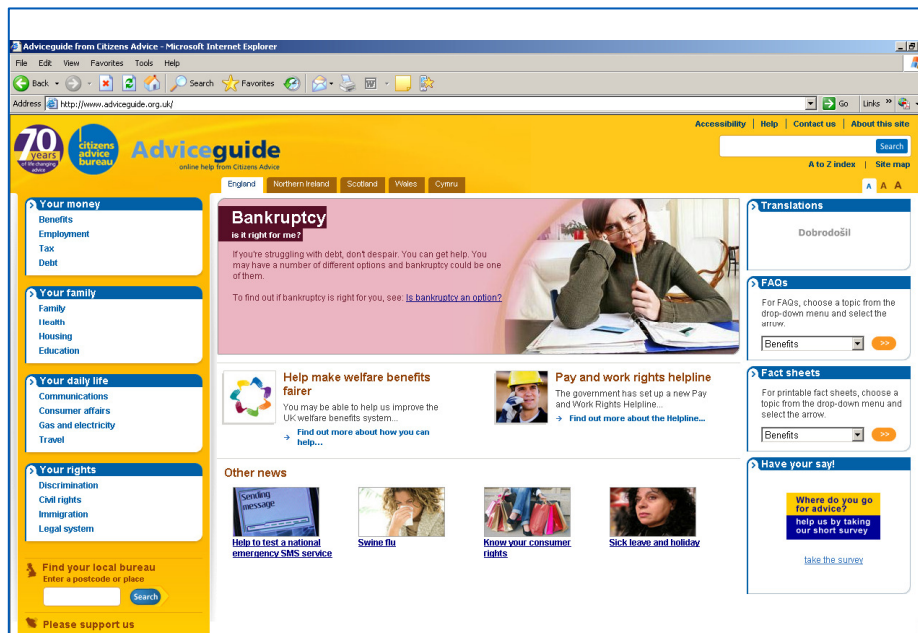
Our volunteers perform a wide variety of roles from giving advice to fundraising, IT, administration, publicity, campaigning and trusteeship.



Online advice 24 hours a day

www.adviceguide.org.uk

“An amazing amount of information on one website.
A great self-help service.”



Campaigning for change



Citizens Advice Bureaux help solve problems by providing advice and influencing policymakers.

We estimate that our policy work positively impacted on 6.8 million people in 2010/11.

- We produce evidence reports, responses to consultations and briefings on Bills.
- We lead the All Party Parliamentary Group on Debt.



Campaigning for change

Progress made across many issues in 2010/11

- A welfare reform proposal was withdrawn, which would have reduced housing benefit by 10 per cent for anyone claiming jobseeker's allowance for longer than 12 months.
- Our super-complaint about the mis-selling of payment protection insurance was a crucial step in ending consumer detriment in this market. Hundreds of thousands are now set to be compensated.
- Debt relief orders (a cheaper alternative to bankruptcy) are available to more people as approved pensions are now ignored as assets.
- Amendments to the Consumer Credit Bill as it passed through Parliament included a duty on lenders to lend responsibly.



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