

# CORNWALL CITIZEN

Newsletter of Citizens Advice Cornwall - We're Here for Everyone

SPRING 2020

## **Covid19 - how Citizens Advice is Helping in Cornwall and IoS**

During the Covid19 lockdown, Citizens Advice is continuing to operate a full service as demand for accurate, independent advice skyrockets.

Our national website received an **all-time record of more than 2.2 million views** in one week and our advisers in Cornwall have dealt with hundreds of calls relating to Covid19 issues.

CA Cornwall Chief Executive, Gill Pipkin, said:

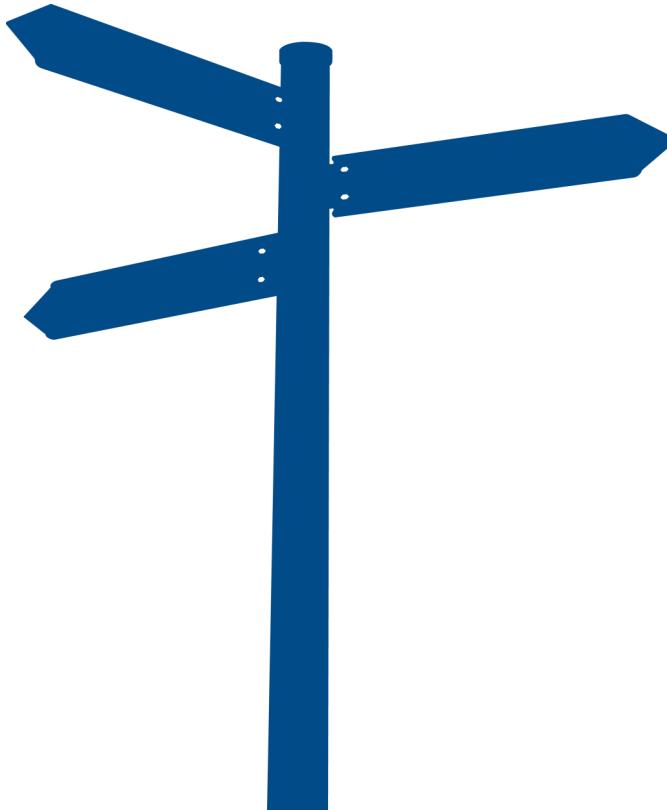
"Between 16 March and 5 April we've spoken to **more than 600 members of the public** about a wide range of issues from people worried about furlough pay, those needing help to claim Universal Credit, employers concerned about paying staff and people desperately trying to make ends meet while paying-off debts.

"Cornwall already suffers from low pay and high job insecurity because of heavy reliance on seasonal work so the restrictions are causing great anxiety for many people, especially the self-employed, business owners and vulnerable members of our community."

Gill added: "Although there is a lot of help being made available from the Government, local authorities and charities, **it can be difficult and confusing to understand how this help can be accessed.**

"We are also talking to people about coronavirus-related scams and increases in domestic abuse during the lock-down restrictions.

"Citizens Advice is continuing to provide **accurate, informed, confidential and independent advice free-of-charge for everyone**, just as we always have."



# COVID19 - How we're helping

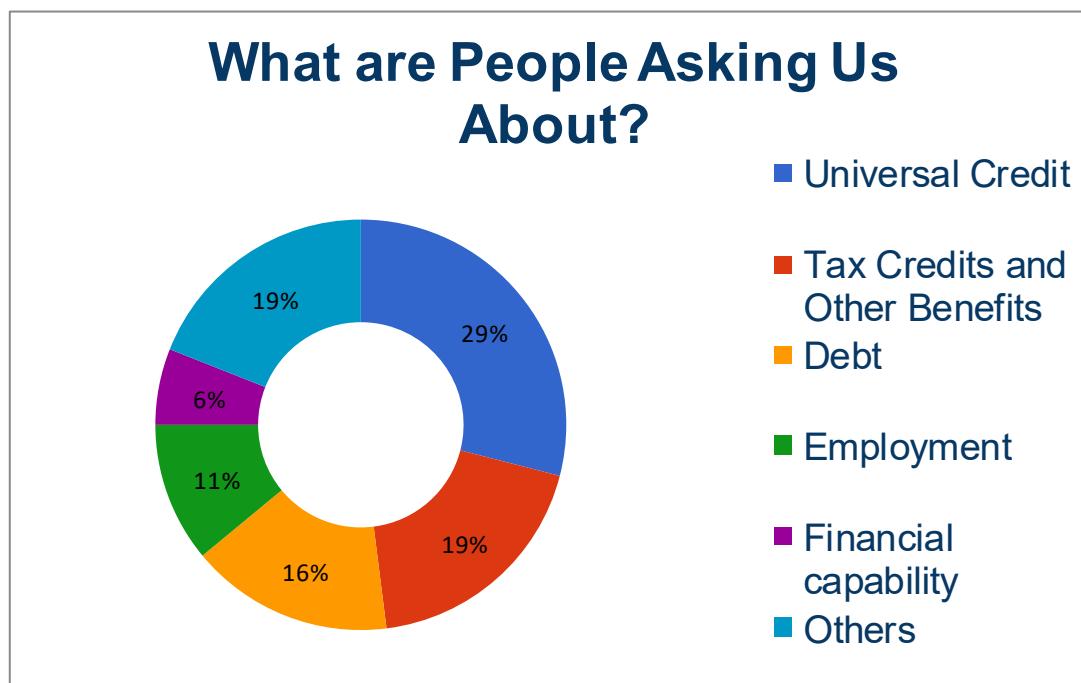


Our staff and volunteers are now all working from home, answering phone calls, responding to texts and taking part in webchats with members of the public. All our advisers have access to the latest information from our national database.



## WHAT ARE PEOPLE ASKING US ABOUT?

Between 16 March and 5 April people have contacted us with the following queries:



## WHAT ELSE ARE WE DOING?

Citizens Advice is more than just an information service. Our team of researchers are analysing detailed information from callers to identify new problems and gaps in provision which our national team can bring to Government's attention. We are also monitoring issues that people are experiencing which can be used to suggest improvements.

We've also been busy highlighting issues such as Covid19-related scams via the mainstream media and our social media channels, explaining new schemes such as furloughed staff and Government support for self-employed people and providing information for victims of domestic abuse.

# Contacting Citizens Advice in Cornwall and the Isles of Scilly

Although our offices and outreach operations are closed during the Covid19 restrictions, we are still continuing to offer our services to the public:



Text ADVICE to 78866 or for debt issues, text DEBT to 78866 and we'll call you back within 48 hours (excluding bank holidays and weekends).



Call us on 03444-111444 Mondays to Fridays between 10am and 4pm.



Check our website at [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) for useful, up-to-date information on a wide range of subjects.

## FOR THE MACMILLAN CANCER ADVICE SERVICE:

Our office in The Cove at the Royal Cornwall Hospital is closed during the coronavirus outbreak but our advisers are still working. Please email [macmillan@citizensadvicercornwall.org.uk](mailto:macmillan@citizensadvicercornwall.org.uk)

...or call 01872-672090. Callers will be asked to leave a message, and can expect a call back within 24 hours (excluding weekends).

PLEASE NOTE: All phone calls are charged at your normal rate.