

NCAN Steering Group Agencies | Summary of information, advice, and specialist legal help service in response to COVID-19. Please note this information is good as of Thursday 19 March 2020 and is subject to change.

Charity	Telephone	Email/Web Chat/Referral System	Face-to-face
Age UK Norwich	Advice line remains open: 01603 496 333.	Referral System currently open. enquiries@ageuknorwich.org.uk	Suspended.
Age UK Norfolk	Advice line remains open: 0300 500 1217. Money Matters service will contacting each client to check needs.	Referral System currently open. advice@ageuknorfolk.org.uk	Suspended.
Shelter	Advice line remains open: 0344 5151 860.	Referral System currently open. norfolk@shelter.org.uk	Office and face-to-face appointments suspended. For the Pathways project two staff members will be conducting 2 hours a day street outreach.
Equal Lives	Telephone line remains open: 01508 491 210	Referral System currently open. info@equallives.org.uk	Continuing with some pre-booked appointments and running a very limited face-to-face service where possible.
MAP	Telephone line remains open: 01603 766 994	Referral System currently open. info@map.uk.net	Drop in advice service remains open but screenings will be conducted at the door and strict hygiene procedures in place.
Norfolk Community Law Service	Telephone line remains open and advice will be provided via telephone when possible: 01603 496 623	Referral System currently open. info@ncls.co.uk	Suspended.
Diss and Thetford Citizens Advice	Telephone line remains open: 03444 111 444.	Email, webchat, Skype and phones will be available. Referral System currently open. https://www.cadat.org.uk/email-advice/	Closed from Friday 20 th March.
Norfolk Citizens Advice	Telephone line remains open: 0344 4111 444	Referral System currently open. www.ncab.org.uk and click 'email advice'. Webchat available.	Limited service for clients in emergencies but telephone and digital encouraged if possible.