

## £200k Employment Win for Fifteen Staff

70 former employees of Jamie Oliver's Fifteen Restaurant in Mawgan Porth and the associated Cornwall Food Foundation in Truro have won a total of £200k at an employment tribunal following a failure in the redundancy process.

The claim was made by Citizens Advice Cornwall on behalf of staff who lost their jobs after the trust closed suddenly last December. The law requires employers to consult with staff for at least 30 days when 20 or more employees are likely to be made redundant.

Citizens Advice made sure the former employees knew about their rights and helped them make applications to the tribunal for the award from the Redundancy Payments Scheme

Citizens Advice Adviser, Martin Jackson, who led the case, said:

"This is a great result for the former employees. The extra money will help tide them over Christmas. Many have suffered a double whammy from being made redundant with no notice last winter and since then have been unable to find stable jobs in hospitality and catering due to lockdown."

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### THANKYOU WAITROSE!

CA Business Development Officer, Pippa Cann, collected a cheque for £333 from Waitrose Partner and Community Lead, Sophie Jarvis, at their Saltash store. It's planned to use the money for our work in the Saltash area.

# Help Us Help Cornwall



We've seen a big increase in the number of people coming to Citizens Advice for help in Cornwall and the Isles of Scilly since the start of lockdown in March.

For many people, we've been able to put their minds at rest by pointing them in the right direction - for others we've acted as a lifeline, helping with benefit applications, rent payments, debt, accommodation and redundancy, as well as managing relationship and family breakdowns.

But to ensure this work continues in the future we need your help with donations. As a charity, Citizens Advice Cornwall depends on grants from hard-pressed local authority budgets and contributions from businesses and members of the community.

Our service is free of charge to everyone and we never solicit donations from people who come to see us, many of whom are financially hard-pressed.

If you're able to support us by making a donation, fundraising or putting us in touch with a corporate donor or charitable trust please get in contact with Business Development Officer, Pippa Cann at [pippa.cann@citizensadvicecornwall.org.uk](mailto:pippa.cann@citizensadvicecornwall.org.uk)

## Giving by Text

Citizens Advice Cornwall has launched a new donations by text service. The new system makes it easier to donate to the charity. Simply text GIVECA and the amount to 70085. To make an anonymous donation, text GIVECANOINFO. All money raised stays in Cornwall and the Isles of Scilly and will pay for our advice service.

## New Freephone Number

A new Freephone number to contact Citizens Advice has been launched. The new Advice-line can be contacted on 0800 144 88 48 Mondays to Fridays from 10am to 4pm. Alternatively, to avoid waiting on the line, you can contact us by text. Text the word ADVICE to 78866 and we'll aim to get back to you within 48 hours (excluding weekends and bank holidays).



## News Update....



### **Kernow King video tackles fuel poverty**

Cornish comedian, Kernow King, stars in Citizens Advice Cornwall's new video on saving energy. The video is part of CA Cornwall's new energy advice project to reduce people's bills in the county, which has one of the highest rates of fuel poverty in the UK. The project offers advice on comparing fuel suppliers, grants for energy saving measures such as insulation and how to sign-up to Western Power Distribution's vulnerable users register in the event of power failures. To view the video, please go to <https://bit.ly/39OiVta>

### **Campaign targets EU citizens**

If you're an EU, EEA or Swiss citizen resident in the UK up to 31 December 2020 you and your family members (including non-EU citizens), need to apply to the EU Settlement Scheme to continue to live, work and study in the UK after 30 June 2021. This applies even if you've lived in the UK for many years or have a permanent residence document. **The deadline for applications is 30 June 2021.** CA Cornwall has a specialist team to help you with your application. Call them on 03333-440061 for help and advice, or text EUSS to 78866.

You can also email [euss@citizensadvicecornwall.org.uk](mailto:euss@citizensadvicecornwall.org.uk)

## **Landlords Urged to Seek Help if Rents Dry-up**

Citizens Advice Cornwall is urging landlords to seek help if their own homes and finances are at risk because of tenants' non-payments of rents during the coronavirus restrictions.

The lockdown restrictions have meant many tenants have been unable to afford their full rents, while the Government has banned landlords from evicting tenants, except for limited cases of anti-social behaviour.

While major landlords with multiple properties, housing associations and local authorities have been able to weather the reduced income, concern is growing for landlords who have just one or two properties and now find themselves in financial difficulties.

