

Norfolk Citizens Advice

A local charity for the whole community.

**citizens
advice**

Norfolk

Our Organization

We provide free, impartial advice to anyone and everyone.

Our network of independent charities offers confidential advice and support online, over the phone, and in person, for free.

Our Services

- Money and Pension Service/Debt Advice
- Hardship Fund
- Social Prescribing INTERACT (Norwich)
- Help Through Crisis
- Pro Bono Solicitors Scheme
- Energy Advice Programme
- Carbon Monoxide and Energy Training Programme
- Foodbank Advisors
- Carers Triage Service

Our Departments

- Crisis & Energy
- Debt & Money
- Health & Wellbeing

Our Offices

- Attleborough
- Dereham
- Fakenham
- Great Yarmouth
- Holt
- Kings Lynn
- North Walsham
- Norwich



Norwich Office: Monday to Friday:
10am - 12:30pm, 1pm - 3pm
83-87 Pottergate, Norwich, NR2 1DZ
Please note there is no client parking available at this site

Wymondham Outreach: Mondays
10am - 13:00pm
Wymondham Abbey Hall

How we help

We are the front door to services and systems that can seem impossible to navigate, inaccessible or unsympathetic.

We are based in local communities, combining professional expertise with volunteer dedication and genuine compassion. The inclusive approach means anyone can define the issues they face and define the kind of outcomes that they would like.

It's Free

There is no financial barrier to anyone in Norfolk getting help.

Independent and Impartial

We are trusted by our clients. They know we will help them regardless of background or issue.

Confidential

Our clients trust us to keep their data and issues completely confidential.

Accredited and Quality Assured

The wrong advice can do more damage than good and we're seeing a rise in poor advice provision and signposting. Our quality is assessed by externals and assured by our team every day. We have the highest possible rating.

Norfolk Citizens Advice meets the Advice Quality Standard.



How we help

Our staff and volunteers are trained to advise on virtually any issue.

If needed, we can also offer practical support such as help with filling forms, writing letters or negotiating with third parties.

We can help with:

- welfare benefits
- money and credit problems
- employment
- consumer rights
- housing
- neighbourhood disputes
- education and healthcare
- immigration and residency issues
- human rights
- family and personal issues



Our Guiding Principles



To support our people in the delivery of our service.

Their professionalism, health and wellbeing are critical to our service.



To deliver the high quality of free advice and easy referral opportunities.



To advocate locally and nationally for our clients.



To improve everyone's access to advice.



To welcome any individual with any issue.

Client voice

“A first-class service who give **honest helpful advice.**”

Having worked my entire life, over 40 years, I had never been in a position like the one I found myself in, as soon as I entered your building and was greeted with a warm kind smile, the pain in my chest vanished, your staff are wonderful, I feel we have hope once again, heartfelt thanks to you all.

The gentleman I met was great, he was so knowledgeable and thorough. I left the meeting feeling relieved and happy.

“Always very helpful and **will guide you to the right solutions.**”

The lady I spoke with was very compassionate about my situation and gave lots of reassurance and helpful advice. This helped me find my way forward with confidence. Very happy with the customer service and the advice given.

I have regular support from Farah. She has always been very supportive and helpful. I suffer with anxiety and she has always had a lot of patience. She has given me a lot of confidence.

I am very thankful that we have a Citizens' Advice to turn to when we don't know where to turn. I am also grateful for the determination of the staff there to assist us in whatever way they can.

The reply was very thorough, thoughtful, well written and completely appropriate. I really appreciated the content of the response. Thank you for it.

I needed help with benefit fraud and it was really scaring me and when I got in contact with cab they put my mind at ease.

Such understanding and help, felt quite relaxed talking about my problems.

Your help, expertise and knowledge is a lifesaver and we are very privileged here to have this service. Your staff are always immensely patient, reassuring and efficient despite the amount of pressure and demands that they must be under continuously. Thank you to everyone.

The service I received was outstanding. I was made to feel at ease and put in touch with a wonderful lady who has help settle my problem which I am so grateful for.

The lady that helped me, I believe her name was Sue, was amazing! I had my toddler with me and was quite emotional, her kindness towards myself and my toddler & then the help she offered has been wonderful.

The gent I had help from at North Walsham office was excellent! He knew exactly what I needed to do and helped me the whole way through! He made me feel safe and secure and reassured me my info would go no further.

I had a lovely lady called Eileen help me with my problem, she explained all my options clearly in a way that I could understand. This made it easy for me to make the right application to the relevant parties, and so helped me get back into the work place.

Your continued advice has supported me immensely (I had no means and no where else I could go to). You have been the greatest support. Informative, knowledgeable unbiased and a real lifeline in desperate situation. I really do not know what I would have done without your guidance. THANK YOU

The service is excellent. Not sure what I could of done without the service over the years!

You responded really quickly with details of who I needed to contact to fully solve my problem. Amazing service thank you.

The help I received was absolutely wonderful. I had been suddenly bereaved and didn't know where to start. CAB gave me a great deal of help and advice. Thank you so much.

Thank you in very demanding times. Not just me but all you do your people are the most amazing and kind. I really do appreciate you all.

The service is excellent. Not sure what I could of done without the service over the years!

The advising staff were very understanding and put me at ease in helping to resolve my problems. I appreciated their kind and reassuring help. I was able to move on in resolving and settling the situation. Very, very much appreciated. Thank you.

“Your agent was **extremely approachable, knowledgeable & helpful.**”

DWP is a minefield for families like us who suffered a massive change of circumstances. CAB were awesome and I liked that we kept the same advisor through the whole process. You are all angels and we couldn't be more grateful.

