



# Service Delivery Venues

Version: 3  
May 2018

**Citizens Advice Bradford & Airedale and Bradford Law Centre is affiliated to Citizens Advice & the Law Centre Network. Advisers meet generalist advice standards and requirements of appropriate bodies.**



# Citizens Advice

## Volunteers Wanted!

The majority of advisers and many of our administration and reception staff are trained volunteers. They help the Citizens Advice service to resolve over 6 million new problems every year.

We couldn't survive without our 21,000 fantastic volunteers, but we need around 5,000 more! We are looking for all sorts of people with different backgrounds and skills to volunteer with us for a uniquely rewarding experience.

If you want to find out more about the volunteering opportunities that exist, simply log onto:

**[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)**

You can also apply on-line from this web site.

So if you fancy helping us with advice, administration or reception work, why not give it a try and join the world's largest free advice network. 21,000 volunteers can't all be wrong!

# **Welcome to Citizens Advice Bradford and Airedale & Bradford Law Centre**

We are dedicated to providing a high quality service to the whole community. Our paid staff and volunteers work very hard to provide the services listed in this booklet.

Our services are extremely busy and in high demand. We would ask that you bear this in mind when accessing our services. We operate various services such as telephone advice, drop in sessions at our offices and we also provide advice in other locations for example GP Surgery's and Children Centres.

When you come into one of our drop in sessions or ring our telephone advice line the following will happen:

You will be asked to provide some basic details such as name and address. The person you will then see or speak to will conduct what we call an Initial Check. Their job is to find out what your enquiry is and what you need help with. They will then decide how best to deal with your situation. This could mean:

- They provide you with information for you to deal with the problem yourself
- They may identify another more appropriate agency that can help you with your problem
- They may refer you to an appointment with one of our specialist advisers (pre booked)
- They may offer you an on the day appointment or a pre booked appointment in the bureau - depending upon the issue

Please note: all the bureau appointments can only be booked once an assessment has been completed. The assessor has a maximum of 10 minutes to conduct the assessment of your case. They will not be able to provide you with advice at this stage.

**All of the services offered via our drop in sessions, are subject to the number of advisers we have available on that day.**

## Telephone Advice:

**Call: 0344 245 1282**

**Monday to Friday  
8:30 am – 6:00 pm**

At times, our telephone lines will be extremely busy, so please bear this in mind whilst trying to contact us. When you speak to a telephone adviser you will be asked to provide some basic details such as your name and address. The person you speak to will conduct an Initial Check.

Their job is to find out what your enquiry is and what you need help with. They will then decide how best to deal with your situation. More details on this process are provided in the 'Welcome to Citizens Advice Bradford & Airedale and Bradford Law' section on page 3.

***Please note when calling the above number from a mobile you will be asked to enter your local telephone number including your area code.***

## Web Chat:

You can have a live chat with an adviser through the Citizens Advice Webchat Service. You can check out the web service by following this link

<https://www.citizensadvice.org.uk/about-us/how-we-provide-advice/advice/>

This service is usually available between 10am and 4pm Monday to Friday.

## **Monday**

### **Citizens Advice Bradford**

Argus Chambers, Hall Ings, Bradford, BD1 1HZ

9:15 am - 3:30 pm - *Drop in*

9:00 am - 4:30 pm - *Pre booked appointments*

9:00 am - 5:00 pm - *Specialist appointments*

### **Citizens Advice Keighley**

Central Hall, Alice Street, Keighley, BD21 3JD

9:00 am - 1:30 pm - *Drop in (Session will begin at 09.30am)*

9:00 am - 5:00 pm - *Specialist appointments*

### **Citizens Advice Shipley**

6-8 Windsor Road, Shipley, BD18 3EQ

9:00 am - 12:30 pm - *Drop in (Session will begin at 09.30am)*

9:00 am - 5:00 pm - *Specialist appointments*

### **Bradford Area:**

#### **Bradford Magistrates Court**

The Tyrls, Bradford, BD1 1LA

9:30 am – 12:30 pm & 1:30 pm – 4:00 pm

*Emergency Debt advice available for people with fines or Council Tax hearings*

#### **Grange Interlink Community Centre**

Summerville Road, Bradford, BD7 1PX

9:30 am - 12:30 pm

Appointments only – Ring reception and ask to book an appointment with the CAB Adviser on 01274 726612

