



## **Monmouthshire County Citizens Advice Information Sheet**

The Citizens Advice service assists people in overcoming their problems and to campaign on the issues when their voices need to be heard. We value diversity, champion equality and discrimination – we're here for everyone. We give free confidential advice which is independent and impartial. Advice is provided by paid staff and volunteers who are trained to give quality advice to an audited standard.

Our advice is available at four main offices in Abergavenny, Caldicot, Chepstow and Monmouth. Outreach is available in Abergavenny Community Enterprise, Gateway Credit Union in Bulwark, Raglan Village Hall, Tudor Gate Doctors Surgery and Usk Community hub.

Telephone advice is available to all the residents of the county Monday to Friday 9am to 5pm with recorded information outside of these hours. Telephone advice is also available in Welsh. The national number to call is 03444 77 2020. Advice is also available through the medium of webchat and through the national website [adviceguide.org.uk](http://adviceguide.org.uk)

We maintain a website, Facebook page and twitter account which have regular posts of information for the public and these can be found at:

Facebook:  
[www.facebook.com/monmouthshirecounty cab](http://www.facebook.com/monmouthshirecounty cab)

Twitter: @MonsCitizensAdv

Website:  
[www.citizensadvice.org.uk/local/monmouthshire-county/](http://www.citizensadvice.org.uk/local/monmouthshire-county/)

Specialist advice in welfare benefits and debt through funding from the Welsh Government is provided across the county by appointment and we hope that this will continue in the future as it is a heavily used service and gives great benefit to the clients. The work done with these and other clients provides income for the community.

We continue to work closely with Gateway Credit Union, Shelter and the social housing associations as well as developing referrals with Women's Aid and Mind.

We are represented on the Financial, Economic and Digital Inclusion Partnership and contribute to their work. We also are members of the Gwent Association of Voluntary Organisation.

We also attend the Third Sector forums for Gwent as well as the MCC managed Joining Up Volunteering initiative and many different forums managed by Citizens Advice both regionally and nationally

We continue to recruit and train volunteers and though we lose some to new horizons we maintain a steady number in the county as a whole. We currently have 74 volunteers for the county. The training and opportunities we give to volunteers is beneficial to them, our organisation and the community as a whole.

Our aim will always be to provide a high quality, preventative and collaborative advice and support to the community and extend access to our services as resources allow. We would very much like to spread our outreach locations more widely but being able to do this is very resource dependent.