

About us

We help people find a way forward. We can all face problems that seem complicated or intimidating. At Citizens Advice Chelmsford, we believe no one should have to face these problems without good quality, independent advice.

That's why we're here: to give people the knowledge and the confidence they need to find their way forward – whoever they are, and whatever their problem.

We give advice to millions of people

We're part of a network of independent charities that offers confidential advice online, over the phone, and in person, for free.

When we say we're for everyone, we mean it. People rely on us because we're independent and totally impartial.

Last year, Citizens Advice Chelmsford helped around 5,500 people both face to face and on the phone.

We also give advice on consumer rights on our consumer helpline, support witnesses in courts through the Witness Service and give pension guidance to people aged over 50.

We speak up for our clients

No-one else sees so many people with so many different kinds of problems, and that gives us a unique insight into the challenges people are facing today.

Citizens Advice helps people find a way forward.

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're here for everyone.

citizensadvice.org.uk



Charity registration number 1088290

Company Registration No. 4063248

Authorised and regulated by the Financial Conduct Authority FRN: 617550

Do you live in Writtle?

Got an issue and need support to resolve it?

We are here to help!

Citizens Advice Chelmsford
Writtle Service
Telephone - 01245 951334



How we can help

Our service is free, confidential and open to everyone in the community.

Volunteers are trained to advise on virtually any issue, including:

Benefits

Money & Debt problems

Employment

Consumer rights

Housing

Homelessness

Neighbour disputes

Education

Healthcare

Immigration & residency

Human rights

Family & personal issues

We arm you with all the facts and possible outcomes of different options. That way you can make the decision that's right for you.

Specialist Support

Citizens Advice Chelmsford have established various partnerships and projects that can support our clients with their issues.

Help to Claim is a service offered nationally to help people make a new claim for Universal Credit. It supports clients by completing benefit checks and by helping clients up to the point that they receive their first Universal Credit payment.

Pension wise offers pension guidance to people over 50 years old with defined contribution pensions.

Warm Start & Warm Homes help clients in fuel poverty by maximising income, reducing utility spending, helping with debts and complaints with fuel companies, applying for charitable and energy-saving grants and general energy-saving advice.

Chelmsford Law Clinic offers 30 minute pro-bono appointments in 6 areas of law: employment, family, housing, clinical negligence, personal injury & criminal defence.

Central Law Group (CLG) are a Community Interest Company (CIC non-profit organisation) which charge a low rate of fees to eligible clients (different from Legal Aid but useful to those who cannot afford High Street prices).

Contact us

Writtle Service

Telephone - **01245 951334**

Email - writtle@chelmsfordcab.org

Website- writtle.chelmsfordcab.org

Chelmsford Citizens Advice

Adviceline - 0800 144 8848

Email - enquiries@chelmsfordcab.org

Website - www.chelmsfordcab.org

Help to Claim

Telephone - 0800 144 8444

Website - www.citizensadvice.org.uk/helptoclaim/

Pension wise

Telephone - 0800 1383944

Website - www.moneyhelper.org.uk/en/pensions-and-retirement/pension-wise

Warm Homes Essex

Telephone - 0300 3033789

Website - www.warmhomesessex.org.uk

Chelmsford Law Clinic & Central Law Group

Telephone - 01245 25562

Email - law.clinic@chelmsfordcab.org

Website - www.chelmsfordlawclinic.org.uk