#### **Leylands Medical Centre,**

81 Leylands Lane, Bradford, BD9 5PZ

9:45 am - 12:45 pm – *Patients Only*

Appointments Only – Ring reception and ask to book an appointment with the CAB Adviser on 01274 770771

#### **Lynfield Mount Hospital**

Heights Lane, Bradford, West Yorkshire, BD9 6DP

1:00 pm - 4:00 pm - *Patients Only*

Appointments only – *For patients on the Wards Only*

## ***Monday Continued***

### **Services provided by Partner Agencies**

#### **Bradford Area:**

##### **Abbey Green Children's Centre** (*Manningham Project*)

Green Lane, Bradford, West Yorkshire, BD8 8HH

9:30 am – 12:30 pm

Appointments only - Ring reception and ask to book an appointment with the Adviser on 01274 722070

##### **Beap Community Partnership** (*Manningham Project*)

31 Cornwall Road, Bradford, West Yorkshire, BD8 7JN

10 am – 12:30 pm

Appointments only - Ring reception and ask to book an appointment with the Adviser on 01274 731020

##### **Farcliffe Children's Centre** (*Manningham Project*)

56 Toller Lane, Bradford, West Yorkshire, BD8 8QH

9:30 am – 12:30 pm

Appointments only - Ring reception and ask to book an appointment with the Adviser on 01274 436700

##### **Girlington Community Centre** (*Girlington Advice and Training Centre*)

Girlington Road, Bradford, West Yorkshire, BD8 9NN

Time - AM

Appointments only – Ring reception and ask to book an appointment with the Adviser on 01274 547118

##### **Kensington Health Centre** (*Girlington Advice and Training Centre*)

Whitefield Place, Bradford, West Yorkshire, BD8 9LB

Time - PM - *Patients Only*

Appointments only - Ring reception and ask to book an appointment with the Adviser on 01274 547118

##### **Khidmat Centre** (*Girlington Advice and Training Centre*)

36 Spencer Road, Bradford, West Yorkshire, BD7 2EU

Time - AM

Appointments only - Ring reception and ask to book an appointment with the Adviser on 01274 547118

## **Monday Continued**

### **Services provided by Partner Agencies**

#### **Shipley Area:**

##### **Wilsden Medical Practice (Windhill)**

2 Lingbob Mill Fold, Bradford, BD15 0NJ

1:00 pm - 4:00 pm - *Patients Only*

Appointments Only – Ring reception and ask to book an appointment with the Adviser on 01535 273227

#### **Keighley Area:**

##### **Airedale Hospital – Mental Health Unit**

Skipton Road, Steeton, BD20 6TD

9:30 am - 11:30 am - *Patients on Heather & Fern Wards Only Appointments via nursing staff*

##### **Low Fold Children's Centre**

Exley Rd, Keighley, West Yorkshire, BD21 1LT

9:30 am - 12:30 pm

Appointments Only – Parents with Children up to age 5 - Ring reception and ask to book an appointment with the CAB Adviser on 01535 618300

##### **Rainbow Children's Centre**

Braithwaite Grove, Keighley, West Yorkshire, BD22 6JB

2:00 pm - 4:00 pm

Appointments only – Parents with Children up to age 5, in local area - Ring reception and ask to book an appointment with the CAB Adviser on 01535 618005

##### **Silsden/Steeton Health Practice**

Silsden Group Practice, Chapel Road, Steeton, BD20 6NU

9:30 am - 12:00 pm – *Patients of Silsden/Steeton Group Practice only*

Appointments Only – To book an appointment, ring Keighley CAB on 01535 665877

### **Services provided Partner Agencies**

#### **Keighley Area:**

##### **BCA (Bangladeshi Community Association)**

Surma Building, Kinsington Street, Keighley, BD21 1PW

9:30 am – 12:30 pm

Appointments only - Ring reception and ask to book an appointment with the Adviser on 01535 604359

##### **Farfield Group Practice (Bangladeshi Community Association)**

St Andrew's Surgeries, West Lane, Keighley, BD21 2LD

9:30 am - 11:00 pm - *Patients Only*

Appointments only – Ring reception and ask to book an appointment with the Adviser on 01535 607333

