



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](http://www.catwd.org.uk/information-and-advice)

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

Latest Government Advice can be found on [www.gov.uk](http://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](http://www.england.nhs.uk)

<b>Tunbridge Wells Borough Council</b>	<b>01892 526121</b>
Email	<a href="mailto:info@tunbridgewells.gov.uk">info@tunbridgewells.gov.uk</a>

Tunbridge Wells BC are co-ordinating a volunteer response, you can register for assistance or to volunteer	<a href="http://www.tunbridgewells.gov.uk">www.tunbridgewells.gov.uk</a>
For queries relating to Council Tax Support or Housing Benefit claims	<b>01892 554601</b>

### Benefits, Work and Money

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

### Other charities offering help and support during this crisis:

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