

We're still here for everyone. Whatever the problem.

Our Liverpool-based advisers are here to help you.

General Advice: 0344 848 7700

For practical advice on issues like work, benefits, housing, family and immigration.

Mon- Fri, 9am - 6pm & Sat - Sun, 10am - 4pm
(Can leave voicemail if call is out of hours)

WhatsApp: 07468 533 492 (Text only)

Email: callback@caliverpool.org.uk

Self-help and web chat: citizensadvice.org.uk

Our general advice team can transfer you to, or request a callback from any one of the specialist teams listed on this page if needed.

We can also use translation services when you contact us. Call, email or text us asking for Language Line.

Call costs: 0344 and 0300 numbers will be charged at the same rate as an 0151 number. 0800 is a freephone number from any personal landline or mobile.

We will keep you informed of any updates to our local services via our
website: citizensadvice.liverpool.org.uk
and Twitter account: [@CALiverpool_](https://twitter.com/CALiverpool_)

Debt Advice: 0300 330 1196

To help explore any debt problem, including being unable to pay your bills due to Coronavirus.

Mon - Fri, 8am - 8pm & Sat - Sun, 10am - 4pm

Help to Claim Universal Credit: 0800 144 8 444

For help with your universal credit claim from application to first correct payment.

Mon - Fri, 8am - 6pm.

Pensionwise: 0800 138 3944

For information and advice about your pension.

Mon - Fri, 8am - 8pm or visit:
www.pensionwise.gov.uk

EUSS: 0151 522 1400 ext 5002

For help applying to the EU Settlement Scheme.

Mon - Fri, 10am - 4pm or email:
euss@caliverpool.org.uk

LGBT hate crime: 0151 522 1400 ext 5006

For victim support following a hate crime related to your sexual orientation or gender identity.

Mon - Fri, 10am - 4pm or email:
lgbthatecrime@caliverpool.org.uk

Self-Employed Financial Capability:

0151 522 1400 ext 5011

Our Better Off Finance team can provide support if you are self-employed and struggling because of the Coronavirus situation.

Mon - Sun, 10am - 4pm.

Email: selfemployed@caliverpool.org.uk

Ways to Wellbeing

Our team of advisers/link workers, who are working in collaboration with Liverpool CCG and Liverpool based GP teams, will be making contact with vulnerable patients over a 7 day period between 8am and 8pm.

Last updated: 16 April 2020