## Tuesday

### **Citizens Advice Bradford**

Argus Chambers, Hall Ings, Bradford, BD1 1HZ

9:15 am - 3:30 pm - *Drop in*

9:00 am - 4:30 pm - *Pre booked appointments*

9:00 am - 5:00 pm - *Specialist appointments*

### **Citizens Advice Keighley**

Central Hall, Alice Street, Keighley, BD21 3JD

9:00 am - 1:30 pm - *Drop in (Session will begin at 09:30am)*

9:00 am - 5:00 pm - *Specialist appointments*

### **Citizens Advice Shipley**

6-8 Windsor Road, Shipley, BD18 3EQ

9:00 am - 12:30 pm - *Drop in (Session will begin at 09:30am)*

9:00 am - 5:00 pm - *Specialist appointments*

### **Bradford Area:**

#### **Horton Park Mental Health Services**

Level 3, Horton Park Centre, 99 Horton Park Avenue, Bradford

West Yorkshire, BD7 3EG

1:00 pm – 4:00 pm - *Service Users Only. Referrals only. By appointment.*

#### **Milan Centre**

Victor Street, Bradford, BD9 4RA

09:30 am - 12:30 pm – *Women & Girls Only*

Appointments Only – Ring reception and ask to book an appointment with the CAB Adviser on 01274 480691

#### **Parklands Medical Practice**

Park Road Medical Centre, Park Rd, Bradford, BD5 0SG

9:30 am - 12:30 pm – *Patients Only*

Appointments Only – Ring reception and ask to book an appointment with the CAB Adviser on 01274 227575

#### **Hollyn Health & Wellbeing Centre (Allerton) – Formerly known as The Grange Practice**

Allerton Health Centre, Bell Dean Road, Bradford, BD15 7NJ

09:00 am - 12:00 pm - *Patients Only*

Appointments only – Ring reception and ask to book an appointment with the CAB Adviser on 01274 885222



## Tuesday Continued

### Services provided by Partner Agencies

#### Bradford Area:

##### **Bilton Medical Centre** (*Manningham Project*)

120 City Road, Bradford, West Yorkshire, BD8 8JT

9:30 am – 12:30 pm -*Patients Only*

Appointments only - Ring reception and ask to book an appointment with the Adviser on 01274 782080

##### **Heaton Children's Centre** (*Manningham Project*)

Haworth Road, Bradford, West Yorkshire, BD8 7DJ

9:30 am – 12:30 pm

Appointments only - Ring reception and ask to book an appointment with the Adviser on 01274 363070

##### **Manningham Project Advice Centre** (*Manningham Project*)

203 Lumb Lane, Bradford, West Yorkshire, BD8 7SG

9:30 am – 12:30 pm

Appointments only - Ring reception and ask to book an appointment with the Adviser on 01274 544687

##### **Princeville Children Centre** (*Girlington Advice and Training Centre*)

Willowfield St, Bradford, West Yorkshire BD7 2AH

Time - AM

Appointments Only – Ring reception and ask to book an appointment with the Adviser on 01274 544922

##### **St Edmunds Children's Centre** (*Girlington Advice and Training Centre*)

Washington Street, Bradford, West Yorkshire BD8 9QW

Time - AM

Appointments Only – Ring reception and ask to book an appointment with the Adviser on 01274 543282

## **Tuesday Continued**

### **Shipley Area:**

#### **Bingley Medical Practice**

Canalside Health Centre, 2 Kingsway, BD16 4RP

1:30pm – 4:30pm

Appointments Only – To book an appointment, ring Keighley CAB on 01535 665877

#### **Saltaire Medical Practice at Cottingley Surgery**

Canon Pinnington Mews, Cottingley, BD16 1AQ

9:30 am - 12:30 pm -*Patients Only*

Appointments Only – Ring reception and ask to book an appointment with the CAB Adviser on 01274 599263

### **Services provided by Partner Agencies**

#### **Shipley Area:**

##### **Windhill Green Medical Centre (Windhill)**

2 Thackley Old Road, Shipley, BD18 1QB

9:30 am - 12:30 pm -*Patients Only*

Appointments only – Ring reception and ask to book an appointment with the Adviser on 01274 584223

