

Need More Support?

Sadly, due to social distancing measures, we are unable to sit down with you at the moment, listen and try to offer signposting to agencies who can offer further support. We hope that we are still offering a valuable service and this info helps. If you have any ideas about ways that we could assist further, please email us: info@exeterfoodbank.org.uk

Thank you for your understanding at this difficult time. You are important to us and we will continue to do our very best. We hope that you stay well. Very best wishes from Exeter Foodbank.

Benefits – Money Advice – Debt



Latest government advice about coronavirus & claiming benefits:

W <https://www.understandinguniversalcredit.gov.uk/coronavirus>

Turn2Us: Check you're receiving all the benefits you're entitled to:

W <https://www.turn2us.org.uk/>

Universal Credit Help to Claim Service: (Mon – Fri, 8am – 6pm)

W Webchat <https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/help-to-claim/>

☎ Freephone 0800 144 8 444

Exeter Wellbeing Support Fund: Short-term financial support for those in crisis due to the pandemic

W <https://exeter.gov.uk/exeterwellbeingsupportfund/>

Citizens Advice: Advice about benefits, work, debt, arrears, trouble paying household bills etc

W <https://www.citizensadviceexeter.org.uk/>

☎ Advice line (Mon – Fri, 10am – 4pm) 0800 144 88 48

National Debtline: Specialist debt advice (Mon – Fri, 9am – 8pm)

W Webchat <https://www.nationaldebtline.org/>

☎ Freephone 0808 808 4000

Self-isolating or struggling?

Exeter Community Action Practical volunteer support (e.g. - shopping, prescription collection etc):

W www.exeter.gov.uk/wellbeing **☎** 01392 265000 (Mon – Fri, 9am – 5pm)

Health & Wellbeing **In an emergency dial 999**



NHS: Coronavirus guidance **W** <https://www.nhs.uk/conditions/coronavirus-covid-19/>

Samaritans (24/7 listening & support service)

☎ 116 123 **W** <https://www.samaritans.org/>

National Domestic Abuse Helpline (24 / 7)

0808 200 0247 www.nationaldahelpline.org.uk **Non-emergency abuse support - call police on 101**

Housing & Homelessness



Exeter City Council: Housing advice, homelessness prevention, extra help with housing costs & council tax support

W <https://exeter.gov.uk/housing/housing-homelessness-prevention-and-advice/covid-19-housing-advice/>

☎ 01392 265726 (Mon – Fri, 9am – 5pm) 01392 265147 (emergency out of hours number)

👁 Civic Centre, Paris St, Exeter, EX1 1JN (Mon – Fri, 9am – 5pm **Only in emergencies** if you can't use internet / phone)

St Petrock's: Survival services (food, clothing, showers etc), housing & welfare advice for rough-sleepers

W www.stpetrocks.org.uk **☎** 01392 217550

Assertive Homeless Outreach Team: Outreach support for rough-sleepers

☎ 01392 284287 / 07702 898193 (Mon–Fri) **W** www.streetlink.org.uk

Shelter: Housing advice, renting and your rights **W** https://england.shelter.org.uk/housing_advice/coronavirus