



Citizens Advice Tunbridge Wells & District are committed to supporting clients and delivering high quality advice whilst protecting the health of our staff, volunteers and public. We are no longer offering face to face advice and have now moved to working from home, we are able to offer advice over the phone and via email. We are experiencing a huge increase in demand so have put together useful websites and telephone numbers where you can go for information and advice.

These, alongside other resources are available on our website www.catwd.org.uk/information-and-advice

To access telephone advice, call and leave a message	01892 600161
Email	advice@catwd.org.uk
Complete a contact form on our website	www.catwd.org.uk/contact-us
Information and advice on how coronavirus will impact you	www.citizensadvice.org.uk
National Citizens Adviceline	03444 111 444
For a query about a refund or cancellation call the Citizens Advice Consumer Helpline	0808 223 1133

Latest Government Advice can be found on www.gov.uk

If you have a health condition that makes you extremely vulnerable you can register here:

<https://www.gov.uk/coronavirus-extremely-vulnerable>

You will need an NHS number and someone can do this on your behalf.

You can also volunteer to help vulnerable people stay safe and well at home www.england.nhs.uk

Tunbridge Wells Borough Council	01892 526121
Email	info@tunbridgewells.gov.uk

Tunbridge Wells BC are co-ordinating a volunteer response, you can register for assistance or to volunteer	www.tunbridgewells.gov.uk
For queries relating to Council Tax Support or Housing Benefit claims	01892 554601

Benefits, Work and Money

Tonbridge Jobcentre Plus	0800 169 0190
Citizens Advice Universal Credit Help to Claim	0800144 8444
DWP Universal Credit	0800 328 5644
The Money Advice Service also offer web chat and WhatsApp service	0800 138 7777
For debt advice Payplan offer help online and over the phone	0800 280 2816
Acas has advice for employers and employees	0300 123 1100

Other charities offering help and support during this crisis:

Nourish		For help with food from Nourish you will need a referral from Citizens Advice or your GP.
DAVSS	01892 570538	Helpline is available 10am to 1pm weekdays, messages can be left outside of these hours.
Choices	0800 917 9948	For those experiencing domestic abuse
Tunbridge Wells Age UK	01892 522591	Providing community support including hot meals delivery and shopping delivery.
West Kent Mind	01732 744950	Suspending face to face work, online and telephone or email: hello@westkentmind.org.uk
Samaritans	116 123	24 hour support. Email: jo@samaritans.org
Porchlight	0800 567 7699	For help with housing or homelessness.