

Key facts about Citizens Advice in Manchester



We helped 28,418 people with over 62,000 problems



We prevented 385 Manchester families from being made homeless



80% of our clients felt less stressed depressed or anxious following advice



We dealt with 11.4 million pounds of debt



We generated 9.6 million pounds worth of financial gains



96% of people surveyed were happy or very happy with our service



Over 38,300 visits to our website

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.



@ManchesterCAB



Citizens Advice Manchester



Citizensadvicemcr

citizensadvice.org.uk



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Citizens Advice is an operating name of The National Association of Citizens Advice Bureaux. Registered charity number 279057

How can Citizens Advice Manchester help me?

**citizens
advice**

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

Citizens Advice Manchester

How we can help

Our service is free, confidential and open to everyone in the community. Staff are trained to advise on virtually any issue, including:

- welfare benefits
- money and credit problems
- energy advice
- 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
- over the telephone
- via email
- face-to-face
- WhatsApp
- Skype

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 - in person, by phone or email. Sometimes we might direct you to a different organisation that is better placed to help.

Specialist services

- Hate Crime Reporting Centre
- Welfare Benefits
- Housing
- Energy
- Debt

Languages

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

Get in touch with us

Telephone: 03444 111 222

Website:

www.citizensadvicemanchester.org.uk

Walks in face-to-face sessions at Manchester Town Hall Customer Service Centre

Monday	9.30am - 2.30pm
Tuesday	9.30am - 2.30pm
Wednesday	9.30am - 2.30pm
Thursday	9.30am - 2.30pm
Friday	9.30am - 2.30pm

Telephone advice

Monday	9.30am - 5pm
Tuesday	9.30am - 5pm
Wednesday	10.00am - 5.30pm
Thursday	9.30am - 5pm
Friday	9.30am - 5pm

