

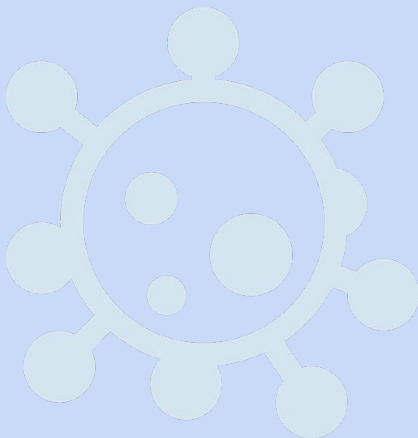


East
Hampshire

Help available during Coronavirus Lockdown Period

Information for Referrers

Not for public
distribution



Local Contact (not for advice) - 01420 477005

Public can get advice:

- **by phone:** Adviceline 0300 330 9028 (East Hampshire residents)
9am to 5pm Monday to Friday
- **by email:** digital@caeasthants.org.uk
- **Online chat -**
<https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/web-chat-service/>

Public website - Available to all - for people who can self-help/ navigate
<https://www.citizensadvice.org.uk>

Referral - for vulnerable people who are unable to use phone or email to get help from us, local agencies can refer these clients to us by:
telephone 01420 477005 (9.30am-2pm, Monday to Friday, answerphone outside these hours) or by emailing digital@caeasthants.org.uk with the client's name, address, telephone details, date of birth and their consent for a referral to be made.

Coronavirus page -
<https://www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you>

Universal Credit "Help to Claim" service for new claimants -
advice online, or call us on 0800 144 8 444
<https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/help-to-claim/>

Citizens Advice Consumer Helpline - 0808 223 1133
Hampshire Macmillan Service - 0344 847 7727