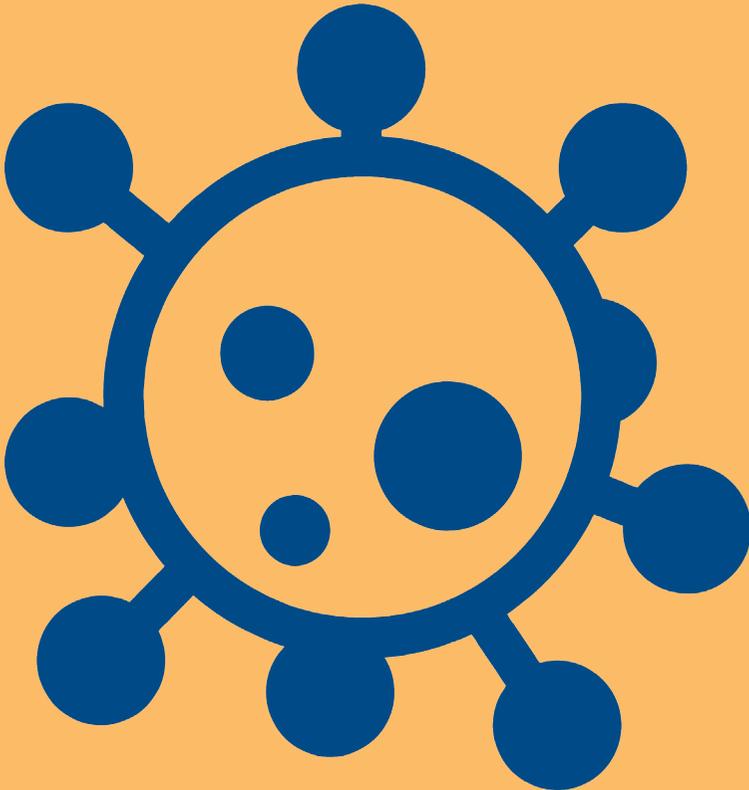


# **What has changed?**

A guide explaining how Citizens Advice services in Milton Keynes have changed following Coronavirus.





**We are here to give people the knowledge and confidence they need to find their way forward in these difficult times.**

We regularly update our advice on a range of issues related to the Coronavirus (Covid-19) outbreak at [citizensadvice.org.uk/coronavirus](http://citizensadvice.org.uk/coronavirus)

We have had to make some very difficult decisions since the end of March about how best to offer services to you during the lockdown and beyond. Lots of people need our help and the number of contacts to our service is increasing every week.

Social distancing measures and rules that cover the safe use of workplaces and other public spaces mean that we have taken the following decisions with immediate effect:



**Drop In**  
**You are no longer able to drop in to see us without an invitation or appointment.**

**Please do not come to Acorn House unless we have told you to.** Our staff will not be able to come down and see you if you come to the building unannounced.

**The drop-in service will not be re-opening** as it is impossible for us to implement effective social distancing at our offices when large numbers of people use a waiting room or reception area.



### Face to Face Appointments

We will slowly reintroduce some face to face appointments from the end of the summer and into the autumn, but we must find the safest possible way for you and our staff to do this.

Please keep checking our website [www.miltonkeynescab.org.uk](http://www.miltonkeynescab.org.uk)

### In future, if you are asked to attend in person we will:



Complete a full risk assessment before your appointment is confirmed

Ask to store your information for contact tracing purposes

Take your temperature upon arrival

Ask you to wear masks, gloves and use the sanitiser provided



### Telephone Advice

You can ring us for advice on the number below. If your enquiry is something simple, we might be able to solve it during the call. If its more complicated, we will arrange a time for an adviser to call you back for a **telephone appointment**.

**01908 604475**

Lines open Monday to Friday, 10:00am to 5:00pm

Lines are closed on Bank Holidays and weekends and all calls are charged at a local rate.



### Universal Credit

If you need advice about claiming Universal Credit, then get in touch with our Help to Claim service:

### Freephone: 0800 144 8 444

Lines open: Monday to Friday, 8:00am to 6:00pm



### Text ADVICE to 70020

We'll call you back within 72 hours (excluding weekends). Standard network charges apply. When we call you, our number will appear as 'withheld'



### Email Advice

Visit our website [www.miltonkeynescab.org.uk](http://www.miltonkeynescab.org.uk) and fill in the email advice enquiry form under '**Get Help**'.



### Video Call

Our advisers can conduct appointments via secure video conferencing systems like Skype, and Microsoft Teams.

Please tell one of our staff if you would like an appointment to be arranged for you via video call.



### If you have been made redundant

We work closely with our partners at **Works for Us**, a local charity supporting people to return to employment and learn new skills.

If you are looking for work after losing your job, they can help by:

Improving an existing CV or help you to create a new one

Providing guidance on a change in career

Helping with job searches and supporting you to prepare for interviews

Working with you to improve your digital and computer skills

One of our Advisers can refer you to **Works for Us** or if you prefer to get in touch with them directly:

Visit [www.worksforus.org.uk](http://www.worksforus.org.uk)  
E-mail [info@worksforus.org.uk](mailto:info@worksforus.org.uk)  
Phone **07852 965134**

Works  
for  
Us

# Free confidential advice. Whoever you are, whatever the problem.

We've been helping people in Milton Keynes  
to overcome their problems for over 45 years.

We aim to empower individuals to take important,  
difficult and often life-changing decisions,  
by providing clear independent advice that helps  
them to understand their situation better and  
improve their health and wellbeing.

**citizens  
advice**

**Milton  
Keynes**

## Citizens Advice Milton Keynes

**web** [www.miltonkeynescab.org.uk](http://www.miltonkeynescab.org.uk)

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**tel** 01908 604475

**fax** 01908 545199



**@mk\_cab**

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