



IMPORTANT NOTICE



From **1st December 2014**, we are changing the way we deliver our advice service and the way in which you can contact us for help and support.

Please read all of this notice to make sure that you understand the changes that we are making.

From **1st December 2014**, for advice and information you will need to **phone us** for an initial assessment of your needs. This will be the only way of contacting us for an appointment.

The telephone assessment will help us to identify what is the best way of dealing with your problem. This may include:

- Giving you some information that may help you.
- Providing you with information about another organisation that can help you more effectively, or a referral to another organisation.
- Giving you an appointment with us to help you resolve your problem.

If you come into the office, you will be seen by one of our Information Assistants who will help you to find information in our new Information Hubs that may help you deal with your problem. **Information Assistants will not be able to give advice.**

If you need advice, or more help than an Information Assistant can give, you will be able to use the telephone in the waiting room or interview room to call our phone line for an assessment of your problem and how best to deal with it.



Why are we making these changes?



- A lot of people need our help and we want to make sure that we are able to provide a service to everyone who needs it, when they need it.
- At the moment, we are unable to meet the demand for our service. Waiting times to be seen on our 'drop in' service are too long, and appointments are not available for at least 3 weeks.
- By changing the way we work, we can use our limited resources more effectively and help more people.
- We will be able to create more appointments so you can be seen quicker if you need an appointment.
- You will be able to speak to someone on the phone and get a quicker resolution to your problem.
- By expanding our information sources through our new Information Hubs, you will be able to find information more easily with our assistance to help with your problem, which may also mean that you do not need to wait for an appointment.
- We will also be expanding the opening times of our telephone line and providing evening appointments on a Monday, which will mean that people who cannot come during the day can also be helped.

We hope that these changes will enable you to access our services more easily and more quickly in order to get your problem resolved.



New Information Hubs



**Our New Information Hubs will be open
Monday to Friday
10am until 5pm
for
Assisted Information**

Fully trained CAB Information Assistants will be on hand to help you:

- Pick up leaflets and fact sheets
- Find and use the information you need
- Get on line
- Send emails
- Make telephone calls

We cannot give you advice at the hub but we will do everything we can to help you to help yourself.

If you do get stuck and our Information Assistants cannot help you, you can always speak to one of our assessors by phone or by email:

Tel: 020 7385 1322

Email: advice@hfcab.org.uk



How to contact us?



The best way to contact us is by telephone:



020 7385 1322

Monday – Friday

10.00am – 3.00pm (from 1/12/2015)

You can visit our Information Hubs for information only:



Avonmore Library, 7 North End Crescent

The Advice Centre, 338 Uxbridge Road

Monday – Friday 10.00am – 5.00pm

You can email us for advice at anytime:



advice@hfcab.org.uk

For more information about services, visit our website:



www.hfcab.org.uk

You can also follow us on Twitter:



@HFCAB service