

**Whoever you are.
Whatever the problem.
We are here to help.**

What does Citizens Advice Bucks do?

We are a charity providing **free, confidential, independent, impartial and expert advice that empowers people** facing challenges in their lives to help themselves and directly supports those that can't. At the same time, we work to improve the policies and practices that affect people's lives.

How do we do that?

We have a highly trained team of staff and volunteers operating across the county who are **professional, client-focused, friendly, respectful** and **kind** to our clients and to each other.

What do we want to achieve?

We want to help build a better Bucks, a caring community that responds when people need help. We know our services can transform our clients' lives - practically, financially and emotionally. And if our clients' lives are better, our communities, both urban and rural, are better and so is our county.

How are we going to do that?

- ✓ We will focus help on **those most in need, at risk, deprived and most vulnerable**
- ✓ We will work to help our clients resolve as many issues as we can by empowering them where possible and supporting where there is need
- ✓ We will raise money to fund our services to meet the demand across our county
- ✓ We will use technology to help us meet our clients' needs more efficiently and effectively

What does success look like?

- ✓ Our data shows we are helping more of the most deprived and vulnerable
- ✓ Tackling more issues year on year
- ✓ Ensuring our services are more accessible
- ✓ Working well with partners to catch people before they fall
- ✓ Our clients believe that we have helped them find a way forward
- ✓ Our clients believe that they are happier because of our help
- ✓ We speak up for our clients to make things better
- ✓ We add value to our clients and to Bucks through savings and economic contribution

Citizens Advice Bucks – here for you, here for your community, here for all of Buckinghamshire