

# SUCCESS STORY



“The Citizens Advice Bureau relies very heavily on volunteers, so the ‘Invest in your Volunteers’ Training Day provided by Community Impact Bucks was an excellent opportunity for me to develop my skills working with volunteers, of which I had little experience when I started my role as Chiltern District Manager.”

*Jennifer – Citizens Advice Bureau*

## Community Impact Bucks

### Chiltern District Citizens Advice Bureau

#### About the Citizens Advice Bureau:

The Citizens Advice Bureau is a national charity providing free, impartial and confidential advice on a wide range of issues online, by phone and in person. The Chiltern District office in Chesham serves the Chiltern and South Bucks area.

#### How has Community Impact Bucks helped?

“All the Citizens Advice Bureau advisers are volunteers, and so we could not survive as an organisation without them. In March 2015, as Chiltern District Manager, I attended an ‘Invest in your Volunteers’ Training Day delivered by Community Impact Bucks. I had just been appointed to the role, and had not worked with volunteers before, so I needed some professional training to fill this gap in my experience. I found the training extremely focused with a lot of good and practical advice for working with volunteers, which will provide an excellent basis for the future, and a good toolbox of skills to work with. It covered all aspects of working with volunteers and was very thorough. The Citizens Advice Bureau has existing systems in place for recruiting and retaining volunteers, and the training gave me confidence in these processes and emphasised the importance of good communications.

The training was also extremely useful as a means to make contact with other professionals who work with volunteers, as it gave us the opportunity to discuss shared experiences and best practice, and has provided a useful network for future support.

We also find the newsletters produced by Community Impact Bucks invaluable in informing us of relevant training and keeping us up-to-date with community news.”

Jennifer Allott, District Manager, Chiltern District Citizens Advice Bureau  
[www.chilterncab.org.uk](http://www.chilterncab.org.uk)



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