##### **Windhill Advice Centre (Windhill)**

Church Street, Shipley, BD18 2NR

9:30 am - 2:30 pm

Appointments Only – Ring reception and ask to book an appointment with the Adviser on 01274 588831

### **Keighley Area:**

#### **Airedale Hospital – Mental Health Unit**

Skipton Road, Steeton, BD20 6TD

9:30 am - 11:30 am -*Patients on Heather & Fern Wards Only*

*Appointments via nursing staff*

#### **Ilkley Town Centre**

Ilkley KIVCA office, Riddings Hall, Riddings Road, Ilkley LS29 9LU

9:30 am – 3:30 pm

Appointments Only – To book an appointment, ring Keighley CAB on 01535 665877

## **Tuesday Continued**

### **Keighley Area Continued:**

#### **Strong Close Children's Centre**

Airedale Road, Keighley, BD21 4LW

9:30 am – 12:30 pm

Appointments only – Parents with Children up to age 5 - Ring reception and ask to book an appointment with the CAB Adviser on 01535 605272

### **Services provided by Partner Agencies**

#### **Keighley Area:**

##### **Addingham Medical Centre (*Bangladeshi Community Association*)**

151a Main Street, Addingham, Ilkley

9:30am – 12:30 pm – *Fortnightly, Patients Only*

Appointments only - Ring reception and ask to book an appointment with the Adviser on 01943 830367

##### **Oakworth Medical Practice (*Bangladeshi Community Association*)**

3 Lidget, Oakworth, Keighley, BD22 7HN

9:30 am – 12:30 pm – *Fortnightly, Patients Only*

Appointments Only – Ring reception and ask to book an appointment with the Adviser on 01535 643306

##### **Project 6 (*Bangladeshi Community Association*)**

11-19 Temple Street, Keighley, BD21 2AD

1:00 am – 4:00 pm

Appointments Only – Ring reception and ask to book an appointment with the Adviser on 01535 610180

## Wednesday

### **Citizens Advice Bradford**

Argus Chambers, Hall Ings, Bradford, BD1 1HZ

9:00 am - 4:30 pm - *Pre booked appointments*

9:00 am - 5:00 pm - *Specialist appointments*

### **Citizens Advice Keighley**

Central Hall, Alice Street, Keighley, BD21 3JD

9:00 am - 1:30 pm - *Drop in (Session will begin at 09.30am)*

9:00 am - 5:00 pm - *Specialist appointments*

### **Citizens Advice Shipley**

6-8 Windsor Road, Shipley, BD18 3EQ

9:00 am - 5:00 pm - *Specialist appointments*

### **Bradford Area:**

#### **Bradford Magistrates Court**

The Tyrls, Bradford, BD1 1LA

9:30 am – 12:30 pm & 1:30 pm – 4:00 pm

*Emergency Debt advice available for people with fines or Council Tax hearings*

#### **Fieldhead Mental Health Services**

10 – 16 St Martin's Avenue, Fieldhead Business Park, BD7 1LG

09:30 am - 11:30 pm - *Service Users Only*

Appointments Only – Appointments via support workers only.

#### **The City Practice**

##### **Whetley Medical Centre-**

2 Saplin Street, Bradford, BD8 9DW

9:00 am – 12:00 pm - *Patients Only*

Appointments only – Ring reception and ask to book an appointment with the CAB Adviser on 01274 256213

#### **Thornton & Denholme Medical Practice**

4 Craven Avenue, Thornton, Bradford, BD13 3LG

09:30 am - 12:30 pm - *Patients Only*

Appointments only – Ring reception and ask to book an appointment with the CAB Adviser on 01274 832110

## Wednesday Continued

### Services provided by Partner Agencies

#### Bradford Area:

##### **Café West**      (*Manningham Project*)

Wanstead Crescent, Allerton, Bradford, West Yorkshire, BD15 7PA

9:30 am – 12:30 pm

Appointments only – Ring reception and ask to book an appointment with the Adviser on 01274 544687

##### **Girlington Community Centre**      (*Girlington Advice and Training Centre*)

Girlington Road, Bradford, West Yorkshire, BD8 9NN

Time - AM

Appointments only – Ring reception and ask to book an appointment with the Adviser on 01274 547118

