

**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**