

In 2022, Citizens Advice County Durham;



Helped over 13,000 people



Covered over 62,000 issues



Increased people's income
by over £11 million



Supported people to write off
over £1.7 million of debt



Improved people's lives such
as reducing stress,
improving physical health or
increased their finances



Nationally, Citizens Advice
website had over 40 million
visits and 58 million page
views.



Nationally, Citizens Advice is
worth at least £717 million to
society

Get in touch

Chat with a friendly advisor;

Call **0808 278 7821** (freephone)
Monday to Friday 10am-4pm
closed bank holidays

Visit us in person

Online by webchat, email or self help

To access full details please visit:
citizensadvicecd.org.uk



citizensadvicecd.org.uk



Published June 2023.
Citizens Advice County Durham
Registered charity number 1151790

What we do and how we can help



**citizens
advice** County
Durham

About Us

We're a charity and give free, confidential and impartial advice to people who need to find a way forward.

We've been providing valuable advice since 1939 and rely on our dedicated staff and volunteers to help deliver our service. Without their passion and generosity, we wouldn't be here today.

We share the same goals and believe in the same thing; a society where everyone gets the advice they need and every voice is heard.

One goal is to help everyone. It doesn't matter who you are or what your situation is, we're here to help.

We value diversity, promote equality and challenge discrimination whenever we see it.

We're easy to find

We give advice over the phone, in person at our offices across County Durham, online by webchat, email or self help.

Please see the back cover for details.

What we do

Sometimes a person has more than 1 problem which is often linked, so we give an all-round service to make sure people get fully supported.

We give advice on a range of topics including;

- benefits
- housing
- employment
- debt
- family
- pensions
- consumer and more

We need your help

Volunteer for us and join our amazing team visit; citizensadvicecd.org.uk/volunteer



Research and Campaigns

We use peoples' experience, stories and evidence to research and campaign for positive change.

We've helped to bring about numerous legislation changes in the Houses of Parliament. For example;

- a cap on the cost of payday loans
- the end of retaliatory evictions
- greater protection for mobile phone customers
- more support for parents with the cost of childcare
- introduced the tenancy deposit protection scheme and abolished letting agent fees

Our passionate efforts don't stop there.

We continue to campaign for fairness on behalf of society and are committed to being even more influential in future.

Donate

Without the generous support of people across the country, we couldn't continue the work we do visit; citizensadvicecd.org.uk/donate