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Epsom advice centre training advice first-aiders

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Citizens Advice Epsom & Ewell (CAEE) is inviting frontline workers and volunteers from other charities and organisations to train as **Advice First Aiders**, equipping them with the skills to identify people in need and direct them to CAEE and other vital advice services.

Advice First Aiders do not provide advice themselves. Instead, by asking the right questions, they are able to identify relevant issues, signpost people to appropriate organisations, and recognise when more urgent or complex cases should be referred to CAEE's qualified advisers and caseworkers.

The programme places a strong emphasis on identifying marginalised or vulnerable groups who may be less likely to seek advice when they need it. These include young people and people with learning difficulties, carers, LGBTQIA+ individuals, ethnic minorities, displaced people, and older or socially isolated residents.

The free training session lasts around two hours, is delivered in person, and is designed to be a lively and interactive experience. Local organisations that have already taken part and trained Advice First Aiders include **Epsom & Ewell Family Centre**, **Fox Grove School** (part of The Howard Partnership Trust), the Home Improvement Agency Team at Epsom & Ewell Borough Council, **Sunnybank Trust**, **Epsom Hub**, and **Epsom Baptist Church**.

Feedback from participants has been positive, with one attendee saying: "I am now more aware and perceptive of people's needs which may not at first be obvious," while another commented that "the course covered a wide range of possible scenarios troubling most clients".

Lisa Davis, chief executive of CAEE, said: "Advice First Aiders serve as a critical link, connecting people in our community with advice and the essential support services necessary to improve their situations."

Beyond immediate advice and crisis intervention, the Advice First Aid programme also helps CAEE to identify and address the underlying causes of problems affecting residents across the Epsom & Ewell borough, informing its wider policy and advocacy work.

Organisations interested in taking part can find more information and sign up via the Citizens Advice Epsom & Ewell website.

CAEE release

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