

## Key facts about Citizens Advice in Uttlesford



Over 13,000 problems dealt with each year



Nearly 3,000 clients advised each year



Over 10,000 visits to our website [www.uttlesfordcab.org.uk](http://www.uttlesfordcab.org.uk)



We deliver services in Saffron Walden, Gt Dunmow, Stansted, Thaxted & Takeley (via video link)



Our disability benefits team make over 250 home visits a year



100% of clients who use our service say they would recommend us



Our service is mainly funded by District, County, Town & Parish Councils & local supporters - thank you!

## 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.

[www.uttlesfordcab.org.uk](http://www.uttlesfordcab.org.uk)



Uttlesford Citizens Advice bureau  
Company Registered no. 3771142  
Charity Registration No. 1078222  
Citizens Advice Bureau Member no. 65/0048

Authorised and regulated by the Financial Conduct Authority: FRN 617778

# How can Uttlesford Citizens Advice help me?

**citizens  
advice**

**Uttlesford**



## How we can help

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

- welfare benefits
- money and credit problems
- family issues including domestic violence
- housing
- healthcare & carer issues
- employment
- education & funding
- consumer rights
- neighbourhood disputes
- immigration and residency queries

We arm you with all the facts and the 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 in forms, making phone calls, writing letters or negotiating with third parties.



## Ways to get advice

- online via [uttlesfordcab.org.uk](http://uttlesfordcab.org.uk)
- over the telephone
- via email
- face-to-face at one of our offices

## 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 by email. Sometimes we might direct you to a different organisation that is better placed to help.

## Our promise

Our service is always:

- independent
- impartial
- confidential
- free

## Languages

If English is not your first language, please contact us for information about other languages in which we can advise you.

**Call us:** 01799 618840

**Visit our website:** [www.uttlesfordcab.org.uk](http://www.uttlesfordcab.org.uk)

## Contact us through:

[www.uttlesfordfrontline.org.uk](http://www.uttlesfordfrontline.org.uk)

## Visit us:

### Saffron Walden

Barnards Yard, Saffron Walden, CB11 4EB

**Open: Mon / Tues / Thurs / Fri 9.30 - 3.30**

### Great Dunmow

The Chestnuts, Suite 8, 4 Stortford Road, Great Dunmow, CM6 1DA

**Open: Tuesday - Thursday, 9.30 - 3.30**

### Thaxted

Community Information Centre, CM6 2LD

*By appointment only: Mondays, fortnightly 9.30 - 12.30*

### Stansted Mountfitchet

Spangles Children's Centre, CM24 8LR

*By appointment only: Thursdays, 9.30 - 12.30*  
**Mondays, fortnightly 9.30 - 12.30**

### Takeley Video link service

Parish Council Offices, Takeley, CM22 6QA

*By appointment only: Mon at 11.00 & 2.00, Fridays at 9:30*

