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CITIZENS ADVICE BELFAST

ANNUAL REPORT 2012/2013

STRONGER TOGETHER

Trustee Board Members

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Chair Ann Davis

Vice Chair Htaik Win

Cliff Radcliffe

Mark Patton

Padraig Cullen

Mark Patton

John Gibbons

Lucy Traynor

Carmel McSorley Resigned WEF 21st October 2013

Aims & Principles



Through the provision of an advice service which is, free, confidential, impartial and independent, Citizens Advice Belfast works to:

INFORM

people about the law and how it affects them; about their rights and responsibilities and how they will be able to meet their needs

ADVISE

people on the options available to them and on the potential consequences of different courses of action

SUPPORT

people as they consider and decide what to do, listening to their problems and helping them move forward

ASSIST

people in pursuing their course of action by negotiation, representation and referral to other sources of help

INFLUENCE

those responsible for policies and services by bringing to their notice the problems people experience and recommending changes

Chair's Report 2012/13

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The strapline for Citizens Advice is 'the charity for your community'. It highlights two important messages. Firstly, contrary to what many people think, Citizens Advice is a charity and we have to work hard to earn every penny of funding. We have drawn attention to this message by staff appearances in the media and by spreading our message to all who would listen.

CAB Belfast is mainly funded through community partnerships in Belfast. This means that we are attuned to the requirements of our services, looking at local aspects and taking a city-wide perspective. At times this is a difficult balancing act. This report shows the extent and breadth of the work of CAB Belfast working in alliance with other organisations across a range of activities from mediation to social policy.

Last year I reported on developments in the work of CAB Belfast. This year has seen the implementation of these projects. Planning is relatively easy; delivery is much more difficult. In the difficult economic climate of the past year CAB Belfast has risen to many challenges - to act locally, to work in partnership, to provide services efficiently, to make best use of technology and to enable staff and volunteers to fulfil their commitment to helping citizens. The 'one telephone number' implementation has been a flagship project. It has enabled us to ensure that clients receive timely advice, whether by phone or in person.

Members of the Trustee Board, staff and volunteers are determined to ensure that clients' needs remain the main focus. I am pleased to report that Citizens Advice Belfast is in a good position to continue to face the challenges ahead.

Anne Davies - Chair

Who Are We

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Citizens Advice Bureau has been in existence since 1935 when the Government considered the need for an information service linked to the fledgling social welfare service. In 1938 a group was set up to look at how to meet the needs of the civilian population in war time. "Citizens Advice Bureaux should be established throughout the country, particularly in the large cities and industrial areas where social disorganisation may be acute." The service has obviously changed dramatically since then but it has retained its original vision - a society where individuals are not held back by their personal circumstances and are able to play a part in their communities; and, where policy-makers target and provide for the most vulnerable in an efficient, effective and client-focused manner.

Citizens Advice Bureau has been operating in Belfast since 1941, becoming

a registered charity and company in 1964. Since its inception, Citizens Advice Belfast has continued to bring advice to the most excluded of our citizens and residents of Greater Belfast and now operates across a network of local offices.

The global financial crisis and resulting recession has created a "new normal", an uncertain and often hostile environment for citizens worried about sustainability of employment, access to essential benefits and other forms of state and non-state support. This crisis has created something of a perfect storm – at a time when advice services are taking the strain under unprecedented demand, there is the prospect of even less funding – and more competition for funding – for those organisations like Citizens Advice to ensure it can provide a high quality advice service in Belfast.

OUR MISSION

To ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities, or of the services available to them, or through an inability to express their needs effectively and equally

To exercise a responsible influence on the development of social policies and services, locally, regionally and nationally.

OUR BUSINESS AIMS

To provide free, accessible, high quality multi-channelled advice in Belfast;

To challenge, champion and promote social policy developments that impact on our clients;

To help people make a difference in their community through volunteering and to help clients realise their potential by addressing problems and moving on and

To operate a sustainable, well governed and fully resourced organisation in partnership with other providers and our Citizens Advice partners.

