



Introduction to Citizens Advice Enfield

Nationally

We're a network of independent charities

We're a network of around 300 independent local charities across England and Wales. Our services are provided by 23,000 trained volunteers and 7000 paid staff.

Each local Citizens Advice charity is a member of the national Citizens Advice charity. All together we form the Citizens Advice service.

We're in 2,700 community locations (including GP surgeries, libraries and courts) in England and Wales.

We also give advice on consumer rights on our consumer helpline, support witnesses in courts through the Witness Service and give pension guidance to people aged over 50.

We've been a part of the local community since 1939

History

We have just celebrated our 80th birthday. We have been providing advice in the London Borough of Enfield since 2nd September 1939. We started in tiny offices in Fore Street Edmonton, staffed by a handful of volunteers. Today, most of the people you will meet at our current offices in Ponders End are still volunteers, but they are supported by a small team of paid staff.

War Time Problems Solved

AT EDMONTON CITIZENS' ADVICE BUREAU

Hundreds of Edmonton residents have been helped by the Citizens' Advice Bureaux which were established at the outbreak of the war by Mr. Harold Smith to help solve their problems.

In the first two weeks of their operation the Bureaux dealt with no fewer than 387 inquiries and 213 actual cases.

They embraced a wide variety of subjects—such as service allowances, air raid precautions, rent and mortgage difficulties, evacuation, hire purchase, blind persons' pensions, unemployment, and rates.

Many letters of appreciation have been received from persons who have been helped by the Bureaux. One states: "I wish to thank you for the letter which you so kindly sent me concerning my trouble. It has put new life into me."

Another reads: "It is nice to know we have Christian people in this country who stand by you in your trouble."

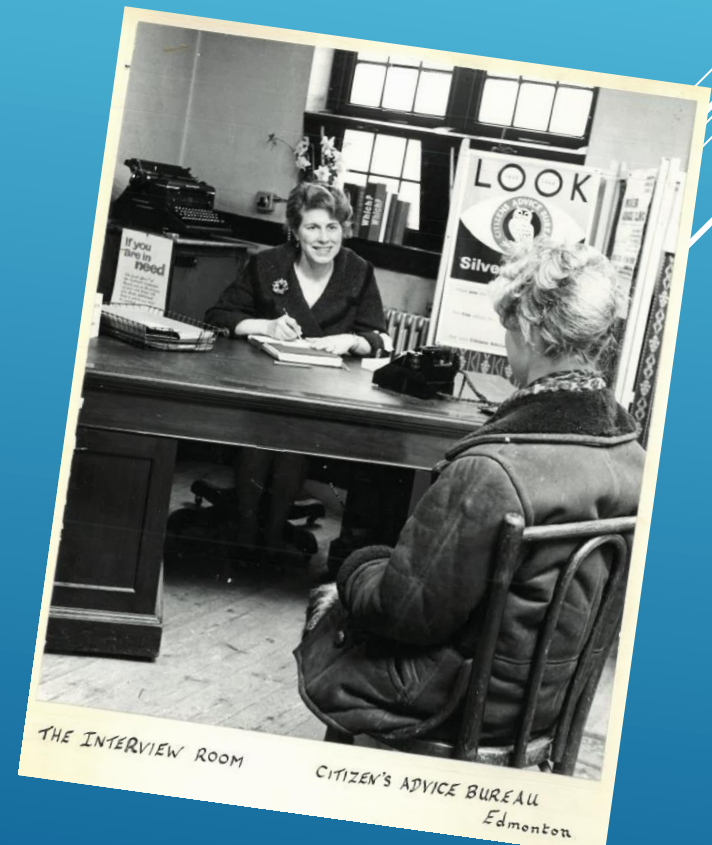
Bureaux are open daily at the Town Hall and in the vestibule of the "Regal" Cinema.

24/11/1939



THE INTERVIEW ROOM

EDMONTON CITIZEN'S ADVICE BUREAU



THE INTERVIEW ROOM

CITIZEN'S ADVICE BUREAU
Edmonton

citizens
advice

Enfield

Of course much has changed in the service since those early days. Not least the range of advice topics which I am told included rationing, growing your own vegetables and raising your own chickens, pigs and rabbits for slaughter, as well as recipes for feeding pet cats and dogs in an emergency! They also included access to emergency accommodation and how to calculate income tax, subjects still relevant today. Indeed much of the service remains the same. For example, a Picture Post article in the early 1940s concluded that bureaux are open to everyone *“and you should treat them as National Worry Clinics. You attend when you like for a consultation: put your case before a problem specialist; have it diagnosed; take suitable treatment. All in confidence and all quite free.”* And that in essence is what we still do today.



