



Hillingdon Citizens Advice

UXBRIDGE CAB, The Colonnade, Civic Centre, Uxbridge. UB8 1UW

PRESS RELEASE

30.6.11

ADVICE TO HELP MORE PARENTS OF YOUNG CHILDREN



Parents with children under 5 can now access CAB advice at the new Charville Children's Centre, along with a range of other services and activities, making a total of 7 Children's Centres* in the borough where CAB advisers regularly visit to give free and confidential advice on common problems.

By far the most frequent issue found to be affecting parents of young children is the complexity of claiming Tax Credits and different types of benefits.

In the two full years the CAB outreach advice service has been running the advisers, Teresa Dalton and Nadine Bryan, have dealt with 5,241 issues and have gained parents an extra £929,260 in benefits and Tax Credits. They have also helped parents deal with over £1 million of debt.

In the most recent survey of parents 94.7% said they felt that their confidence and ability to deal with problems had improved as a result of the advice service and 76.8% said that it had made 'a great deal of difference' to their situation.

For example, one mother with four children, post-natal depression and over £10,000 of debt asked for help with possession action for rent arrears and bailiff action for her Council Tax arrears. With the assistance of an adviser her family's income was increased by £6,514 per annum, an affordable debt repayment plan arranged and the bailiff's levy on her car lifted so that she could return to work.

HILLINGDON ADVICE & INFORMATION LINE 0870 126 4021 Website: www.hillingdoncab.org.uk

Registered office: Hillingdon and Ealing Citizens Advice Limited, Key House, 106 High Street, Yiewsley. UB7 7BQ
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Comments on the free service made by parents include *"The service is amazing and you are not made to feel stupid at all, just straight simple advice"* and *"If the CAB service was not running at the Children's Centre I don't think I would have raised the issues I had or asked for help as its just too overwhelming by myself"*.

The participating Children's Centres are:

- Belmore,
- Charville,
- Colham Manor,
- Uxbridge College,
- Nestles Avenue,
- Harefield and
- Hillside Children's Centres.

To access the full range of services at the Children's Centres parents need to register with the Centre of their choice.

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Notes to Editors

- The Citizens Advice service comprises a network of local bureaux, all of which are independent charities, and national charity Citizens Advice. Together we help people resolve their money, legal and other problems by providing information and advice and by influencing policymakers. For more information in England and Wales see www.citizensadvice.org.uk
- The advice provided by the Citizens Advice service is free, independent, confidential, and impartial, and available to everyone regardless of race, gender, disability, sexual orientation, religion, age or nationality. For online advice and information see www.adviceguide.org.uk
- Citizens Advice Bureaux in England and Wales advised 2.1 million clients on 7.1 million problems from April 2009 to March 2010, an 18% increase on the previous year. For full 2009/2010 service statistics see: www.citizensadvice.org.uk/press_20100517
- Out of 22 national charities, the Citizens Advice service is ranked by the general public as being the most helpful, approachable, professional, informative, effective / cost effective, reputable and accountable. (nfpSynergy's Brand Attributes survey, May 2010).
- Most Citizens Advice service staff are trained volunteers, working at around 3,300 service outlets across England and Wales.
- You can get details for your nearest CAB by texting CAB followed by your postcode (making sure that there is a space between the two) to 64446. This will return the address and phone number of your local bureau along with a link to Adviceguide.