

HORIZON

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Case Study



ENERGY WORKING FOR BRITAIN

Horizon funds new computers for Ynys Môn Citizens Advice

Horizon donated to Ynys Môn Citizens Advice to support their continued work across Anglesey.

In the last year Ynys Môn Citizens Advice has helped over 13,000 people access free, impartial and confidential advice on a range of issues. Now with support from Horizon, the team will be able to purchase 10 new computers, so volunteers and staff will be able to continue their work across Anglesey.

The Holyhead branch received the donation following an application to the Horizon Nuclear Power's Charitable Donations, Community Support and Sponsorship scheme, which provides funding support to local charities, projects and groups.

Ynys Môn Citizens Advice operates a service across the island Monday-Friday and relies heavily on IT systems to offer information, guidance and training to those who require their support. As the service grew and the demand for support increased, sourcing new computers became a high priority for the charity.

The key issues faced by Ynys Môn Citizens Advice focus around housing, debt management, benefit advice, unemployment and health and wellbeing. The service is manned by volunteers who give up their time and expertise for free to help those that need it most, but without the right IT equipment in place, offering their services becomes ever more challenging.

Jackie Blackwell, CEO of Ynys Môn Citizens Advice said: *"We're delighted with the donation and we are very grateful to Horizon for their support. We deal with the most vulnerable adults in society and our key objective is*

to ensure that everyone is treated equally, is aware of their rights and responsibilities and can enjoy quality of life"

"In 2015/16 we saw 13,198 clients either face to face, telephone or via web chat. The new systems will mean that our processes can be streamlined and our services can continue to support those who need it the most and enable the Citizens Advice Service to respond to the changing and more challenging landscape of advice demand for the foreseeable future."

To learn more about Ynys Môn Citizens Advice you can visit their [website](#) or follow their [Twitter](#) for all their latest updates. If you'd like to find out more about the community support Horizon offers and how you could apply then please visit www.horizonnuclearpower.com/community-support.



ENVIRONMENT

EDUCATION AND SKILLS

COMMUNITIES