EDMONTON CITIZENS' ADVICE BUREAUX

DEVELOPMENT TO MEET FRESH DEMANDS

Edmonton's Citizens' Advice Bureaux have inaugurated another service for residents.

Mr. Harold Smith reports that volunteers have been secured to staff an extra session at the Town Hall in the mornings from 9.45 to 12 noon.

Despite the fact that the only notification was a bill posted outside the Town Hall, the past week has seen nearly fifty enquirers. The range of problems is gradually extending as the war proceeds, many at the present moment arising from difficulties which returned evacuees are experiencing.

Addresses and times of the bureaux are:—Morning—338, Fore-street, from 9.30 to 12 noon; Town Hall, from 9.45 to 12 noon.

Afternoon.—Town Hall, from 2 to 6 p.m.

Evenings.—Tuesdays and Thursdays: St. Alphege Hall, Tramway-avenue, from 7 to 9 p.m.; Fridays: 79, Church-street, from 7 to 9 p.m.

MORE HELPERS WANTED

More helpers are needed to run the Citizens' Advice Bureau which has been opened in the vestibule of the "Regal" Cinema.

Volunteers should offer their services to Mr. R. Rutledge, at the cinema.

The bureau is open daily (except Sundays) from 2.30 to 4.30 and from 6 to 8.30.

20/10/1939

AIMS & PRINCIPLES

The Citizens Advice service provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

Our Service aims:

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

What do we do?

We offer free, accessible, quality advice to anyone who lives in Enfield.

Lots of people don't realise that we are a charity and have to raise money like any other charity. To try and diversify our funding further we have opened two charity shops in Palmers Green – a first for any Citizens Advice on the UK mainland.





What do we do?

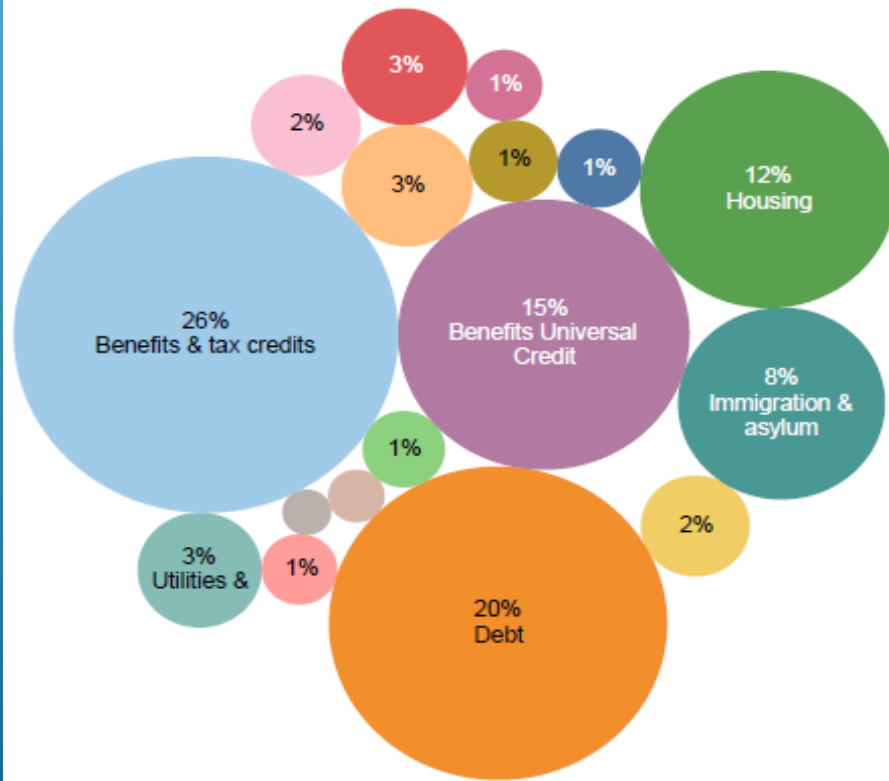
We can help with a number of different problems including: housing, employment, benefits, debts, health and community care, consumer, family, employment or immigration issues.

- In the last year we helped over 7,000 local people to solve over 31,000 problems.
- There were 17,650 advice sessions, telephone calls or email exchanges with clients.
- As well as our main service at Vincent House we provided advice from 15 community locations and visited 60 housebound people at home.
- We helped people claim £935,006 in benefits and manage almost £3 million of debt.

