

## CITIZENS ADVICE OFFICE HOURS

St Margaret's House,  
Gordon Rd

### **LOWESTOFT , NR32 1JQ**

Mon, Tues, Thurs, Fri

9.30 - 3.00pm

12 New Market

### **BECCLES , NR34 9HB**

Mon, Wed, Fri

9.30 - 2.30pm

(not 2nd Wed in the month)

8 Chaucer Street

### **BUNGAY NR35 1DT**

Tues, Thurs 9.30 - 2.30pm

Volunteer Centre, London Rd

### **HALESWORTH IP19 8LW**

Friday

10.00 - 12.00

(not 1st Friday in the month)

**citizens  
advice**

**North East  
Suffolk**

### **Free advice on issues that affect people including;**

Debts and money concerns  
Benefits and welfare issues  
Work and employment rights  
Housing problems  
Family and relationship matters  
Consumer disputes  
The Law and your Rights  
Discrimination  
Patients Rights  
Education etc..

### **Find our offices in;**

Lowestoft  
Beccles  
Bungay  
Halesworth

### **And our outreach locations in;**

Kessingland (Marram Green)  
South Lowestoft (Whitton Green)

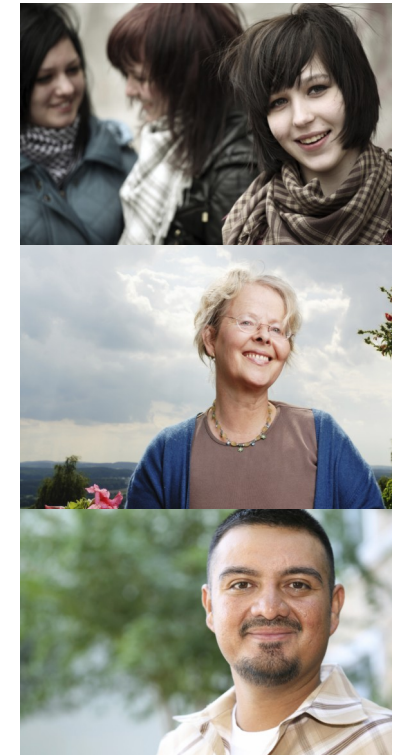
**For locations and times see  
the Contact Us page of our  
website;**

**[www.nesuffolcab.org.uk](http://www.nesuffolcab.org.uk)**

**November 2018**

**citizens  
advice**

**North East  
Suffolk**



**Free  
Independent  
Confidential  
Impartial**

# Citizens Advice North East Suffolk



We are an independent local charity that provides free, confidential, impartial, quality assured advice.

## We provide this advice

- At local offices
- At outreach venues
- Online at [www.nesuffolkcab.org.uk](http://www.nesuffolkcab.org.uk)

## Our twin service aims are

- To provide the advice people need for the problems they face
- To improve and influence the policies and practices that affect people's lives

People come to us with all sorts of issues - sometimes when they are facing a crisis and sometimes they're just considering their options. It doesn't matter who you are or what your situation is, we will always give you free, confidential, impartial advice. Our goal is to help everyone find a way forward, whatever problems they face.



## WHAT WE COVER - TYPICAL TOPIC AREAS

### DEBTS AND MONEY CONCERNS

Sorting out/getting out of debt, dealing with creditors, budgeting, bankruptcy, Debt Relief Orders, paying off rent arrears, eviction notices, court actions, bailiffs, creditor access to your money, your rights...

### WELFARE BENEFITS

Welfare benefits, national insurance contributions, Universal Credit, help on a low income with rent and council tax, sick and disabled benefits, disability payments, benefits for families, housing benefit restrictions...

### WORK/EMPLOYMENT

Your rights at work, parental rights, contracts, conciliation, tribunals and grievances, redundancy and dismissal, maternity/paternity rights, holiday pay, discrimination, health and safety at work, gangmasters...

### HOUSING

Finding a place to live, managing payments, court hearings and eviction, tenancy agreements, responsibilities, disrepair, paying off rent arrears, discrimination, buying/selling issues, neighbours, anti-social behaviour...

### RELATIONSHIPS/PERSONAL MATTERS

Living together, marriage and civil partnerships, ending a marriage, domestic violence and abuse, child maintenance, young people, looking after others as a Carer, death and Wills, changing your name...

### CONSUMER ISSUES

Buying faulty goods, online buying, cancelling and compensation, your rights, nuisance calls, struggling to pay contracts for phone/internet, energy suppliers, scams, buying from abroad, driving and parking...

### THE LAW AND YOUR RIGHTS

Civil rights, government, voting, Human Rights, legal action, being sued, taken to court, personal injury, immigration, privacy, personal data, Freedom of Information, use of CCTV...

### MISCELLANEOUS

Your rights regarding **Discrimination**; Problems with **Tax**, returns, refunds, paying back; **Patients' rights** under NHS; Access to **Education**...

We are members of the National Association of Citizens Advice Bureaux, a UK wide organisation, that sets universal standards for the quality of advice and training.

In Waveney, our achievements for our clients during 2017-2018 include;

**13,391** advice issues dealt with

**4,155** individual clients advised

**1,000+** visits to our website

**£3,825** average per client benefit/tax credit gain

**£29,931** total compensation/charity payments achieved

**£7,228** average per client debt re-scheduled

Nationally four in five say that help from Citizens Advice improved their lives in ways such as reducing stress, improving physical health or increasing their finances.

