

Welcome Letter from the Chair

Dear Applicant,

Thank you for your interest in the role of Trustee at Citizens Advice Broxbourne. We are a trusted and longstanding local charity, and have been operating for nearly 60 years. The borough of Broxbourne contains a mixed community, with some very affluent areas but also three of the top ten most deprived areas in Hertfordshire. Over the past 12 months we were able to assist over 1,250 people with 4,333 different problems, and achieve cash successes of £1,345,154 for them as a result of our help.



The big four areas of our work are welfare benefits, money advice and debt, followed by housing and employment but the range of issues and problems extends into many other areas of people's daily lives. It seems that the complexity of modern life is mirrored in the everyday problems that affect people's lives and all too often the solutions are that much harder to find. This is a key issue for us going forward, and why Citizens Advice is so important to the local community within the Broxbourne area.

In 2021, our small but active Board of Trustees is also looking to expand. We are particularly (but not exclusively) keen to hear from you if you have experience, expertise or an interest in PR and Profile, Legal and Compliance, Human Resources or Governance.

The charity employs a small and committed group of 8 mainly part time staff, supported by a group of 28 volunteers – these are the people who make it all happen. It's a great model. Our board of trustees is equally committed and ambitious for the future.

This is a challenging yet exciting time for us. We look forward to receiving your application.

Yours sincerely,

Neil Thomas

**Chair of Trustees
Citizens Advice Broxbourne**