

Manchester City Council Cost of Living Advice Line

The advice line is now live

Offer

To support Manchester residents through the cost-of-living crisis, Manchester City Council will be providing an advice line that will offer:

1. Support with benefits and help with your rent (this is an existing offer made available through the contact centre)
2. Advice about debt and paying bills (this will be done in conjunction with Citizen Advice Manchester)
3. Food support (residents will receive a call back to understand their needs and connected into a local food offer)
4. Support getting online (residents will be linked in with the Council's digital inclusion team)

How to contact

By Phone

The advice line can be accessed via a free phone number **0800 023 2692**. The line will be open 9:00-4:30 Monday to Friday.

Agents on the phone line will have access to language line for those residents whose first language is not English

Sign Video will also be available for residents who may require this facility.

On line

An on line form will be available at <https://www.manchester.gov.uk/helpinghands> for those who do not wish to contact by phone.

The advice line will also have its own web page that will have links to information of how residents are able to access support. <https://www.manchester.gov.uk/helpinghands>