



**Lancashire  
West**

## **Services available**



**0344 245 1294**

**[www.citizensadvice.lancashirewest.org.uk](http://www.citizensadvice.lancashirewest.org.uk)**

## Drop-in Gateway Service

Our Gateway Service is designed to assess exactly how best we can meet your needs. Our trained staff have a vast amount of information available to them and they can make any relevant specialist advice appointments or referrals to law clinics and other external agencies.

Our Gateway Service is designed to help you deal with your problem whatever the nature:

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 <https://citizensadvicelancashirewest.org.uk/>

## Telephone Gateway Service

Our Telephone Gateway Service supports all of our offices and is designed to assess exactly how best we can meet your needs. It operates in exactly the same way as our drop-in service but gives you the convenience of calling from home, at the office or even on the move. Our trained telephone staff have a vast amount of information available to them and they can make any relevant specialist advice appointments or referrals to law clinics and other external agencies.

**Available Monday to Friday from 9.00 am to 5.00 pm**

Call **0344 245 1294**

## Specialist Debt Service

All our debt specialists 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.

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

To make use of this service, drop-in to our Chorley Citizens Advice office for a Gateway Assessment or Telephone **0344 245 1294**

## Generalist Advice Service

All of our generalist advisors are highly trained and are able to help with a wide range of issues including but not limited to

<b>Benefits</b>	<b>Housing</b>
<b>Debt</b>	<b>Employment</b>
<b>Consumer</b>	<b>Legal</b>
<b>Personal</b>	<b>Immigration</b>
<b>Family</b>	<b>Health</b>
<b>Education</b>	<b>Discrimination</b>

## Law Clinics

We have local solicitors who will provide an initial free thirty minute consultation covering areas such as Employment, Housing and Family Law.

If you would like to be considered for one of these appointments, drop-in to one of offices or call

Telephone **0344 245 1294**

## Advice by Email

Our Advice by Email service is available to anyone unable to visit or telephone during the working week.

You can access this service on our website

<https://citizensadvice Lancashire West.org.uk/>

## Pension Wise

Pension Wise is the new 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 01772 425916**

# Domestic Abuse Support Team

Our Leyland office offers fully trained Independent Domestic Violence Advisors (IDVAs) as well as Independent Sexual Violence Advisors (ISVAs) . The Team provide support to high risk victims of domestic violence and abuse. They work with the victim to develop an intensive risk management plan and ensure they are receiving all the support required to keep themselves and their families safe.

The IDVAs can provide support during court hearings, act as an advocate and refer victims to a range of other specialist agencies and support. Our IDVAs are available for all high risk female and male victims of domestic violence and abuse aged from 16.

To chat with one of our IDVAs, drop-in to our Leyland Citizens Advice office for a Gateway Assessment or Telephone

**0344 245 1294**

## Money Plan

You can get free advice from an independent financial adviser about any financial issues

Telephone **0344 245 1294** for more information

## **News about us**

You can also see local news and information about us on our social media feeds on Twitter, Facebook & Google +

Follow the links on our website and please do follow us

## **Interested in volunteering?**

Volunteering can be hugely rewarding! If you'd like to help to help your community, then you should consider volunteering for us.

To learn more or apply just log onto our website or pop into one of our offices.

## **Chorley Citizens Advice**

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Citizens Advice Lancashire West  
Chorley Office  
35-39 Market Street  
Chorley  
Lancashire PR7 2SW

## **South Ribble Citizens Advice (Leyland)**

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Citizens Advice Lancashire West  
Leyland Office  
78 Towngate  
Leyland  
Lancashire PR25 2L

## **West Lancashire Citizens Advice Skelmersdale)**

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Citizens Advice Lancashire West  
Skelmersdale Office  
Unit 47, The Concourse Shopping Centre  
Skelmersdale  
Lancashire WN8 6LN

## **Wyre Citizens Advice (Fleetwood)**

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Citizens Advice Lancashire West  
Fleetwood Office  
122 Poulton Road  
Fleetwood  
Lancashire FY7 7AR



**CHARITY REGISTRATION NUMBER 1078558**

**COMPANY NUMBER 3835274**

**REGISTERED OFFICE**

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

**Citizens Advice Citizens Advice is authorised and regulated by the Financial Conduct Authority FRN 617644**

**0344 245 1294**

