



**Citizens Advice**  
the charity for your community

## Our aims and principles

The Citizens Advice service aims:

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

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

## The principles of CAB advice

**Independent** – we will always act in the interests of our clients, without influence from any outside bodies.

**Impartial** – we don't judge our clients or make assumptions about them. Our service is open to everyone, and we treat everyone equally.

**Confidential** – we won't pass on anything a client tells us – or even the fact that they've visited us – without their permission.

**Free** – no-one has to pay for any part of the service we provide.

## Top five CAB client problems in 2009/10 (England and Wales)

- Debt (2,374,000)
- Benefits and tax credits (2,074,000)
- Employment (586,000)
- Housing (468,000)
- Relationships and family (333,000)

## How CAB advisers can help

There are a number of different ways that CAB advisers can help people to resolve a problem. Advisers don't tell clients what to do, but explain their options and the possible outcomes of different courses of action. Clients are encouraged to make their own decisions and act on their own behalf. We enable clients to manage their own problems by focusing on their needs as individuals.

CAB advisers, most of whom are trained volunteers can:

- interview clients face-to-face and by phone to find out what the problem(s) are
- access our regularly updated electronic information database for up to the minute information

- help clients to negotiate with companies or service providers such as creditors or to appeal against decisions, for example, welfare benefit claims
- write letters or phone companies and service providers on behalf of clients
- help clients to prioritise their problems, for example, to sort out which debts are most important
- help clients with form filling, for example, to claim for welfare benefits
- represent clients in court and at tribunals
- refer clients to CAB specialist caseworkers for complex problems or to other agencies when appropriate.

## **CABs in Cumbria**

### **Allerdale (Keswick) Citizens Advice Bureau**

Heads Lane  
KESWICK  
Cumbria  
CA12 5HD

Tel: 01768773472

#### **Bureau details**

Get advice online now from [www.adviceguide.org.uk](http://www.adviceguide.org.uk) for practical, reliable, up-to-date CAB information in English, Welsh, Bengali, Chinese, Gujarati, Punjabi and Urdu on a wide range of topics. The information covers England, Northern Ireland, Scotland and Wales and is continuously reviewed by our team of advisers.

Please note some bureaux can only give advice to people living or working in a certain area. Please check with the bureau that they are able to help you.

### **Eden Citizens Advice Bureau**

From Thursday 25th August 2011 until 19th September Eden CAB will be operating temporarily from Eden Mind whilst essential building work is being done to our Bureau.

Eden Mind is at Rowan House, St Andrews Churchyard  
PENRITH  
Cumbria  
CA11 7TP

Tel: 01768891503

### **Cumbria Rural Citizens Advice Bureau**

First Floor, The Library  
Ellerthwaite Road  
WINDERMERE  
Cumbria  
LA23 2AJ

Tel: 01539446464

### **Allerdale (Wigton) Citizens Advice Bureau**

Local Links  
Community Office  
Market Hall  
Church Street  
WIGTON  
Cumbria  
CA7 9AA

Telephone 01900 702890

### **Appleby in Westmorland**

The Riverside Building  
Chapel Street  
APPLEBY IN WESTMORLAND  
Cumbria  
CA16 6QR

Tel. 01768 891503

### **Kendal (South Lakeland) Citizens Advice Bureau**

Blackhall Road  
KENDAL  
Cumbria  
LA9 4BT

Tel: 01539 738772

### **Carlisle Citizens Advice Bureau**

5-6 Old Post Office Court  
CARLISLE  
Cumbria  
CA3 8LE

Tel: 01228 633900 – advice

Tel: 01228 633909 – reception

[www.carlislecab.co.uk](http://www.carlislecab.co.uk)

### **Botcherby Healthy Living Centre**

Healthy Living Centre  
15 Botcherby Avenue  
Botcherby  
Carlisle  
Cumbria  
CA1 2TU

Tel: 01228 633909

### **Citizens Advice Allerdale (Maryport)**

Selby Terrace  
MARYPORT  
Cumbria  
CA15 6NF

Telephone (01900) 604735

### **Allerdale Citizens Advice Bureau**

Vulcans Lane  
WORKINGTON  
Cumbria  
CA14 2BT

Tel: 01900 604735

 [www.allerdalecab.org.uk](http://www.allerdalecab.org.uk)

### **Egremont Delucy Centre**

Age UK  
14/15 Market Place  
Egremont  
Cumbria  
EGREMONT  
Cumbria  
CA22 2AF

### **Copeland (Whitehaven) Citizens Advice Bureau**

Tangier Buildings  
Gregg's Lane  
(Off Tangier St)  
WHITEHAVEN  
Cumbria  
CA28 7UH

Tel: 01946 693321

### **Ulverston (South Lakeland) Citizens Advice Bureau**

Town Hall Annexe  
Theatre Street  
ULVERSTON  
Cumbria  
LA12 7AQ

Tel: 01229 585585

[www.cabsouthlakeland.org.uk](http://www.cabsouthlakeland.org.uk)

### **Grange Over Sands Citizens Advice Bureau**

Hampsfell Road  
GRANGE OVER SANDS  
Cumbria  
LA11 6DZ

Tel: 015395 33100

### **Copeland (Millom) Citizens Advice Bureau**

31 Wellington Street  
MILLOM  
Cumbria  
LA18 4DG

Tel: 01229 77395

### **Barrow-In-Furness Citizens Advice Bureau**

Ramsden Hall  
Abbey Road  
BARROW-IN-FURNESS  
Cumbria  
LA14 5QW

Tel: 01229 830367

[www.barrowcitizensadvice.org.uk/](http://www.barrowcitizensadvice.org.uk/)

### **Haltwhistle**

Masonic Hall  
Greenholme Road  
HALTWHISTLE  
Northumberland  
NE49 0AX

Tel: 01434 322539

### **Cleator Moor**

Town Council Offices  
The Square  
CLEATOR MOOR  
Cumbria  
CA25 5AP