

Volunteering Project

We are dedicated to serving our local communities and proud to work alongside our partners and funders. We thank them for their continued support.

Volunteer Dashboard (2022 - 23)



13 volunteers

We have recruited 13 volunteers, all of whom are delivering advice to our clients.



9 applicants

We have an additional 9 volunteers being processed at the moment.



450 hrs

Our new volunteers have provided 450 hours of service since January.



1,500+ clients

This project can generate an additional 1,500 advice sessions for local people each year.



£37,500

The time donated by our new volunteers will save the equivalent of £37,500 in staffing costs per year.



**1 training
co-ordinator**

We have appointed a training co-ordinator for 1 day per week to support the project.

Project update

So far, we have raised £14,000 in support of this project. This has given us the resources to create a formal recruitment, training and induction process which enables us to process more volunteers in an efficient and supportive way.

We have already exceeded our full year target for volunteer recruitment in the first 6 months and still have the potential to recruit and train 20-30 new volunteers during the full project period.

It is our expectation that new volunteers undertake Initial Assessment interviews to begin with. These interviews establish the advice needs of the client, collect essential information.

From this initial assessment, the client will either be given an appointment for more detailed advice, or signposted where appropriate.

We are also pleased to report that 2 of our volunteers have secured full time employment as a direct result of volunteering with Citizens Advice.

Whilst this may be considered a loss to the service, it forms part of our social responsibility to empower and upskill people so they may access the workplace.