

PRESS RELEASE

Sherwood
& Newark

citizens
advice

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For immediate release

Citizens Advice Sherwood & Newark announces emergency changes to services

Citizens Advice Sherwood & Newark has announced that face-to-face advice services in Newark & Sherwood will be suspended for **the foreseeable future** from 23rd March 2020.

People who have already booked appointments should not attend and we will contact them to arrange a telephone appointment.

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

- General advice will be given via our Advice line which people can reach by calling 03444 111 444. This is open Monday to Friday from 10am to 4pm.
- People can chat online to an advisor by visiting our website at citizensadvice.org.uk/contact-us.
- People 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 or chat online to an advisor on our website.
- Anyone seeking to make a new claim for Universal Credit should call the Universal Credit Help to Claim line on 0800 1448444.

Waiting times for these services may be slightly longer than usual as we adapt to our new patterns of working.

Jackie Insley, Chief Officer of Citizens Advice Sherwood & Newark, said:

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

“Unfortunately, we have taken the decision to suspend face-to-face services for **the foreseeable future** to support the government’s latest guidelines.

“We’ll continue to offer advice over the telephone on our Adviceline. People looking for advice can also chat to an advisor online at the Citizens Advice website.

“We are looking into other ways in which we can help people to get the advice that they need during this period.”

We give people the knowledge and confidence they need to find their way forward - whoever they are, and whatever their problem.

Notes to editors:

1. Citizens Advice is made up of the national charity Citizens Advice; the network of independent local Citizens Advice charities across England and Wales; the Citizens Advice consumer service; and the Witness Service.
2. Our network of charities offers impartial advice online, over the phone, and in person, for free.
3. We helped 2.7 million people face to face, over the phone, by email and webchat in 2018-19. And we had 29 million visits to our website. For full service statistics see [our monthly publication Advice trends](#).
4. Citizens Advice service staff are supported by more than 21,000 trained volunteers, working at over 2,600 service outlets across England and Wales.
5. Citizens Advice is the largest provider of free, multi-channel debt advice. Providing that help gives Citizens Advice unique insight into the types of debts people struggle with.
6. You can get consumer advice from the Citizens Advice consumer service on 03454 04 05 06 or 03454 04 05 05 for Welsh language speakers.