##### **Heaton Medical Centre** (*Girlington Advice and Training Centre*)

Haworth Road, Heaton, Bradford BD9 6LL

Time - AM -*Patients Only*

Appointments only – Ring reception and ask to book an appointment with the Adviser on 01274 541701

##### **Khidmet Centre**      (*Girlington Advice and Training Centre*)

36 Spencer Road, Bradford, West Yorkshire, BD7 2EU

Time - AM

Appointments only - Ring reception and ask to book an appointment with the Adviser on 01274 547118

##### **Manningham Project Advice Centre**      (*Manningham Project*)

203 Lumb Lane, Bradford, West Yorkshire, BD8 7SG

9:30 am – 12:30 pm

Appointments only - Ring reception and ask to book an appointment with the Adviser on 01274 544687

##### **Oak Lane Medical Surgery**      (*Windhill*)

Westbourne Green C H C Centre, 50 Heaton Road, Bradford, BD8 8RA

9:30 am – 12:30 pm -*Patients Only*

Appointments only – Ring reception and ask to book an appointment with the Adviser on 01274 957909

## **Wednesday Continued**

### **Shipley Area:**

#### **Haven**

The Cellar Trust, Farfield Road, Shipley, BD18 4QP

10:15 am - 1:15 pm

Appointments Only - *For people referred by Lynfield Mount Hospital*

#### **Hirst Wood Children's Centre**

Clarence Road, Shipley, BD18 4NJ

1:30 pm – 4:30 pm

Appointments only – Parents with Children up to age 5 – Ring reception and ask to book an appointment with the CAB Adviser on 01274 584368

### **Keighley Area:**

#### **Citizens Advice Keighley – Keighley Area Children's Centre Clients**

Central Hall, Alice Street, Keighley, BD21 3JD

13:00 pm – 15:00 pm. *Monthly. By appointment. Referrals only. For clients, at Keighley Children's Centre, requiring Slovak language support.*

#### **Highfield Children's Centre**

21 Drewry Road, Keighley, BD21 2QG

1:30 pm - 4:30 pm

Appointments only – Parents with Children up to age 5 - Ring reception and ask to book an appointment with the CAB Adviser on 01535 618485

#### **Ling House Medical Centre**

49 Scott St, Keighley, West Yorkshire, BD21 2JH

9:30 am - 12:30 pm - *Patients Only*

Appointments only – Ring reception and ask to book an appointment with the CAB Adviser on 01535 605747

## **Services provided by Partner Agencies**

### **Keighley Area:**

#### **BCA (Bangladeshi Community Association)**

Surma Building, Kinsington Street, Keighley, BD21 1PW

9:30 am – 12:30 pm

Appointments only - Ring reception and ask to book an appointment with the Adviser on 01535 604359

#### **Kilmeny Group Medical Practice (Bangladeshi Community Association)**

Ashbourne Road Keighley, BD21 1LA

10:00 am - 1:00 pm - *Patients Only*

Appointments only – Ring reception and ask to book an appointment with the Adviser on 01535 606415

## Thursday

### **Citizens Advice Bradford**

Argus Chambers, Hall Ings, Bradford, BD1 1HZ

9:15 am - 3:30 pm - *Drop in*

9:00 am - 4:30 pm - *Pre booked appointments*

9:00 am - 5:00 pm - *Specialist appointments*

### **Citizens Advice Keighley**

Central Hall, Alice Street, Keighley, BD21 3JD

9:00 am - 4:00 pm - *Specialist and Pre booked appointments only*

### **Citizens Advice Shipley**

6-8 Windsor Road, Shipley, BD18 3EQ

9:00 am - 5:00 pm - *Specialist appointments*

### **Bradford Area:**

#### **Clayton Village Hall**

Reva Syke Road, Clayton, Bradford, BD14 6QN

9:30 am – 12:30 pm

Appointments only – Ring reception and ask to book an appointment with the CAB Adviser on 07734 513652

#### **Grange Interlink Community Centre**

Summerville Road, Bradford, BD7 1PX

09:15 am - 12:15 pm

Appointments only – Ring reception and ask to book an appointment with the CAB Adviser on 01274 726612

