

New Citizens Advice Outreach in Magor with Undy

Monmouthshire County Citizens Advice Bureau (MonCA) are delighted to announce the opening of a new Outreach service launched in conjunction with Magor with Undy Town Council. The drop-in Outreach service will be based in the Magor and Undy Community Hub (the Hub) on the 2nd Tuesday of each month from 10am to Midday, with the first date being 8th September.

The service was launched at the Hub by Frances Taylor, Mayor of Magor with Undy and Steve Read, Chair of the MonCA Board of Trustees.



MonCA is a charity working across the whole of Monmouthshire from our offices in Abergavenny, Caldicot, Chepstow, and Monmouth and a number of outreach locations. In common with all Citizens Advice organisations across the country, MonCA is there for anyone who needs support, giving confidential, impartial and (importantly) free advice that can change people's lives. The particular areas of focus for clients tend to be around:

- Benefits
- Work
- Money and Debt
- Housing
- Consumer
- Immigration
- Family
- Law and Courts, and
- Health

Worries about money seldom come from a single source – job security, unemployment, sickness and rising cost of living debts all add to the financial strains our clients face. Our advisers work alongside our clients to help navigate these issues, unlocking hidden income or benefits and helping to create and manage personal budgets. Millions of pounds worth of welfare benefit goes unclaimed every year. Our advisers assist clients in applying for vital support they are entitled to from Personal Independence Payments, Disability Living Allowance, Carers Allowance to Universal Credit - as well as a myriad of other benefits. Outside of the welfare system we help clients access additional support including free childcare, free school meals or school uniforms, local foodbanks and community fridges and Discretionary Assistance Payments from Welsh Government to support those in crisis.

Citizens Advice also offers significant support for debt management, helping those overwhelmed by debt to navigate affordable repayment plans, challenge unfair charges, and instigate formal debt resolutions such as bankruptcy or Debt Relief Orders.

Through targeted fuel support, we can help those facing a cold winter by providing emergency fuel vouchers and resolving disputes over bills.

We promote wellbeing for our clients as psychological health and financial health are deeply linked, causing increased anxiety and chronic stress when unmanaged. In the vast majority of cases our help leads to an immediate decrease in these anxieties, with our clients routinely reporting that they “feel lighter” having spoken with us. This support promotes wellbeing and empowers our clients when facing their problems.

Citizens Advice also prevents homelessness by intervening in disputed tenancies, mortgage or rent arrears and through challenging evictions. We promote a stable environment for tenants and their families and support their right to quiet enjoyment of their home.

Beyond solving the immediate crises our clients face, we help equip our clients with practical skills, financial knowledge and the confidence to negotiate future challenges as they arise. While we empower our clients, we are still there to support them.

Whether your issue involves a complex benefit claim, you are struggling to manage your debts, your energy bill is too high, or your neighbours’ trees overhang your garden, expert advice is available across the GAVO area. If you know anyone who may need support, please refer them to your local Citizens Advice.

Uniquely across the GAVO area, MonCA’s advice is largely provided through a dedicated band of volunteers, ably supported by a small permanent team. If you live in Monmouthshire and might be interested in volunteering with us to help people, please get in touch with us on 01291 622660.