

## Research and Evaluation

Our research and campaigns team will be carrying out some research in the form of quick surveys and focus groups.

We are interested in understanding the following:

- The impact of your problems on your physical health, mental health and overall wellbeing
- Any impact our service may have made
- Your experience of using our services

If you choose to participate, the survey questions will be asked at two separate time points - before your appointment by someone from our admin team and after your case has been closed by your adviser. On both occasions this should only take a few minutes of your time.

At a later time the research team will also be carrying out focus groups where you can provide more detailed feedback and information about your experience in using our service if you would like to. We will be providing a shopping voucher to thank you for your time.

Taking part in our research is voluntary and does not affect any advice/support you may receive. However we would highly encourage participation if possible. Your feedback means a lot to us as from this we can make any improvements to ensure that our services are designed to work for you.

We can also use the research findings to secure future funding, to ensure we are able to continue providing our advice services exclusively at your child's school.

All data will be kept anonymised and confidential with access available only to the relevant individuals in our team.

If you would like any further information please email [rc@eastendcab.org.uk](mailto:rc@eastendcab.org.uk)

## Citizens Advice Hackney helps people find a way forward.

No problem is too small or too big for you to get advice on. At the very least, talking to our adviser to help you understand your rights and what you're next steps may be can also help.

We're here for everyone.

### Client Feedback

*"My adviser was so helpful and has taken a load off my shoulders"*

*"I felt, that adviser has helped me over the roof, has understood my feelings 100% and even more. I am more than grateful, I am feeling relieved, my pain feels less."*

[eastendcab.org.uk](https://www.eastendcab.org.uk)



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# Advice in Schools

## Free advice for parents/carers of Shoreditch Park Primary School



## Who are we and Why are we offering this service?

We're known as Citizens Advice East End and comprise of Citizens Advice Hackney, Citizens Advice Tower Hamlets and Citizens Advice Newham. We have been collectively delivering advice services for over 80 years.

We provide free, confidential and independent advice to help people overcome their problems. We are a voice for our clients and consumers on the issues that matter to them. We value diversity, champion equality, and challenge discrimination and harassment.

We understand that it isn't always easy to access our services by visiting our office or other outreach locations.

We are hoping that bringing our advice services to your child's school can help reduce the waiting time and help us to help you resolve your problems quicker.

Our adviser, Tasneem will be attending your school **every Tuesday from 9:30am - 12:30pm** offering appointments face-face or via telephone, whichever is easier for you. These appointments will be pre-booked.

We offer advice sessions throughout the year with the exception of weekends, bank holidays, and the Christmas period.

During school holidays we will continue offering advice sessions via telephone or from one of our outreach locations in Hackney. We will provide more details to your child's school during this time.

## What can we help you with?

We are able to provide advice, support and guidance in the following areas:

- Benefits and Tax Credit
- Universal Credit
- Debt
- Housing
- Employment
- Immigration (up to level 1)
- Education
- Consumer Relationships
- Tax
- Healthcare
- Discrimination

### We can help you with:

- Understanding your rights
- Filling in forms
- Making appeals
- Charitable grants
- Fuel vouchers
- Food bank vouchers
- Debt Relief Orders
- Money Management/Budgeting
- Being energy efficient
- Liaising with creditors and other 3rd parties
- Specialist case work

and much more!

On the odd occasion where we are unable to support you, we will ensure that we try our best to signpost or point you into the right direction.

## How can you make an appointment?

You can make an appointment by contacting the School Office or Inclusion Team who will then make a referral to us on your behalf.

You only need to share your name and contact details. You do not need to share any details of your situation with the school if you do not want to. However if your situation is urgent you may want to mention this to the school so that you may receive help quicker.

We provide independent advice therefore we will not be sharing any of your information with the school without your consent.

Once a referral has been made a member of our team will call you to arrange for an appointment.

You will receive a reminder for your appointment by text unless requested otherwise.