Our Partners

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Belfast City Council
Belfast Trust
TRBL
Macmillan Cancer
Clear Channel
Ulster Garden Villages Limited



NORTH

Ardoyne Association
Ballysillan Community Forum
Ligoniel Improvement Association
The Vine Centre
Tar Isteach
North Belfast CAB



EAST

East Belfast Independent Advice Centre
East Belfast CAB



SOUTH

Ballynafeigh Community House
Windsor Women
Southcity



WEST

Neighbourhood Development Association
Corpus Christi
Falls Community Council
Greater Turf Lodge Residents Association
Shankill CAB
Falls Road CAB
Andersonstown/Suffolk CAB
Springfield Charitable Association



CENTRAL

Belfast Unemployed Resource Centre
Central CAB



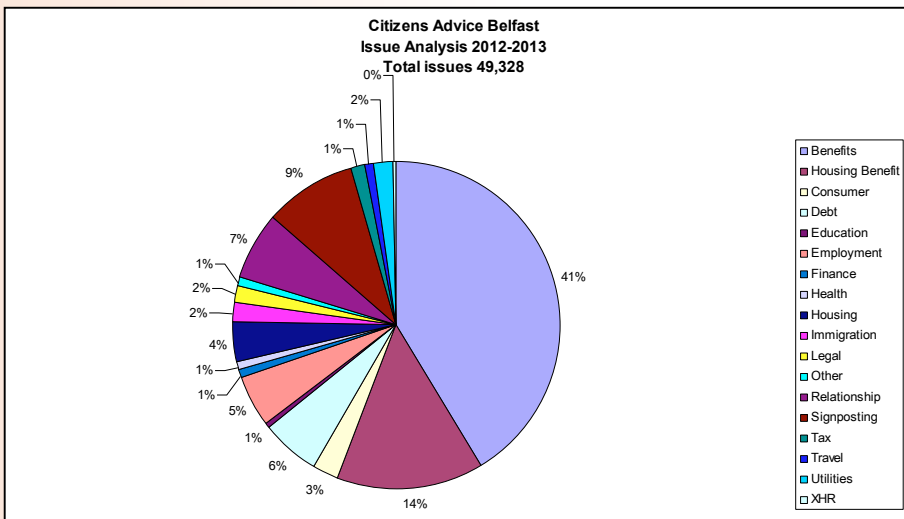
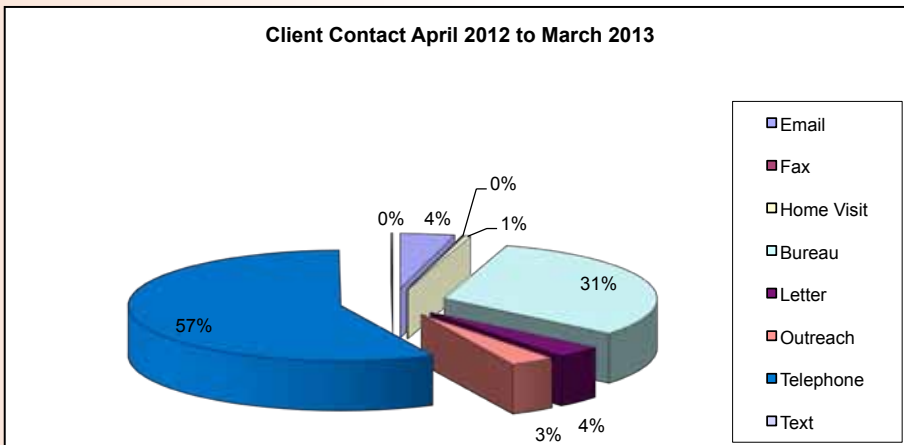
NEIGHBOURHOOD DEVELOPMENT ASSOCIATION
"Working Together For The Future"

Our Results



The bureaux have performed well over the last year in what has been a challenging environment both in terms of an increased demand for our services and in adapting to a new operating model. Examination of the statistics shows that innovation introduced over the year has been successful with an increase of 16% in client contacts. Benefit maximisation for the year was £6,622.335.94

Client Statistics



Client Statistics



77% said they had an improvement in Health. Simply by sharing the problem they feel less stressed and sleep better. If they have received extra income through benefits, then this helps with the increasing cost of living. This is extremely pleasing for Citizens Advice Belfast as we take a holistic approach when we deal with health and disability issues. Our work in addressing health inequalities is particularly important as we have additional projects specialising in physical disability and sensory deprivation funded by Belfast Trust, as well as our work with cancer patients supported by MacMillan.