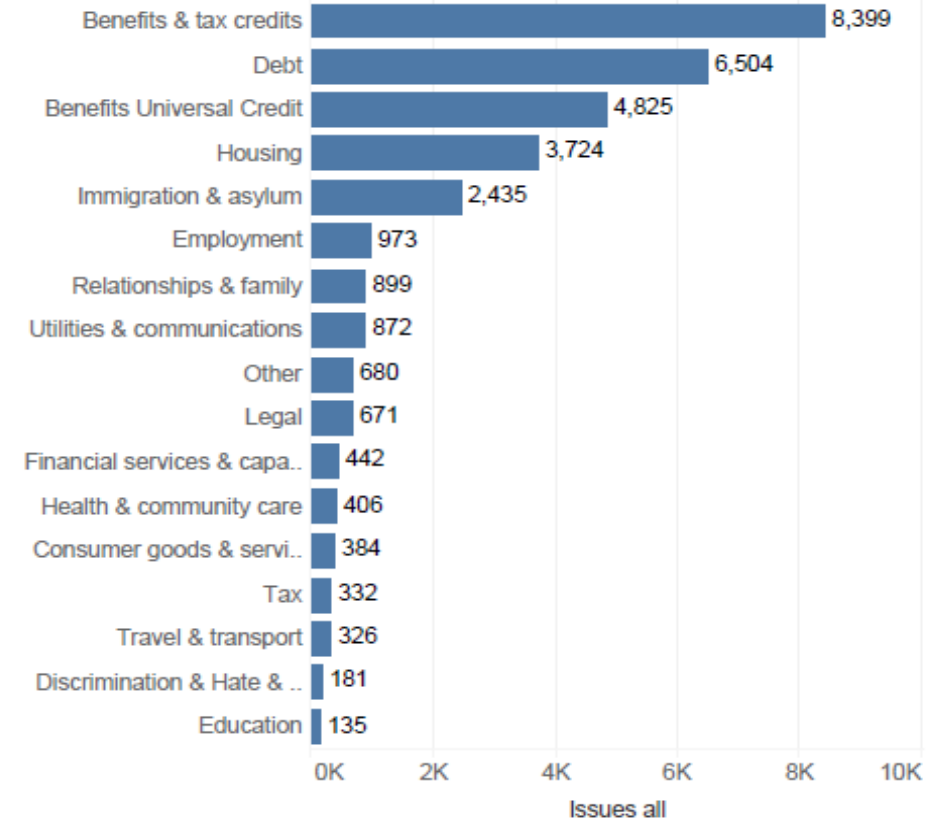
What sort of problems do people have?

Office group
Enfield (member)

Part 1 issues %



- Benefits & tax credits
- Benefits Universal Credit
- Consumer goods & services
- Debt
- Discrimination & Hate & GVA
- Education
- Employment
- Financial services & capability
- Health & community care
- Housing
- Immigration & asylum
- Legal
- Other
- Relationships & family
- Tax
- Travel & transport
- Utilities & communications



HOW TO ACCESS OUR SERVICE

The first thing to do is to see if we have the answer to your question on the [national website](#). This has lots of useful advice about problems with benefits, employment, debt, housing, family and legal issues, and much more. www.citizensadvice.org.uk

Do you need help to make a new Universal Credit claim?

At Citizens Advice Enfield, we can support you to make a new claim for Universal Credit, from opening your account to receiving your first full payment.

Call: **Freephone 0800 144 8 444**. 8am to 6pm, Monday to Friday

Need help with your application to the EU Settlement scheme?

You can drop in and see an adviser in Edmonton Green Library on Tuesdays, Enfield Town library on Wednesdays, or Palmers Green library on Fridays, from 10am to 4pm for help with your application.

Need advice on something else?

For any other enquiries call our Advice Line: **03003301167**. Calls are charged at local rate. Lines are open 10.00am – 4.00pm on Mondays and Thursdays only.

Email Advice

You can fill the [online form](#) and we will provide you with basic advice and information with relevant self-help fact sheets and links to useful sites to assist you with enquiries. www.citizensadviceenfield.org.uk

Drop-in

If you want to drop-in and see someone, we are open on Tuesdays, Wednesdays and Friday. The drop-in sessions are very busy, with long queues and you will usually need to get to us by 9:30AM to get a ticket so you are able to see someone.

The first interview will be short – about 20 minutes. We will find out what the problem is and how best to help you. We may need to book an appointment for you to come back and see an adviser to get the help you need.

Our address

Citizens Advice Enfield
Unit 3, 5 Vincent House
2e Nags Head Road
Ponders End
EN3 7FN

Are you sick or disabled and need to make an appointment at Citizens Advice Enfield?

Our partners at **Enfield Connections** have access to our appointment calendar and can book you in to see an adviser.

Call : **020 3960 0129** 10am to 3pm Monday to Friday

Email: **info@enfieldconnections.org**

Hearing impaired SMS and NGTS: **077 4164 7569**

I am based here at the Carer's Centre on Thursdays. You can book a 10am appointment to see me here on a Thursday through the Carers Centre, or a 12.30 or 2 pm appointment on a Thursday at the Carer's Centre by contacting Enfield Connections.

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Questions

