

Access to benefits.

Information for customers.
April 2020



Introduction

We want to help and support you as much as we can during this difficult time and have put together a series of information sheets to signpost you to services that can provide help and support

Help and support available – helplines and advice agencies

- Money Advice Service

This service provides online information as well as chat and helpline facilities
<https://www.moneyadvice.org.uk/en/articles/where-to-get-help-and-advice-about-benefits>

Call: 0800 138 1677

Help and support available – online

- Government news

The government is updating advice regularly so look out for changes in the news and on their website

<https://www.gov.uk/coronavirus>
<https://www.gov.uk/find-coronavirus-support>

- Government benefits advice

<https://www.understandinguniversalcredit.gov.uk/coronavirus/>
<https://www.gov.uk/benefits-calculators>

- Turn2Us

Turn2us is a national charity providing online help with benefits information – they have updated their page to include assistance

<https://www.turn2us.org.uk/get-support/Benefits-and-Coronavirus>

- Other websites
- <https://workingfamilies.org.uk/article-categories/covid19/>
- <https://www.understandinguniversalcredit.gov.uk/new-to-universal-credit/is-it-for-me/>

Help and support available – useful apps

- HMRC app - you can see tax credits schedules in the app
<https://www.gov.uk/government/publications/the-official-hmrc-app/the-free-hmrc-app>
- Budget Calculators - these can help you set a budget in a simple way and have it close at hand if you search for budget there are lots to choose from.

Help and support available from Places for People

- Money Advice Team

We have a Money Advice Team who provide benefits advice, their email address is:

moneyadvice@placesforpeople.co.uk

Please note: due to the current situation, this information sheet is subject to change.



Other information sheets you can request are:-

1. Support for families with young children
2. Support with employment advice
3. Support with mortgages
4. Support for online access (includes links to free training resources)
5. Support for the self-employed
6. Budgeting and dealing with debts

If you would like to receive any of these please email us at financial.services@placesforpeople.co.uk