- 100% would use service again
- 60% satisfied with service
- 40% very satisfied with service
- 73% had their problem resolved through our intervention
- 77% said their health improved
- 50% had gained financially
- 91% said it was very easy to find out about us



Our Partnerships



Citizens Advice Belfast believes working together in partnership will deliver better outcomes for the communities we operate in. The theme of this report demonstrates how our work with partners, each bringing unique resources and benefits, strengthens advice provision in Belfast and makes a real difference to peoples lives.

New 'products' are available to the citizens in Belfast - mediation, specialist employment advice, campaigning that really matters allowing our clients voices to be heard and to have impact.

Partnerships provide the capacity to achieve what may not otherwise be achieved. A true partnership is created by individual parties believing they can better achieve their goals by working together – sharing common values, visions, enthusiasms and missions, sustainability at its very best.

Consortia

Citizens Advice Belfast continues to work with its advice partners across the city. Consortia have been established in the North, South, East, West and City Centre. The overarching purpose of these consortia is simply to provide a quality advice service for the Citizens of Belfast. In order to achieve a co-ordinated service members have recognised the need to communicate, co-operate and co-ordinate. The benefits for the service providers of partnership working is the ability to develop a whole person approach, develop a better understanding of others skills, recognise and utilise the strengths and areas of expertise in each member organisation and it allows for the best use of available resources to

meet the needs of as many people as possible. A practical example of the power of partnership working was the successful lobbying, by the consortia, of Belfast City Council for funding to establish a Citywide Tribunal Service. This coming together of the advice sector brought into being the Belfast Advice Group, which we hope will be the vehicle for more collaborative work for the good of the client. Clients benefit as a result of better trained advisers, joined up Social Policy and campaigning and the ability to access specialist services. Having the full backing of council gave the advice sector in Belfast the confidence to enter into meaningful and fruitful partnerships.

Community Advocacy and Advice Service

This project has been in our partnership portfolio since 1994 and has grown from strength to strength. This project works from a Bureaux setting and an Outreach setting thereby ensuring that as many service users as possible are able to access the service. Our experienced team have, over the years, developed relationships with Social Workers and other care providers which enhances the service we can provide for their patients. This project focuses on clients who experience physical disability and their carers. 2012/13 witnessed the continuation of the migration from Incapacity Benefit to Employment Support Allowance. If we peer over the horizon, in the not too distant future, we will have the change from Disability Living Allowance to Personal Independence Payments and the introduction of Universal Credit. The need for this specialist project can only increase.

Case Study

Client initially contacted us requesting help with completion of ESA 50 forms. Client is married and an exploration of her benefits determined that she was currently in receipt of Incapacity benefit and DLA HRC/HRM. Her husband was getting Contribution-based ESA and DLA MRC/LRM.

To maximise their benefits we assisted both to make a claim for Carers Allowance for the other person. Under overlapping benefit rules this would not be paid but clients would receive 2 Carers premiums in their applicable amount. We also held back in returning her ESA 50 form to allow her to submit a claim instead for Income Support. This is because Income Support allows for a couple's disability premium to be calculated in their applicable amount, whereas Employment and Support Allowance doesn't. When migrating from Income Support to ESA, however, clients would then have a transitional protection applied and get to keep the premiums applied in Income Support. The client's income was increased by £123.80 per week as a result of a request to have a form completed.

Royal Victoria Hospital Project

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Citizens Advice situated on site at the "Royal" as it is affectionately known, is now entering its fifteenth year.

The service is provided for the staff employed by the trust but can include patients if referred by social services. CAB assists staff members with a myriad of increasingly complex issues in today's busy environment. The service has proven to be a huge success fully appreciated by the staff. A recent quality of service audit produced 97% satisfaction.

"Having used Citizens Advice Bureau at the Royal Hospitals in the past year on several occasions, I have found that all queries and concerns I had were dealt with in a pleasant and courteous manner and all problems were resolved. Letters were written to companies involved on my behalf and the outcome was very positive.

Many thanks for your help, Kathrine, and I would definitely recommend this free confidential service to others."

Sensory Impaired Project

The Sensory Impaired Advice and Advocacy service continues to work in partnership with The Belfast Trust and receives funding to enable the provision of its services to our mutual clients. From the inception of the service as a pilot scheme launched 1997 for Deaf and Hard of Hearing People it has evolved into a combined Sensory Support Service offering assistance to clients having hearing loss or sight deprivation.

