



What's Your Problem CIC

PO BOX 466

PAIGNTON

TQ4 9EH

INTRODUCTION

What's Your Problem CIC is a community interest company founded in 2015 which offers free or low-cost advice, counselling and legal support. Our services include;

- Early access to legal advice.
- Counselling for adults, children and young people.
- Support with ongoing legal issues including court proceedings in family such as child arrangements, divorce, financial orders and civil proceedings.
- Legal protection from domestic abuse.
- Housing.
- Consumer advice.
- Benefits advice and representation in the lower and upper tier tribunals.

People we work with are also supported to access other services such as mediation, domestic abuse services, food parcels, drug and alcohol support and health care. We also maintain a referral system for clients who are potentially eligible for legal aid and facilitate direct access advice and advocacy from a Barrister when needed.

Our mission is to empower people in our community to live with a greater sense of wellbeing by accessing help and addressing problems so that people are safe and have the opportunity to thrive.

What's Your Problem has safeguarding and social responsibility at its core with a commitment to unconditional positive regard for all of the people we work with.

Some of the key areas that we address are:

- Families – supporting families to maintain relationships in a safe and healthy way.
- Improving access to justice and legal advice.
- Ensuring that basic needs such as food, shelter, safety are met and can be built on.

Telephone: 01803 524044 Mobile: 07710 119457

e-mail : info@whatsyourproblem.org.uk website : www.whatsyourproblem.org.uk

What's Your Problem CIC is a Community Interest Company
registered number: 9911803.

- Protecting individuals and children from harm.
- Ensuring individuals and families to have sufficient income to meet their needs.
- Ongoing community peer support – supporting volunteers to help others (2020)

From July 2018 to July 2019 we provided 155 hours of free support to individual people needing our help. We supported a further 271 people who contributed what they could afford towards the cost of the service. We also provided 104 counselling sessions (Oct 18 – March 19) with 100% of attendees who completed their sessions reporting an average increase in their wellbeing of 27%.

As a community interest company, we are keen to collaborate with others and would welcome more opportunities to do this. We are currently funded to provide outreach support services in the Torbay area so please contact us if the people you are working with would benefit from access to our support or if you would just like to know more about our organisation.

Angie Manning
What's Your Problem CIC

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