

Citizens Sheffield Advice

Service development plan

Our purpose and ambition

We tackle poverty and campaign for social justice

We help people, families and communities by:

- providing advice and advocacy to help people solve the problems they face
- campaigning to improve the policies and practices that affect people's lives

We aim to be one of the best advice and advocacy services in the country, and one of the leading voluntary and community sector organisations in Sheffield.

Our strategy is to do six big things:

Ensure our advice services meet changing needs

Strengthen the Sheffield Advocacy Hub

Support and develop our paid staff and volunteers

Ensure our staff and volunteers have the resources they need

Develop new services and secure new funding

Campaign for better public policy

Our strategy will be supported by:

Performance improvement

Good governance

Effective quality assurance

Robust financial management

Better communication and engagement

Effective communication and information systems

Strengthen public support for our work