



**Wiltshire Citizens Advice  
Trinity House  
Bryer Ash Business Park  
Trowbridge  
Wiltshire BA14 8HE**

June 2023

Dear Parish Councillors,

Firstly, we would like to say thank you to all of you who have supported us over the past 12 months, your contributions have been invaluable. We have continued to support the people of Wiltshire over the last year:

In 2022 we provided one-to-one advice, support and information on more than 46,500 issues directly to almost 15,000 people. Thousands more viewed our online advice pages which is testament to our staff, volunteers and supporters.

As we moved from a global health pandemic to a cost-of-living crisis, we continued to adapt how we deliver advice to help as many people as possible, while speaking out on behalf of those most affected. We're now seeing more people with urgent and complex problems and it's getting harder for us to find solutions for people.

Housing is now the second largest enquiry area we are helping with, after welfare benefits. Between 1 April and 30 November 2022 housing enquiries accounted for almost 1 in every 7 issues we helped people with - double what it was before the pandemic. In the same period, the number of people coming to us facing eviction, threatened with homelessness or are actually homeless was nearly 700, again double what it was prior to the pandemic.

The staff and volunteers at Wiltshire Citizens Advice will be doing everything they can to give advice and support clients. We can't help them with all these needs without additional resources ourselves, so we're asking for your help to increase the number of staff and volunteers.

Every small amount of support will make a big difference to this vital part of our work and will ensure we can maintain our level of service to your residents. Your donation will:

- ✓ £50 - 2 hours of Advice
- ✓ £150 will train a volunteer
- ✓ £500 will pay for a new laptop that a new staff member or volunteer will need



Chief Executive Officer: Suzanne Wigmore  
Citizens Advice Wiltshire is an operating name of Wiltshire Citizens Advice.  
Registered address: 3 Avon Reach, Monkton Hill, Chippenham, Wiltshire SN15 1EE.  
Company limited by guarantee in England & Wales 03204218. Charity Registration Number: 1062219.  
Authorised and regulated by the Financial Conduct Authority. FRN: 617798.  
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.

We won't ever be able to predict when difficult life situations arise, but we can make sure we are there to help when they do. One of our clients summed up just how useful our advisers can be, telling us:

"Over the years, Citizens Advice have made the difference between life and death for me"

Thank you for taking the time to read this letter, I hope you will consider supporting the work our team does in the community and I shall look forward to your response. If you would like to make a donation please contact Suzanne Wigmore our CEO at:

Email: [suzannewigmore@citizensadvicewiltshire.org.uk](mailto:suzannewigmore@citizensadvicewiltshire.org.uk)  
Telephone: 07505 180435

Alternatively you can donate directly at: <https://localgiving.org/charity/wiltshirecitizensadvice/>

Yours in appreciation,



Suzanne Wigmore  
CEO



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