



About national Citizens Advice

Aims and Principles of the Citizens Advice Service

The service aims:

- To provide the advice people need for the problems they face
- To improve the policies and practices that affect people's lives

We provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.

About Citizens Advice Hillingdon

Citizens Advice Hillingdon (CAH) is a registered charity providing advice services in our very busy office in Uxbridge and outreach locations. We have been operating locally for over 80 years.

Our service makes a real contribution to the most deprived individuals and communities and each year we make a positive difference to people's lives. We support the local economy by maximising people's income, negotiating affordable debt repayment plans and helping people claim the benefits they are entitled to among other positive outcomes.

CAH is affiliated to national Citizens Advice and has its own Trustee Board which is responsible for setting the strategy and budget for the organisation. Day to day responsibility for the running of the organisation is with the Chief Executive Officer and the Advice Services Manager (ASM). Three Advice Session Supervisors report to the ASM and currently we have 23 paid staff and 14 volunteers.