

# Citizens Advice Sheffield

How we're helping the people of Sheffield during the cost of living crisis.

Page 1



Agenda Item 8

# Who we are

Citizens Advice Sheffield (CAS) is an **independent advice and advocacy** organisation based in Sheffield.

We are a registered charity and our services are **free to access**.

We are members of the national Citizens Advice network and the Law Centres Network.

## Our commitments

- Our services are accessible and available when needed
- We support prevention and early intervention
- We help people achieve the outcomes they want and which will have the greatest impact on their lives
- We make the best use of our resources to make the greatest difference



# Who we are

Every year **thousands of people** come to us for help solving their problems.

This means we're an **important part of the community**, with a credible understanding of local needs.

We use this understanding to tailor our services and help improve local policies and practices.



Last year we helped over **27,000 people...**



...with over **74,000 different issues**



# What we do

## Advice

We provide free specialist advice on several main areas of law:

Page 4

- Welfare Benefits
- Immigration
- Debt
- Employment
- Housing
- Consumer

We also provide generalist advice on a range of other issues.

## Advocacy

We are the leading providers of Sheffield Advocacy Hub, one of the largest advocacy services in the country.

Independent advocates work with clients to ensure that their voices and wishes are listened to and held at the centre of decision making.

Some independent advocacy is a statutory right, which means it is something people are entitled to under the law.

# How we work

As with many organisations and businesses in the UK, the way we deliver our services has changed over the past few years.

We are now predominantly a telephone and digital service with some face-to-face services located in community settings across the city.

We operate **Monday to Friday**, excluding bank holidays

You can speak to us over the **phone**, via **email**, **webchat** or by using a **Community Access Point**, or **face-to-face** (subject to circumstances)

We can provide our services in **various languages**, including Urdu/Punjabi, Arabic, Cantonese/Mandarin, Somali, and in British Sign Language



# Our work during the cost of living crisis

There is a concerted effort going on across the city and across sectors to get organisations to work together, making the most of limited resources to try and ease the impact for the most vulnerable.

Sheffield City Council are coordinating the response through a strategic group, which includes Citizens Advice Sheffield.

We are particularly focusing on:

- **getting information out** to people about how to maximise their income, manage debt, and access further support
- providing **targeted advice to those who need it most**, including in food banks and hospital settings
- **delivering training** for other frontline staff and volunteers (who work with vulnerable people) to equip them with basic knowledge about energy, benefits entitlement, and local support

# Our work during the cost of living crisis

## How we can help you

- Help accessing/applying for local welfare
- Food bank referrals
- Energy advice
- Debt advice and budgeting support
- Benefits advice and income maximisation
- Campaigning for more government support

# How to access help

Page 8



## Adviceline

**0808 278 7820**

10am - 4pm



## Help to Claim

**0800 144 8444**

8am - 6pm



## Consumer Line

**0808 223 1133**

9am - 5pm

All of our telephone services operate **Monday-Friday** (times vary).

Most of our numbers are **free to call** (local call charge rates apply to the language lines).



# How to access help



Page 9

## Language Lines

Somali *Somaliyeed*  
**0114 700 6896**

اردو Urdu ਪੰਜਾਬੀ Punjabi  
**0114 700 6881**

عربی Arabic  
**0114 700 2345**

Cantonese/Mandarin  
**0114 700 6102**



Advocacy Hub  
**0800 035 0396**  
9am - 5pm



Deaf Advice Service  
*Text/Whatsapp only*  
**07946 003349**  
9.30am - 4pm  
*Closed Tuesdays*

# How to access help



General enquiries

[getintouch@citizensadvicesheffield.org.uk](mailto:getintouch@citizensadvicesheffield.org.uk)



Advocacy Hub

[info@sheffieldadvocacyhub.org.uk](mailto:info@sheffieldadvocacyhub.org.uk)



Deaf Advice Service

[deafadvice@citizensadvicesheffield.org.uk](mailto:deafadvice@citizensadvicesheffield.org.uk)

For more information and to access self-help resources, visit our website [www.citizensadvicesheffield.org.uk](http://www.citizensadvicesheffield.org.uk)



# Thank you

Kirsty Sandamas, *Campaigns and Communications Manager*  
Citizens Advice Sheffield

Page 11



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