

It is a difficult and challenging time for everyone and we are here to help. Although the outreach service has been suspended we can still provide you with information and support you with your problems

Most Frequently asked Questions

My place of work has closed, I am not working, what can I do?

There is information available about the furlough scheme (agreed between employee and employer), vulnerable people and time off.

<https://www.acas.org.uk/coronavirus/furlough-closing-workplaces>

<https://www.gov.uk/guidance/claim-for-wage-costs-through-the-coronavirus-job-retention-scheme>

Now I'm not working, I can now claim benefits?

Maybe, but your eligibility is not certain as it is calculated on household income, savings etc. Before going straight to apply, it would be best to check using an online calculator as you may also be able to claim certain new style benefits based on your contribution history.

<https://www.gov.uk/benefits-calculators>

I'm self-employed, now what do I do?

A scheme has now been developed to help the self-employed. You will be contacted by HMRC using information from your previous tax returns.

<https://www.gov.uk/guidance/claim-a-grant-through-the-coronavirus-covid-19-self-employment-income-support-scheme>

You may also be able to claim benefits, please see above.

I'm worried about my home and paying the rent

No renter in either social or private accommodation will be forced out of their home during the COVID2019 crisis

<https://www.gov.uk/guidance/government-support-available-for-landlords-and-renters-reflecting-the-current-coronavirus-covid-19-outbreak>

I think I have been a victim of a scam

Unfortunately the internet is being used more to buy things and communicate, and this has led to a spike in scams when people are at their most vulnerable. Please be vigilant and don't click on links if you are suspicious.

<https://www.cambridgencab.org.uk/coronavirus-updates/stay-safe-from-the-latest-scams>

Will this affect my immigration application?

Refer to guidance from the government

<https://www.gov.uk/guidance/coronavirus-covid-19-advice-for-uk-visa-applicants-and-temporary-uk-residents>

I can't cope with my debts and this has added to the stress.

Firstly approach creditors and ask for payment holidays, holds whilst your income is reduced and deal with your urgent priority payments and debts

<https://www.citizensadvice.org.uk/debt-and-money/if-you-cant-pay-your-bills-because-of-coronavirus/>

<https://www.moneysavingexpert.com/news/2020/03/uk-coronavirus-help-and-your-rights/>

Get further help on debt solutions - <https://www.citizensadvice.org.uk/debt-and-money/help-with-debt/>

What can I do to help?

Please see ideas how you can help in this pandemic - <https://www.scams.gov.uk/coronavirus/i-want-to-help/>

We are here to help.

All we ask is that you are patient with all of the services and staff at this time due to reduced staff and overwhelming number of visitors. The Guidance is always changing; please check online for the current advice.

If you would like more information or to speak to us directly then ask your doctor/ practice staff to make a referral, or contact the adviser on the information below.

STAY AT HOME

PROTECT THE NHS

save lives

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