

# Getting to know us

The Citizens Advice service is made up of Citizens Advice, the national charity, and a network of around 260 local Citizens Advice members.



**Around 1,000**  
national staff

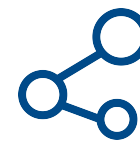


**Around 1,800**  
witness service volunteers,  
delivering services in all criminal  
courts across England and Wales

Our network members are all independent charities delivering advice from:



**Around 2,300**  
locations



**Over 1,800**  
community centres, GP's  
surgeries & prisons

They do this with:



**6,500**  
local staff



**Over 16,000**  
volunteers

## 4 things you should know about us

### **We're local and we're national**

We have 4 national offices and offer direct support to people in around 260 independent local Citizens Advice services across England and Wales.

### **We're here for everyone**

Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

### **We're listened to, and we make a difference**

Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

### **We're committed to EDI**

Equity Diversity and Inclusion (EDI) is one of our key strategic areas. It's integral to everything we do, for the people we help and for our workforce.