

## Advice and support available in York

We understand people may be struggling to manage their budgets as a result of Covid-19. Advice and support is available for residents who are struggling with money and paying bills.

- The Money Advice Service have up to date information and guidance, Coronavirus and your money, to help you plan for the financial impacts of the current situation at [www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk) or telephone 0800 138 7777.
- Make sure you're getting all the help available. Use a free independent benefits calculator to find out what benefits you could get, how to claim and how your benefits will be affected if your circumstances change at [www.gov.uk/benefits-calculators](http://www.gov.uk/benefits-calculators)
- Check if you are eligible for Council Tax discounts, Council Tax Support or discretionary Council Tax reduction at [www.york.gov.uk/counciltax](http://www.york.gov.uk/counciltax)
- Contact one of the advice and support services working across the City

Organisation	Area of support	Contact
Local Area Coordinators	Community care, housing, money, benefits, other issues - for all	01904 554661 <a href="http://www.york.gov.uk/LACDirectory">www.york.gov.uk/LACDirectory</a>
Peasholme Charity	Benefits, money –for people with rent or mortgage arrears.	0300 3657700 <a href="http://www.peasholmecharity.org.uk/my-money-my-life">www.peasholmecharity.org.uk/my-money-my-life</a>
CYC Benefits Advisors	Benefits – for all	01904 552044 <a href="http://www.york.gov.uk/benefitsadvice">www.york.gov.uk/benefitsadvice</a>
Age UK York	Benefits, money, community care, housing, other issues – for people state pension age or over	01904 634061 <a href="http://www.ageuk.org.uk/york/">www.ageuk.org.uk/york/</a>
Older Citizens Advocacy - OCAY	Benefits, money, community care, housing, other issues – for people age 50 or over	01904 676200 <a href="http://www.oldercitizensadvocacy.org.uk">www.oldercitizensadvocacy.org.uk</a>
York Carers Centre	Benefits, community care, other issues – for unpaid carers	01904 715490 <a href="http://www.yorkcarerscentre.co.uk">www.yorkcarerscentre.co.uk</a>
Independent Domestic Abuse Service -IDAS	Housing, benefits, other issues – for anyone who has or is experiencing domestic abuse and/or sexual violence	03000 110 110 <a href="http://www.idas.org.uk">www.idas.org.uk</a>
Citizens Advice	Benefits, employment, housing, immigration, relationships, debt, money, consumer, legal issues – for all	03444 111 444 <a href="http://www.citizensadvicework.org.uk">www.citizensadvicework.org.uk</a>
CAP Debt Advice	Debt, money – for all	0800 328 0006 <a href="http://www.capuk.org/i-want-help">www.capuk.org/i-want-help</a>
Families Wellbeing Service	Benefits, money, other issues – for families with rent or mortgage arrears.	01904 551900 (option1) <a href="http://www.commlinks.co.uk/yfws">www.commlinks.co.uk/yfws</a>

Or you can telephone our customer service team on 01904 551556.