

85 years of the people's champion

85
Years of

citizens
advice



85 years of local
advice

Our history

Throughout our 85 year history our charity has been well supported by local people including many staff, trustees, volunteers and donors over the years.

We are very grateful to all those who have helped in any way to ensure that we are here for all those in Staffordshire South West with free advice and information.

Our aim is to celebrate this milestone and raise awareness of the great work we do, raise funds and attract more volunteers.

We've been tackling the issues that affect all of us, using our data to show decision-makers how to make life better for everyone.

We're a charity working for the whole of society.

A woman with dark hair, wearing a grey top, is holding a baby in her arms. She is looking down at the baby while talking on a black mobile phone. The baby is wearing a white long-sleeved shirt and is looking to the left. The background is a blurred bookshelf.

How we helped.

Last year we saw
11,965 people
and dealt with
56,285 issues

98%

of clients felt
the service
had helped
them find a
way forward
with their
problems.

Message from our CEO

It's great that we celebrate the 85th Anniversary of the Citizens Advice service.

Our Stafford office was the first bureau (as it was known then) to open in Staffordshire in November 1939. The very first Citizens Advice opened on 4th September 1939 in response to the outbreak of war. It was set up as a new nationwide advisory service which would help people navigate the uncertainty, chaos and challenges of life during wartime.

For 85 years, Citizens Advice has been helping people find a way forward. We have grown and changed over the years but our dedication and commitment to our clients

has remained the same.

What a fantastic achievement for a local charity that started with very little and was run by a few volunteers to the organisation we have become today. We now have offices in 5 locations across three local authority districts helping thousands of people every year.

All of this would not be possible without our wonderful volunteers, our committed paid staff, our local funders and partners who have helped us reach this amazing milestone.



Claire Davis

Success stories

Homelessness prevented following a Possession Order

Two Debt Relief orders granted for a couple.

£17,797
£23,654



citizens advice Staffordshire South West

"Your help has made a huge difference especially for my wellbeing and stress. I feel much better and more confident.

You are a top man and a first class bloke".

happy client

citizens advice Staffordshire South West

You can access our self-help advice 24 hours a day at www.citizensadvice.org.uk.

Our wonderful, dedicated, supportive team have worked tirelessly to make a difference to people's lives.

Here are just a sample of great outcomes their hard work has achieved.

Great PIP outcome

Enhanced rate achieved for:

- ✓ daily living
- ✓ mobility

£3356.06 one off payment

citizens advice Staffordshire South West

"Your staff are 100%. Thank you".

"I have got peace of mind, I should sleep better now after your help, it has been playing on my mind".

citizens advice Staffordshire South West

#WeAreCitizensAdvice

Case study

The client is 75 and lives in a shared ownership two bedroom property on her own.

The client is retired. She receives a state pension and a private pension and still works when she can to top up her income.

The client approached CASSW for support in relation to her financial situation and budgeting. Alongside this she wished to receive a benefit check as she was not in receipt of any benefits.

She explained that she was struggling to make ends meet and was concerned about bills which were due and how these would be addressed due to her income not being enough to cover

essential items.

To support the client at the outset a referral was made to Staffordshire Household Support Fund for a £65 supermarket voucher. This application was accepted.

Following on from this an appointment was made to complete a benefit check. During this appointment it was established that the client was not receiving support which she was entitled to.

This being **Housing Benefit of £26.57 weekly and Local Council tax Reduction £14.43 weekly plus Pension Credit £54.75 per week.**

Our volunteers

Our volunteers come from all walks of life and choose to volunteer for a variety of reasons. They include students, people getting back into work after career breaks, people with part-time jobs, carers, and people who've retired.



"I find volunteering very rewarding and fun, working with a brilliant team of people. Every day is different and there is always something new to learn".

Quote from a volunteer

**Our volunteers gave
12,584 hours during
last year
worth a value of
£363,309**



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Registered Charity 1150796

Offices in: Stafford, Rugeley, Stone, Cannock, and Codsall