

Over 3,000 people across Wokingham Borough have received help from the One Front Door this year

Our staff and volunteers delivering the borough's **One Front Door** telephone line provide **free, independent and impartial advice** and **links you up with charities and services to meet your needs.**

As the Wokingham Borough Community Response we're **working together** with **the charity sector, GPs and local councils to support your practical problems, health and wellbeing.**

We also help people overcome problems which can impact on your wellbeing such as welfare benefits, debt, housing, employment law, supporting your mental health, domestic violence, immigration, consumer, education and much more.

We know that these are difficult times and we're all here to support you - there is no wrong reason to call us - we're all here to help you, when you need us!



0300 330 1189

Monday-Friday 9am-5pm

Saturday 9am-1pm

voicemail out-of-hours



**citizensadvicewokingham
.org.uk**

**citizens
advice**

Wokingham



**WOKINGHAM
BOROUGH COUNCIL**



0300 330 1189



98% of clients would recommend One Front Door to others and 96-97% of all calls have been answered from April-August 2020



Citizens Advice Wokingham is a local advice & information charity providing free support



We work with other local charities, local councils and GP surgeries to get you the best support relevant to your circumstances



Our team, supporting you from their homes and local community spaces, will ask questions and help identify the best way forward to support your problem(s)

How we helped Abdul's family

Abdul called Citizens Advice in July whilst he was on furlough, along with his wife, and was being made redundant. Concerned about keeping up payments on their mortgage and other bills they wanted to see how the One Front Door could help.

We:

- Gave employment advice on how to handle the redundancy process
- Provided a welfare benefit check and helped to claim the appropriate benefits
- Liaised with Wokingham Borough Council on spreading out council tax payments
- Helped the family with their budgeting
- Reviewed local mental health and wellbeing resources to help them through this difficult time
- We made a referral to Link Visiting Scheme for telephone buddy support