

Kennedy Way  
Yate  
Bristol  
BS37 4DQ

August 2023

Hi

### **Will you donate £100 now towards supporting your local community?**

As a significant local business in South Gloucestershire, I am writing to you to see if you can support our work at **Citizens Advice South Gloucestershire**. I'm asking you to be part of our "One of our 100" local businesses to donate £100 to help us reach £10,000 together, towards our £30,000 target.

#### **What We Do**

We provide free, confidential advice to anyone in South Gloucestershire to help them move forward, from the age of 15 upwards. Local people can access any of our six face-to-face advice venues which provide advice almost daily across the county, as well as our free telephone advice through our helpline every weekday, manned by our volunteer advisors.

Out of over 4000 people we help each year, our advisors provide support and signpost for over 18,000 increasingly complex issues, mainly debt, housing and energy issues in our county. Partnering with North Bristol and South Glos Foodbank, we helped record numbers of people in crisis with foodbank referrals and emergency support last year. Three-quarters of people who turned to us for crisis support in 2022 did so for the first time, and already, 2023 is proving to be even worse. We hear about spiralling costs, shortfalls in income and families simply unable to afford even the essentials.

We're working hard at Citizens Advice South Gloucestershire to cope with this increasing demand. Since April, we have added an extra session in Yate for out-of-office hours, we have a new outreach advice venue in Emersons Green and a new funded project worker coordinating with the NHS primary care trust to enable people with health barriers to access the support they need.

Citizens Advice South Gloucestershire is an independent, local charity which means we don't automatically get national Citizens Advice or government funding. Our face-to-face sessions are partially funded by generous local authority and grant-making trusts to provide ongoing support in Yate, Bradley Stoke, Stoke Gifford, Cadbury Heath, Thornbury and Emersons Green. However, as funding cuts increase and the demand for our services exponentially increases, we need to diversify our income to individuals and businesses who are invested in our neighbourhoods, so we can only do it with your help.

#### **Our premises appeal**

Having worked in the county for nearly 50 years, we are still renting our main offices in Yate, which are no longer fit for purpose to cope with the huge local demand every day. People are having to squeeze into our small waiting room, sometimes needing to sit on the floor or queuing outside just to see someone to get the help they desperately need. Our current premises are not accessibly friendly, with no space for mobility scooters and pushchairs and no public toilets on site. In recruiting additional volunteers and staff to cope with these numbers, we have quickly outgrown our premises and our staff and volunteers of 37 are having to share desk space for 10.

We have just secured a bigger premises in Badminton Court in Yate which will allow us to see many more clients at any one time, allowing us to create double the number of advice rooms (totalling 8) which would help 80 people every week in Yate alone and enabling us to double our impact. We hope to use your funds to start renovating the building to make it fit for purpose –with a new reception area, a larger waiting room for more clients, more advice rooms and larger office space for increasing numbers of volunteer advisors and staff to complete their work safely and confidentially. We want our building to be a warm and welcoming space for local people – providing new sofas and chairs in the new waiting room, with a book and toy corner, space for pushchairs, wheelchairs and mobility scooters. As our new premises will be close to Yate train station we want accessible signage to let people know we're there for them, visible by road and train. **We want to make sure everyone gets the help they need and be a beacon to everyone who needs us, whatever stage of life.**

**Citizens Advice South Gloucestershire** is a Registered Charity: 1037480 Registered address: Kennedy Way, Yate, South Gloucestershire BS37 4DQ Authorised and regulated by the Financial Conduct Authority FRN 617736  
Company Limited by Guarantee Registered Number 02715290

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We have recently launched our premises appeal to individuals but with a limited database, we are needing local businesses to supplement us even more. We have never asked for such a large sum before and hope we won't have to again for a long while so we really appreciate your one-off generosity.

### So please can you donate to our premises appeal now?

- **Donate online** by Paypal or debit/credit card through our donate button on our website: [www.southgloscab.org.uk](http://www.southgloscab.org.uk)
- **Make a bank transfer:**  
Account name: Citizens Advice South Gloucestershire  
Account number: 00020437  
Sort-code: 40-52-40
- **By cheque** made payable to 'Citizens Advice South Gloucestershire'  
Please return to: Citizens Advice South Gloucestershire, Kennedy Way, Yate BS37 4DQ

If you are interested in giving regularly to our work or would consider match funding a proportion of our fundraising appeal, please don't hesitate to get in touch with me directly. If you think you can also help in other ways, such as an employee day helping us paint and decorate or have other suggestions, we would love to hear from you.

To find our appeal online, go to "Get Involved" > "Ways To Donate" at [www.southgloscab.org.uk](http://www.southgloscab.org.uk) or phone 01454 334961 for more information.

### Celebrating your contribution

We would love to celebrate your contribution to our cause. Please feel free to send a .jpg file of your company logo to me so we can thank you publicly through our website, our social media followers and our mailing list to over 3000 subscribers. We would also love to invite you to a VIP Grand Opening when the time comes. Please let me know if you would also like to receive specific premises updates by email as and when we can start work.

Many thanks for your support in advance,

*Katie*

Katie Collier

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Individual Giving Fundraiser

Citizens Advice South Gloucestershire

[www.southgloscab.org.uk](http://www.southgloscab.org.uk)

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