

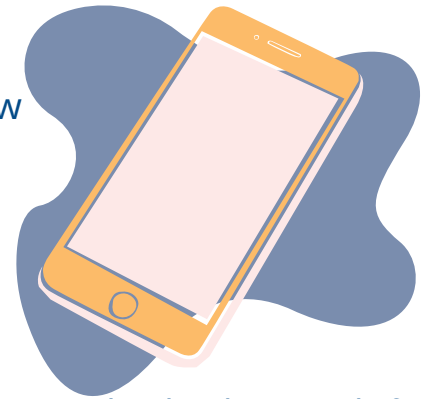


Getting Advice from Citizens Advice Somerset

Did you know there's a county wide service here in Somerset that provides free, confidential advice on just about anything that might be happening in your life. Leaving home? Communicating with an employer? Working out banking? Running low on cash for the meter? That's us. Citizens Advice Somerset. Our motto is that we help people find a way forward.

Our advice is confidential and free. You can even approach us anonymously for advice, although choose a name you'll remember so you can come back for future advice if needed. Just give us an email or phone number.

Contact us on 0808 27 87842 or through our [online advice form](#). On the next page you can see how that form could be filled in, and what would happen next. In person appointments are available for those who need them.



Our phone line is available during 10am to 4pm on Monday and Friday and 10am to 8pm on Tuesdays, Wednesdays and Thursdays. Just a note that there is a high demand for telephone advice so you may not immediately get through but keep trying. Text Relay users should use prefix 18001 and then dial 08082787842

We have also have online information. [National Citizens Advice](#) has a huge range of online advice on a wide range of topics which is updated regularly. [Citizens Advice Somerset](#) has resources specifically for young people.

Stay up to date or get involved

If you are interested in more information on up to date information on issues you may be facing, free training courses and local events, sign up to our Young Citizens Advice newsletter by emailing ycas@tauntoncab.org.uk.

View past newsletters and resources on our [website](#).



HELLO

The word 'HELLO' is written in a bold, sans-serif font. The 'H' is blue, the 'E' is orange, the 'L' is grey, and the 'O' is blue. It is set against a light orange, rounded rectangular background.

If you have any questions or might like to get involved with letting Under 25s know about us please get in touch at ycas@tauntoncab.org.uk. We love to have people review our resources, or help us create social media.

Completing the Online Advice Form

You can fill in the form yourself or ask someone to help you. This is an example of how the query section might be completed. Just say what you need to ask.

Situation - Start with an introduction. This helps us see the situation you are dealing with, and can also help us see what support you might be able to get:

I am [age], living at home/supported housing/assisted living. I am an apprentice/unemployed/part or full time employed/a member of the armed forces/in education x days a week. I do/do not have children.


What is the problem or question and have you taken any steps already?

Tell us what's going on for you. Are there any particular issues, e.g. is there any discrimination, health issues or other matters that might be worsening or affecting the situation? If this is a dispute, be clear about who the situation is with, and what contact you have had from them, if any.



Urgent Deadlines and Further Information

Are you aware of any dates e.g. a deadline for returning forms, or an eviction notice? This might also include the best way to contact you, your preferred name or pronouns, the best times to reach you or anything else you would like us to know.

NEXT  Once you get in touch with us, we try to reply within three working days, so Monday-Friday. Someone may contact you to carry out a full assessment of the problem as well as your circumstances to make sure we can give you all available options. We cannot decide what you should do, but we can help you see what the choices are.

Depending on the situation, it might be that we can help with practical steps such as filling in a form or submitting an appeal. Alternatively if you feel confident, we can give you resources to empower you to take action for yourself. We keep notes of our cases with clients so you can always return for further advice when/if necessary. You can also ask for these to be deleted at any time.

