

## Northumberland Citizens Advice Bureau (NCAB)

### Service Update for Partners

From Wednesday 18<sup>th</sup> March our face to face advice services are suspended until further notice. This includes all Drop in/appointment service, Outreach services and our face to face help to claim, debt, energy and health advice service.

We have shifted our face to face resource to telephone and digital services operating from all of our premises in small clusters and where possible from home in order to minimise the risk of infection spreading.

Our service will be available to all for whatever they need, but will of course be focused on those clients requiring advice on Welfare benefits, Debt and budgeting advice, Housing and employment, Energy and Health. Please encourage clients to review the public website information before calling where possible to reduce waiting times on the phone and use the google form on the website. Please bear with us!

During this stage of our plan our service can be accessed in the following ways:

Clients requiring advice on any of general enquiry areas	Adviceline Service 9.30am-4.30pm Mon-Fri. Telephone 03444 111 444 Email <a href="mailto:advice@citizensadvicenorthumberland.org.uk">advice@citizensadvicenorthumberland.org.uk</a>
Clients requiring advice on Debt/money/financial capability	01670 339960 text "DEBT" to 81400 and we will call you back Email <a href="mailto:money@citizensadvicenorthumberland.org.uk">money@citizensadvicenorthumberland.org.uk</a>
Clients requiring advice on Energy / Fuel Poverty	01670 339660 Email <a href="mailto:energy@citizensadvicenorthumberland.org.uk">energy@citizensadvicenorthumberland.org.uk</a>
Clients requiring advice on our FBD employability service	Email <a href="mailto:bridge@citizensadvicenorthumberland.org.uk">bridge@citizensadvicenorthumberland.org.uk</a>
Emergency Partner referral	01670 339960
For general Covid-19 information, updates or those can self-help	NCAB website <a href="http://www.citizensadvicenorthumberland.org.uk">www.citizensadvicenorthumberland.org.uk</a> National Citizens Advice website <a href="https://www.citizensadvice.org.uk/">https://www.citizensadvice.org.uk/</a>
Webchat advice service available on all of our enquiry areas	National Citizens Advice website <a href="https://www.citizensadvice.org.uk/">https://www.citizensadvice.org.uk/</a>
Universal Credit Help to Claim Service can be accessed in the following ways	Citizens Advice Universal Credit Adviceline 9.00-5.00pm Mon-Fri Telephone 0800 1448444 Webchat <a href="#">Get help applying for Universal Credit</a> Textphone 18001 0800 144 8 444
Non-urgent partner referrals or client requests for callbacks or advice	Access to our partner and client advice via our websites <a href="#">email advice form</a>

If we have any further changes to our service delivery, we will inform all of our partners as soon as possible.