

Additional Support

We are always here to help if you are [struggling with your payments](#), but there may be times when you would benefit from specialist, independent support.

There are many organisations who can offer free, impartial advice on a range of topics, and you can find some of these listed below.

If you have any additional support needs, for example, if you would like correspondence in large print, please contact us by telephone or in writing, so we can see how best we can support you.

Health

Such as conditions or illnesses that may impact day to day tasks

| Disability | Illness | Hearing or visual impairments | Mental health | Addiction |

NHS

Web: www.nhs.uk

The NHS provides information on a range of conditions, symptoms and treatments, what to do, and when and where to get help.

RNID

Web: www.rnid.org.uk

The Royal National Institute for Deaf People works to make life inclusive for deaf people and those with hearing problems.

Tel: **0808 808 0123**

Text: **07360 268 988**

Relay UK: **18001 then 0808 808 0123**

RNIB

Web: www.rnib.org.uk

The Royal National Institute of Blind People offers practical and emotional support to registered blind or partially sighted people.

Tel: **0303 123 9999**

Mind

Support and help for people living with mental health conditions in England and Wales.

Web: www.mind.org.uk

Tel: **0300 123 3393**

Rethink Mental Illness

Support and help for people living with mental health conditions in England.

Web: www.rethink.org

Tel: **0808 801 0525**

SAMH

The Scottish Association for Mental Health - support and help for people living with mental health conditions in Scotland.

Web: www.samh.org.uk

Tel: **0141 530 1000**

Inspire

Support and help for people living with mental health conditions in Northern Ireland.

Web: www.inspirewellbeing.org

Tel: **0808 189 0036**

Samaritans

Charity aiding people in emotional distress

Web: www.samaritans.org

Tel: **116 123**

Drinkaware

Advice and information about the impact of alcohol on individuals, their family, and friends

Web: www.drinkaware.co.uk

Tel: **0300 123 1110**

GamCare

Free information, advice, and support for those affected by gambling

Web: www.gamcare.org.uk

Tel: **0808 8020 133**

Adfam

A national organisation working with families affected by drugs and alcohol

Web: www.adfam.org.uk

Capability

Such as lower knowledge or confidence in financial matters, or relevant areas such as literacy or digital skills

| Financial matters | Literacy & numeracy | English language | Digital skills |

MoneyHelper

Web: www.moneyhelper.org.uk

A government-backed service that can help people find a way forward. Whether it is living on a squeezed income, working out how to prioritise bills and payments, or access to free, expert debt advice.

Tel: **0800 138 7777**

Citizens Advice

Web: www.citizensadvice.org.uk

Independent support and advice on debt, benefits, employment, housing, and many other issues

Tel: **0800 144 8848** (England)
Tel: **0800 702 2020** (Wales)
Tel: **0800 028 1456** (Scotland)

StepChange

Web: www.stepchange.org

A leading UK debt charity

Tel: **0800 138 1111**

Age UK

Web: www.ageuk.org.uk

Support and advice for older people

Tel: **0800 055 6112**

GOV.UK

Web: www.gov.uk/improve-english-maths-it-skills

Information on improving your English, maths, and IT skills

Tel: **0800 100 900**

Life events

Such as experiencing bereavement or a relationship breakdown

| Caring responsibilities | Bereavement | Traumatic experience | Life-shock |

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Cruse Bereavement Support

Free practical information and emotional support following a bereavement

Web: www.cruse.org.uk

Tel: **0808 808 1677**

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Resilience

Such as a lower capability to withstand financial shocks

| Low or irregular income | Debt | Bankruptcy |

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Turn2us

Help accessing welfare benefits, charitable grants, and other financial help

Web: www.turn2us.org.uk

Tel: **0808 802 2000**

National Debtline

A debt advice charity run by the Money Advice Trust providing a free, confidential, debt advice service for people in England, Wales, and Scotland

Web: www.nationaldebtline.org

Tel: **0808 808 4000**

Business Debtline

A charity run by the Money Advice Trust providing a free debt advice service for the self-employed and small businesses in England, Wales and Scotland

Web: www.businessdebtline.org

Tel: **0800 197 6026**

Advice NI

Free, confidential, and impartial debt and money advice

Web: www.adviceni.net

Tel: **0800 915 4604**

Shelter

Housing advice, as well as advice and information for people facing eviction

Web: www.shelter.org.uk

Tel: **0808 800 4444** (England & Scotland)

Tel: **08000 495 495** (Wales)

Housing Rights

Housing advice, as well as advice and information for people facing eviction, in Northern Ireland

Web: www.housingrights.org.uk

Tel: **028 9024 5640**