

## What we do for you...

When you first visit us at our office one of our advisers will give you a brief initial assessment so we can assess your problem. We will then decide on a course of action to help you resolve your issue or will make an appointment for you. If you are a drop-in, please note that you are more likely to be seen if you visit us later in the day when we are less busy.

## How we help...

Our advisers will research your options and look at the possible outcomes of different courses of action. They will not tell you what to do but encourage you to make your own decisions. They will help you to make informed decisions by advising on your specific needs and giving you the facts on which to base those decisions.

Our staff are trained to advise on virtually any issue including:

- Debt
- Welfare Benefits
- Housing
- Employment
- Family and personal matters
- Taxes
- Consumer
- Immigration and nationality

Our advisers use all the latest information so that you are armed with the best and most accurate advice.

## Appointments

Our service is in huge demand and largely provided by a team of dedicated and highly skilled volunteers. Where we feel an advice appointment is the most appropriate next step we will explain to you any information you need to prepare or bring with you. We will also contact you by phone or text before the appointment to remind you about it. If you need to rearrange the appointment or fail to attend, then we will usually only offer one further appointment in order to be able to help as many clients as possible. If you no longer need your appointment, please let us know so that it can be used by someone else.