

## **CITY CENTRE CAB:**

**Telephone Advice Line: Mon to Fri: 9.30am to 4.30pm**  
**03444 77 1010** (calls cost no more than calls to geographic (01 or 02) numbers)

**To call a BT Text phone for the Deaf/hard of hearing:**  
**18001 03444 111445**

the charity for  
your community



| <b>Visit us at</b>  | <b>Drop-in advice sessions</b> |                  |
|---|--------------------------------|------------------|
| Ground Floor<br>Gazette Buildings<br>168 Corporation Street<br>Birmingham<br>B4 6TF | Monday                         | 9:00am to 1:30pm |
|   | Tuesday                        | 9:00am to 1:30pm |
|   | Wednesday                      | 9:00am to 1:30pm |
|   | Thursday                       | 9:00am to 1:30pm |
|   | Friday                         | 9:00am to 1:00pm |

## **About your visit**

When you first visit a bureau you will be given a ticket which guarantees your place in the queue. You will then have an interview with a 'gateway assessor'. From this short interview, they will discuss with you whether:

- Our self help information packs will answer your enquiry ▫
- You need an interview with a generalist or specialist adviser ▫
- You need specialist help from one of the bureau's partners.

If you need an appointment, we will make the arrangements with you. Please be aware that we are usually very busy, however, we will see you as soon as we can. There are often different services running at the same time so people will not be called in strict order of arrival.

## **Documents to bring**

Whether you are dropping in to the bureau or have an appointment, it's important that the adviser you speak to has as much information about your situation as possible. If you don't bring the necessary paperwork with you, you may have to come back another time, which means it could take you longer to get the help you need.

Depending on the nature of your enquiry, the following documents may be useful:

- decision letters that you are not happy with or wish to challenge (for example from DWP, HMRC, employer)

- other relevant correspondence
- tenancy agreement or mortgage details
- your bank statement (latest copy)
- your national insurance number □ income details (wages and benefits) □ receipts.

## **Who will I see?**

Birmingham Citizens Advice service is a local charity providing high quality advice delivered by fully trained volunteers and paid staff. Everyone you see will have access to our up to date information sources. Your first contact with us will be an interview to assess your problems, give you information and you may then be referred for an appointment with a generalist or specialist caseworker dependent on your needs.

Our advisers don't tell clients what to do, but explain the options and the possible outcomes of different courses of action. We can:

- help you to negotiate with companies or service providers, such as creditors, or to appeal against decisions, for example on welfare benefit claims
- write letters or phone companies and service providers on your behalf
- help you to prioritise problems, for example, to sort out which debts are most important
- help you with form filling, for example, to claim for welfare benefits
- represent you in court and at tribunals
- refer you to Citizens Advice Bureaux specialist caseworkers for complex problems or to other agencies when appropriate.