

Advice that changes lives

2017 Impact Report

Citizens Advice Richmond is an independent local charity providing information and advice to anyone who lives, works or studies in Richmond Borough. Our service is free, confidential and impartial. We empower people to resolve their problems and change their lives for the better.

We offer easy access to our services and have offices at convenient locations across the borough. We...

- Have **four** offices in Twickenham, Sheen, Hampton and Barnes
- Have **three** outreach venues in Ham, Richmond and Heathfields
- Offer **50** hours of drop-in and phone advice every week
- Offer advice by **email** during office hours
- Offer advice online at **anytime**

Full details at: www.citizenadvice-richmond.org/get-advice

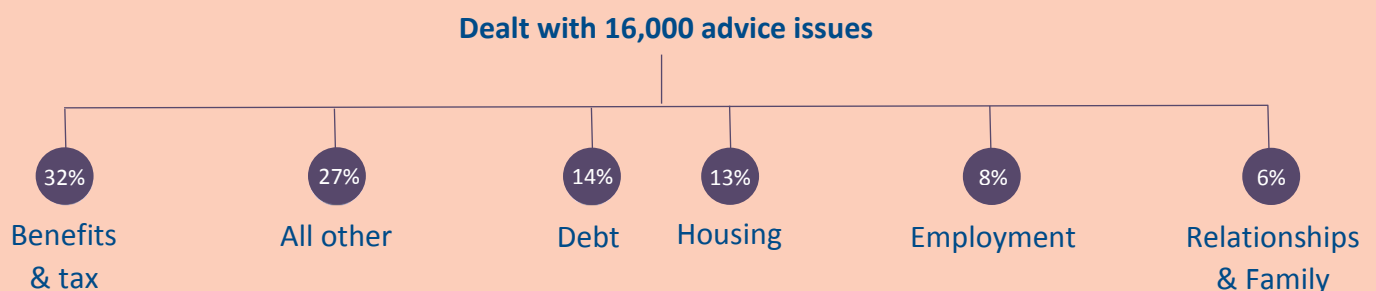
We offer services to: Barnes • Ham • Hamptons • Kew • Mortlake • Petersham • Richmond • Sheen • Strawberry Hill • Teddington • Twickenham • Whitton

Our values

- Putting **clients** at the centre of all we do
- Responding to the needs of the **local community**
- Offering easy access to **high-quality advice**
- Guaranteeing **confidentiality** and **impartiality**
- Promoting **equality** and challenging discrimination



In 2016/2017 we...



Helped 10% more people than in the previous year - 5,500 individual clients

Secured over £2m in financial gains for our clients - this goes directly into the local economy

Managing money better

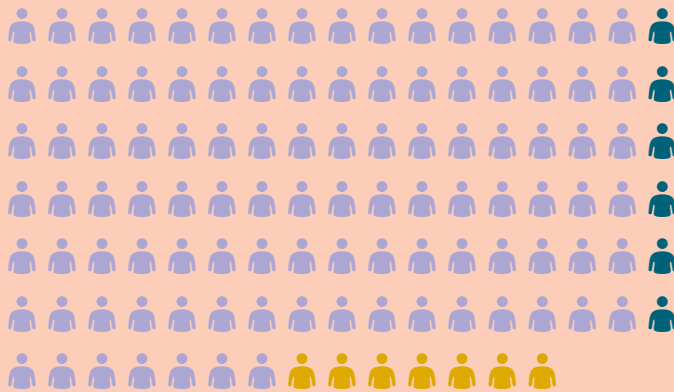
We offer **training, workshops** and **one-to-one** help to local organisations, schools and community centres to:


- **Empower** people so that they avoid debt
- Increase **confidence** about personal finances

Influence

We collect **evidence** of practices and policies that cause the **issues** that we help individuals and organisations to resolve. Our **knowledge** of clients' problems and circumstances enable us to **campaign** for chance to get a **fairer deal** for everyone.

Our people



 volunteers
 full-time staff
 part-time staff

★★★★★ **89%** of our people say they **would recommend** Citizens Advice Richmond as a place to work.

Our funders:



Follow us on  @RCABadvice

Website: www.citizenadvice-richmond.org

Citizens Advice Richmond is the operating name of Richmond Citizens Advice Bureaux Service
Charity number: 1085878; a company limited by guarantee, registered in England and Wales, number: 04140012
Registered office: 5th Floor Regal House, 70 London Road, Twickenham, TW1 3QS