#### **The Family Practice**

##### **Whetley Medical Centre**

2 Saplin Street, Bradford, BD8 9DW

9:00 am – 12:00 pm - *Patients Only*

Appointments only – Ring reception and ask to book an appointment with the CAB Adviser on 01274 544915

#### **The Rockwell & Wrose Health Centre**

Wrose Health Centre, Kings Road, Bradford, BD2 1QG

9:15 am - 12:30 pm - *Patients Only*

Appointments only – Ring reception and ask to book an appointment with the CAB Adviser on 01274 638353

## Thursday Continued

### Services provided by Partner Agencies

#### Bradford Area:

##### **Abbey Green Children's Centre** (*Manningham Project*)

Green Lane, Bradford, West Yorkshire, BD8 8HH

9:30 am – 12:30 pm

Appointments only - Ring reception and ask to book an appointment with the Adviser on 01274 722070

##### **Allerton Children's Centre** (*Girlington Advice and Training Centre*)

Ley Top Primary School, Avenel Road, Bradford, BD15 7PQ

Time - AM

Appointments only –Ring reception and ask to book an appointment with the Adviser on 01274 544922

##### **Ashwell Medical Centre** (*Girlington Advice and Training Centre*)

Ashwell Road, Bradford BD8 9DP

Time – AM -*Patients Only*

Appointments only –Ring reception and ask to book an appointment with the Adviser on 01274 490409

##### **Beap Community Partnership** (*Manningham Project*)

31 Cornwall Road, Bradford, West Yorkshire, BD8 7JN

9:30 am – 12:30 pm

Appointments only - Ring reception and ask to book an appointment with the Adviser on 01274 731020

##### **Frizinghall Community Centre** (*Manningham Project*)

Midland Road, Bradford, West Yorkshire, BD9 4HX

9:30 am – 12:30 pm

Appointments only - Ring reception and ask to book an appointment with the Adviser on 01274 544687

##### **Frizinghall Medical Centre** (*Girlington Advice and Training Centre*)

274 Keighley Road, Bradford BD9 4LH

Time - AM -*Patients Only*

Appointments only - Ring reception and ask to book an appointment with the Adviser on 01274 495577



## Thursday Continued

### Services provided by Partner Agencies

#### Bradford Area Continued:

##### **Picton Medical Centre (Manningham Project)**

Whetley Lane, Bradford, West Yorkshire, BD8 8RA

9:30 am – 12:30 pm - *Patients Only*

Appointments only - Ring reception and ask to book an appointment with the Adviser on 01274 019605

#### Shipley Area:

##### **Bingley Medical Practice**

Bingley Town Centre, Canalside Health Centre, 2 Kingsway, BD16 4RP

1:30pm – 4:30pm

Appointments Only – To book an appointment, ring Keighley CAB on 01535 665877

##### **Somerset House Mental Health Resource Centre**

Manor Lane, Shipley, BD18 3BP

1:00 pm - 3:30 pm - *Service Users Only*

Appointments Only – Ring reception and ask to book an appointment with the CAB Adviser on 01274 531536

##### **Springfield Surgery**

Canalside Health Care Centre, 2 Kingway, Bingley, BD16 4RP

9:30 am - 12:30 pm - *Patients Only*

Appointments Only – Ring reception and ask to book an appointment with the CAB Adviser on 01274 567991

### Services provided by Partner Agencies

#### Shipley Area:

##### **Grange Park Surgery (at St. Mary's parish Church) (Windhill)**

Grange Rd, Burley in Wharfedale, Ilkley, LS29 7HG

9:30 am - 12:30 pm - *Patients Only*

Appointments only – Ring reception and ask to book an appointment with the Adviser on 01943 862108

##### **Westcliffe Medical Centre (Windhill)**

Westcliffe Rd, Shipley, BD18 3EE

9:30 am - 12:30 pm - *Patients Only*

Appointments only – Ring reception and ask to book an appointment with the Adviser on 01274 580816

## **Thursday Continued**

### **Keighley Area:**

#### **Haworth Medical Practice**

Heathcliffe Mews, Haworth, BD22 8DH

9:30 am - 11:45 am - *Patients Only*

Appointments only – To book an appointment, ring Keighley CAB on 01535 665877

#### **Holycroft Surgery**

Oakworth Road, Keighley, BD21 1SA

9:30 am - 12:30 pm - *Patients Only*

Appointments only – Ring reception and ask to book an appointment with the CAB Adviser on 01535 602010

