

## Peterborough Citizens Advice Bureau

Peterborough CAB is a registered charity and incorporated as a company limited by guarantee. Established in 1967 it operates from premises located in Peterborough City Centre at 16-17 St Marks Street and is situated a short walking distance from the main shopping centre and near to public transport facilities.

**The Bureau's mission is to be FIRST CHOICE provider of advice for the people of Greater Peterborough, achieved by giving free, independent, confidential and impartial advice, support, and representation to benefit and empower all its clients. QUALITY and EQUALITY are the standards that will apply**

The Bureau is a member of Citizens Advice, whose stated objectives are:

- to ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities or of the services available to them or through an inability to express their needs effectively

And equally

- to exercise a responsible influence on the development of social policies and services, both locally and nationally.

We have diverse aims in that we supply a wide range of advice services that are intended to meet the advice needs of people of all ages, genders, groups, and economic conditions in Peterborough.

We have particular aims in relation to the need to address issues relating to inequality, especially with regard to individuals who have difficulty because of their personal circumstances such as: ethnicity, health, gender, sexuality, disability or poverty, in accessing services, obtaining their rights and exercising them within the legal framework of Society.

The General Advice Unit is staffed by trained volunteer advisers and is fully supported by paid staff. This service, which is available from 9 am to 5 pm Monday to Friday, operates a 'same day' assessment system subject to availability. In our building there are ground floor interview rooms, together with disabled toilet facilities; there is also ramp access for those clients with mobility problems. A telephone service is available during opening hours, after hours or when the phone is engaged, an interactive 'Q Call' telephone advice service is available on the advice line.

Information and advice are provided on a wide range of subjects, including: housing, welfare rights, debt, family and relationship problems, consumer rights immigration and nationality, employment and many more. A volunteer adviser who has undergone extensive training to a nationally accredited standard initially interviews clients. Advice can be accessed in person, by telephone, fax or e-mail. We offer a limited home visiting service to those clients who are unable to visit the Bureau due to disability or other exceptional factors.

The Bureau has specialist advice services in Housing, Debt and Welfare Rights and holds contracts in those areas of law from the Legal Services Commission. Contracts are also held with Peterborough City Council to provide general advice. We also hold contracts with NHS Peterborough, HMP Peterborough, the Big Lottery Fund, Macmillan Cancer Support, Cross Keys Homes, Home Group & the Financial Inclusion Fund The specialist units employ nine paid staff that are able to provide help and representation in Court, Social Security and Disability Appeal Tribunals and to the Social Security Commissioners.

The Bureau has hearing loops and can offer BSL advice for deaf clients. A weekly Welfare Rights advice session is held at the Rivergate Primary Care Centre on a Wednesday morning. Projects are also ongoing to provide CAB advice in health settings, to cancer patients, Gypsies & Travellers and inmates at HMP Peterborough.

Peterborough CAB is an established and proven advice agency working within the heart of Peterborough.