

## Citizens Advice South Warwickshire (CASW)

We wanted to update you on the changes to our service in response to the current Coronavirus outbreak, whilst ensuring Citizens Advice South Warwickshire (CASW) remains available to the people of south Warwickshire.

The demand on our network has been huge with a record-breaking [2.2 million page views](#) of the [Citizens Advice Website](#).

Here in south Warwickshire, the unwavering commitment we have seen from our volunteers together with our dedicated staff (who are all working from home) has enabled us to keep abreast of need while our offices are temporarily closed. Over 50 volunteers have joined 26 FTE staff in supporting our phone, email and web chat functions.

As a reminder, here's how you can reach us while our offices are closed:

- **Instant Self Help:** As always many issues can be solved through our comprehensive and informative online resource on our brand partner website [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)
- **Phone:** You can reach us by phone between 10:00 - 15:00 Monday to Friday on **0300 330 1 183**
- **Email:** Our email form can be found here [www.casouthwarwickshire.org.uk/contact/email-us](http://www.casouthwarwickshire.org.uk/contact/email-us)
- **Webchat:** [www.casouthwarwickshire.org.uk/contact/chat-with-us](http://www.casouthwarwickshire.org.uk/contact/chat-with-us)

When lines are busy, we still have an answer phone facility. Return calls might be made outside normal hours and from a withheld number. When leaving any message, please remember to provide:

- Your name
- Your number, and;
- A brief, clear outline of your issue

An adviser will then call you back as soon as they can.

If your query is about our Help to Claim service (claiming Universal Credit):

- Help to Claim phone line Monday to Friday 09:00 - 17:00 on **0800 144 8 444**
- Help to Claim chat online [www.citizensadvice.org.uk/about-us/contact-us/contact-us/help-to-claim](http://www.citizensadvice.org.uk/about-us/contact-us/contact-us/help-to-claim)

If you refer to a specialist project, please continue to do so in the usual way.

CASW  
31 March 2020