#### **Salvation Army**

High St, Keighley, West Yorkshire, BD21 2LJ

1:30 pm – 3:30 pm- *Drop-in session open to food bank clients only*

## **Services provided by Partner Agencies**

### **Keighley Area:**

#### **North Street Surgery (Bangladeshi Community Association)**

151 North Street, Keighley. BD21 3AU

10:00 am – 1:00 pm - *Patients Only*

Appointments only – Ring reception and ask to book an appointment with the Adviser on 01535 607444

## Friday

### **Citizens Advice Bradford**

Argus Chambers, Hall Ings, Bradford, BD1 1HZ

9:15 am - 3:30 pm - *Drop in*

9:00 am - 4:30 pm - *Pre booked appointments*

9:00 am - 5:00 pm - *Specialist appointments*

### **Citizens Advice Keighley**

Central Hall, Alice Street, Keighley, BD21 3JD

9:00 am - 4:00 pm - *Specialist appointments*

### **Citizens Advice Shipley**

6-8 Windsor Road, Shipley, BD18 3EQ

09:00 am - 5:00 pm - *Specialist appointments*

### **Bradford Area:**

#### **CAMHS - Bradford (Bradford Child & Adolescent Mental Health Service)**

2-8 St Martin's Avenue, Fieldhead Business Centre, Listerhills, Bradford, BD7 1LG

9:30 am - 12:30 pm - *Patients Only*

Appointments only – Ring reception and ask to book an appointment with the CAB Adviser on 01274 723241

#### **Grange Medical Centre**

1 Horton Grange Road, Bradford, BD7 3AH

9:30 am – 12:30 pm *Patients Only*

Appointments only – Ring reception and ask to book an appointment with the CAB Adviser on 01274 957908

#### **Hollyns Health & Wellbeing (Clayton) - Formerly known as Mayfield Medical Centre**

4 Glenholme Park, Pasture Lane, Clayton, Bradford, BD14 6NF

9:00 am - 12:00 pm - *Patients Only*

Appointments Only – Ring reception and ask to book an appointment with the CAB Adviser on 01274 880650

#### **Mughal Medical Centre**

55 Ivanhoe Road, Bradford, BD7 3HY

9:00 am - 12:15 pm *Patients Only*

Appointments only – To book an appointment, ring Bradford CAB on 01274 758030

## Friday Continued

### **Parkside Medical Practice**

99 Horton Park Avenue, Bradford, BD7 3EG

9:15 am – 12:15 pm - *Patients Only*

Appointments only – Ring reception and ask to book an appointment with the CAB Adviser on 01274 521111

### **Services provided by Partner Agencies**

#### **Bradford Area:**

##### **Ashcroft Surgery (Family Action)**

Newlands Way, Eccleshill, Bradford, BD10 0JE

9:15 am – 12:30 pm – Patients Only

Appointments only- Ring reception and ask to book an appointment with the Adviser on 01274 612279

#### **Shipley Area:**

##### **Shipley Medical Practice (Windhill)**

Alexandra Road, Shipley, BD18 3EG

9:45 am - 12:30 pm

Appointments Only – Ring reception and ask to book an appointment with the Adviser on 01274 531153

##### **Windhill Advice Centre (Windhill)**

Church Street, Shipley, BD18 2NR

9:30 am - 2:30 pm

Appointments Only – Ring reception and ask to book an appointment with the Adviser on 01274 588831

#### **Keighley Area:**

##### **Meridian House (Appointments held at Keighley CAB)**

Central Hall, Alice Street, Keighley, BD21 3JD

9:30 am - 12:30 pm

Appointments only – To book an appointment, ring Keighley CAB on 01535 665877

## **Internet Advice:**

### **[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)**

This website provides you with information on your rights - including benefits, housing and employment, and on debt, consumer and legal issues.

It aims to empower you by providing the information you need to help you to solve your own problems.

### **[www.bradfordandairedalecab.org.uk](http://www.bradfordandairedalecab.org.uk)**

This website informs you about the services we provide throughout the Bradford Metropolitan District.

