

## Who we are

We are an independent registered charity providing legal advice from 3 main offices in Biddulph, Hanley and Newcastle-under-Lyme plus a number of outreaches. We are staffed by 90 paid workers and 90 volunteers.



In 2016-17 our volunteers gave £454,404 worth of their time to help to advise 18,173 people on 54,243 issues. They helped us to manage £16.2 million of debt and to identify and support clients to claim £4.8 million of Welfare Benefits and other financial gains.

**By volunteering with Us you really can Make a big Difference to your local Community.**



## Where to find us

**Biddulph Office:**  
10 Tunstall Road,  
Biddulph, Stoke on  
Trent, ST8 6HH

**Hanley Office:**  
Advice House,  
13-15 Cheapside,  
Hanley, Stoke on Trent,  
ST1 1HL

**Newcastle-under-Lyme  
& Kidsgrove Office:**  
25—27 Well Street,  
Newcastle-under-Lyme, ST5 1BP



**citizens  
advice**

**Staffordshire North  
& Stoke-on-Trent**



## We Welcome Volunteers

**The Citizens Advice service aims to:**

- **Provide the advice people need for the problems they face**
- **Improve the policies and practices that affect peoples lives**

### **Want to know more?**

Contact Margaret Collin  
on: **01782 408638** Or email:  
**Margaret.collin@snsCab.org.uk**  
Or complete and send the  
tear-off slip to our Hanley office.  
Or visit **www.snsCab.org.uk/how-you-  
can-help-us/volunteer-with-us** and  
download an application pack.

## I am interested in becoming a Volunteer

Title: \_\_\_\_\_

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

How would you prefer to be contacted?

Email

Post

Which office would you prefer to volunteer at:

Biddulph

Hanley

Newcastle

Which role(s) are you interested in?

Digital Assistant

Initial Adviser

Generalist Adviser

Research & Campaign

Worker

Form Filling Adviser

Or you can download an application pack from [www.snsCab.org.uk/how-you-can-help-us/volunteer-with-us](http://www.snsCab.org.uk/how-you-can-help-us/volunteer-with-us)



## Why volunteer?

Volunteering for Citizens Advice provides a tremendous benefit to the local community.

Our volunteers benefit from free training, ongoing support and travel expenses. Training results in an accredited qualification which, along with the experience of volunteering itself, helps people develop life skills.

For young people, volunteering provides new experiences, a confidence boost and a path into work or education.

Our older volunteers say it keeps them active, in touch with the community, and means they can 'put something back'.

All volunteers say that they find it a uniquely rewarding experience.



## What do I need?

- ★ Be able to commit 1 - 2 days a week for at least 12 months
- ★ Good IT Literacy



- ★ Good written and verbal communication skills



- ★ Be non-judgemental, open to new ideas and committed to working hard for equality.

You do **not** need previous experience.