



# A guide to Citizens Advice Shropshire

## Who we are

We can all face problems that seem complicated or intimidating. At Citizens Advice Shropshire we're here for the community across Shropshire.

For over 80 years Citizens Advice has been offering free, confidential and impartial advice for anyone who needs it, whoever you are, whatever your problem.

## How we can help people

Our trained advisers can support on a whole range of things - debt, benefits, work, housing and consumer issues. No matter how big or small the problem.

We also have specialist advisers who can support on more complicated matters:

- Shropshire Information Advice and Support Service (IASS) acts as a first point of contact for parents and carers of children and for young people aged up to 25 who have special educational needs and disabilities (SEND) or related health and social care needs.
- Pension Wise is a free and impartial government guidance service about the different ways you can take money from your pension.
- Specialist Debt Team provides specialist advice on managing your money and dealing with your debts.

**And there are lots of ways for people to access our advice.**

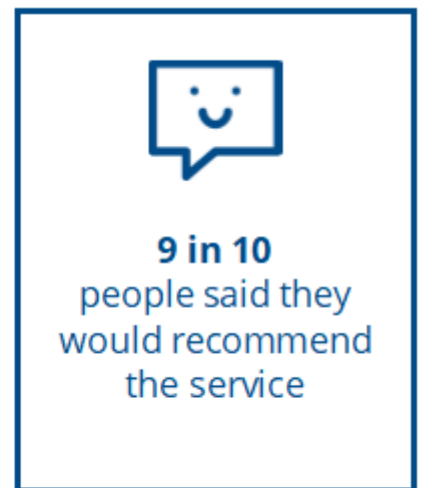
**On the web:** The Citizens Advice website is available 24/7 and is packed full of self-serve advice. Our advisers are available via webchat and over the phone and we also offer video and face-to-face appointments.

Find out more here: <https://www.cabshropshire.org.uk/>

### On the phone:

- **FREE** Shropshire Adviceline: **0808 278 7894**  
Text phone: 18001 0800 144 8884  
Open Monday to Friday 10am to 4pm
- Specialist Debt team: **01743 280019**  
Open Monday to Friday 10am to 4pm
- **FREE** Citizens Advice Consumer Helpline: **0808 223 1133**  
Text phone: 18001 0808 223 1133
- **FREE** Universal Credit: Help to claim: **0800 144 8 444**  
Text phone: 18001 0800 144 8 444  
Open Monday to Friday 8am to 6pm

## The difference we make



Source: Client satisfaction survey 2019/20

Video URL: [https://youtu.be/uzbQJrDhs\\_M](https://youtu.be/uzbQJrDhs_M)