

Coronavirus – Scotland's national advice service is open

Scotland's national advice service will continue to provide free advice and information to Scottish citizens.

Advice Direct Scotland is today (MON) shifting its multi-channel operation so that all volunteers and advisers will work from home, but members of the public will still be able to contact the service.

People are requested to use webchat, email and social media to contact the service where possible, due to the current pressure on the freephone number.

The charity provides free, impartial and practical advice to anyone in Scotland on issues such as benefits, housing, and employability.

People can continue to contact the service with general queries, including how these issues have been compounded by the coronavirus pandemic.

Advice Direct Scotland provides free, impartial advice on any topic by contacting 0808 800 9060 or by visiting www.advice.scot. Advice is available at no cost, regardless of personal circumstance.

Andrew Bartlett, chief executive of Advice Direct Scotland, said: "We are moving to remote working to protect our dedicated volunteers and staff, but we will ensure our national advice service can continue at this worrying time for everyone in Scotland.

"We continue to take queries on housing, benefits and

employability, and for many people these issues have been compounded amid the coronavirus crisis.

“So we know how important it is that people can still come to us for free, impartial and practical advice, and I have been blown away by the commitment of our team to keep the service running.”

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