

DEBT / BENEFITS:

**\*General Guidance: Online:** A thorough website giving background info: <https://www.citizensadvice.org.uk/>

**\*Christians Against Poverty:** (especially good if you find it hard to leave your home)

**Summary:** National organisation open to everyone. Call our free number. We'll arrange for a team member to come and visit you. If you can gather all your paperwork ready, this will make the process a lot quicker. They'll happily sort through it all and send it off to our head office where they'll work out a budget and the best route out of debt for you, to see you through to financial freedom and beyond.

**Website:** <https://capuk.org/>

**Email:** [info@capuk.org](mailto:info@capuk.org)

**Telephone:** [01274 760720](tel:01274760720)

**\*Citizens Advice Exeter:**

Citizens Advice Exeter offers free, confidential, impartial and independent advice. Citizens Advice help solve problems which are central to people's lives, including debt and consumer issues, benefits, housing, legal matters, employment, and immigration.

**Website:** <https://www.citizensadviceexeter.org.uk/>

**Tel:** 03444 111 444

**\*Universal Credit Support:**

**-Job Centre & ECC**

Claimants can get assistance to make UC claims online at Job Centre Plus (Clarendon House) (Tel: 0845 604 3719) and Exeter City Council (Civic Centre).

**-Citizens Advice Exeter:**

Start to end support with Universal Credit application including setting up account, approving id, making application, likely to be delivered from Job Centre. <https://www.citizensadviceexeter.org.uk/>

**-Fightback 4 Justice**

Providing specialised, expert advice and help on various welfare benefit claims; from advocacy and representation at court to guidance with forms for PIP, ESA & DLA. Although based in Bury we offer comprehensive nationwide support, both face to face and through our email and phone advice line.

<https://www.fightback4justice.co.uk/>

**\*Pay Plan:**

At PayPlan we understand the impact that debt can have on you, your family and your life. But unlike other debt management companies, we believe that you can, and should, live a happy life whilst repaying your debt.

**How can we help you?**

- become debt free
- protect your family and home
- deal with creditors on your behalf

Complete our simple [debt help form](#) or by calling us.

One of our friendly advisers will contact you for a quick FREE no-obligation chat about your debts and how we can help you.

**Website:** <https://www.payplan.com>

**Tel:** 0800 280 2816

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## SPECIALIST:

\*Ex-Veterans

### **-Veterans Change Partnership: The Hub (Based@ Co-lab)**

Quick access to support / info / advice and referrals.

**Website:** <http://veteranschangepartnership.co.uk/>

**Email:** [markvcp@gmail.com](mailto:markvcp@gmail.com)

**Tel:** 07948034992

### **-Royal British Legion**

From sports-based rehabilitation courses and careers advice to dedicated care homes for older veterans, The Royal British Legion is here to ensure every member of the Armed Forces community receives the support they need.

**Website:** [www.britishlegion.org.uk](http://www.britishlegion.org.uk)

**Email:** [info@britishlegion.org.uk](mailto:info@britishlegion.org.uk)

**Tel:** 0808 802 8080

\*Older People

### **-Age UK Exeter: Information & Advice Service:**

Pension age +: Assisting with range of topics, including income and benefits, consumer issues, health, community care and housing.

**Opening hours:** Tuesday to Thursday, 10.00 a.m. - 1.00 p.m. by appointment.

**Website:** <https://www.ageuk.org.uk/exeter/our-services/information-and-advice/>

**Email:** [advice@ageukexeter.org.uk](mailto:advice@ageukexeter.org.uk)

**Tel:** 01392 455614

### **-Pensions Advisory Service (PAS):**

**Website:** [www.pensionadvisoryservice.org.uk](http://www.pensionadvisoryservice.org.uk)

**Tel:** 0300 123 1047

\*Young People:

### **-Quids For Kids (CAB)**

Benefits information and advice for families with children who have additional needs or a disability, young people aged 16-21 who have special needs or disabilities, young homeless people, care leavers and foster carers. We have specialist staff who can assess whether you are able to claim benefits and tax credits, and help you to claim them. We can also help you to challenge decisions if you think you have not been treated fairly.

Access: Please complete the form on [cabdevon.org.uk](http://cabdevon.org.uk) and one of our specialist advisers will contact you. Form: <https://secure.iotformpro.com/form/50544849595974>

**Website:** <https://www.cabdevon.org.uk/quids-for-kids/>

**Tel:** 03444 111 444

\*Homeless/Vulnerably Housed:

### **-Universal Credit: Drop In Sessions (St Petrocks)**

St Petrock's is holding dedicated universal credit (UC) drop-in sessions to help people who are homeless or vulnerably housed set up, access and manage their Universal Credit claims online.

Get support with \*setting up your UC claim online \*accessing and managing your account online

\*communicating with your work coach. Sessions are on a drop-in basis (no appointment necessary).

These new sessions are operating alongside our existing welfare advice service, which provides specialist one-to-one support with setting up and managing claims, advocacy and appeals.

