

Citizens Advice first opened its doors offering people face to face advice on 4 September 1939, days after the Second World War broke out. Three quarters of a century later we're celebrating 75 years of providing free and impartial advice which is now available in person, over the phone and online.



Helped 2 million people
Top issue: Employment and support allowance

2013/14



Dealt with 1.2 million calls
Top issue: Second hand cars

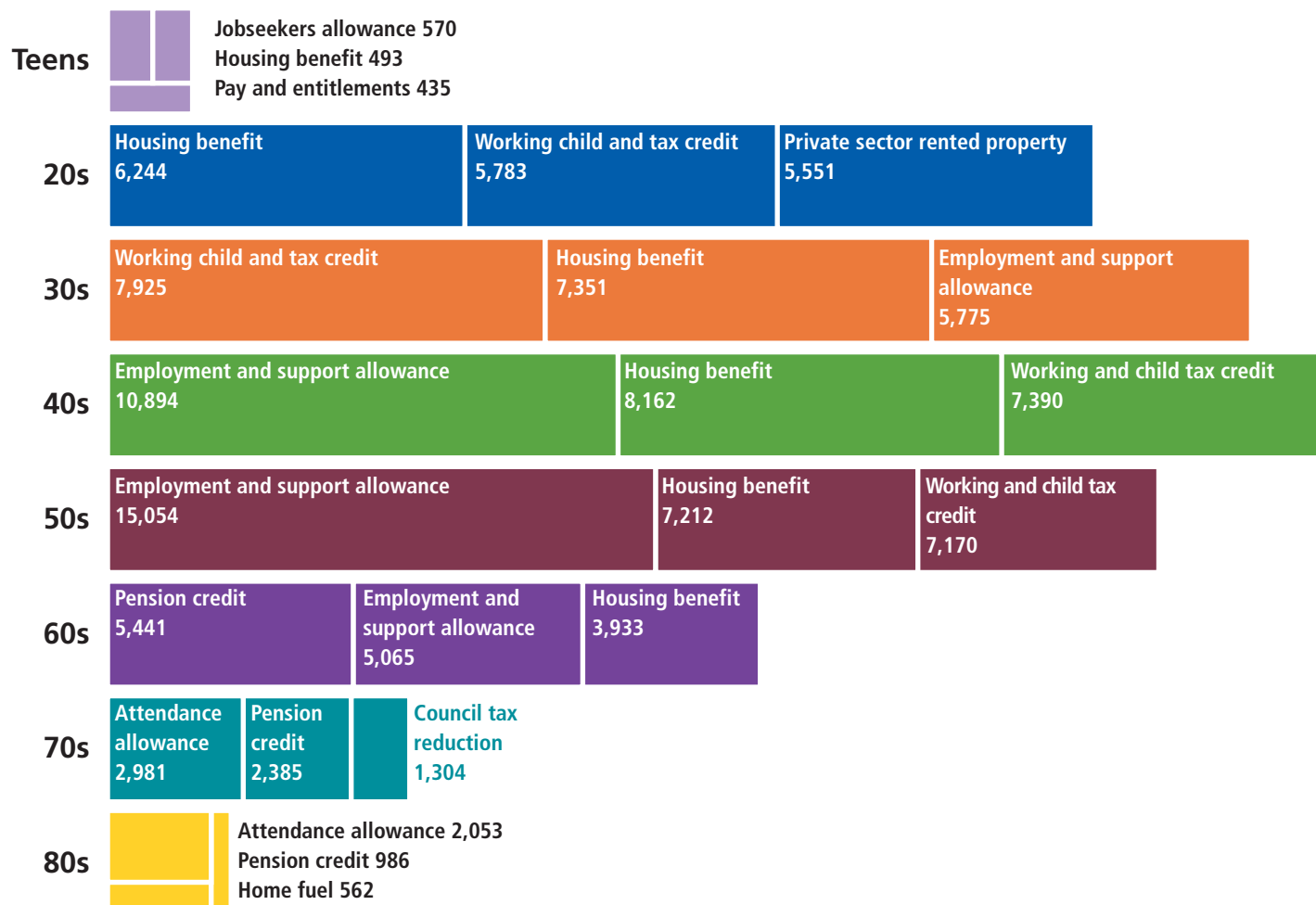
2013/14



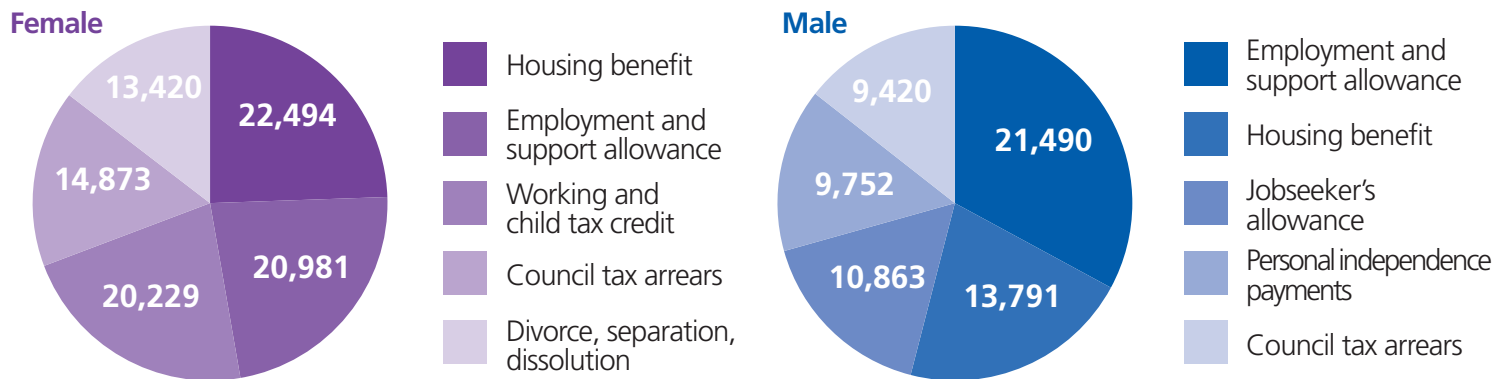
16 million people
Top issue: Basic rights at work

