

COVID-19

Changes to our advice service from 18th March 2020



citizens
advice

To protect the health and wellbeing of our clients, volunteers and staff, we will be restricting our advice service to telephone support from 18th March until further notice. Call us on **01799 618840** or email bureau@uttlesfordcab.cabinet.org.uk and leave a message clearly stating your name, date of birth, postcode, email address & telephone number. If you are only available on certain days or times please tell us.

We plan to check our phones every working day and will come back to you as soon as we can, but please bear with us, as with limited resources, we may not be able to contact you as quickly as we would like to.

- For online advice - including advice relating to COVID-19 - please go to www.citizensadvice.org.uk
- For urgent matters relating to housing, speak to **Uttlesford District Council** on **01799 510510**.
- If you are worried about debt - speak to your creditors and tell them that you are seeking advice.
- For urgent court matters call or email the Court.
- For urgent advice on employment issues, ACAS can help, www.acas.org.uk or call 0800 123 1100.

Visit www.uttlesfordfrontline.org.uk for information about local support, to self-refer to local health and wellbeing services or to **download factsheets** giving details of:

- **Local support for anyone who is housebound or self-isolating**
- **Financial, employment and consumer issues relating to COVID-19**

If you don't have internet access or know someone that can print this information for you, call us and we can post you a copy.

We will be recording any information you provide in our client management system. For details on how we use your data, please see our privacy policy on www.uttlesfordcab.org.uk or speak to one of our volunteers when they call back.