

Citizens Advice



Citizens Advice



Citizens Advice nationally was founded in 1939 and has been in Swindon since that time. Prior to moving to Sanford House, we were located in Faringdon Road.

Listed below are our aims and principles:

AIMS

- To provide the advice people need for the problems they face
- To improve the policies and practices that affect people's lives



CITIZENS ADVICE

PRINCIPLES

- free
- confidential
- independent
- impartial



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We cover all aspects of advice, which are as follows:

- Welfare Benefits
- Debt
- Employment
- Immigration
- Family
- Consumer
- Housing
- Others



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We are a voluntary organisation. We have volunteers who support Citizens Advice in various capacities for example:

- Generalist Adviser - advising people on their various difficulties
- Reception
- Administrative tasks

We have paid staff who are in various positions such as welfare benefit and debt caseworkers. We also have an immigration adviser also.



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We have a Transitions Welfare Benefits caseworker John Bristow, who has been commissioned by Swindon Borough Council to provide welfare benefit advice to young people who are transitioning into adulthood. He also does welfare benefit appeal representation.

Clients are referred by Swindon Borough Council.



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How can we be contacted

Drop in triage conversation:

Cavendish Square Tuesday's 10am – 1pm and

Sanford House Thursday's 10am – 1pm

- Telephone advice line Monday to Friday 9.30 am to 4.00 pm everyday- tel no 08082787813 (free number)
- Email using contact form at [https://www.citizensadviceswindon.org.uk/contact -form](https://www.citizensadviceswindon.org.uk/contact-form)

see <https://www.citizensadviceswindon.org.uk/> for further information.