

Need advice?



**Lancashire
West**

We're here to help
Whoever you are
Whatever the problem

Gateway Drop-in Service

Our Gateway Service will explore your issues and assess exactly how best we can meet your needs. Our trained volunteers have a vast amount of information available to them and they can make any relevant specialist advice appointments or referrals.

With no appointment necessary, our drop-in service is available from our various offices on different days depending on location.

For the latest information on our opening times check our website: **citizensadvicelancashirewest.org.uk**

Gateway Telephone Service

This operates the same way as our drop-in service but gives you the convenience of calling from home, at work or even on the move.

It is designed to assess how best we can meet your needs and our trained telephone volunteers have a vast amount of information available to them and they can make any relevant specialist advice appointments or referrals. **Available Monday to Friday from 9.00 am to 5.00 pm. Call 0344 245 1294**

Advice by Email

If you have an email address, you can also get advice by email. Complete an **Advice by Email** form available under the 'More from Us' tab on our website: **citizensadvicelancashirewest.org.uk**

Enter your details on the form, let us know about the issue you currently have and we will try to respond to you within 2 working days.

Consumer Helpline

If you purchased something and are unhappy about either the product or the service, the helpline can give you practical and impartial advice on how to resolve your consumer problem, it can tell you the law, which applies to your situation and pass information

about complaints on to Trading Standards. To speak to an adviser, call **0808 223 1133**

Advice Service

Following your gateway, telephone gateway or advice by email, you might be referred to one of our advisers who are highly trained and able to help with a wide range of issues, including but not limited to: Benefits, Education, Housing, Family, Employment, Health, Energy, Legal, Discrimination, Personal, Immigration.

Debt Service

Following your gateway, telephone gateway or advice by email, you might be referred to one of our debt specialists who are highly trained and can deal with a wide range of issues by offering free confidential and independent advice. They are professionally recognised by all Banking and Credit Providers, Local Authority, Housing Associations and Statutory Benefits Agencies.

They can advise on a wide range of debt solutions such as Debt Relief Orders, Debt Management Plans and Bankruptcy.

Law Clinics

Following your gateway, telephone gateway or advice by email, we might refer you to a local solicitor who will provide an initial free thirty-minute consultation covering areas such as Employment, Housing and Family Law.

Money Plan

Following your gateway, telephone gateway or advice by email, we might refer you to a free advice session from an independent financial adviser about any financial issues.

Energy

We can help with checking you are on a competitive tariff, help you to switch to a better tariff, billing issues, Smart meters and assist with arrears/energy debts. We can also help you to find ways to save on your energy bills and with any grants available to you for upgrading your boiler. To speak to us about this service, call **0344 245 1294**

Pension Wise

Pension Wise is a government supported service to assist you in understanding the changes in the Pension rules. We are the delivery centre for this service for the whole of Lancashire. To learn more or book an appointment call **0800 138 3944**

Additional Specialist Services

Help to Claim

This service is to help people to make their first Universal Credit claim, from opening an account to receiving the first payment. Our advisers can help you to: set up your Universal Credit account, verify your ID, make sure you have the right evidence for the Job Centre, assist with completing your claim. Trained advisers are available in Blackburn with Darwen, Wyre, Chorley, South Ribble and West Lancashire. We offer help and advice over the telephone as well as face-to-face in a number of locations and Job Centres. To speak to us about making a claim, call **0800 144 8444**

Help Through Crisis

This project is funded by the Lottery Community Fund and covers Chorley and South Ribble (Leyland area). We work in partnership with **Key Unlocking Futures** and **Homestart Central Lancs**, it offers a broad range of help and includes hands-on advocacy and

advice and assists people to better deal with the problems they face. The support is aimed at those who find it difficult to access mainstream services, for example those with disabilities, learning difficulties or mental health issues.

To speak to us about this service, call **0344 245 1294**

Other ways we can help

Digital Help Centres

Our Digital Help Centres can assist with any online form filling and help with finding information online but cannot give advice. They can also help you to make the most of our laptop/tablet/smart phone.

We also offer one-to-one support with help to get online, including refresher and basic skills courses such as Learn My Way.

We have centres in Skelmersdale, Fleetwood and in a number of community locations across Chorley and Blackburn with Darwen.

For more information about Digital Help, please visit one of our local offices or call us on **0344 245 1294**

Witness Service

Giving evidence in court as a witness can be a stressful and worrying time. If you are a witness at a criminal court in England or Wales, you can get free and independent support from the Citizens Advice Witness Service. It doesn't matter who you're a witness for, you can still get help. You can also get help if you need support at court because someone you know died in an incident leading to a criminal trial.

Call them on **0808 168 9291** or email **IVWS@victimsupport.org.uk**

Scam Action

This service gives advice and information about online scams.

Contact a Scams Action adviser by calling **0300 330 3003**.

The service is open from Monday to Friday, 9am to 5pm (closed on bank holidays).

News about us

You can see local news and information about us on our social media feeds on Twitter and Facebook.

Follow the links on our website and please do follow us.

Interested in Volunteering?

Volunteering can be hugely rewarding. If you would like to help your community, consider volunteering with us.

To learn more about the roles available, visit our website or pop into one of our local offices.

Our Local Bureau Offices

CHORLEY CITIZENS ADVICE

Citizens Advice Lancashire West

Chorley Office

35-39 Market Street, Chorley, Lancashire, PR7 2SW

SOUTH RIBBLE CITIZENS ADVICE (LEYLAND)

Citizens Advice Lancashire West

West Paddock Office

West Paddock, Leyland, Lancashire, PR25 1HR

WEST LANCASHIRE CITIZENS ADVICE (SKELMERSDALE)

Citizens Advice Lancashire West

Skelmersdale Office

Unit 47, The Concourse Shopping Centre, Skelmersdale, Lancashire, WN8 6LN

WYRE CITIZENS ADVICE (FLEETWOOD)

Citizens Advice Lancashire West

Fleetwood Office

122 Poulton Road, Fleetwood, Lancashire, FY7 7AR

BLACKBURN WITH DARWEN

Citizens Advice Lancashire West has a number of community locations offering advice and assistance with Help To Claim (Universal Credit) as well as Digital Assistance.

For more details please contact us on **0344 245 1294**

Citizens Advice help people find a way forward.

We provide free, confidential and independent advice to help people overcome their problems.

We are a voice for our clients and consumers on the issues that matter to them.

We value diversity, champion equality, and challenge discrimination and harassment.

We're here for everyone.

citizensadvice.lancashirewest.org.uk



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