

Money Advice



Our Promise

Our Money Advice Service provides a free, confidential, impartial, non judgemental service. We will advise you on money matters including, dealing with debt budgeting and welfare benefit entitlement.

We will:

- Contact you within 2 working days, from your initial enquiry or referral.
- Provide basic information over the telephone, if requested.
- Where necessary, signpost you to other support agencies.
- Arrange a mutually convenient appointment, home visit, if requested or drop in at an outreach venue within private facilities.
- Inform you of the information that you will need to bring to the appointment.
- Ask you to keep your appointments and contact us if you are unable to make your appointment.
- If 2 consecutive appointments are missed we may be unable to help you further. *This is due to the high demand of the service and the appointment could be offered to someone else with a more urgent situation.*
- Provide support on a one to one basis.
- Draw up a income and expenditure sheet.
- Provide you with advice tailored to your individual needs.
- Help you to prioritise your debts, taking into account the implications for non-payment.
- Provide you with advice on the options that are available to you.
- Agree an action plan of the steps that need to be taken to better your situation.
- Empower you for self help in addressing your debt problems. Where extra support is needed, help you to negotiate with your creditors.
- Take a holistic approach when dealing with your financial difficulties.
- Provide customers with individual needs, communication aids such as, interpreters, hearing loop.
- If needed or requested, provide Support Workers or Carers with a copy of the information discussed.

We will not continue to help you if we find that you have been dishonest or your situation has worsened due to you constantly not carrying out our advice