

Key facts about Citizens Advice in England and Wales



6.3 million advice issues dealt with



2.8 million people helped face to face, by phone, by email or by webchat



2,540 locations where we provide free and independent advice across England and Wales



8 in 10 people are helped to solve their problem



4 in 5 people said advice improved their lives for the better

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 believe the right advice changes lives

citizensadvice.org.uk



Published January 2021

Citizens Advice is an operating name of The National Association of Citizens Advice Bureaux. Registered charity number 1128367.

How Citizens Advice can help



**citizens
advice**

**Cheshire
West**

How we can help

We provide free, impartial and confidential advice, information and support to help local people overcome problems on a wide range of issues, including:

Benefits

Work

Debt and money

Consumer

Housing

Family

Law and courts

Immigration

Health

We also have access to solicitors to offer free appointments for:

Housing

Family

Immigration

We work with you to understand all the facts and explore possible options to help

Other support

We can also offer some practical support with form filling, letter writing and negotiating with third parties.

Community Connectors

We have four community connectors working throughout Cheshire West. They work with people who are particularly vulnerable on a long term basis, connecting them to services and advice and checking progress. You can contact our Community Connectors through your local Community Access Point.

Community Access Points

These are places where you can connect to us by freephone, by internet or by adviser appointments. To find out where your local community access point is, you will need to visit our website or look out for posters in your local community.



How to contact us

Website

citizensadvicecw.org.uk

Adviceline (freephone)

0808 278 7806

Monday-Friday 9am-4pm

Email advice

advicebyemail.org.uk

An adviser will get back to you as soon as possible

Help to Claim (freephone)

0800 144 8444

Monday-Friday 8am-8pm

Saturday and Sunday 10am-4pm

Energy Advice (network charges apply)

07715 634185

Monday-Friday 9am-4pm