An Outreach service is provided weekly at the offices of Action on Hearing Loss (AOHL) in Harvester House, Adelaide Street, with communication support being provided by a qualified BSL interpreter. A home visiting service is available to clients who are unable or have difficulty accessing our services. Appointments can be made for Bureau visits and provision can be made to facilitate appointments at any of our Bureau if clients have difficulty travelling. Social Work referrals are made directly to the Sensory Support Worker and an E-mail and Text phone service is available for service users. This is a perfect example of our multi-channelled approach to advice giving. This project has consistently met and exceeded its targets.

Macmillan Cancer

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WE ARE
MACMILLAN.
CANCER SUPPORT

The Macmillan Cancer Support and Citizens Advice Belfast partnership provides a dedicated Welfare Rights Service to cancer patients, their families and carers within the three main Belfast hospitals. As a service Macmillan Cancer Support is committed to addressing the wider social needs of patients.

Research conducted for Macmillan Cancer Support into benefits advice for people living with cancer and their carers has revealed that financial concerns are second only to physical pain as a cause of stress.

Macmillan has been to the forefront in identifying this area of need and has been running successful welfare rights services across England and Scotland for a number of years. Combining this knowledge with the expertise of Citizens Advice has proved to be a winning formula. Both Macmillan and Citizens Advice Belfast have a history of and commitment to identifying areas of social policy and associated need relevant to their objectives. This trend has been advanced within hospital sites as advisors contribute to research by reporting issues from casework, and actively participating in ongoing education and research.

The Welfare Rights Service is available within the three main Belfast hospitals. The service has been streamlined with Triage centralised at our offices in the Merrion Business Centre with the ability to make appointments on any of the sites across Belfast and for those clients who may not come in under the criteria for the project we have the ability to refer to Shipley or a local Citizens Advice Bureau.



The Royal British Legion Benefits and Money Advice Project

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This Project was rolled out across Northern Ireland in October 2009 and its aims are to provide specialised benefits and debt advice to serving/ex-serving personnel, their dependents, carers and dependent children. The advisers are acutely aware of the particular problems that are being encountered by the clients. In terms of advice having to be readily available and the need for the clients' details to be held on a totally secure database. Many of the clients have both mental and physical disabilities. It is becoming more apparent that it may in some circumstances take a number of years before the symptoms of Post Traumatic Stress manifest themselves. Furthermore, increased demands are being put on the service by the continued redundancies in the armed services. This is a trend that it going to continue over the next couple of years.

Mediation Service

Quality of service is fundamental to Citizens Advice Belfast. Part of that quality is the ability to provide the service users with options as to how they can solve their problems. We believe that, with the introduction of our new mediation service, we are increasing the quality of the service we can now offer our service users. Working in collaboration with the Barristers' Mediation service we can now offer "mediation" as a fast, cost-effective method of resolving disputes. This Service is not an alternative to legal advice or court action; it can and does operate at the same times as these other traditional methods of dispute resolution. Mediation is proven to work in over 75% of disputes on the day and 90% overall. A mediator's function is not to judge or impose a solution, rather to assist the parties to agree a resolution to their dispute.

Mediation is a process where an impartial third person assists the main parties to voluntarily reach a mutually acceptable settlement of the issues in dispute.

Contact the Barrister Mediation Service team at The Bar Library without commitment or cost on 028 90 241523

How do you get started?

Simply telephone 028 90 241523 and speak with one of our Barrister Mediation Service team. The phone call can be made by you or your legal adviser.

They will talk to you without commitment or cost and explain the process in more detail.

The team can then make an arrangement for you and/or your legal representative to meet a Barrister Mediator for an initial discussion or discussion.

Alternatively go on to our webpage on www.barristers.com by clicking on the Barrister Mediation Service link on the left hand side of the home page.

You will find details of individual Barrister Mediators and their specialisms as well as detailed information on the process in Family, Civil, Commercial or Employment mediation.

Barrister Mediation Service
An Introduction

BAR COUNCIL

Employment Clinic

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Since February 2013 a specialist Employment clinic has been running as a pilot scheme at our Howard Street offices. This scheme is in partnership with solicitors in Belfast. On the last Thursday of each month they provide seven advice appointments for those clients who have complex employment issues. These appointments are much sought after and are filled very quickly each month. This service is free to our clients and gives them an opportunity to obtain expert legal advice in all areas of employment law. The service is provided in very informal and relaxed surroundings thereby putting our clients at ease. Clients have commented on the service provided.

