



Leicester Advice Service

Sue Beasley, City Team Manager
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

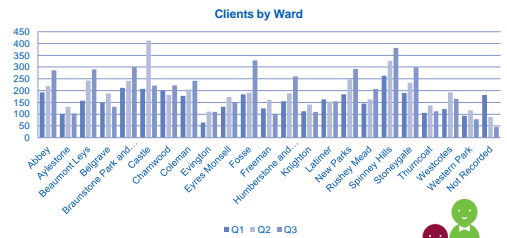
Service Overview

- LeicesterShire Citizens Advice Bureau awarded advice services contract from April 2013 by Leicester City Council.
- 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

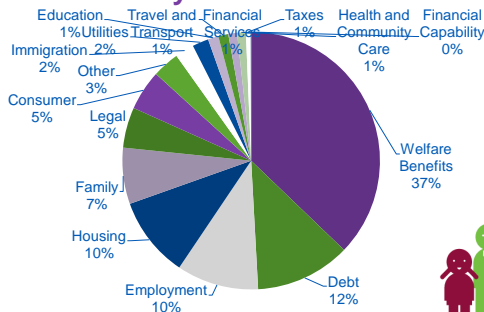
From April to end December:
8906 clients received basic help



Who is using the service?

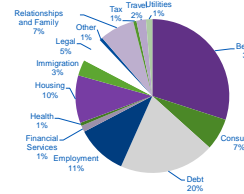


What do they need?



In Beaumont Leys

Beaumont Leys Enquiries



690 clients seen between April – end December



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.



A word from our volunteers

"I enjoy volunteering at the CAB because the office staff are very friendly and welcoming. I find the nature of the voluntary work to be very rewarding."



Sumaiya – Gateway Assessor

"CAB gives me the chance to use my knowledge to help people. I have also learnt a lot of practical skills such as how to use the right language towards clients. I think it is an honour to work for CAB."



Bill – Generalist Adviser



Award-winning volunteers

Akila being presented with her award by the Lord Mayor

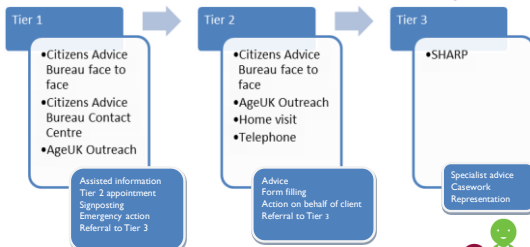


Volunteering

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



Overview of our service delivery



Outreach

- Outreach sessions are running once a week in the wards assessed as having the highest need of local access to our service.
- The sessions will comprise some pre-booked appointments and some open sessions for clients who drop-in.
- The sessions in this ward take place at the Beaumont Leys library, Beaumont Way, LE4 1DS on Tuesdays from 2pm-5pm



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.



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, Apex House, 4th floor, 74-76 Charles Street, Leicester LE1 1FB
- Monday- Friday 9.00-4.30

Outreach venues

- Beaumont Leys Library, Tuesday 2-5pm.

Telephone

- 0844 417 1025 from a landline, Monday – Friday 10-4
- 0300 330 1025 from a mobile, Monday – Friday 10-4



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