## **What to bring with you to an appointment**

When you visit a Citizens Advice, it's important that the adviser you speak to has as much information about your case as possible. If you don't bring the necessary paperwork with you, you may have to come back another time. This means it could take you longer to get the help you need.

This page gives you an idea of the kind of information it's useful to bring with you. If you haven't got everything that's shown, don't worry - bring as much as you can find.

It's sometimes important to get help as soon as possible because you may only have a short amount of time to take certain action.

### **Problems with benefits**

- All letters from government departments, such as the Department for Work and Pensions (DWP) e.g. Jobcentre Plus, Pension Service, or the local authority
- Decision letters that you are not happy with or wish to challenge - this is essential
- Your national insurance number
- Proof of your income - wage slips, benefit letters, tax credits
- Bank statement - latest copy
- Details of any savings
- Tenancy agreement or mortgage details.

### **Welfare benefit check**

If you would like an adviser to check that you are receiving all the benefits and tax credits you're entitled to, bring the following information for everyone who lives in your home:

- Dates of birth
- If employed or self-employed - number of hours worked
- Gross income from employment for the last tax year - April 6 to April 5 - a P60 form will provide this, or if self employed, last year's accounts
- Gross income for this year – pay slips or estimate if self-employed
- If you are currently receiving benefits, bring all the benefit award letters
- Child care costs - details of childcare provider and how much you pay
- Investment income - details of investments and latest interest payments. Bank statements may be the best way to show this
- Tenancy agreement or current mortgage repayment details
- Council tax bill.

### **Debt and money problems**

- Details of your income - wage slips, benefit letters, tax credits
- Bank statement - latest copy
- Details of all those that you owe money to and how much - bring the latest statements and demands for payment

- Copy of original loan agreements
- Copy of any court papers
- Details of your household expenditure - how much you spend on food, transport, phone and energy bills etc
- Copy of the latest correspondence you have received - e.g. letters from bailiffs.

### **Housing problems**

- Tenancy agreement, letters from your landlord - if you're renting
- Mortgage details - if you have a mortgage
- Any court papers
- Title deeds - if you own your home
- Proof of your income - wage slips, benefit letters, tax credits.

### **Employment problems**

- Copy of your employment contract
- Details of any disciplinary, grievance or dismissal issues
- Any recent letters from your employer
- Staff handbook
- Copy of employment tribunal applications - if you have made any
- Proof of your income - wage slips, benefit letters, tax credits.

### **Family and personal issues**

- Any paperwork or letters relating to the issue
- Court documents or legal agreements
- Proof of your income - wage slips, benefit letters, tax credits
- Copy of divorce papers.

### **Consumer problems**

- Full details of the goods or services causing the problem
- Copy of any contracts or credit agreements
- Any recent letters about the problem
- Proof of purchase - such as receipt or credit card slip
- Proof of your income - wage slips, benefit letters, tax credits.

### **Immigration or asylum problems**

- All letters from the Home Office
- Passport and details of any visas or permits
- Proof of your income or NASS support - wage slips, benefit letters, tax credits.

### **Other problems**

- Any paperwork, letters or other correspondence relating to the issue

# Telephone Helplines

## **Citizens Advice Consumer Service**

0345 404 05 06 – advice on consumer problems

## **Civil Legal Advice**

0345 345 4 345 – advice on housing, domestic abuse, discrimination, special education needs, children taken into care

## **National Debt Line**

0808 808 4000 – advice on debt problems

## **Shelter**

0808 800 44 44 – advice about housing and homelessness

## **Turn2us**

08088 022000 – advice about benefits and grants for individuals

## **ACAS**

0300 123 1100- advice on resolving workplace disputes



# NOTES

**Citizens Advice Bradford & Airedale and Bradford  
Law Centre provide:**

***Free  
Independent  
Impartial  
Confidential***

**advice, information and representation to the  
Metropolitan District of Bradford from the venues  
detailed in this leaflet.**

**Advice can be provided on the following areas:**

***Benefits  
Debt  
Consumer Issues  
Employment  
Housing  
Immigration (Level 1, 2 & 3 OISC)  
Relationships  
Tax***

**Please Note:**

**Whilst we make every effort to see all clients who  
approach our drop-in sessions, the sessions are in high  
demand and may become full.**