



4th November 2021

PRESS RELEASE

CITIZENS ADVICE URGES PEOPLE TO TALK ABOUT PERSONAL FINANCE IN SUPPORT OF TALK MONEY WEEK 2021

- Talk Money Week (8-12 November) encourages people to have more open conversations about their money and pensions
- Talking about money is more important than ever to support recovery from the financial impact of Covid-19
- Citizens Advice will be sharing advice to encourage people to talk about money

Citizens Advice across Oxfordshire is taking part in Talk Money Week, an annual awareness campaign coordinated by the Money and Pensions Service to encourage everyone to think about their money and pensions.

Held from 8 to 12 November, Talk Money Week aims to encourage conversations among families, friends, neighbours, customers, colleagues and communities. Talking openly about money can have a huge impact on tackling money worries, and is important for our overall health and relationships. The impact of Covid-19 has made it more important than ever to look after our financial wellbeing.

Talk Money Week is also an opportunity to celebrate the work organisations like Citizens Advice are doing to support the long-term UK Strategy for Financial Wellbeing. This was launched by the Money and Pensions Service (MaPS) in 2020 with wide support across the UK. It has an ambitious ten-year goal to help everyone make the most of their money and pensions.

Throughout the week there will be activity across the UK to get more people talking about personal finance issues, and engaging with topics such as saving regularly, planning for retirement, dealing with debt, and teaching children and young people about managing money.

Teresa Archer, Chief Office of Citizens Advice West Oxfordshire commented:

“We are deeply concerned about people’s spiralling debt and encourage people to start the conversation this week or as soon as possible. We have employed more debt advisers across the county to support people. The first conversation is the hardest but once people take that step, it gets easier. No one needs to deal with debts on their own.”

Caroline Siarkiewicz, Chief Executive at the Money and Pensions Service says:

“As we continue to respond to the challenges of the Covid-19 pandemic, financial wellbeing remains key to the UK’s recovery: a financially healthy nation is good for individuals, communities, business, and the economy. Talk Money Week provides a key opportunity for the nation to break the taboo of discussing money and finances. We are pleased to see so many organisations encouraging conversations about money - from pocket money to pensions - to help people across the country make better informed and more positive decisions about their finances.”

If you’re having issues with money or debt, you can:

- [talk to us online about a debt problem](#) using chat - we can usually help between 8am and 7pm, Monday to Friday
- call our debt helpline - it’s available 9am to 5pm, Monday to Friday. Debt helpline: [0800 240 4420](tel:08002404420)

Relay UK - if you can't hear or speak on the phone, you can type what you want to say: 18001 then [0800 240 4420](tel:08002404420). You can use Relay UK with an app or a textphone. There’s no extra charge to use it. [Find out how to use Relay UK](#) on the Relay UK website.

The debt helpline is available 9am to 5pm, Monday to Friday. It’s not available on public holidays. Calls are free from mobiles and landlines.

For more information on Talk Money Week visit www.maps.org.uk/talk-money-week/

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About Talk Money Week

Talk Money Week is an annual public awareness campaign, run by the Money and Pensions Service, to get the nation having conversations about money. Talking about finances has been shown to help people make better informed and less risky financial decisions, feel less stressed or anxious and more in control, have stronger personal relationships, and help their children form good lifetime money habits. Talk Money Week will take place from 8-12 November 2021.

About the Money and Pensions Service

The Money and Pensions Service (MaPS) is here to ensure every person feels more in control of their finances throughout their lives: from pocket money to pensions. When they are, communities are healthier, businesses are more prosperous, the economy benefits and individuals feel better off. MaPS delivers free and impartial money and pensions guidance to the public through MoneyHelper, which recently brought together legacy services the Money Advice Service, The Pensions Advisory Service and Pension Wise.

MaPS is working to make sure the whole of the UK understands that financial, physical and mental health are all deeply connected. MaPS’ role is to connect organisations with the shared purpose of achieving the five goals set out in the UK Strategy for Financial Wellbeing.

MaPS supports innovation so that everyone can use the most effective methods to help people feel more in control of their money, targeted to those most in need and inclusive of people from all backgrounds. MaPS is an arm's-length body sponsored by the Department for Work and Pensions (DWP).

For further information visit www.maps.org.uk. Members of the public can get free guidance about their money and pensions via: www.moneyhelper.org.uk / 0800 138 7777

About the UK Strategy for Financial Wellbeing

The UK Strategy for Financial Wellbeing establishes five “agendas for change” and sets goals to be achieved by 2030. These are:

- Financial Foundations: 2 million more children and young people getting a meaningful financial education
- Nation of savers: 2 million more working age people who are struggling and squeezed saving regularly
- Credit Counts: 2 million fewer people often using credit to pay for food or bills
- Better Debt Advice: 2 million more people getting the debt advice they need; currently only 32% of those who need debt advice access it
- Future Focus: 5 million more people understanding enough to plan for their later lives, and during them

Further information about the UK Strategy is available at www.maps.org.uk/wellbeing

Ends.

We give people the knowledge and confidence they need to find their way forward - whoever they are, and whatever their problem.

- The four Citizens Advice West Oxfordshire, Oxford, North Oxfordshire and South Northamptonshire and South Oxfordshire and Vale of the White Horse all exist to provide free, confidential, independent advice in Oxfordshire and they are all members of Citizens Advice, the national charity
- For Citizens Advice general local free telephone advice, visit www.caox.org.co.uk.
- Citizens Advice Freephone Adviceline 0800 144 8848 and Textphone: 0800 144 8884
- Citizens Advice in Oxfordshire are supported by more than 670 trained volunteers and 52 paid staff working across 14 advice centres. In the last year, we helped 27,000 people across Oxfordshire with 78,000 issues.

- Citizens Advice is made up of the national charity Citizens Advice; the network of independent local Citizens Advice charities across England and Wales; the Citizens Advice consumer service; and the Witness Service.
- Citizens Advice helped 2.7 million people face to face, over the phone, by email and web chat in 19-20. We had 3.5 million visits to our national website. For full service statistics see Citizens Advice monthly publication [Advice Trends](#).