

**Epping Branch, 50a Hemnall Street,
Epping, Essex (01992 574989)**

Monday 9.30 am to 2.00 *pm appointment, drop-in
and telephone advice*

Tuesday 9.30 am to 2.00 pm *appointment, drop-in
and telephone advice* 2.00 pm to 4.00 pm
appointments for debt advice only

Wednesday 9.30 am to 2.00 pm *appointment,
drop-in and telephone advice*
5.00 to 7.00 pm *drop-in advice*

Thursday 9.30 am to 2.00 pm *appointment, drop
in and telephone advice*

Friday 9.30 am to 2.00 pm *appointment, drop in
and telephone advice (please note on Friday it is
appointments only between 9.30am - 10.00am)*

**Waltham Abbey Town Hall
(side entrance)**

**Highbridge Street, Waltham Abbey Essex
(01992 710353)**

Monday 9:45 am to 1 pm *appointments and
telephone advice only*

Tuesday 9:45 am to 1 pm *drop-in session*
1 pm to 4 pm *telephone only*

Wednesday 9:45 am to 1 pm *appointments and
telephone advice only*

Thursday 9:45 am to 1 pm *drop-in session*

Friday 9:45 am to 1 pm *appointments and
Telephone advice only*



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through the Big Lottery Fund



Case Work

If we believe that your enquiry is likely to require several interviews with you or on-going negotiation with an outside agency such as your employer then we may decide to assign a “case worker” to your enquiry. This will normally be an adviser with special expertise in the required area, and the case worker will introduce herself or himself to you.

If no case worker has been assigned to your enquiry then we will expect you to see the first available adviser on your next visit to us unless you have made an appointment to see a named adviser.

None of our advisers works full time at the bureau, and we all take breaks from time to time, so if you need urgent assistance then we may ask you to see whoever is available even though there is a case worker assigned to your enquiry.

Getting messages to us

We answer our telephone only during the opening hours shown on the front cover, and our telephone answering machine does not take messages. On days when we are short-staffed or unusually busy then we may be unable to answer every phone call even during opening hours.

If you need to get a message to us, but cannot reach us by phone, then we suggest that you either call round during our opening hours or write to us.

Things we do not do

Sadly there are a few things that we cannot do for you, mainly for legal reasons. These include:

- We will not give you investment advice nor will we help you with your tax return
- We will not help you write your will
- We will not help you to draw up a separation or child maintenance agreement
- We will not sign your passport application

but we can help you find someone to do the job!



Epping Forest District Citizens Advice Bureau

Charity Registration Number 1118465
Company Registration Number 5852220

**Free Independent
Confidential Impartial Advice
regardless of your race, gender,
national origin, disability or
sexuality**

**Loughton Branch, St Mary's Parish
Centre, High Rd, Loughton
(0208 502 0031)**

Monday 9.30 am to 1.00 pm *drop in
advice* 2.00 to 4.00 pm *telephone
advice*

Tuesday 9.30 am to 1.00 pm *drop in
advice* 1.00 pm to 4.00 pm
*appointments for debt advice and
disability form completion*

Wednesday 9.30 am to 1.00 pm *drop in advice
1.30 am to 3.30 pm drop in and telephone advice*

Thursday & Friday 9.30 am to 1.00 pm *drop in*



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Our Aims

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.

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

Social Policy

If a problem keeps cropping up, or if someone's situation seems particularly unfair, we report this to the Citizens Advice Social Policy Division which collects details of such matters from across the country and uses these to produce national reports.

These reports form the basis for discussions with and recommendations to local and central government and major companies.

Our Service

The service that we provide depends on the precise needs of the client and the type of issue that they have raised. Many matters are resolved in a single visit to the bureau by providing the client with the information that they need and identifying their options for dealing with the issue.

Where appropriate we draft letters for our clients to send in an attempt to resolve an issue, and if the adviser believes that it is appropriate to do so then we will make phone calls or write letters on the client's behalf.

We also help our clients to complete many types of official form, particularly the forms for sickness-related benefits such as Disability Living Allowance and Attendance Allowance, though assistance with these forms is by appointment only. We use on-line services wherever possible in order to reduce delays.

Our service is intended to enable and empower our clients to resolve their problems for themselves but in some specialist areas a specialist adviser will manage the client's case until it has been resolved.

Our Staff

Almost all of our advisers and administrative staff are volunteers who undertake to spend at least 8 hours per week working for the Bureau. Our advisers have all undergone training in each of the topics on which we provide advice.

Our Funding

We are an independent registered charity run by a trustee board of local people.

Epping Forest District Council provides most of our funding and we also receive an annual grant from Essex County Council

Who checks up on us?

We are a member of Citizens Advice (formerly the National Association of Citizens Advice Bureaux) which monitors the quality of both our service and our record keeping on a regular basis.

Helping us to help you

If you need advice on a document that you have received then it is essential to bring that document with you to your interview. This is especially true of court documents and letters from financial institutions such as banks and other lenders. In order to help you with a debt enquiry we must have details of all your debts.

If you have an enquiry about employment then your contract of employment, the letter offering you the job and your latest pay statement are each likely to be helpful if you still have them. Similarly if you have a complaint about goods or services then we will ask to see any order, receipt or guarantee that you have kept.

If you come by car then bear in mind that you may be with us for some time and that Waltham Abbey is frequently patrolled by traffic wardens.

In order for our appointments system to work properly clients must turn up on time. If you make a habit of being late or missing appointments then we may decline to make further appointments for you.

Quite often an adviser will agree with you the follow-up actions that you promise to take. It is entirely your responsibility to take these follow-up actions and we will not normally send you any reminders.

Domestic Violence and Racial Abuse

We are a "third party reporting centre" for both domestic violence and racial abuse.

Our Advice Areas

Your Daily Life

- Utilities
- Consumer Issues
- Travel
- Discrimination

Your Family

- Health
- Relationships
- Housing
- Education

Your Rights

- Civil Rights
- Legal System
- Immigration
- Discrimination

Your Money

- Benefits *
- Employment *
- Debt *
- Tax

* We have specialist advisers for each of these advice areas but your initial interview will normally be with one of our generalist advisers who will make an appointment for you to see a specialist if they feel that it is appropriate to do so.

We regret that we can only undertake case work for clients who live in the area covered by Epping Forest District Council. If you live in another local authority district we will try to find contact details for an advice agency that serves your district.

If you are unable to contact us but have access to the internet then you may find the information that you need at www.adviceguide.org.uk a web site run by the national charity Citizens Advice.