



Press Release

Headline: Local advice charity Citizens Advice Telford & Wrekin set to carry on providing information and advice

Summary: The charity launched two local numbers and a new email advice service this week. The public can get help and advice on issues such as benefits, debts or employment worries as well as consumer advice, legal help and much more. Despite the challenges, Citizens Advice Telford & the Wrekin is determined to carry on. They can be contacted by:

Email case@telfordcab.co.uk

Phone: 01952 567193 or 01952 567173

Advice Line: 0300 330 1165

www.citizensadvice.org.uk

Detail:

In the light of the present crisis Citizens Advice Telford & the Wrekin have established a network of staff and volunteers working from home to offer services to local people through websites, telephone calls and emails. You can also write to them.

Citizens Advice Telford & the Wrekin CEO, Caro Hart said:

“Our staff and volunteers are working together to ensure that we can offer a full range of services at this difficult time, we can answer general questions as well as provide specialist help on debts and claiming Universal credit. Don’t sit at home worrying, email or phone us now!”

People can access a comprehensive range of advice and information through national website www.citizensadvice.org.uk but if that doesn’t answer the question, they can contact Citizens Advice Telford & the Wrekin for more help:

- The best way to contact us is by email queries to case@telfordcab.co.uk or write to Citizens Advice Telford & the Wrekin, 40 Tan Bank, Wellington, TF1 1HW
- **01952 567193** or **01952 567173** all callers will be asked about their problem then they will be called back by one of our advisers for a more in-depth interview.
- **0300 330 1165** is the advice line
- **01952 567174** which is for people wanting food parcels

- People having problems with claiming Universal Credit can get help through **0800 144 8 444** or national webchat support www.citizensadvice.org.uk/benefits/universal-credit/claiming/help-to-claim which will send enquiries through to local advisers

For updates on what services Citizens Advice Telford & the Wrekin can offer and local help and information, please see; www.citizensadvice.telfordandthewrekin.org.uk

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Notes to editors:

1. In response to the emerging COVID-19 pandemic and in order to remain within government guidelines, Citizens Advice Telford & the Wrekin have closed their drop-in and appointment services at 40 Tan Bank and their community outreach services. However they remain committed to offering a service to the people of Telford & the Wrekin and will still offer advice and information online, by telephone, email and by letter.
2. Citizens Advice Telford & the Wrekin is an independent local charity, mainly funded locally, to address the needs of the communities of Telford & the Wrekin. It receives no government or statutory funding.
3. We are affiliated to the national charity Citizens Advice and part of the network of independent local Citizens Advice charities across England and Wales; the Citizens Advice consumer service; and the Witness Service.
4. We offer help that is free, confidential, impartial and independent.
5. We help more than 15,000 people per year with 20,000 problems, face-to-face and by telephone.
6. Citizens Advice Telford & the Wrekin is open at its premises in Wellington five days per week (until 7pm on a Tuesday) for general enquiries, and help is available by appointment at First Point, Southwater every day. It also has outreach services in Newport, Madeley, Dawley, Stirchley, Oakengates, Hadley, Leegomery and Woodside.
7. Our services are delivered by over 80 volunteers and 30 paid staff.
8. The top issues people ask us about are benefits, including Universal Credit, debts, housing and employment.
9. As well as general information and advice, we have a range of other services:
 - a. Debt advice and casework support
 - b. Help to Claim for Universal Credit Claimants which is available at the Job Centre Plus in Telford five half-days per week and has outreach sessions in Brookside and Sutton Hill.

- c. Helping Hands for people with a financial crisis who are vulnerable with mental ill-health or homeless.
 - d. Strengthening Families working with the support workers for families with complex needs.
 - e. The Armed Forces Covenant Project runs two drop-in information hubs for people who are serving, have served, and their families.
 - f. Energy advice and information; switch and save offers talks and 1:1 appointments.
 - g. The domestic and emotional abuse project is helping to increase awareness about all forms of domestic and emotional abuse.
 - h. The UP UP Project - a school Uniform Bank
10. We campaign on issues that affect local people such as loan sharks and scams.

Our website is www.citizensadvice.telfordandthewrekin.org.uk

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