

# CITIZENS ADVICE WOLVERHAMPTON

## GENERAL INFORMATION

### THE CITIZENS ADVICE SERVICE

The Citizens Advice Service is a network of over 400 Citizens Advice Bureaux and 1,000 Service outlets in England. Most workers are volunteers with paid staff managing, supporting, doing casework and specialist work. The service is co-ordinated by the Citizens Advice (CitA), the national governing body. All bureaux have to comply with a minimum set of requirements for membership; these relate to accessibility, accountability, effectiveness and integrity, and are audited by Citizens Advice.

Part of CitA's role is to provide bureaux with a regular updated information system and a training service, professional advice, publicity and parliamentary liaison.

#### Our aims and principles

We aim to:

- Provide the advice people need for the problems they face
- Improve the policies and practices that affect people's lives.

We value diversity, promote equality and challenge discrimination.

In addition to an equal opportunities policy, the Citizens Advice Bureau Service has specified anti-discrimination policies. There are policy statements on anti-racism; improving the service for lesbians and gay men; positive action for women; people with disabilities; people with HIV/AIDS and gypsies and travellers.

**Volunteers and staff will be committed to the Aims and Principles of the Citizens Advice Bureau Service and will have a positive attitude to equality issues.**

The CAB Service is completely **free** to clients.

The Service is **independent**. Funders etc have no direct control over the running of the Bureau or making decisions about delivering the service.

The Service is **impartial**. Its services are available to everyone and workers must be non-judgmental and non-directive in the advice they give.

The Service is completely **confidential**. No information, including the fact of a client's visit to the Bureau, is passed to anyone without the client's express permission, outside of the Service.

Another area of work (known as **Social Policy work**) involves using information gained from advising individual clients to help wider groups of people. It may take the form of take-up campaigns, lobbying, publicity or liaison. This work is done at a local level and also through Citizens Advice at regional and national level.