Working with the Media

The importance of telling our client's stories, of highlighting injustices to any individual or group can never be underestimated. Recognising this, Citizens Advice Belfast has been very proactive in the past year in its engagement with the media. In late 2012 it was apparent from client interviews that there was something drastically wrong with the Work Capability Assessments being carried out by ATOS. More and more clients were recounting how the medical assessment was a tick box exercise with little or no interaction between the client and assessor. Having compiled evidence of these concerns we issued a press release detailing specific incidences of poor service by ATOS. This was eagerly picked up by Good Morning Ulster. This popular radio show broadcast a live interview with our head of Social Policy, who was able to bring these important issues to a wider audience and more importantly was able to dispel generally held myths about benefit scroungers. It was important for us to set the record straight and tell our clients story.

When an email asking for help with school uniforms landed in our inbox, we were prompted to investigate this very important and relevant subject as a new school term was about to begin. When we asked clients to tell us about their concerns over school uniforms we had a flood of responses. A client responded that he could only send

one of his boys to school as he was unable to afford two uniforms. Clients were telling us they were getting into debt in order to ensure their children had the correct uniform. This particular story was picked up and highlighted by the Stephen Nolan radio programme and Frank Mitchell on U105. Stephen Nolan had such a response that he devoted time to this issue on his Television programme and a Citizens Advice client Belfast appeared and told his story. We have been very fortunate to have a very good relationship with the presenter and production staff of "On your Behalf," the Saturday morning consumer show. This programme has been used to highlight the changes to the benefit system, and the impact they will have on the low paid and disabled which are currently passing through Stormont. It is our responsibility to ensure that we give our clients a voice and we will continue to do that by all means possible.



New Partnerships

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UNIVERSITY OF ULSTER SOCIAL POLICY DEPARTMENT

This is a new partnership which we hope will be up and running in 2013/14. This innovative partnership will give Social Policy students the chance to volunteer in a Bureau and contribute to the Social Policy work. As well as the social policy department the partnership also includes the University of Ulster Students Union Volunteering Centre. This ensures that the volunteers are able to gain accreditation for their time in Bureau and also gain valuable work experience which will help them secure employment in the future.

'one of the core aims of Social Policy at the University of Ulster, together with the Students Union Volunteering Centre, is to have a positive impact on the local community by improving links with external agencies to provide valuable and mutually beneficial opportunities. We have long since known and supported the excellent work of the CAB in Northern Ireland, and are pleased and excited to launch the pilot of a special partnership with the CAB and look forward to its flourishing development.'

ULSTER LAW CLINIC

Discussions are well under way with the Law Department at UUU which will culminate in students on the LLM Clinical Education Course volunteering in Bureaux. This partnership will benefit our clients and will also benefit the students enabling them to gain valuable experience which will give them the edge when it comes to seeking work.

"The partnership between the Ulster Law Clinic and Citizens Advice has been fundamental in meeting the objective of the LLM Clinical Legal Education to provide postgraduate education for law students on the issue of unmet legal need. The work that we have been doing with Citizens Advice has been a significant milestone in the development of the Ulster Law Clinic and we are delighted to be able to extend this relationship in a mutually beneficial way."

The total income for 2012-13 was £767,533, up from £711,006 in the previous year. Expenditure at £771,331 was down by £35,749 from 2011-12.

The financial outturn for the year was therefore a small deficit of £3,798 representing an improvement of £92,276 over the previous year. The Trustees feel that this significant improvement was substantially due to the improved systems and structures which were introduced in the previous year, and are indicative of greater stability in the organisation's finances. In detail, the most striking change in income was the very welcome funding of £30,000 received from Ulster Garden Villages. This injection of funds almost completely paid for the operational changes to the telephone and communication systems which facilitated the introduction of the new single telephone number which is the backbone of our improved service to the public. There was also increased funding of £27,664 from Macmillan to fund an additional advice post,

On the expenditure side salaries decreased by over £80,000 but this was partially offset by employment of temporary staff which cost £37,374 for the year. The balance of the salaries reduction was largely accounted for by the termination of the Money Advice contract in 2011-12, and the retirement of long-standing members of staff. Other substantive changes included decreases in telephone costs and

professional fees, and an increase in rents to cover the leasing of premises at the Spectrum Centre to house the Shankill Bureau. The Trustees are particularly pleased to see the reduction of £9,088 in telephone costs arising from the introduction of the new systems as there will be a corresponding saving in each year to come.

