

What coronavirus means for you

citizensadvice.org.uk/coronavirus

Newsletter 01 - 14 April 2020

Focusing on rapid change



Demand from the Rushmoor area on our main telephone Adviceline has increased dramatically from 430 in March 2019 to 858 March 2020 – an **increase of 100%**



Our volunteers are now in position to support people with interpreting the latest, often bewildering, guidance.

Increases of 30% in Universal Credit and 24% in Employment issues mirror new advice needs and legislation.

A worrying growth of **72% in health related issues** reflects some worrying mental health trends.

Reaching the vulnerable

We have introduced a Nepali language helpline to replace our normal drop-in service, to help overcome barriers in reaching this very vulnerable community.

We are also boosting our social media posts, to extend our reach far beyond its normal range.

नेपाली भाषा टेलिफोन मद्दत
01252 894 280



Nepali Language
Adviceline

We have opened up our website for direct help and referral: **citizensadvicerrushmoor.org.uk/referral** - and we are working with local response groups to meet needs of vulnerable people

If you would like to discuss this or any other way we can help you or your clients please call us on **01252 513 051**

Getting in touch:

- **Adviceline** General enquiries ☎ 0300 3309 046 (local rate)
- **Universal Credit** "Help to Claim" ☎ 0800 1448 444 (free phone)
- **Consumer** Help line ☎ 0800 3161 442 (free phone)

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Safeguarding futures.

Barry is self-employed, and married with two dependent children. His work has dried up due to lockdown, and they couldn't get through to HMRC by phone to advise them of their change of circumstances. They're worried about claiming new benefits in case of an overpayment – and anxious about their mortgage and other debts. They both lack confidence in using online systems.

We reassured them that a new joint claim for Universal Credit will replace existing benefits, until the new Self-employment Income Support scheme emerges. An advance payment will help with short-term money issues. Our help with the benefit claim and managing money will support the family's future security.

**citizens
advice**

Rushmoor