

# What does Citizens Advice Hull & East Riding do?

**citizens  
advice**

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

# Citizens Advice Hull & East Riding

## How we can help

We provide free, confidential and independent advice to help people overcome their problems. We are a voice for clients and consumers on the issues that matter to them, we campaign on big issues. We value diversity, champion equality and challenge discrimination and harassment. We are here for everyone.

Our staff are trained to advise on many issues, including:

- welfare benefits
- housing
- employment
- consumer rights
- human rights
- neighbourhood disputes
- education and healthcare
- money and credit problems
- immigration and residency queries
- 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, negotiating with third parties, or acting on your behalf.

## Ways to get advice

- over the telephone
- face to face
- via email
- online via [citizensadvice.org.uk](https://citizensadvice.org.uk)

## Specialist Services

- Money and Debt Advice
- Connect Well
- Energy Advice Programme
- Universal Support help to claim
- Community Connect
- Armed Forces Money Advice
- Pension Guidance
- Building Better Opportunities

## Languages

If English is not your first language, we have access to translation services.

**Free, confidential advice. Whoever you are.**

## **Our dedicated staff and volunteers**

Volunteers support the delivery of our work alongside paid staff. Our volunteers come from all sorts of backgrounds and help with everything we do: IT, administration, campaigning, giving advice.

Our volunteers benefit from the experience too – for example all our retired volunteers believe volunteering keeps them mentally active, and nine in ten unemployed volunteers believe it helps them to move into employment or education.

## **We share one goal**

Volunteer, employee or supporter, we all believe in the same thing; a fair society for all, free from the effects of poverty and injustice.

We help people, families and communities by providing advice that helps people overcome their problems and campaigning to ensure that people's voices are heard

## **Interested in volunteering?**

If you would like to find out more information, please contact [volunteering@hull-eastridingcab.org.uk](mailto:volunteering@hull-eastridingcab.org.uk)

## **Interested in making a donation?**

We are a local charity and rely on grants and donations to continue our work. If you would like to make a donation please call us on 01482 328990.

## **Accessing advice**

Telephone : **0800 144 8848 (free phone)**. Mon – Fri 9.am – 5.pm

E-mail Address: [e-advice@hull-eastridingcab.org.uk](mailto:e-advice@hull-eastridingcab.org.uk)

Our **drop in advice service** is located in Hull, Bridlington, Beverley and Goole. Check out our website for opening hours.

## **Outreach Sessions**

Pre Covid-19 we operated advice appointments from 36 community venues. These services are temporarily suspended.

Our **social return on investment** for 2020/21 demonstrates the value of our service. For every £1 spent on the Citizens Advice Hull and East Riding service in 2020/21:

- We benefit our clients by £13.94
- We save government and public services at least £3.54 and
- A minimum estimate of our social and economic value to society is £25.22.

**For every £1** invested in our service in 2020/21 we generated:

**£3.54**

in savings to government and public services (fiscal benefits)

**Total:**

**£9,311,124**

**£25.22**

in wider economic and social benefits (public value)

**Total:**

**£66,256,012**

**£13.94**

in financial value to the people we help (specific outcomes to individuals)

**Total:**

**£36,613,032**