

## Issues WARM can help with

**WARM** can offer support, practical advice and signposting. It can also complete referrals to both internal and external agencies regarding matters such as:

- \* Financial issues such as debt, energy issues, benefit checks and Household Support Fund applications
- \* Benefit issues such as work capability forms, disability forms and appeal of benefit decisions
- \* Employment issues such as dismissal, disciplinary action, discrimination and grievance
- \* Relationship breakdown such as domestic violence and abuse, separation, income, housing and child arrangements
- \* Housing such as threat of eviction, homelessness, disrepairs and problems with landlords

### We cannot help with the following forms:

- \* Homechoice
- \* Blue badge
- \* Disabled Facilities Grants
- \* Council tax reduction

Support to fill these in can be obtained from South Gloucestershire Council in one of its One Stop Shops.

## Contacting Citizens Advice South Gloucestershire

After your time under **WARM** comes to an end, you can still contact Citizens Advice South Gloucestershire through the following ways:

### FACE-TO-FACE DROP-INS

(correct as of March 2024)

**Yate Office**, Kennedy Way, BS37 4DQ

Monday 4.00pm – 6.00pm

Tuesday 10.00am – 3.00pm

Friday 10.00am – 1.00pm

**Bradley Stoke**, Jubilee Centre, BS32 8HL

Wednesday 10.00am – 12noon

**Cadbury Heath**, Juice Project, BS30 8EL

1st & 3rd Monday 10.00am – 12noon

**Thornbury**, Thornbury Town Hall, BS35 2AR

Tuesday 10.00am – 12noon

**Emersons Green**, Emersons Green Village

Hall, BS16 7AP

Thursday 10.00am – 12noon

**Stoke Gifford**, The Community Centre,

BS34 6HR

2nd & 4th Monday 12.30pm – 2.30pm

### FREE ADVICELINE

Phone our free local advice line on

**0808 2787947** available every weekday

Monday-Fridays from 9am-5pm excluding

Bank Holidays.

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Citizens Advice South Gloucestershire

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## When Advice Really Matters

Clients' leaflet - updated March 2024



South  
Gloucestershire

In partnership with

**South Gloucestershire  
Primary Care Networks**

## How the service works

WARM can offer support, practical advice and signposting. We can make referrals to internal and external agencies.

Within five days of having been referred, you will be contacted by phone, text or email to arrange an appointment.

Your health professional/social prescriber will have referred you to the WARM service during a meeting with yourself, when you will have discussed practical matters that are affecting your mental and or physical health.



## The first contact

The first contact will likely be via the phone, when we will:

- \* Talk with you about your referral
- \* Gather more details
- \* Talk about the information we keep about you and seek consent for recording things you may speak with us about
- \* Identify the main thing you feel you need help with, especially if there are several things that might be causing you worry
- \* We may ask you to bring any useful documents to your next appointment to help us understand what the issue is i.e. a letter regarding debt

**WARM** can offer support by phone, face-to-face or via a virtual video appointment. Please let us know what you prefer.

**Please note - we are not legally trained and cannot give legal advice or financial advice.**

**We can help you be aware of your rights and how to get them enforced.**

**We may signpost you to appropriate services and professionals who can offer additional support in any areas we might not be able to support you with.**

## When Advice Really Matters

When Advice Really Matters aims to offer advice and support to resolve practical issues where these are affecting a client's health and wellbeing.

It is a newly-developed project that went live on 5th June 2023. Citizens Advice South Gloucestershire is working in partnership with South Gloucestershire Primary Care Networks on the project.

It supports clients with a primary care need relating to mental health or physical health which is becoming harder to manage due to practical matters.

These could include debt, housing issues and low income.

This project is initially piloted within the Yate and Frampton and 4PCN areas, taking referrals from GPs and social prescribers. It will soon also cover Network 4.

**WARM is funded by:**



**St Monica Trust**

**South Gloucestershire**  
Locality Partnership