

**From Monday 4<sup>th</sup> April 2011 Islington Citizens Advice Bureau will be available at 222 Upper Street London N1 1XR.**

**The opening hours for our drop in service are:**

Monday	9.30am – 4.30pm
Tuesday	9.30am – 4.30pm
Wednesday	9.30am – 4.30pm
Thursday	1.00pm – 8.00pm
Friday	9.30am – 4.30pm

We will provide a phone service during these hours from the end of April. A taped information service is available outside of these hours.

<b>Advice line</b>	<b>0844 4111444</b>
<b>Type talk</b>	<b>0844 4111445</b>
<b>Mobile phone users</b>	<b>0300 3300650</b>

- The service will be staffed by a full time manager, Jeanette Daly Mathias and three or more full-time caseworkers. Contact details for these staff will be available shortly. In the meantime Jeanette can be contacted via email – [jeanette.dalymathias@rcjadvice.org.uk](mailto:jeanette.dalymathias@rcjadvice.org.uk).
- Our generalist service will be delivered by trained volunteers supported by a full time advice supervisor.
- Our reception service will be staffed by our Access Assistant and volunteer receptionists.

**The service model is outlined overleaf.**

**Islington CAB service is delivered by RCJ Advice Bureau.**

**If you have any queries regarding the new CAB service please contact Alison Lamb, RCJ and Islington Chief Executive – [alison.lamb@rcjadvice.org.uk](mailto:alison.lamb@rcjadvice.org.uk).**

# Client Journey

## Point of entry

### In person open door:

Monday, Tuesday, Wednesday and Friday 9.30am - 4.30pm  
Thursday 1pm - 8.00pm  
Phone service to match the above hours.

### Receptionist

Deals with information and navigation queries

Islington residents

Non-Islington residents

Signposted to local providers including RCJ advice line

### Gateway

Advice required

Client able to undertake self-help

Can issues be dealt with under the generalist advice service?

Is client satisfied? Do they have enough information to help themselves?

Client satisfied

Same day generalist advice provided

Is it an emergency?

Same day emergency appointment made with appropriate specialist adviser

Has the generalist advice been sufficient to address the client's needs?

Client satisfied

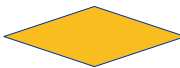
Gateway adviser makes appointment according to needs and priority with relevant case worker or specialist adviser

Legend

End point:



Decision point:



Action point:

