

## Sources of support in this difficult time:

### Tameside Customer Services

Customer Services walk in facility is currently suspended to public access until further notice.

- During this period we will still provide the following services:
- For council tax enquiries please call 0161 342 2015 or email [counciltax@tameside.gov.uk](mailto:counciltax@tameside.gov.uk)
- For housing benefit enquiries please call 0161 342 3708 between 8.30am and 1.30pm or email [benefitsteam@tameside.gov.uk](mailto:benefitsteam@tameside.gov.uk)
- For any other council enquiries please telephone 0161 342 8355 or email [customer.services@tameside.gov.uk](mailto:customer.services@tameside.gov.uk)
- **Foodbank vouchers can be requested by emailing [customer.services@tameside.gov.uk](mailto:customer.services@tameside.gov.uk) or by calling the welfare rights advice line on 0800 074 9985 between 9.30am and 12.30pm Monday to Friday.**

### Tameside Welfare Rights & Debt Advice

This service will remain operational; however we will be delivering our services differently.

- There are a number of ways you can contact welfare rights and debt advice during this time: Freephone welfare rights advice line 0800 074 9985 Monday – Friday 9.30am – 12.30pm
- Email - [welfare@tameside.gov.uk](mailto:welfare@tameside.gov.uk)
- Online referral for welfare benefits [www.tameside.gov.uk/welfarerights](http://www.tameside.gov.uk/welfarerights) or for debt advice [www.tameside.gov.uk/debtadvice](http://www.tameside.gov.uk/debtadvice)
- **If you require a benefit check you can do this through [www.entitledto.co.uk](http://www.entitledto.co.uk)**

### Tameside Housing Advice

- The walk in service at Tameside Housing Advice is currently suspended. Tameside Housing Advice employees will be using telephone and video-conferencing to communicate with customers.
- Should you have a housing issue please ring 0161 331 2700 and an officer will be available to assist you. This is also the out of hours number should you have a homeless emergency.
- For further information and advice, visit [www.tamesidehousingadvice.org](http://www.tamesidehousingadvice.org)

### Tameside Citizens Advice

- Daily drop-in service at Tameside One, and all of outreaches are suspended from Thursday 19.03.2020.
- For new clients please access us via our Adviceline on 0300 330 9076, Monday - Friday 9am - 5pm
- Contact us on our email advice service on: [advice@tamesidecab.org.uk](mailto:advice@tamesidecab.org.uk) or the webchat through <https://www.citizensadvice.org.uk/>
- These services can provide the same level of advice as our face to face services so you don't need to come and see us to get advice.
- Ongoing advice work on existing cases will continue, and for existing cases you can continue to contact us on the contact details given you when your case was opened, or via telephone and email as above.
- **Foodbank vouchers – Food banks have started to issue E vouchers that come through CAB however clients at the present would need to come through the phone line on the generic number 0300 330 9076.**

### Foodbanks

- Can get e-voucher through Citizens advice as above.
- Still open but only offering pre-packed food bank parcels at the door.
- They are not be offering the wraparound service of tea, cakes and a chat following government guidelines on the COVID-19 outbreak.
- Opening times are remaining the same at the moment.

### Other usual information;

- <https://www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you/> - has information about UC claims etc, housing etc.
- <https://www.understandinguniversalcredit.gov.uk/coronavirus/> - Universal Credit, how to claim in current situation
- <https://www.actiontogether.org.uk/covid-19> - lots of information for people on support and they are asking for volunteers
- <https://tamesideeast.foodbank.org.uk/2020/03/16/coronavirus-update/> - Tameside Foodbanks