



## About Citizens Advice

Citizens Advice is a trusted national charity that has been helping individuals resolve their problems for over 80 years. Offering free, confidential, and impartial advice, the organisation supports people with a wide range of issues, including debt, housing, employment, benefits, and more. Citizens Advice is committed to empowering individuals by providing accurate information to make informed decisions while campaigning to improve policies that affect communities. With a presence across England and Wales, the service is accessible online, by phone, and face-to-face in local centres. Citizens Advice values diversity, promotes equality, and strives to make a meaningful impact in people's lives.

## The role of local offices

Local Citizens Advice offices are independent charities that deliver free, confidential, and impartial advice to individuals within their communities. They assist with a wide range of issues, including benefits, debt, housing, employment, and consumer rights. Each office tailors its services to meet local needs, ensuring accessibility through various channels such as face-to-face consultations, telephone, and online support. Beyond individual assistance, local offices contribute to social policy work by identifying and reporting on systemic issues, thereby influencing positive changes in policies and practices that affect their clients' lives. They also offer volunteering opportunities, enabling community members to engage directly in-service delivery and governance.

## About Citizens Advice Hillingdon

Citizens Advice Hillingdon (CAH) is a well-established registered charity that has been serving the local community for over 80 years. Our primary role is to provide free, impartial, and confidential advice through various channels, including face-to-face consultations, telephone support, and outreach services across the borough.

We are deeply committed to supporting individuals and families, particularly those in deprived or vulnerable circumstances. By helping people maximise their income, negotiate affordable debt repayment plans, and claim the benefits they are entitled to, we make a tangible difference in people's lives. Additionally, CAH actively contributes to the local economy, addressing financial and social challenges while equipping individuals with the tools to navigate complex systems.

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

Our services aim to create positive and lasting change for the community, improving lives and strengthening resilience.