

12<sup>th</sup> May 2016

***'They stopped me worrying and getting depressed and put me on the right track.'  
'It made life so much easier at a difficult time.'***

Dear Donhead St Andrew Parish Councillors

Many of us are lucky enough to have a network of family and friends around to help when life throws a difficult problem at us. But, there are people right across Wiltshire who have no-one to turn to, where their problems are left unresolved and become a vicious cycle in which the effect of one problem becomes the cause of another. We see the end result – and it can be devastating – people come to us feeling powerless, isolated and their lives out of control.

***'Without you I would not have coped... I was in such a state and found the whole thing overwhelming and totally exhausting and incredibly confusing - thank you for explaining it all so clearly and for enabling me to deal with it all. Thank heavens for CAB'***

1 in every 28 people in Wiltshire turn to Citizens Advice for that support, with problems that span debt and money issues, benefits, employment, consumer, housing and relationships matters. Most often they are the people that have the least in our community, who may be struggling to support their family on a low income, are elderly, or are trying to cope with the effects of long term illness, mental health issues, or disability. That's why our services are free to everyone who picks up the phone or walks through our doors.

The people seeking our help are in every Parish across Wiltshire – including Donhead St Andrew.

***'Just to let you know I got a letter and amazing news. I have been awarded higher rate care and mobility until 2018!! I actually cried! Thank you so much for helping me, if it wasn't for you I would still be stuck. I really really appreciate it.'***

Our services have a direct impact on people's lives. 4 in 5 clients surveyed told us the advice they received improved their lives and last year we were able to help 15,858 people with 38,898 advice issues.

People also told us about the other ways it helped them:

- 4 in 5 people felt less stressed, depressed or anxious
- 1 in 2 had more money or control over their finances
- 1 in 2 felt their physical health improved
- 1 in 4 had a more secure housing situation
- 1 in 5 found it easier to do their job or find a job
- 1 in 5 had better relationships with other people

**Chief Executive Officer: Sarah Cardy**

Charity registration number: 1062219. Company limited by guarantee in England and Wales.  
Registered number: 03204218. Authorised and regulated by the Financial Conduct Authority FRN: 617798.  
Registered office: 3 Avon Reach, Monkton Hill, Chippenham, Wiltshire SN15 1EE.  
Wiltshire Citizens Advice has a complaints handling procedure.  
Please write to us at the above address to request a copy of the complaints leaflet to be sent to you.



But there are still thousands of people just like those in our quotes who don't get our support, haven't experienced that sense of relief, simply because we don't have enough volunteers trained to answer their calls for help.

Wiltshire Citizens Advice desperately need more volunteer advisors to meet this need and is looking for the funds to increase our team. Volunteers are the most cost effective way to deliver our services, but there are still costs attached. Our Volunteer Advisors receive rigorous training over a 3 month period and are regularly supervised to ensure they provide a high standard of advice. In return, they commit to working at least one day a week from one of our many locations across the County.

**Your support will make a difference to Donhead St Andrew**

78% of our clients said they would not have been able to resolve their problem without us, so when you support us, you are directly helping the people in your community that need our support too.

We know that as Parish Councillors you are already committed to supporting your own local community and hope that you will consider making a donation of £100, so that we can do our bit to help them too.

Any support you can give us will go directly towards recruiting and training new volunteers and will be very quickly converted into more advice and support available to your residents.

Thank you for taking the time to consider our request; we shall look forward to hearing from you.

Yours sincerely



Sarah Cardy  
CEO

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