



Press release Thursday 26th March 2020

For immediate release

Citizens Advice LeicesterShire continues to support people across the City and County

Due to government recommendations, and in the best interests of our clients, volunteers and staff, Citizens Advice LeicesterShire has moved all of its advice services online and to telephones.

We don't know when we will be able to offer face-to-face appointments again, but we are working hard to provide support to local people throughout the Coronavirus pandemic. Many sources of assistance have adapted to work through the current restrictions, so don't feel isolated just because you have to stay at home.

There are a number of ways people can continue to get advice during this time.

- General advice can be given over the phone from 9am until 4.30pm Monday through Friday to City residents on 0300 3301025 and to County residents on 0300 3302111.
- People can email us for advice by visiting our website and filling in a webform <http://citizensadviceleicestershire.org/get-advice/email-advice/> alternatively you can contact your local team through our Branch pages <http://citizensadviceleicestershire.org/get-advice/>.
- County residents looking for help with debt issues can ring our Money Advice service on 0116 464 7239 or email moneyadvice@citizensadviceleicestershire.org. City residents use the general advice number.
- Those looking for advice on consumer issues (e.g. issues related to products or services you've purchased) can contact the Citizens Advice consumer helpline on 0808 223 1133.
- Anyone seeking to make a new claim for Universal Credit should call the Universal Credit Help to Claim line on 0800 1448444.

Please be aware that waiting times for these services may be longer than usual as we are getting an increased volume of people trying to access our services right now.

Richard Evans, Chief Officer of Citizens Advice LeicesterShire, said:

‘Citizens Advice LeicesterShire is here to give people the knowledge and confidence they need to resolve problems in these difficult times. You will find frequently updated advice on a range of issues related to the Coronavirus (Covid-19) outbreak at citizensadvice.org.uk/coronavirus.

‘Unfortunately we are not able to include a face-to-face service at the moment, but we can offer you the same level of expert advice over the telephone or by email. Our staff and volunteers are working hard to support people through this testing time.’

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For more information please contact:

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