Citizens Advice Cornwall Debt and Advice Supervisor, Andrew Berry, said:

"Just like their tenants, some landlords are also facing difficulties navigating the choppy financial waters caused by coronavirus lockdowns.

"This is especially the case for small landlords who rely on rents for a large part of their income, or have a buy to let/rent mortgage on their tenants' property as the mortgage holiday scheme ended last month.

"We want to work with landlords as well as tenants, to ensure there is still a good stock of housing available for rent in Cornwall. It's in no-one's interest for good landlords to be driven out of business because of lockdown which is out of their control."

Citizens Advice has a team of dedicated advisers who may be able to help landlords and tenants find a solution before eviction notices are served.

Contact Citizens Advice by texting the word ADVICE to 78866 and we'll call you back within 48 hours (excluding weekends).

# Citizens Advice Services in Cornwall and the Isles of Scilly



Citizens Advice is known for its general advice service, which provides free guidance to everyone on a wide range of subjects, from benefits to consumer problems. But we also run a wide range of specialist projects across the county. Here's a brief rundown:

**DEBT ADVICE SERVICE:** Provides paid specialist debt case workers, working across Cornwall, funded by the Money Advice Service.

**MACMILLAN CANCER CARE AND SUPPORT:** Case workers provide specialist welfare benefits advice to anyone who has, or has had, a cancer diagnosis. The team covers the county and works at the Cove Macmillan Support Centre at the Royal Cornwall Hospital, Truro.

**MONEY MATTERS:** This team works from Cornwall Council's network of Family Hubs working with financially vulnerable families to build-up their money management and household budgeting skills.

**PENSIONWISE:** Free, unbiased guidance for everyone aged 50-plus with a defined contribution pension pot. Covers what the government's new pension freedoms mean and retirement options (but not financial advice).

**FINANCIAL CAPABILITY:** Aims to improve the level of financial skills in the population, especially the more vulnerable, to help prevent problems resulting from poor money management and co-ordinating the work of partner organisations across Devon and Cornwall.

**VICTIM CARE UNIT:** Provides advice for victims of crime, ranging from welfare benefits and employment to housing, relationship breakdown, domestic violence and debt.

**FAMILY COURT DOMESTIC ABUSE SUPPORT SERVICE:** Offers practical information about the court process and emotional support to help victims feel more confident about attending family court hearings.

**RESEARCH AND CAMPAIGNS:** Detailed, in-depth research into the problems experienced by our clients locally and feeds into national databases. Lobbies and campaigns government, local authorities, public agencies and business groups for changes to improve people's lives. Also carries out public information campaigns on a wide range of issues, such as avoiding scams, switching energy suppliers and consumer issues.

**HELP TO CLAIM:** A Government scheme, run by Citizens Advice, to provide help and support for people claiming Universal Credit for the first time.

**WISE-UP!:** Provides help for young people in North and South East Cornwall who are Not in Education, Employment or Training to help them develop their money skills and saving habits to improve their life chances.

# Contacting Citizens Advice in Cornwall and the Isles of Scilly

Although our offices and outreach operations are closed during the Covid19 restrictions, we are still continuing to offer our services to the public:



Text ADVICE to 78866 or for debt issues, text ADVICE DEBT to 78866 and we'll call you back within 48 hours (excluding bank holidays and weekends).



Call us free on 0800-144-8848 Mondays to Fridays between 10am and 4pm.



Check our [website](http://www.citizensadvice.org.uk) at [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) for useful, up-to-date information on a wide range of subjects and to take part in a webchat session.

## FOR THE MACMILLAN CANCER ADVICE SERVICE:

Our office in The Cove at the Royal Cornwall Hospital is closed during the coronavirus outbreak but our advisers are still working. Please email [macmillan@citizensadvicecornwall.org.uk](mailto:macmillan@citizensadvicecornwall.org.uk)

...or call 01872-672090. Callers will be asked to leave a message, and can expect a call back within 24 hours (excluding weekends).

PLEASE NOTE: All phone calls are charged at your normal rate.

## HELP US HELP YOU AND YOUR COMMUNITY:

Citizens Advice Cornwall is a local charity which depends on grants and donations. Please consider making a contribution to our work by using the DONATE button on our website.



**WE'RE HERE FOR EVERYONE**