

Money Matters Update No 6

New Referrals

From Thursday 26 March 2020, Money Matters are temporarily introducing a new telephone number for any new referral.

The Money Matters New Referral Advice Line telephone number is **01294 310048** alternatively you can send an e-mail to **Money Matters@north-ayrshire.gov.uk**

If Money Matters are already assisting, you and you need to contact us please phone 01294 310456.

Due to the current situation with the Coronavirus, we are experiencing a high volume of calls and are attempting to work through these as quickly as possible. We understand that this is a very worrying time for everyone and therefore appreciate and thank you for your patience whilst we work through our enquiries.

Public access to Job Centres to be restricted

Public access to Jobcentres is restricted from 25 March 2020.

The new measures, that are to be introduced from 26 March 2020 , are designed to support people to stay at home and will mean that members of the public will not be admitted into Jobcentres unless they are directed to do so and have a booked appointment.

Only the most vulnerable claimants who cannot access DWP services by other channels will be invited to attend, with others urged to use online services first.

With a rise in new claims, and with demand for support over the phone increasing, the DWP says the restriction on access to Jobcentres will enable it to move 10,000 existing staff to process new claims, to work alongside 1,500 newly recruited staff.

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New style (Contributory) Employment Support Allowance

Both self-employed and employed people who require to self-isolate, if they have sufficient National Insurance contributions, may be entitled to New Style ESA. Currently they are experiencing difficulties in making a claim to new style (Contributory) Employment Support Allowance. The claim form can be downloaded from the internet however details are awaited from the government as to where people send their claims if the Jobcentres are closed.

Emergency legislation to ensure that there are no evictions as a result of COVID-19 for six months

The Scottish Government has confirmed that it will introduce emergency legislation to ensure that there are no evictions as a result of COVID-19. The emergency legislation will have provisions to ensure that there can be no evictions from the private rented sector or the social rented sector for six months.

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