

Help us

Citizens Advice Rochford & Rayleigh is an independent registered charity. We rely on grants, donations and gifts in kind to maintain our service and develop new initiatives.

How you can help

Financial help to enable us to train and support volunteers, and towards the cost of running the premises.

Ways to donate

- By cheque to our address overleaf
- Set up a standing order
- Via text. Send RRCA33
£2/£5/£10 to 70070
- Leave a legacy in your will

JustTextGiving
by  Vodafone

* Tax payers can increase the value of their gift at no cost to themselves through Gift Aid

- If you are upgrading office equipment, we may be able to make use of your old equipment
- To help us promote our services in the local community, we need sponsors for leaflets, posters and our annual report
- Donations for raffles, quizzes or sponsored events no matter how big or small, are always welcome

For more information please contact us

**citizens
advice**

Rochford & Rayleigh Citizens Advice Bureau
Registered Charity No 1082949

Contact us

Online: www.citizensadvice.org.uk

Telephone: 0344 477 0808

Calls cost no more than calls to geographic (01 or 02) numbers and will be included as part of a mobile allowance or a landline call package.

Email: www.rochfordcab.org.uk

Face to face assessments:

Rochford

Back Lane, Rochford SS4 1AY

Tuesday 10am-2pm
Thursday 10am-2pm

Rayleigh

Civic Suite, Hockley Rd, Rayleigh SS6 8EB

Monday 10am-2pm
Thursday 10am-2pm
Friday 10am-2pm

About us

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



**citizens
advice**

**Rochford
& Rayleigh**

About us

We're the UK's largest advice charity

We help people to resolve their problems and are equipped to deal with any issue, from anyone, spanning debt and employment to consumer and housing plus everything in between.

We're local and national

330 individual charities deliver advice from over 3,500 locations in England and Wales. This means we're run by local communities to meet local needs. The membership organisation - Citizens Advice - provides IT, training and operational support and coordinates actions at a national level to address the widespread problems we see.

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.



Get advice

If you are able to look things up for yourself on the internet, Citizens Advice has a simple to use website where you can find practical, reliable information to help you solve your problems. The content is regularly updated to maintain accuracy and reliability and includes news items and links to current Citizens Advice research and campaigns. It also includes frequently asked questions in other languages.

Whichever way you initially contact us we will follow the same approach to carry out an exploration of your problem. You may then be given information to solve your problem, an appointment with an adviser or referred on to someone who can help you further.

Consumer Helpline

If you haven't found the answer to your consumer problem on our website, the Citizens Advice consumer service may be able to help you further.

Call the Citizens Advice Consumer Helpline on 03454 040 506 (Mon - Fri 9am - 5pm)

Volunteer

Volunteering with Citizens Advice Rochford & Rayleigh is a great way to pick up skills, make friends and feel part of an enthusiastic team. There are a range of roles from giving advice to fundraising, administration, receptionist, campaigning and trusteeship.

Campaign for change

Citizens Advice Rochford & Rayleigh collects evidence of client's problems and uses this, anonymously, to campaign for changes in policies and services both locally and nationally. We regularly work with local MPs, local press, councils and other bureaux.

We speak up about the policies and services that cause people problems.

We act to raise the issues with those who are causing them and suggest how they could be avoided.

As well as giving a voice to our clients, our research ensures new policies are **based on evidence** rather than assumptions, benefitting many more people than we could ever advise one-to-one.

You can get involved by supporting our campaigns and helping us change things for the better.

More information

See @RochfordCAB for our Twitter feed and citizensadvice.org.uk/index/policy

And it's not just worthwhile; volunteering can also be fantastic fun and hugely rewarding. We're committed to equality of opportunity in recruitment and training, and offer a warm welcome to every volunteer, whatever their background.