

YOUR JOURNEY



**citizens
advice**

When you attend Citizens Advice Walsall you will be allocated a number. You will be requested to wait until your number is called.

If your enquiry is in respect of budgeting or money advice, please let reception know when you first attend. We will then allocate you to the Money Advice queue to see a specialist caseworker.

There will be occasions particularly in the afternoon where we will not have an available Money Advice Caseworker. Instead, you will be allocated a number and then be assessed by reception. You will have to wait your turn.

When your number gets called out, we will have a chat with you at the desk and go through an assessment with you. We will work hard to make sure your matter is dealt with, but please bear in mind the amount of time you might have to wait. If you require a confidential chat please tell us when your number is called out and we can use a private room to talk to you.

During your assessment at reception, we will consider the most appropriate way to support you on the day:



INFORMATION & SIGNPOSTING

Our supervisor can talk to you about your problem and will either give you some information over the desk, or signpost you to another organisation who can give you more specialist advice.

You can also access advice by the **telephone** or by **e-mail**. To get advice over the telephone, all you need to do is ring **0300 330 1159**.

To get advice by e-mail, just e-mail **advice@cab.walsall.org.uk**

REFERRAL TO OUR SPECIALIST TEAMS

We may be able to refer you to one of our specialist teams. We may be able to book pre-booked or same day appointments for the:

MONEY ADVICE TEAM

BBO FAMILY MATTERS

LEGAL AID HOUSING CONTRACT

GIVE YOU A SAME DAY APPOINTMENT

Generalist Advice

It may be that you need a face to face appointment to see an adviser.

This is a limited service as this is volunteer led and will depend on how many volunteers we have in to help us.

If we have availability we will allocate a same day appointment.