

ADVICE

Advice Centre

The Advice Centre houses two services, Harlow Welfare Rights & Advice and the Citizens Advice Bureau.

Citizens Advice Bureau (Harlow)

This is a free, independent, impartial and confidential advice and information service on a wide range of issues. Initial advice is through the drop-in sessions or the telephone advice line. Appointments can then be made, if necessary. Limited casework is available for debt advice work for non-priority debts.

Rooms 1&2, The Advice Centre, The High, Harlow CM20 1ND

Opening hours

Monday, Wednesday and Friday – 10am to 12 noon on a first come, first served basis; appointments 2pm and 2.30pm.

Tuesday and Thursday – appointments only.

Closed Bank Holidays and the Christmas Week.

0845 120 3717 Telephone Advice Line, Monday to Friday between 10 am to 12 noon and 2pm to 4pm.

The CAB also offers outreach drop-in sessions as follows:--

Gateway Centre, Staple Tye on Thursday from 10am to 12.30pm.

Occasio House, Playhouse Square on Tuesdays from 5pm to 7pm. The Occasio House session is for 16-24 year olds.

Adviceguide is an online service from the National Association of Citizens Advice Bureaux that provides independent advice on your rights. It provides practical, reliable, up-to-date information on a wide range of topics, including benefits, housing, employment, debt, consumer and legal issues. It has details of reliable sources of advice if you need more help, including contact details and opening times for all CABx. It provides information in English, Welsh, Bengali, Gujarati, Punjabi, Urdu and Chinese. [You can print off useful fact sheets.](#)
Website: www.adviceguide.org.uk

Harlow Welfare Rights & Advice (HWRA)

This free, independent, impartial and confidential advice and information service on a wide range of issues is primarily for Harlow residents. It is largely funded by Harlow Council and the Legal Services Commission.

Specialist advice and representation are available on benefits, debt, employment and housing. There is also a general information service on a wide range of other subjects, supplemented by information leaflets, fact sheets and claim packs. If you are under 25, there is an outreach service at the One Stop Shop in Occasio House (Tel: 01279 446815) for free legal advice on housing and debt for young people, including young offenders, and assisted information on a wide range of other topics.

There is a User Room where clients can access reference materials and online information, which includes user-friendly benefits software. Harlow Advice Centre is a UK Online Centre. HWRA support staff can show you how to get information from the Internet, learn to use email and use computers to help you find and apply for jobs. Initial instruction sessions are by appointment. Once you have been shown the ropes, you can then use the facilities in the User Room by yourself on a drop-in basis. Take-up campaigns, talks and training courses are also undertaken.

Harlow Welfare Rights & Advice (HWRA) is open each weekday from 10am until 4pm. Out-of-hours appointments can be made if necessary, and home visits are available for house-bound people. |

2 East Gate, The High, Harlow, Essex CM20 1ND

(01279) 446622 Inquiries during opening hours

(01279) 446777 For people in full-time work to leave messages if they cannot make contact during opening hours

Email: admin@hwra.org.uk

Website: www.hwra.org.uk