

# WHERE CAN I GET HELP AND ADVICE ABOUT BENEFITS?

Working out what benefits you're entitled to can be tricky. Find out where to get free expert advice online, face-to-face or over the phone.

## Citizens Advice

Citizens Advice can give you free, confidential, impartial and independent benefits advice.

### Advice offered

As well as benefits advice, they can help you resolve problems with debt, housing and many more issues.

They also have a 'Help to Claim' service to support you with your Universal Credit application. Learn more in our guide [Universal Credit explained](#).

### Services provided

- online
- home visits
- face-to-face
- advice helpline
- email (in some cases).

### Suitable for

Everyone.

### Contact Citizens Advice

Find your local branch to arrange an appointment, or view a list of phone numbers:

[England Citizens Advice](#)  
[Scotland Citizens Advice](#)  
[Wales Citizens Advice](#)  
[Northern Ireland Advice NI](#).

## Law Centres

Law Centres provide free legal advice and representation to disadvantaged people. They may be able to help you with expert advice if you have a complex benefit problem or you want to appeal against a decision made on your benefit entitlement.

### Advice offered

As well as benefits and welfare rights advice, Law Centres offer legal advice on issues including employment and housing.

### Services provided

- face-to-face
- telephone (in some areas).

### Suitable for

Anyone who can't afford to pay for legal support.

### Contact your local Law Centre

In England, Wales and Northern Ireland, [find your nearest one at Law Centres Network](#)

In Scotland, [find your nearest Law Centre on Shelter Scotland](#)

## Macmillan benefits advisers for people affected by cancer

A Macmillan benefits adviser can help you work out what financial help you're entitled to.

### Advice offered

Macmillan offers specialist advice to help ease money worries.

This includes information on:

- loans
- grants
- benefits.

**Services provided**

- face-to-face, often in hospitals or hospices
- home visits
- telephone.

**Suitable for**

Anyone affected by cancer.

**Find a Macmillan benefits adviser**

Find one near you at [Macmillan Cancer Support](#)

A similar free service is provided by [Maggie's Cancer Care](#)

**Age UK benefits advice for older people**

Some local branches of Age UK offer a free, confidential benefits advice service.

**Advice offered**

Practical assistance to make sure you're getting all the benefits you're entitled to.

**Services provided**

- face-to-face
- home visits
- telephone
- help with completing claim forms.

**Suitable for**

Anyone who's 55 or over and living in the area covered by their local branch.

**Contact Age UK**

Call the Age UK Helpline:

- in England, on [0800 055 6112](#) or [visit the Age UK website](#)
- in Wales, on [0300 303 44 98](#) or [visit the Age Cymru website](#)
- in Scotland, on [0800 12 44 222](#) or [visit the Age Scotland website](#)

- in Northern Ireland, on [0808 808 7575](#) or [visit the Age NI website](#)

**Gingerbread advice for single parents**

Gingerbread provides [advice and practical support for single parents](#) including advice on benefits in England and Wales.

**Northern Ireland**

Visit [Children in Northern Ireland](#)

You can also call them free on [0808 8020 400](#) (Monday to Thursday: 9am to 9pm, Friday: 9am to 5pm, and Saturday: 9am to 1pm).

**Specialist advice for money, housing and food**

**Help that's local to you**

If your problem is complex, Advicelocal can help you find free and impartial advice in your area on:

- benefits
- Council Tax
- housing
- employment
- disability and social care
- asylum and immigration.

At advicelocal you can [find a benefits specialist near you](#)

**Debt advice**

If you're worried about keeping up with debt repayments, there's lots of free, confidential help and advice available.

**Are you struggling with payments?**

Use our [Debt advice locator tool](#) to find free and confidential debt advice online, over the phone or near to where you live.

**Housing advice**

Our guides on help if [you're struggling to pay rent and mortgage payments](#) have information and guidance on what to do if you're worried about living costs.

If you have rent or mortgage arrears, or you're worried about losing your home, Shelter offer [confidential advice on a range of housing issues](#)

**How to get access to a foodbank**

If you're facing an emergency and have no money to pay for food, you might be able to use a food bank.

You might need to get a referral to a foodbank before you can use it. Learn more in our guide [Where can I get emergency help with money and food?](#)

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