

A new advice service for people in Wales



cyngor ar bopeth
citizens advice



Ariennir gan
Lywodraeth Cymru
Funded by
Welsh Government

Overview

Citizens Advice have launched a new advice service across Wales:

- Advicelink Cymru is a new nationally funded programme for advice in Wales from 1 January 2020.
- It is targeted funding to reach those who are most in need of advice, or do not usually seek advice.
- The funding is a result of the Welsh Government's decision to change how they commission advice services across Wales.
- It replaces 4 Welsh Government funded advice services (no new funds).
- Citizens Advice were awarded £8.1 million from the Welsh Government 'Single Advice Fund' to lead a partnership approach.
- The service is managed by Citizens Advice Cymru. Funding is sub-granted to individual local Citizens Advice offices and a range of local and national partners, who will deliver the services.

key features of the service

Advicelink Cymru represents a completely new funding and delivery model for services across Wales:

- Bilingual and multi-channel via phone, online and face-to-face.
- Reaching out to clients proactively through partners, to get advice to those most in need of them before they are in crisis.
- Working seamlessly so the client's journey is as simple as possible.
- Regionally based services with national consistency.
- Quality-assured advice with wraparound support for clients from partners. This support could be practical, emotional, clinical or social.

Our services



National remote service across Wales - telephone advice and web-chat, in Welsh and English



Generalist and specialist welfare benefits, debt and housing advice services across the Citizens Advice network



Specialist employment and discrimination phone service

How it's delivered

To deliver this programme, Citizens Advice has come together with a broad range of partners who have expertise in engaging with specific groups and communities across Wales.



Find out about the service and our partners: citizensadvice.org.uk/about-us/how-we-provide-advice/advice-partnerships/advicelink-cymru

How this improves the experience of accessing advice for people in Wales:

- **Quality** — Improved quality of information and advice
- **Reach** — Reaching people we've not helped before
- **Accessibility** — More accessible and easier to re-access advice services
- **Proactive** — Supporting clients proactively to help them build their skills, knowledge and confidence so they can solve their problems

What this means for people and partners

- ✓ Better awareness of the positive impact of welfare benefits, debt, employment, housing, discrimination and immigration advice
- ✓ Improved referral routes to quality-assured information and advice
- ✓ Better mutual understanding of how advice and other support services fit together
- ✓ More informed and targeted advice services
- ✓ Improved experience for the people partners support
- ✓ Possibilities for future joint working, linking into the new Regional Advice Networks

Advicelink Cymru is a new service in Wales helping people access the right advice when they need it.

It targets those most in need with accessible, quality-assured and impartial advice. The service is delivered in person, by phone and online by the largest network of advice partners in Wales.

For any questions about the service, email: advicelinkcymru@citizensadvice.org.uk

People in Wales can access the service through our existing advice number: **0800 702 2020**

Relay UK — if you can't hear or speak on the phone, you can type what you want to say: **18001** then **0800 144 8884**

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