Trustees are determined to ensure that the improvement in the finances is sustained in 2013-14, and are examining a number of ways in which this might be facilitated. They will ensure that any new contracts taken on board will be financially profitable.

Finally, the Trustees would again wish to thank the staff of Danske Bank for their co-operation throughout the year.

Annual Accounts 2012-13



Citizens Advice Belfast
(A company limited by guarantee)

**Report of the trustees (incorporating the directors' report)
for the year ended 31 March 2013**

Statement of trustees' responsibilities

The trustees (who are also directors of Citizens Advice Belfast for the purpose of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Generally Accepted Accounting Practice.

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and which enable them to ensure that the financial statements comply with the Companies Act 2006.

They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Auditors

Finegan Gibson Ltd have been re-appointed as auditor for the ensuing year in accordance with section 485 of the Companies Act 2006.

Small company provisions

This report has been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

On behalf of the board

A Davies
16 July 2013

Annual Accounts 2012-13



Citizens Advice Belfast
(A company limited by guarantee)

Independent auditor's report to the trustees of Citizens Advice Belfast

We have audited the financial statements of Citizens Advice Belfast for the year ended 31 March 2013 which comprise the Statement of Financial Activities, the Balance Sheet and the related notes. These financial statements have been prepared under the accounting policies set out therein.

This report is made solely to the company's members, as a body, in accordance with Section 495 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of the trustees and auditors

The trustees' (who are also directors for the purposes of company law) responsibilities for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) are set out in the Statement of Trustees' Responsibilities.

Our responsibility is to audit the financial statements in accordance with relevant legal and regulatory requirements and International Standards on Auditing (UK and Ireland).

We report to you our opinion as to whether the financial statements give a true and fair view and are properly prepared in accordance with the Companies Act 2006, and whether the information given in the Trustees' Annual Report is not consistent with the financial statements. We also report to you if, in our opinion, the charitable company has not kept proper accounting records, if we have not received all the information and explanations we require for our audit, or if information specified by law regarding trustees' remuneration and other transactions is not disclosed.

We read other information contained in the Annual Report, and consider whether it is consistent with the audited financial statements. This other information comprises only the Trustees' Annual Report. We consider the implications for our report if we become aware of any apparent misstatements or material inconsistencies with the financial statements. Our responsibilities do not extend to any other information.

Basis of audit opinion

We conducted our audit in accordance with International Standards on Auditing (UK and Ireland) issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgements made by the trustees in the preparation of the financial statements, and of whether the accounting policies are appropriate to the charity's circumstances, consistently applied and adequately disclosed.

We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or other irregularity or error. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements.

Staff and Volunteers

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Citizens Advice Belfast wish to thank those who make up the most important partnership within the service, our staff and volunteers. Only by their hard work and dedication are all the other partnerships successful.

Linda Williamson
David Clement
Inez Mawhinney
Maureen Turner
Anne Marie McCann
Eithne Burns
Belle Beasant
Jean Murray
Eileen Cordner
Gary Rocks
Justin Kouame
John Curran
Brian McLarnon
Laura Loat
Sally Berne
Brenda McShane
Paula Steele
Liz Duncan
Sylvia Roberts
Roger Nixon
Paul Bready
Bill Donaldson
Anurag Debb

Matthew Wilson
Shiela Smith
Margaret Marshall
Richard Palmer
Brenda McDonald
Amy Nesbitt
Colin Greer
Graham Higgins
Ann Wilson
Colum Gaile
Tanya Walker
Patricia Lyons
Lynsey Kelly
Paddy Henderson
Paul Hughes
Orla Vallely
Peter O'Hare
Angela Graham
Pat Colton
Genny Belton
Sharon Thompson
Liz Campbell
Colin Harper

