

## Who Are We?

Cheshire West Citizens Advice service is an established provider of free, independent, confidential and impartial information and advice. We help people understand their rights and responsibilities. In 2010/11 Cheshire West Citizens Advice Bureau assisted 14,707 clients with 43,711 separate issues.

## Advice Issues

Advice is available on a range of problems including housing, debt, employment, in-work benefits and tax credits, family welfare and discrimination. Below are some of the areas we cover.

### Benefits:

- Moving off benefits.
- Identifying correct entitlement to in work benefits and tax credits.
- Resolve ongoing benefit issues.

### Debt:

- Dealing with existing debts and liabilities.
- Income maximisation services including applications to trust funds.
- Drawing up budgets and managing finances.
- Identifying options to deal with unmanageable debt.

### Housing:

- Continuing to meet housing costs.
- General housing rights.
- Implication of changing circumstances.

### Employment:

- Accommodating disabilities in the workplace.
- Right to flexible working.
- Dealing with problems in the workplace.

### Consumer:

- Young people, money and consumer rights.
- Buying services – your rights.

### Family and Relationships

- Living together, marriage and civil partnership.
- Looking after people.

## Cheshire West Citizens Advice – working with our local community

### Opening Times - Drop in Gateway:

**Chester:** Folliot House, Northgate Street, Chester, CH1 2HQ. Monday – Friday 9.00 – 4.00  
Thursday (2<sup>nd</sup> and 4<sup>th</sup> of the month) 5.00 – 7.00

**Blacon:** Chester Healthy Living Centre, Plas Dinas, Blacon Point Road. Friday 10.00 - 13.00

**Lache:** Chester and District Housing Trust, 89 Clivedon Road. Wednesday 9.00 – 12.00

**Adviceline:** 08444 111 444 Monday – Friday 9am to 5pm

(0844 calls cost 5p per minute from a BT landline. Mobile callers get an option to call a 0300 number on normal network rates)

**[www.adviceguide.org.uk](http://www.adviceguide.org.uk)** For information on your rights

**[www.cwcab.org.uk](http://www.cwcab.org.uk)** : For information on Cheshire West Citizens Advice, including our 2010/11 Impact Report.