




We help thousands of people every year...


In 2018/19 alone this included:

 **42,393**
advice issues dealt with directly

 **17,272**
people helped face to face, over the phone or by email

 **222,702**
visits from Wiltshire to online advice at citizensadvice.org.uk

 **+ 8 in 10**
people said their problem was solved following advice

 **4 in 5**
people said our advice improved their lives, including their health and finances

Free, confidential advice. Whoever you are.

We help people overcome their problems and campaign on big issues when their voices need to be heard.

We value diversity, champion equality, and challenge discrimination and harassment. We're here for everyone.



Wiltshire Citizens Advice is an independent charity. Registered address: Wiltshire Citizens Advice, 3 Avon Reach, Monkton Hill, Chippenham, Wiltshire SN15 1EE. Charity Registration Number: 1062219. Company limited by guarantee in England & Wales 03204218. Authorised and regulated by the Financial Conduct Authority. FRN: 617798.

We have a complaints handling procedure. Please write to us at the above address to request a copy of the complaints leaflet to be sent to you.

Working in partnership with

Wiltshire Council
Where everybody matters

How can Wiltshire Citizens Advice help me?

 citizens advice

We're here to help. Whoever you are. Whatever the problem.

Wiltshire Citizens Advice

How we can help

Our service is free, confidential and open to everyone in the community. Staff are trained to advise on virtually any issue, including:

- welfare benefits
- money and credit problems
- employment
- consumer rights
- housing
- neighbourhood disputes
- education and healthcare
- immigration and residency queries
- human rights
- family and personal issues.

We arm you with all the facts and possible outcomes of different options. That way you can make the decision that's right for you. If needed, we can also offer practical support such as help with filling forms, writing letters or negotiating with third parties.



Ways to get advice

- online via [citizensadvice.org.uk](https://www.citizensadvice.org.uk)
- over the telephone
- via email
- face-to-face

Email advice

You can get advice from us by email via our local website. Visit: www.citizensadvicewiltshire.org.uk and click on 'Contact us'.

Face-to-face advice

Opening times for our drop in service:

Calne

Calne Library, The Strand SN11 0JU
Monday 10am to 3pm

Chippenham

3 Avon Reach, Monkton Hill SN15 1EE
Monday, Tuesday and Friday 10am to 3pm

Devizes

New Park Street SN10 1DY
Monday and Thursday 10am to 3pm

Melksham

Town Hall, Market Place SN12 6ES
Friday 10am to 3pm

Royal Wootton Bassett

Royal Wootton Bassett Library,
Borough Fields SN4 7AX
Wednesday 10am to 3pm

All our offices and our telephone advice line are closed at weekends and on bank holidays.

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Telephone advice

Call our experienced advisors on:
03444 111 444

Lines are open: **9am-5pm**
Monday to Friday.

Calls to this service cost the same as calling 01 and 02 numbers. They will usually be included as part of a mobile or a landline call package. You will be charged for calls not included in your call package, or if you do not have a call package with your provider. For specific call charges please check with your provider.

Salisbury

Five Rivers Health & Wellbeing Centre,
Hulse Road SP1 3NR
Monday, Tuesday & Thursday 10am to 3pm

Tidworth

The Community Centre, Wylde Road SP9 7QQ
Wednesday 10am to 3pm

Trowbridge

1 Mill Street BA14 8BE
Monday, Wednesday and Thursday 10am to 3pm

Warminster

Warminster Library,
Three Horseshoes Walk BA12 9BT
Tuesday 10am to 3pm

Scan this code with your smart phone for up-to-date details of all our current **opening times.**

