

**citizens  
advice**

**Wiltshire**



**Friends of Wiltshire Citizens Advice**  
*helping to solve problems and change lives*

Our charity was founded in 1939. Since then, we've provided free advice, information and support to anyone who needs it.

We help people online, over the phone and face-to-face through our network of local centres. Every year, thousands of people turn to us. This gives us a unique insight into their needs and concerns.

We use this knowledge to campaign on big issues both locally and nationally. So one way, or another, we're helping everyone - not just those we support directly.



**15,292 people**  
helped in 2017/18  
in person, by email,  
webchat or phone  
on 35,306 issues.



**4 in 5 clients**  
said advice  
improved  
their lives.



**85% of clients**  
rated their experi-  
ence with us as  
good or very good.

**Dear supporter,**

Wiltshire Citizens Advice is an independent charity and the leading organisation in Wiltshire providing free, impartial and confidential advice to help people overcome the problems they face.

Through our 50+ staff and 130+ volunteers, we offer advice on benefits, debt, housing, employment and other issues across Wiltshire. We also use what we see and hear to campaign to make society fairer for everyone.

Every year we help around 15,000 people find a way forward with 35,000+ problems by providing them with the advice, skills and confidence they need to enable them to make informed choices. Last year we helped clients to manage more than £800,000 of debt and gain £2.8million in benefits, bringing much needed income to the local economy.

As a charity, we need to make sure the service we offer is relevant and effective in *'helping the people of Wiltshire successfully deal with life's problems'*. 4 out of 5 of our clients say that Wiltshire Citizens Advice changed their lives.

We see our Friends as playing a vital role in encouraging, sustaining and helping to develop what has now become an essential service for many people in the local community.

**The trustees of  
Wiltshire Citizens Advice**

## **What is the purpose of the Friends of Wiltshire Citizens Advice?**

Wiltshire Citizens Advice, as part of the local community needs to make sure that our services are tuned to local needs and that we account to the community for the way we provide those services.

Our network of local critical friends in business, in community groups and through individuals helps to keep us on our toes. For example, in seeking feedback on proposals to changes to our services.

### **Community Groups as Friends**

We recognise the diversity of the population of Wiltshire. We want to seek the specialist knowledge of representative groups as Friends, to ensure that our services reflect their specific needs. Including, for example; minority ethnic communities, youth or older persons groups.

### **Local businesses and other organisations as Friends**

A key purpose of the Friends is to build relationships with businesses and corporate organisations in Wiltshire, to help them deliver their own Corporate Social Responsibility programmes. There are many opportunities to achieve this including volunteering specialist expertise in helping to deliver our service; sponsorship and partnerships. For example, an IT company in the north of the county has sponsored the development of our IT infrastructure and provided skills training for our staff and volunteers.

### **Individuals as Friends**

We recognise the importance of continuing to connect with clients, past volunteers and staff members, and people in our local communities who share our values and support our aims. Their knowledge and experience of Wiltshire Citizens Advice makes them great ambassadors and champions.

## **How will I benefit from becoming a Friend?**

We will actively welcome feedback from our network of friends. Each Friend will receive an invitation to our AGM and a copy of our Annual Impact Report.

We will keep you in touch with our news and our plans for the future.

In addition;

### **For a Community Group, becoming a Friend offers:**

- Mutual exchange of information about our respective services to promote awareness amongst service users and staff and volunteers;
- Positive engagement in helping us to better organise our services to meet the needs of your members/clients;
- Association with a strong local charity brand.

### **For a local business, becoming a Friend offers:**

- A practical way for your business to deliver its Corporate Social Responsibility commitment;
- Association with a strong local charity brand;
- An opportunity to identify and explore business partnerships which support our aims and objects.

### **For residents of Wiltshire, becoming a friend offers;**

- Association with a strong local charity;
- Maintaining contact for past employees and volunteers to keep in touch with developments;
- The opportunity to 'step up' association by applying to volunteer at some stage in the future.

## **What will be the benefit for the clients of Wiltshire Citizens Advice?**

Clients will benefit in three main ways:

First, through engaging with our community, we can listen to what people want and need and shape our services accordingly.

Second, as a charity we need to attract resources in order to continue to provide much needed services to clients. The charitable sector has experienced the same financial pressures as other sectors and we must be more imaginative in sourcing expertise, funding and support.

Third, we continue to make sure that the voices of our communities are heard through our campaigning work. We use the issues raised by our clients to influence policy to bring about change to prevent problems happening in the first place. This has been particularly successful recently in bringing about changes in payday lending regulation.

## **How do I become a Friend of Wiltshire Citizens Advice?**

Membership of the network is free of charge and open to any individual, corporate organisation, and community organisation that supports the overall aims of Wiltshire Citizens Advice.

To apply, please complete the application form (*opposite*) and return it to: **friends@citizensadvicewiltshire.org.uk**

or post it to: **Friends of Wiltshire Citizens Advice  
1 Mill Street  
TROWBRIDGE  
Wiltshire  
BA14 8BE.**

If you have any questions, please email them to:  
**friends@citizensadvicewiltshire.org.uk**

Wiltshire Citizens Advice is a registered charity. Charity registration number: 1062219.  
Registered office: 3 Avon Reach, Monkton Hill, Chippenham, Wiltshire SN15 1EE.



## **Application to join the Friends of Wiltshire Citizens Advice**

I/We wish to apply (please tick as appropriate) for:

**Individual**

**Community Group**

**Business / Corporate**

membership of the Friends of Wiltshire Citizens Advice.

**Name of organisation or individual applying:**

\_\_\_\_\_

If the application is on behalf of a Community Group or Business, please give the name of the person at your organisation we should contact in relation to this application: \_\_\_\_\_

**Postal Address:** \_\_\_\_\_

\_\_\_\_\_ **Postcode:** \_\_\_\_\_

**Email address:** \_\_\_\_\_

**Contact telephone number:** \_\_\_\_\_

**Further information in support of your application:**

Continue on a separate sheet if required.

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Thank you for your support.**

## More ways to get involved:



[www.cabwiltshire.org.uk](http://www.cabwiltshire.org.uk)



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Wiltshire Citizens Advice is a registered charity and a member of the National Association of Citizens Advice Bureaux. Charity registration number: 1062219.  
Registered office: Wiltshire Citizens Advice, 3 Avon Reach, Monkton Hill, Chippenham, Wiltshire SN15 1EE.  
Company limited by guarantee in England & Wales.  
Registered number: 03204218.  
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