2013/14

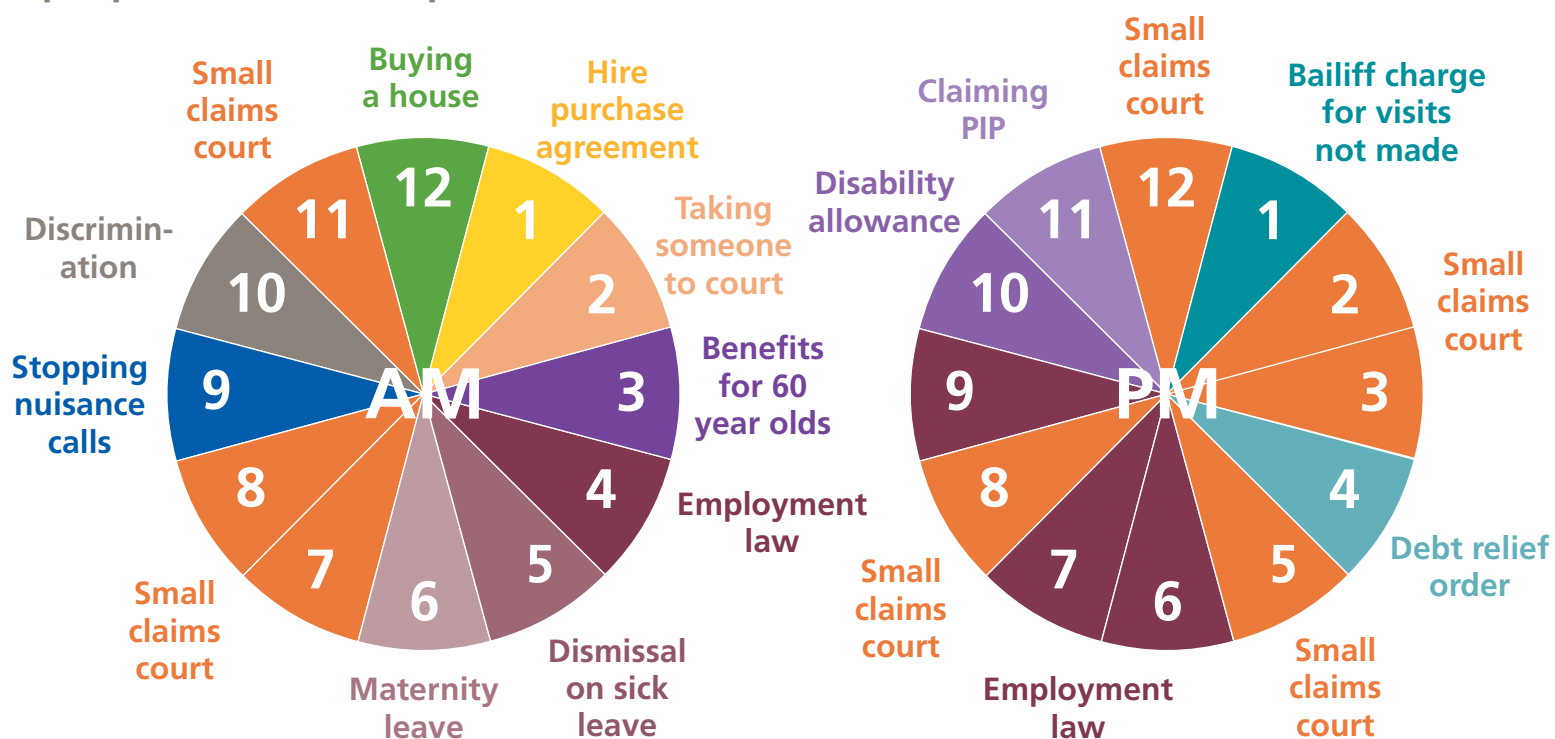
Top issues by age reported to CAB (April – June 2014)



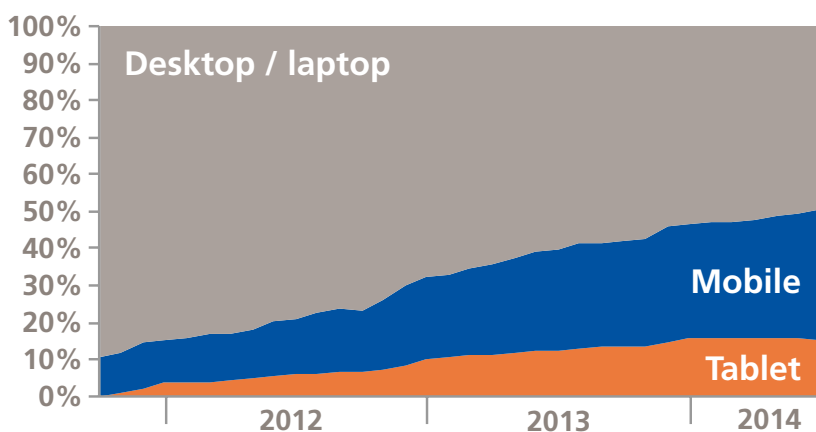
Top five issues by gender



Adviceguide clock: top searches which bring people to our self help website over 24 hours



As many people now access Adviceguide on their mobile or tablet



People need Citizens Advice as much now as they ever have done over the past 75 years. Our staff and 21,000 volunteers are working tirelessly to make sure everyone can get advice when they need it and in a way that suits them. We're proud of our history, but are not complacent about what new problems people will face.

Citizens Advice has been offering the free and impartial advice people need for 75 years, and we're ready to keep doing this for the next 75 years and beyond.