

## Key facts about Citizens Advice in England and Wales



**6.2 million advice issues dealt with**



**2.5 million clients advised**



**20 million visits to our self-help website [citizensadvice.org.uk](https://citizensadvice.org.uk)**



**2,500 locations where we provide free and independent advice across England and Wales**



**We help to solve the problems for two in every three of our clients**



**Four in five say that our help improved their life in ways such as reducing stress, improving physical health or increasing their finances**



**Citizens Advice is worth at least £750 million to society**

## Free, confidential advice. Whoever you are.

We help people overcome their problems and campaign on big issues when their voices need to be heard.

We value diversity, champion equality, and challenge discrimination and harassment. We're here for everyone.

### Our contact details:

Citizens Advice Reigate & Banstead  
24 Cromwell Road, Redhill, RH1 1RT

Telephone: 01737 778383

Website & Email:

**[www.carbs.org.uk](https://www.carbs.org.uk)**

### Walk in face-to-face sessions:

at Redhill, Banstead, Merstham & Horley

### Telephone advice:

Mon - Friday 10am - 4pm

**03 444 111 444**

**[citizensadvice.org.uk](https://citizensadvice.org.uk)**



Published March 2016

Citizens Advice Reigate & Banstead

Registered Charity Number 1104970

Authorised & regulated by the FCA, FRN 617706

# What is 'Research and Campaigns'?

**citizens  
advice**

We're here to help.  
Whoever you are.  
Whatever the problem.

# Citizens Advice Reigate & Banstead

## Policy Research & Campaigns

At Citizens Advice we have two aims.

**Aim 1: to provide the advice people need for the problems they face.**

We gain insight and knowledge from advising over 2 million people every year across the country.

Meeting this **first aim** gives us a better understanding of people's problems than any other organisation.

**Aim 2: To improve the policies and practices that affect people's lives.**

We use our understanding and data to build up a picture of people's experience that's always up-to-date.

This is essential for our **second aim**.

It helps us research the really hard issues. It helps us get policy-makers to make changes. And it helps us campaign at local and national level for better policy and practice.



Your local Citizens Advice office knows the most about the problems facing the people of Reigate & Banstead and surrounding areas.

We have a 78-strong team of trained and dedicated **staff and volunteer advisers**. We have offices in Redhill and Banstead, and Outreach services in Merstham and Horley.

Our **research and campaigns team** uses information from advisers, and other local and county-wide data, to decide the policies and practices most in need of change.

The next step may be a research project to find the best way forward. Or a local campaign which involves building support, contacting local decision makers and working with broadcast, print and social media.

In the past year the research campaigns team has taken action on: the closure of local courts, council tax collection, homelessness, the importance of free advice.

We also supported national Citizens Advice campaigns on better private renting, energy prices, consumer rights.

To find out more about our research and campaigns work and check out our current campaigns:

- Website: [www.carbs.org.uk](http://www.carbs.org.uk)
- Facebook: [citizensadvicereigatebanstead](https://www.facebook.com/citizensadvicereigatebanstead)
- Twitter: [@ReigateandBCAB](https://twitter.com/ReigateandBCAB)

Would you like to work with our research and campaigns team?

As a volunteer you could carry out surveys, analyse data and present results in social and other media. Or perhaps you have ideas about the issues we should be tracking? Contact us by email: [randc@randbdcab.org.uk](mailto:randc@randbdcab.org.uk), by phone: 01737 778383, or complete the form below and hand them to one of our volunteers or members of staff.

We look forward to hearing from you.

**Name:**

**Telephone;**

**Email:**

**Area of interest:**

