



Leicester Advice Service

Helen Child, City Operations Director
LeicesterShire Citizens Advice Bureau

About Citizens Advice

Our aims:

- to provide the advice people need for the problems they face
- to improve the policies and practices that affect people's lives.

Our principles:

The Citizens Advice service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities.

It values diversity, promotes equality and challenges discrimination.

Each Bureau is an independent charity.

The Leicester Advice Service

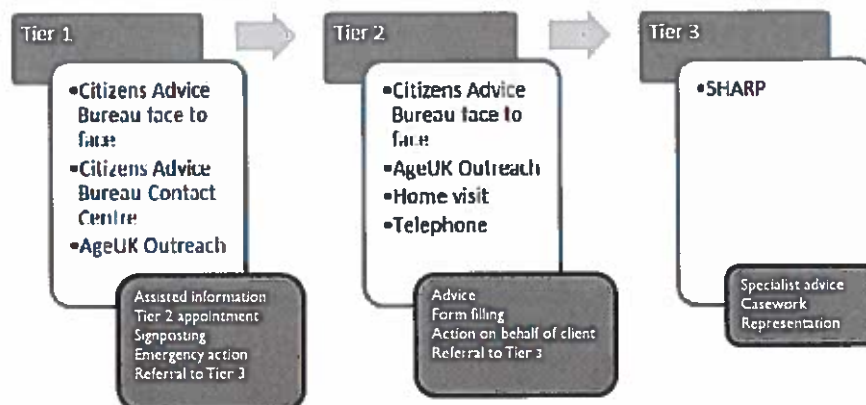
Service Overview

- LeicesterShire Citizens Advice Bureau awarded advice services contract from April 2013
- Face to face and telephone services at LeicesterShire CAB city centre office – 3rd floor, 60 Charles Street
- Outreach advice in 10 wards delivered by our partners AgeUK
- Some home visits available - delivered by AgeUK
- Specialist advice in debt, benefits, employment and housing by our partners SHARP from Welford Road

From April to end December:

8906 clients received basic help

Overview of our service delivery



Accessing our service

For clients accessing the service without a referral, we can be reached in the following ways:

Face to Face

- LeicesterShire Citizens Advice Bureau, 3rd floor, 60 Charles Street, Leicester LE1 1FB
- Monday- Friday 9.00-4.30

Outreach venues

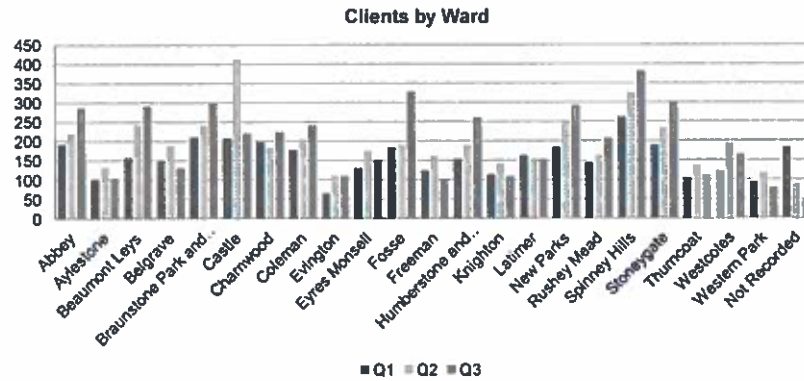
Telephone

- 0844 417 1025 from a landline, Monday – Friday 9-4
- 0300 330 1025 from a mobile, Monday – Friday 9-4

How to Refer

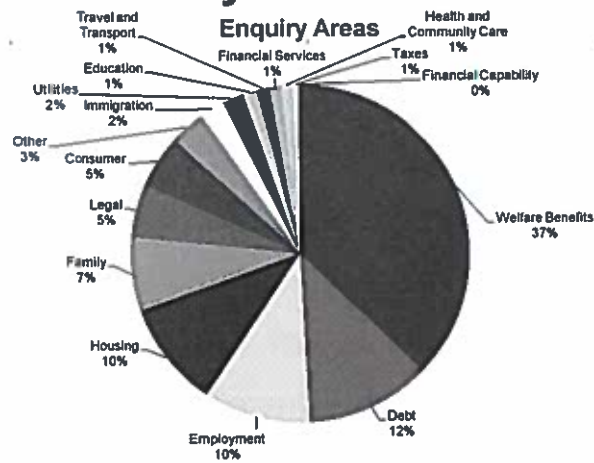
- Councillors and partner agencies can refer clients to us directly
- This gives a more streamlined service for the client who will be contacted by us directly, and will not have to give their details multiple times.

Who is using the service?



In Thurncourt, 354 clients seen between April – end December

What do they need?



Volunteers

- The use of volunteers to deliver advice and information is fundamental to the Citizens Advice approach.
- We provide volunteers with comprehensive and recognised training and valuable experience of the workplace.
- Our volunteer staff are recruited from across the City and therefore reflect the diversity within the community.
- Volunteering also offers valuable work experience and is often a way into paid employment.
- We have work experience programmes in place with DWP, Ingeus, DMU, and Apex Works.

Volunteering

- | | |
|--|-------------------------|
| • Who? | • Why & How? |
| • A wide range of people | • Work experience |
| • Over 18 | • Contact centre skills |
| • Functional skills, not formal qualifications | • Work skills |
| • Relevant criminal convictions | • Legal training |
| | • Application form |
| | • Interview |
| | • Training |

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