



## Sandwell Citizens Advice Bureaux

### Debt Signposting

When signposting or referring to Sandwell Citizens Advice Bureau, please ensure that clients have the following information:

#### ***Proof of total household income:***

Payslips (2 months or 6 weeks)  
Working Tax Credit )      Bank Statement  
Child Benefit )  
Bank Statements  
Pension Statements (work and retirement)  
Savings details (Including ISA's)

Documents should be **less than one month old**

#### ***Award Notice for:***

Tax Credits )  
Jobseekers Allowance )  
Income Support )  
Disability Benefits )

Documents should be from the **Current years award**

#### ***Expenditure:***

Liability Orders  
Utility Bills (gas, electricity, telephone)  
Council Tax Bill  
Rent details  
Mortgage details  
Credit Card  
Bank details  
Loans  
Store Cards

Remember Citizens Advice Bureaus need **ALL** relevant details to address the problem (a list of creditors would be helpful, but *not essential*).

Citizens Advice Bureau will then assess the needs of the individuals for further assistance.