

Key facts about Citizens Advice in England and Wales



6.2 million advice issues dealt with



2.5 million clients advised



20 million visits to our self-help website citizensadvice.org.uk



2,500 locations where we provide free and independent advice across England and Wales



We help to solve the problems for two in every three of our clients



Four in five say that our help improved their life in ways such as reducing stress, improving physical health or increasing their finances



Citizens Advice is worth at least £750 million to society

Free, confidential advice. Whoever you are.

We help people overcome their problems and campaign on big issues when their voices need to be heard.

We value diversity, champion equality, and challenge discrimination and harassment. We're here for everyone.

citizensadvice.org.uk



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Citizens Advice is an operating name of The National Association of Citizens Advice Bureaux. Registered charity number 279057.

How can Citizens Advice Norfolk help me?

**citizens
advice**

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

Citizens Advice Norfolk

Offices also in Norwich, Wymondham,
Attleborough, Fakenham, Great Yarmouth,
North Walsham and King's Lynn

How we can help

Our service is free, confidential and open to everyone in the community. Staff are trained to advise on virtually any issue, including:

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



Ways to get advice

- online via citizensadvice.org.uk
- over the telephone
- via email
- face-to-face

What happens when you get to us

You'll be offered a short session with an assessor, who will identify the most appropriate way for us to help you. This could be giving you the information you need to solve your problem yourself, or it could be making an appointment to discuss your problem further – in person, by phone or by email. Sometimes we might direct you to a different organisation that is better placed to help.

Specialist services

- Specialist debt appointments available

Languages

If English is not your first language, contact us for information about other languages we can provide advice in.

Our contact details

H/O St Crispins House
St Georges Street
Norwich NR3 1PD

Admin Telephone: 01603 273120

Email: public@ncab.org.uk

Website: www.norfolkcab.org.uk

Norwich opening hours below, please check the above website for all our opening hours

Walk in face-to-face sessions

Monday	9.30am – 4pm
Tuesday	9.30am – 4pm
Wednesday	9.30pm – 4pm
Thursday	9.30am – 4pm
Friday	9.30am – 4pm

Telephone advice

Monday	9.30am – 4pm
Tuesday	9.30am – 4pm
Wednesday	3.30pm – 4pm
Thursday	9.30am – 4pm
Friday	9.30am – 4pm

