



PRESS RELEASE

Citizens Advice County Durham Continues to Provide Advice during the Coronavirus Pandemic

Citizens Advice provides advice on a range of issues – including things that are going to be on a lot of people's minds as a result of the Coronavirus pandemic such as benefits, statutory sick pay, housing and debt. Citizens Advice County Durham has had to take measures to protect the health and wellbeing of volunteers, clients and staff but is still able to provide advice, even during isolation.

Stuart Dexter, Citizens Advice County Durham, Chief Officer said:

'Due to Covid 19 we have had to temporarily close our face-to-face advice services to be able to protect our staff, volunteers and clients - however we have worked hard to ensure that we have telephone support in place to be able to continue to answer your questions and provide you with the advice that you need.'

'At this time our services are needed more than ever and we have put extra resources in place to cover the additional telephone demand that we expect to see over the coming weeks. All of our amazing staff and volunteers are working very hard to answer your calls but, please do bear with us if waiting times are a little longer than normal.'

Information is also available via the Citizens Advice County Durham website, where they will be providing regular service updates.

Their web address is <https://www.citizensadvicecd.org.uk> and they can be contacted by telephone in the following ways:

Adviceline: **0300 330 9027** Monday to Friday 10am-4pm

Debt Adviceline: **0300 323 2000** Monday to Friday 9am-1pm

Consumer Helpline: **0808 223 1133** Monday to Friday 9am-5pm

Universal Credit New Claims Free Helpline: **0800 144 8 444** Monday to Friday 8am – 6pm (if you have received your first Universal Credit payment then please call our Adviceline).

Notes to Editor:

About Citizens Advice County Durham, and the impact that we have for local communities:

As a local charity, Citizens Advice County Durham (CACD) provides impartial, independent and free advice to all who work, live or study in County Durham – our aim is the relief of poverty and distress through advice.

We are one of several Local Citizens Advice offices (LCA) that cover the North East region and we are part of the Citizens Advice network of over 300 LCAs, supported by national Citizens Advice.

Citizens Advice County Durham have 11 offices across the county providing excellent coverage for advice and support services through face-to-face, telephone, web-based, and outreach services. Last year we supported 17,292 clients across County Durham with diverse issues including benefits, financial, debt, family, legal, energy, and consumer advice. We support individuals and their families, and communities.

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