

# EAST STAFFORDSHIRE CITIZENS ADVICE BUREAU



VOLUNTARY SERVICES CENTRE  
UNION STREET  
BURTON UPON TRENT  
DE14 1AA

**\* Independent \* Confidential \* Impartial \* Free \***

## OPENING TIMES FOR:

**Voluntary Services Centre, Union Street,  
Burton upon Trent, DE14 1AA**

## DROP IN—GENERALIST ADVICE

(no appointment necessary - doors open for the  
waiting room from 9.00am)

<b>Monday</b>	10.00 am - 1.00 pm
<b>Tuesday</b>	10.00 am - 1.00 pm
<b>Thursday</b>	10.00 am - 1.00 pm

**We can help clients more effectively if they bring in all of their relevant  
paperwork and correspondence with them**

## TELEPHONE - GENERALIST ADVICE

<b>Monday</b>	9.30 —1.00 and 1.30 —3.00
<b>Tuesday</b>	9.30 —1.00 and 1.30 —3.00
<b>Wednesday</b>	9.30 —1.00 and 1.30 —3.00

**Tel: 0844 848 7902 (advice line)**  
**Thursday 1.00 pm - 4.00 pm**

## SPECIALIST SERVICES

- Appointments with Money Advisers are made directly with clients and are offered Monday to Friday weekly
- Home visits can be arranged in exceptional circumstances
- The Tax Credits take up adviser and Financial Capability Officer can be contacted on 01283 566722

## OPENING TIMES FOR:

### **Outreach Advice Sites**

## ALL OF THE BELOW PROVIDE GENERALIST ADVICE

(no appointment necessary)

Alan Dean Centre, 23 Carter St, Uttoxeter

**Monday** 10.00am—2.00pm

Winshill Community Centre, Burton

**Tuesday** 1.00pm—4.00pm

Rocester Police Point, High Street, Rocester

**Wednesday** 10.00am—1.00pm

Tutbury Village Hall, Monk Street, Tutbury\*

**Thursday** 10.00am—12.00pm

Carlton Street Surgery, Carlton St, Burton\*

**Thursday** 1.00pm—3.00pm (By GP referral only)

Waterside Advice Centre, 104-106 Short Street, Burton

**Friday** 10.00am—1.00pm

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\* These Advice Sessions run on alternate weeks:

1st Tutbury Advice Date = 7th September 2006

1st Carlton St Advice Date = 14th September 2006

## **At East Staffordshire Citizens Advice Bureau we can:**

- Listen supportively
- Give specialist debt advice
- Give advice face to face, by telephone and by letter
- Do home visits if you qualify for legal help and have a debt or benefit appeal problem
- Where appropriate: complete forms, calculate benefit entitlement, write letters, make telephone calls, negotiate with third parties and make submissions for appeals

The problems we are most often asked about concern;  
employment, debt, housing and benefits.

We will help people who come to us with any enquiry  
including consumer rights, legal matters, and  
immigration (level 1 only).

Advisers don't tell clients what to do, but explain their options and advise the possible outcomes of different courses of action. Clients are encouraged to make their own decisions and act on their own behalf. We enable clients to manage their own problems by focusing on their needs as individuals.

### **OUR PRINCIPLES:**

- **Independent** - We will always act in the interests of our clients, without influence from any outside bodies
- **Impartial** - We don't judge our clients or make assumptions about them. Our service is open to everyone, and we treat everyone equally
- **Confidential** - We won't pass on anything a client tells us - or even the fact that they've contacted us - without their permission
- **Free** - No-one has to pay for any part of the service we provide