

## Citizens Advice North Lancashire Covid 19 services

We are still here for anyone needing free, confidential, impartial, quality assessed advice and assistance.

**We continue to operate our client advice services by telephone and by email between 10am and 4pm each weekday.**

- **Email:** [enquiries@northlancashirecab.org.uk](mailto:enquiries@northlancashirecab.org.uk)
- **Telephone Advice:** 03444 889 622 (local rate charge)  
Locally staffed advice line
- **Food vouchers (online referrals to food bank):** 01524 400404 (Admin-only)

**Specialist advice** is still available too:

- **Debt:** All aspects of personal debt, mortgage and all priority and non-priority debt are dealt with. All our debt caseworkers and several volunteers are Debt Relief Order Intermediaries approved by the Insolvency Service meaning we can deal with all levels of advice. Referrals can be made by emailing enquiries or for very urgent cases by calling our admin line.
- **Welfare benefits:** Including everything from basic benefit checks, new claims, mandatory reconsiderations and appeals. We can help complete PIP and other forms over the phone.
- **Housing:** Our caseworker and housing solicitors continue to provide help across Lancashire taking referrals from partners and reacting to client advice needs. Telephone or email to make a referral.
- **Help to Claim Universal Credit:** available through telephone or web chat. Our adviser will help with initial claims and help clients to manage things until their first payment. Tel: 01524 400404 or by emailing: [citizensadvice.org.uk/helptoclaim](https://citizensadvice.org.uk/helptoclaim)

If you have any questions at all about the services we continue to offer please call us on: 01524 400404.