Tommy Mullan
Hilary Burns
Stanley Graham
Margaret Whalley
Conor Mallon
Jude Maguire
Gerard McArdle
Susan Bustard
John Caldwell
Fiona McDonald
Mairead Johnson
Sandra McCreanor
Phyllis Nellins
Helen Wightman
Valerie Millar
Kathrine O'Reilly
Joan Robinson
Chris Tate
Margaret Tait
Denise Donald
Sandra White

THANK YOU

BE PART OF THE SOLUTION IN YOUR COMMUNITY

We are looking to recruit Trustee Board Members with specialisms in a range of areas

Trustee Members with specialism in:

- Fund Raising
- ICT
- Resource Planning
- Risk Management
- Social Policy Co-ordinator
- Researchers

**For an application form
please contact:**

Volunteer Co-ordinator Citizens Advice Belfast
Merrion Business Centre
58 Howard Street
Belfast BT1 6PL
Email: belfastrecruitment@citizensadvice.co.uk

Photo Gallery

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Photo Gallery



Where We Are



CITIZENS ADVICE BELFAST

Linda Williamson Interim Chief Executive

Pat Colton Interim Operations Manager

Telephone Advice Line 03001233233

E-mail Address amyinbelfast@citizensadvice.co.uk

Volunteer Recruitment belfastrecruitment@citizensadvice.co.uk

Bureaux Sites [Telephone Advice, Appointments, Email, no Drop in Service]

Central Belfast

58 Howard Street Belfast

Brenda McShane Senior Adviser

West Belfast Offices

77A Springfield Road Belfast

BT12 7AE

Denise Donald Advice Co-Ordinator

Unit 2 Spectrum Centre

331 Shankill Road Belfast BT13 3AA

Joan Robinson Advice Co-Ordinator

208 Andersonstown Road

Belfast BT11 9EB

John Curran Advice Co-Ordinator

North Belfast

40-44 Duncairn Gardens

Belfast BT15 2GG

Patricia Lyons Advice Co-Ordinator

East Belfast

The Arches Centre

1A Westminster Avenue

North Belfast BT4 1NS

Pat Colton Interim Operations

Manager

Opening Hours to Public

9.00am-12.30pm 1.00pm- 4.30pm

Advice Line 0300 1 233 233

9.00am -12.30pm 1.00pm -4.00pm

Outreach

Finaghy Outreach

In Suffolk & Andersonstown Bureau

Wednesdays 9.0am -12.30pm

1.00pm – 4.30pm

By Appointment 0300 1 233 233

PROJECTS

Sensory Impaired

Harvester House

4-8 Adelaide Street Belfast BT2 8GE

Thursdays 10.00am- 1.00pm

[Drop In Service]

Frank Cahill Centre

Frank Cahill Centre

Upper Springfield Resource Centre

195 Whiterock Road

Belfast BT12 7FW

Tel 02890 585755

Outreach Wednesday 2-4.30 PM

By Appointment

Cancer Lifeline

Cancer lifeline

44 Alliance Avenue

Belfast

BT14 7PJ

Tel 02890 351999

Outreach Tuesday 2-4.30 PM

By Appointment

Where We Are

Disabled and Carers Project

Island Day Centre
Cuba Walk Newtownards Road
Belfast BT4 1EQ
Thursday 9.00am -12.30pm
By Appointment 0300 1 233 233

Disabled and Carers Project

Hollywood Arches Health Centre
1A Westminster Avenue
North Belfast BT4 1NS
Monday 1.00pm 4.00pm
By Appointment 0300 1 233 233

Royal Victoria Hospital

Belfast Trust Project
2nd Floor Bostock House,
247 Grosvenor Rd, Belfast BT12 6BA
Tel 02890 634143
Opening Hours Mon-Thurs 10-3.00 pm
Service for Staff and Social Service
referral for patients

Macmillan Projects

Triage
58 Howard Street Belfast
Monday to Friday 9am 12.30pm and
1.00pm -4.00pm
(0300 1 233 233 option 1)
macmillancab@citizensadvice.co.uk

Royal Victoria Hospital

Bostock level 2
274 Grosvenor Road Belfast BT12 6BA
Monday –Friday
(0300 1 233 233)

Mater Hospital

Fairview 2
45-54 Crumlin Road
Belfast
BT14 6AB
(0300 1 233 233)

Macmillan Information Support Centre

Belfast City Hospital
77-81 Lisburn Road Belfast
Belfast
BT9 7AH
(0300 1 233 233)



Tel: 0300 1 233 233