

START HERE

Instant access advice



PLYMOUTH
CITY COUNCIL

Guide your client to the right help by the fastest route, use this chart to find the right service and give the client contact details and directions...

FAMILY

Domestic abuse 35 17 19 20 28 12
Needing to escape 28 35
Child taken into care 12 19 20 28
Child taken without consent 12 19
Carer needing respite 5 2 8
New child 27 19 16 22 37

IMMIGRATION

Threat of deportation 24 26
No money 10 19 26 31

DEBT

Personal debt 19 14 32 7 18 37 28
Fuel and water debt 19 13 14 37
Council Tax 22 19
Rent or mortgage 19 14 21
Bailiffs 19 22 28
Business debt 4 19
Debt consolidation 19 14 6 37
Bank problems 19 14 6 37
Loans with no paperwork 15 19
Loans threats 15 19
Problems with payday loans 19 6 14 37

EMPLOYMENT

Redundancy notice 1 19 16 11 29 37
Dismissal 1 19 11 29
Bullying at work 19 11 29 37
Discrimination and harassment 19 24 40 37
Not paid 19 22 6 1 23

NEEDING WORK

Job seeking 16 25 32 33 23
Business start-up 36

HOUSING

Eviction threat 21 19 30 14 28
Homeless 21 30 29 23 28
Serious disrepair, eg fire, flood 19 21 3 30 2 29 23 28

BENEFITS

New claim 27 19 16 22 37
No income 16 19 27 14 37
Housing Benefit shortfall 22 19
Council Tax Benefit shortfall 22 19
No money for care/carer 5 9
No money for heating 19 2 20

OTHER

Needing to talk 28 29 23
No food 2 19 23 29 2 16
No housekeeping essentials (toiletries) 23 29
Family member in trouble with the police 8 19 34 39 28
Urgent household item needed (washing machine, fridge, bed, sofa) 16 19 21 6 29
Interpretation and translation services 38

KEY

1. **ACAS** www.acas.org.uk 08457 474747
2. **Plymouth Age Concern** www.plymouthageconcern.org.uk 01752 665424
3. **British Red Cross** www.redcross.org.uk 01752 788791
4. **Business Debtline** www.bdl.org.uk 0800 197 6026
5. **Carers Champions** www.colebrookhousing.co.uk 01752 211348 / 211365
6. **City of Plymouth Credit Union** www.cpcu.co.uk 01752 201329 / 310698
7. **Consumer Credit Counselling Service** www.cccs.co.uk 0800 138 1111
8. **Criminal solicitor** www.acas.org.uk 08457 474747
9. **Disability Information and Advice Centre** www.plymouthguild.org.uk/disability-advice 01752 201065
10. **Devon and Cornwall Refugee Support** <http://dcrscl.cfsites.org> 01752 265952
11. **Employment solicitor** www.acas.org.uk 08457 474747
12. **Family solicitor** www.plymouthcab.org.uk 08444 111 444
13. **Fresh Start** www.plymouthcab.org.uk 08444 111 444
14. **Money Advice Plymouth** www.moneyadvicplymouth.org.uk 01752 208126
15. **Illegal Money Lending Team** www.direct.gov.uk 0800 555 2222
16. **Jobcentre Plus** www.direct.gov.uk 0800 055 6688
17. **National Domestic Violence Helpline** www.nationaldomesticviolencehelpline.org.uk 0808 2000 247
18. **Payplan** www.payplan.com 0800 280 2816
19. **Plymouth Citizens Advice Bureau** www.plymouthcab.org.uk 08444 111 444
20. **Plymouth City Council Social Care** www.plymouth.gov.uk 01752 668000
21. **Plymouth City Council Housing Options** www.plymouth.gov.uk 01752 668000
22. **Plymouth City Council Revenues and Benefits** www.plymouth.gov.uk 01752 668000
23. **Plymouth food bank** www.plymouthfoodbank.co.uk 01752 254981
24. **Plymouth and Devon Race Equality Council** www.plymouthrec.org 01752 224555
25. **Groundwork** www.southwest.groundwork.org.uk 01752 217721
26. **Refugees First** www.local-buzz.co.uk/refugees-first 07935 944997
27. **Routeways** www.routeways.org.uk 01752 300700
28. **Samaritans** www.samaritans.org 08457 909090
29. **Shekinah Mission** www.shekinahmission.co.uk 01752 203480
30. **Shelter Devon** www.shelter.org.uk 0344 515 2399
31. **Students and Refugees Together** www.studentsandrefugeestogether.com 01752 255200
32. **Tomorrow's People** www.tomorrows-people.org.uk 01752 672200
33. **Working Links** www.workinglinks.co.uk 0800 917 9262
34. **Youth Offending Service** www.plymouth.gov.uk 01752 306999
35. **Plymouth Domestic Abuse Service** www.plymouth.gov.uk 01752 252033
36. **Outset Plymouth** www.outsetplymouth.co.uk 0800 028 5699
37. **Money Advice Service** www.moneyadviceservice.org.uk 0300 500 5000
38. **Translate Plymouth** www.plymouth.gov.uk/translateplymouth 01752 304321
39. **Plymouth Probation Team** www.devon.gov.uk/cp-sec-4-8 01752 827500
40. **Social Inclusion Unit, Plymouth City Council** www.plymouth.gov.uk/socialinclusion 01752 668000

Plymouth City Council 01752 668000

Citizens Advice Bureau 08444 111 444

This document is available in other languages and formats. Please call 01752 668000

