

Hillingdon Citizens Advice and Volunteers' Week 2019

For immediate release

Our volunteers are important to us *and to the community* – here's why

As part of Volunteers' Week, which runs from 1 - 7 June, Hillingdon Citizens Advice wants to thank our current volunteers for their contribution and welcome new recruits keen to help the charity into our ninth decade of bringing advice into the heart of the community.

Fifty one volunteers at Hillingdon Citizens Advice contributed over 13,400 hours to the service last year and helped people access relevant advice and information on their problems, such as debt, benefit, housing and employment issues on over 7,700 occasions.

Our volunteers at the Hayes CAB and Uxbridge CAB help keep the service running smoothly in roles such as receptionists, gateway assessors, form fillers, advisers and researchers, and enable us to deal with the high level of demand on our services. Our trustees are also volunteers and set the strategic direction of the organisation, ensuring accountability.

Sanah Khan, who has volunteered at the Hayes Citizens Advice Bureau, said:

"I trained as a Gateway Assessor and have found that the training has been an invaluable experience and has provided versatile knowledge which will be of value in all aspects of my life. As a Gateway Assessor I am motivated by knowing that I have helped people with their problems in troubling times. I find it very interesting and rewarding".

A Survey of Volunteers shows the top six benefits of volunteering with HCA are:

- More confidence
- Sense of achievement
- Improved communication skills
- Understanding Others
- Understanding Issues
- Work experience

Our volunteers at Hillingdon Citizens Advice come from a range of backgrounds and ages to contribute their time and energy to make a huge difference to people's lives and help keep our vital service running. If you'd like to help people in your community, and are interested in finding out more about volunteering with us look at the [Volunteer for Us](#) pages on our website or contact volunteer@hillingdoncab.org.uk.

The Citizens Advice service started almost 80 years ago in September 1939 and volunteers have always been at the heart of the service. For more information about the types of roles we offer now visit the national [Citizens Advice website](#).

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