**Website:** <https://stpetrocks.org.uk/>

**Email:** [info@stpetrocks.org.uk](mailto:info@stpetrocks.org.uk)

**Tel:** 01392 422396

**\*Mental Health:**

**-Julian House:**

Debt & Benefits support from Sarah Dyton. Email Sarah to make a referral. Working days Tues & Thurs.

**Email:** [Sarah.dyton@julianhouse.org.uk](mailto:Sarah.dyton@julianhouse.org.uk) (based at Co-Lab, Exeter)

**\*Visually Impaired:**

**-Eye Clinic Liaison Officer (ECLO):**

Based at rd&e: Benefits advice, Employment advice, Low vision services, Eye health advice.

**Email:** [Tessa.williams@rnib.org.uk](mailto:Tessa.williams@rnib.org.uk)

**Tel:** 01392 406 126

**\*MS:**

**-MS Centre:** have a dedicated CA Exeter officer who is available to help people through the benefit maze (Post Code specific, please check with the Centre on 01392 447411). You can make an appointment to see them on a Tuesday at the South West MS Centre by telephoning 01392 447411

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## HOUSING/HOMELESSNESS:

**Exeter Civic Centre (ECC)**

Homeless or threatened with homelessness? Call or visit us. You can make an appointment to see us in person at the Civic Centre.

**Email:** [housing.advice@exeter.gov.uk](mailto:housing.advice@exeter.gov.uk)

**Tel:** 01392 265726 (Emergency out of hours service 265147)

**The Salvation Army: (Devon & Cornwall):**

The Salvation Army is a worldwide Christian church and registered charity. We work directly with vulnerable people, many of who are experiencing homelessness and have nowhere else to turn.

Find details of your local church on our website.

**Website:** [www.salvationarmy.org.uk/homelessness](http://www.salvationarmy.org.uk/homelessness)

**Email:** [DevonandCornwall@salvationarmy.org.uk](mailto:DevonandCornwall@salvationarmy.org.uk)

**Tel:** 01392 822107

**Devon Home Choice: (ECC)**

If you wish to rent a council or housing association property, an assessment is made of the housing needs of each household that applies to join the Devon Home Choice register which advertises property available to rent. Applications are placed in one of five priority bands according to their housing need.

**Website:** <https://exeter.gov.uk/housing/>

**Email:** [devonhomechoice@exeter.gov.uk](mailto:devonhomechoice@exeter.gov.uk)

**Tel:** 01392 265881

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## OTHER:

### \*Healthy Homes for Wellbeing (ECOE)

Provides free energy advice & free home visits for those who are eligible in Exeter.

- \*Energy saving tips
- \*The installation of free energy saving measures
- \*Help with changing supplier or tariff and applying for discounts
- \*Referral for help with benefits and debt
- \*Information about grants availability for insulation and boiler
- \*Signing up for priority services register

#### LEAP:

ECOE will link to LEAP also if eligible: What is LEAP? What will the home visits involve?

LEAP stands for Local Energy Advice Programme, and is a free service run by AgilityEco which provides important advice, support and energy saving measures to eligible households.

A trained home energy advisors will provide:

#### Eligibility

The criteria for eligibility is very broad to cater for those who might be vulnerable, and living in fuel poverty. To be eligible for home visits,

One criteria needs to be met:

1. Low Income; receiving tax credits, housing benefits income and disability related benefits;
2. Long term illness (physical or mental) or disability
3. Had recent bereavement

Flyer: [https://www.ecoe.org.uk/wp-content/uploads/2018/08/General\\_A52pp.pdf](https://www.ecoe.org.uk/wp-content/uploads/2018/08/General_A52pp.pdf)

**Website:** <https://www.ecoe.org.uk/healthy-homes-wellbeing/>

**Email:** [info@ecoe.org.uk](mailto:info@ecoe.org.uk)

**Tel:** 01395 276734

### \*Co-lab:

**-Women's Navigator:** 1 to 1 support for women in touch or close to justice system:

**Email:** [kate.pattar@colabexeter.org.uk](mailto:kate.pattar@colabexeter.org.uk)

**-Exchange:** Tues & Thurs 10-12pm: Drop in sessions with range of specialists to speak to – Housing / Finding work / Substance misuse support.

**Website:** <http://www.colabexeter.org.uk/projectfocus/The%20Exchange/7>

**Email:** [enquiries@colabexeter.org.uk](mailto:enquiries@colabexeter.org.uk)

**Tel:** 01392 202055

### \*Victim Care Unit (VCU) Devon & Cornwall Police:

Victims of a crime (from fraud, discrimination to burglary) can seek support in areas of need and choose type of organisation you wish to support you.

Visit website to log areas of support needed.

**Website:** <http://www.victimcaredevonandcornwall.org.uk/>

**Tel:** 01392 475900

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### Other Support Sites include:

- The National Debtline: <https://bit.ly/2qPrZ9F>
- Step Change Debt Agency: <https://bit.ly/2DHB7FC>
- Money Advice Service: <https://www.moneyadviceservice.org.uk/en>
- Disability Rights UK: <https://www.disabilityrightsuk.org/how-we-can-help>