

12 days of Christmas – Philippa's story



I had asked for help from Citizens Advice in the past but thought I would not be accepted as a volunteer because I was not legally qualified. However, I was welcomed, and found that the training, support and resources meant I was able to help clients deal with problems in a huge variety of situations. I now have a paid role and still learn something new on most of my Citizens Advice days. Citizens Advice gives me a sense of purpose and community.

