

Our helpline

If you are not able to access our services on the website, contact our freephone confidential helpline **0808 802 2000** (free for the majority of mobile networks but please check with your provider), where our experienced advisers can carry out a benefits check and/or grants search to establish which welfare benefits you may be entitled to and charitable grants you may wish to apply for. The service is accredited by The Helplines Association and offers Language Line and Text Relay support.

Face to face through our partner organisations

We work with a wide range of organisations that provide face to face information, advice and support for people in financial need. We train, support and provide services to their advisers, caseworkers and volunteers to enable their service users to access welfare benefits, charitable grants and information about managing their money using Turn2us.

“I wouldn’t have received financial support from a charitable fund without Turn2us, as I wouldn’t have known where to go for help. The financial support I have been given has been a great help, giving me peace of mind during a very difficult time.”

Anna, Turn2us service user

“The extra income has changed my life. I didn’t think I would be eligible for any benefits but Turn2us has really helped me.”

Violet, Turn2us service user



Contact us:

Write to us:

Turn2us
PO Box 6983
Cardiff
CF15 5DA

Call us: 0808 802 2000*
8am - 8pm
Monday to Friday

Visit us: www.turn2us.org.uk



Working with:

advice UK
The voice of independent advice


the association of
charitable organisations

**CHILD
POVERTY
ACTION
GROUP**



**Home
START**
Support and friendship
for families

**Money
Advice
Trust**

 **Elizabeth
FinnCare**

*Calls are free from all landlines and for the six major mobile network providers - check with your supplier first. Turn2us is part of Elizabeth Finn Care, a national charity registered in England and Wales: 207812 and Scotland: SC040987 Printed on environmentally friendly paper. T2U0912.



Visit us: www.turn2us.org.uk

Call us: 0808 802 2000*

(Monday to Friday 8am-8pm)

Financial need

We hear it practically every day – 13 million people live in poverty in the UK, including 3.6 million children.

The reasons why people experience financial hardship are complex.

Stressful life situations, such as bereavement, job loss, family breakdown, ill health, disability and caring for someone, are often significant factors, especially if these changes mean someone is no longer able to work.

The mounting costs of living and the effects of the UK's current economic situation have also had enormous effects on personal finances, causing many people to struggle to make ends meet.

Yet one issue remains simple. Funds exist to help people – through welfare benefits, charitable grants and other financial help – but access to them continues to be a frustrating barrier for many individuals, especially those on low incomes who are often hardest hit.

As concern grows around the mounting cost of living, the extent of child poverty and the current economic situation, the need for a service to help people access the funds they desperately need has never been more relevant and urgent. This is what Turn2us provides.

Visit us: www.turn2us.org.uk

About Turn2us

Turn2us helps people in financial need gain access to welfare benefits, charitable grants and other financial help – online, by phone and face to face through our partner organisations.

Our website

Our free, accessible website – www.turn2us.org.uk – is a comprehensive and secure resource designed to help you find appropriate sources of financial support, quickly and easily, based on your particular needs and circumstances.

Website features include:

- A Benefits Calculator that helps you ensure you are receiving all the welfare benefits you are entitled to
- A Grants Search Database containing the details of over 3,000 charitable funds that may be able to provide financial help and other support services
- A confidential 'My Turn2us' account that can be used to make online enquiries and applications to grant giving charities
- Information, interactive tools and forums covering a wide range of subjects on welfare benefits, charitable grants and managing money.

“After working my entire life, I was made redundant and I had no understanding of the benefits available to me. I visited the Turn2us website and within minutes I knew exactly where I stood. Turn2us has given me the peace of mind that while I look for another job, I wouldn't lose my home.”

William, Turn2us service user

Call us: freephone 0808 802 2000*

