

Who to contact?

The Family Resources Survey covers a wide range of issues and at the National Centre for Social Research we're not able to provide guidance on any topics that the survey touches on. However, if you do have any queries or would like advice on any of the subject matters raised you can contact the relevant organisations on the contact information provided below. They have the necessary knowledge and expertise to deal with queries and provide further assistance. Where no national number is shown please search Yell.com for the local office number.

For general queries:

Citizens Advice

Local Offices Available throughout UK

Phone (England): 0800 144 8848

Phone (Wales): 0800 702 2020

Phone (Scotland): 0800 028 1456

Website (Eng/Wal): www.citizensadvice.org.uk

Website (Scotland): www.cas.org.uk

For queries concerning older people:

Age UK / Age Cymru / Age Scotland

Phone (UK): 0800 678 1602

Phone (Wales/Cymru): 0300 303 44 98

Phone (Scotland): 0800 12 44 222

Website: www.ageuk.org.uk

The Pension Service (DWP)

Phone (making a claim): 0800 731 7898

Phone (making a claim – Welsh): 0800 731 7936

Phone (report a change): 0800 731 0469

Phone (report a change – Welsh): 0800 731 0453

MoneyHelper – for pensions guidance (formerly The Pensions Advisory Service)

Phone: 0800 011 3797

Book a **Pension Wise** consultation: 0800 138 3944

Website: www.moneyhelper.org.uk/en/pensions-and-retirement

For advice about welfare/benefits:

Turn2Us

Phone: 0808 802 2000

Website: www.turn2us.org.uk

For financial queries:

MoneyHelper (formerly Money Advice Service)

Phone: 0800 138 7777

Phone (Welsh language): 0800 138 0555

Website: www.moneyhelper.org.uk

Financial Ombudsman Service

Phone: 0800 023 4567 or 0300 123 9 123

Website: www.financial-ombudsman.org.uk

For housing concerns:

Shelter

Phone (England/Scotland): 0808 800 4444

Phone (Wales): 08000 495 495

Website: www.shelter.org.uk

Other helplines:

NHS medical helpline: 111

Tax Credit helpline (HMRC): 0345 300 3900

Child Benefit helpline: 0300 200 3100

Universal Credit helpline: 0800 328 5644

Universal Credit helpline (Welsh): 0800 328 1744

For advice about mental health:

Mind

Phone: 0300 123 3393

Website: www.mind.org.uk