

## Key facts about Citizens Advice Epsom & Ewell

 8,000 advice issues dealt with each year

 3,000 clients advised each year

 20 million visits to our national self-help website [citizensadvice.org.uk](http://citizensadvice.org.uk)

 Specialist advice for people with Mental Health issues across Mid & East Surrey Area.

 £1m additional income gained for clients, plus debts managed and other financial arrangements.

 70 skilled and trained staff both paid and volunteers. We are always looking for volunteers in various roles. If you are interested do get in touch.

 We are a charity wholly dependent on local funding to provide our service and would be very grateful for any donations.

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## Free, confidential advice. Whoever you are.

We help people overcome their problems and campaign on big issues when their voices need to be heard.

We value diversity, champion equality, and challenge discrimination and harassment. We're here for everyone.

[citizensadvice.org.uk](http://citizensadvice.org.uk)



*Citizens Advice Epsom & Ewell is an operating name of Epsom & Ewell Citizens Advice Bureau. Charity Registration number 1085779. Company Ltd by guarantee Registration Number 4079521 England. Authorised & Regulated by the Financial Conduct Authority FRN: 617602*

# How can Citizens Advice Epsom & Ewell help me?

 citizens advice

We're here to help. Whoever you are. Whatever the problem.

# Citizens Advice Epsom & Ewell

## How we can help

Our service is free, confidential and open to people who live, work or study in the borough of Epsom & Ewell. Staff are trained to advise on virtually any issue, including:

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

We arm you with all the facts and possible outcomes of different options. That way you can make the decision that's right for you. If needed, we can also offer practical support such as help with filling forms, writing letters or negotiating with third parties.



## Ways to get advice

- online via [citizensadvice.org.uk](https://www.citizensadvice.org.uk)
- over the telephone
- Drop in sessions

## What happens when you get to us

You'll be offered a short session with an assessor, who will identify the most appropriate way for us to help you. This could be giving you the information you need to solve your problem yourself, or it could be making an appointment to discuss your problem further. Sometimes we might direct you to a different organisation that is better placed to help.

## Specialist Advice Services (by referral)

- Mental Health Outreach
- Specialist Debt Project
- Tribunals & Appeals

## Languages

If English is not your first language, contact us for information about other languages we can provide advice in.

## Disabled Access

We have full disabled access including parking at the front of the building.

## BT Text relay & BSL Support

0344 411 1445

for deaf and hard of hearing callers

## Where to find us

Citizens Advice Epsom & Ewell  
The Old Town Hall,  
The Parade,  
Epsom,  
KT18 5AG

## Adviceline 0300 330 1164

Mon-Fri 10am - 4pm

## Drop in day-time sessions

Mon	10am - 1pm
Tue	10am - 3pm
Wed	10am - 1pm
Thu	10am - 3pm
Fri	10am - 1pm

## Drop in evening session

Tue 5pm - 7pm

**Website: [www.cae.org.uk](https://www.cae.org.uk)**