“Very **courteous and friendly service.**”

Very helpful advice from them plus where to get further help from. Also advised that could get back in touch if needed at any time. So feel supported moving forward.

David helped me beyond belief. Thank you so much for this service. It's so important to so many people that this type of help and understanding is available.

Extremely helpful staff, calmed my stress & resolved the problem.

“It has given me a **direction.**”

Crisis & Energy

Our Crisis & Energy Department brings together:



Help Through Crisis

Our Help Through Crisis team analyses clients' complex issues and identifies solutions to help them resolve issues, improve physical and/or mental health, and maintain resilience following our support.



Energy

Our energy team provides in-depth energy advice, information on energy costs and efficiency, ensures clients are on the best possible tariff, and issues emergency fuel vouchers for those in need.



Food Bank Advisers

Our food bank Advisers are stationed at local food banks to provide support to vulnerable food bank users. These adviser are our frontline in some of the most deprived areas of the county.

Money & Debt

Our debt advisers look at a clients whole financial situation and how they can improve it.

**Maximising
income**

**Reducing
money going
out**

**Budget
Management**

**Providing
“Breathing
Space”**

**Addressing
priority
debts**

**Looking at
debt
repayment
options**

Signposting

Health & Wellbeing

Social Prescribing is a means of enabling GPs, nurses and other care professionals to refer people to a range of local, non-clinical services so that their needs can be addressed in a holistic way. Every surgery must offer some form of this support. (Also potentially known as community connectors).

It can help people to:

- Identify and resolve practical issues that are having a negative impact on their health and well-being
- Manage their own health and well-being independently
- Connect with sources of support

The service not only helps to change lives for the better but reduces the need for individuals to access health services for non-clinical support in the first place.

Norfolk Social Prescribing

North PCN	East PCN	West PCN	Central PCN
Norfolk Citizens Advice	South Norfolk and Broadland District Council	South Norfolk and Broadland District Council	The practice supply this themselves, internally
l.brook@ncab.org.uk	mark.deveney@southnorfolkandbroadland.gov.uk	mark.deveney@southnorfolkandbroadland.gov.uk	TBC
Magdalen Medical Practice Lawson Road Surgery Oak Street Medical Practice	East Norwich Medical Practices - Sprowston Primary Care Centre - Thorpe Health Centre Old Catton Medical Practice Lionwood Medical Practice Hellesdon Medical Practice Thorpewood Medical Group Woodcock Road Surgery Prospect Medical Practice Norwich Practices Health Centre	Wensum Valley Medical Practice - West Earlham Health Centre - Adelaide Street Health Centre - Bates Green Centre Trinity and Bowthorpe Medical Practice - Bowthorpe Health Centre - Trinity Street Surgery Beechcroft and Old Palace Surgeries - Beechcroft Surgery - Old Palace Medical Practice Roundwell Medical Centre Bacon Road Medical Centre Taverham Surgery	Castle Partnership - Gurney Surgery - Mile End Road Surgery - Tuckswood Surgery St Stephens Gate Medical Practice Lakenham Surgery UEA Medical Centre West Pottergate Medical Practice

- **East and West PCN**

Clients can self refer or be referred by going to the below website:

[Community Connectors | Broadland and South Norfolk](https://www.southnorfolkandbroadland.gov.uk/communities/help-hub/community-connectors)

www.southnorfolkandbroadland.gov.uk/communities/help-hub/community-connectors



Contact a Community Connector

Then click on the highlighted box to continue the referral.

- **North and Central PCN**

Clients would need to contact their practice to initiate this support asking for 'help from a Social Prescriber'

Health & Wellbeing

Community Connectors can also put you in touch with activities and groups in your area, or support you to start your own project, group or event.

Social prescribing can lead to many positive outcomes, including:

- helping you feel healthier and happier
- getting you involved with your local community
- linking you with new friends and like-minded individuals
- helping you back into work or accessing training and education
- helping you manage financial problems

Or alternatively:

- For Broadland District Council call 01603 430431 or email helphub@southnorfolkandbroadland.gov.uk
- For South Norfolk Council call 01508 533933 or email helphub@southnorfolkandbroadland.gov.uk

Our telephone lines are open Monday to Friday from 8:15am until 10pm (excluding bank holidays)

Emails will be monitored within office hours of Monday to Friday 8am until 5pm (excluding bank holidays)



Need advice?

We provide free, impartial advice to anyone and everyone.

**Adviceline :
0800 144 88 48**

The Adviceline is open on Mondays - Fridays from 9.30am - 4pm for telephone Advice.

**Email us:
www.ncab.org.uk/email-advice-form**

Our Advisers usually respond within 3 - 5 days but this can be longer during busier periods. If your query is urgent please call the Adviceline.

**Websites:
ncab.org.uk
citizensadvice.org.uk**





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Volunteer with us

All sorts of people volunteer with us and for many different reasons, but one thing that unites them all is that they find it challenging, rewarding and varied.

We have volunteer roles in all of our Norfolk offices from Face-to-Face Advisers, to Telephone and Email Advisers, as well as Reception and Administrators and Research and Campaigns and Social Media volunteers.

visit www.ncab.org.uk/volunteering





Citizens Advice helps people find a way forward.

We provide free, confidential and independent advice to help people overcome their problems. We are a voice for our clients and consumers on the issues that matter to them.

We value diversity, champion equality, and challenge discrimination and harassment.

We're here for everyone.

We're here to help.

Whoever you are.

Whatever the problem.

