

# Schools & Family Adviser



## What can I do?

Citizens Advice North Lancashire is here to help people find a way forward, whoever they are and whatever their problem is.

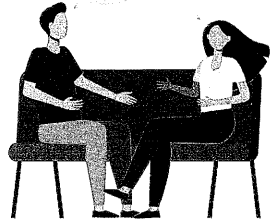
I can give you free, confidential and independent advice, no matter what it's about. We are a voice for our clients on the issues that matter to them.

I will listen to you explain what's going on, and work out what options are available to help you get the end result that you want.

## What kind of advice can I give?

The main areas I work in are debt, housing, benefits, employment and family issues, but I can advise on much more.

We can work with the staff at school, or keep everything we talk about completely private. Citizens Advice is confidential so it's entirely up to you.



## How to contact me

If you would like to arrange to see me at school, just let any member of school staff know and they'll sort out booking us an appointment.

Or, if you'd rather not get school involved, you can give me a call directly on **07942 391188**. That number also works if you want to test me, or send me a WhatsApp message. Just tell me what you'd like to talk about, and I will call you back as soon as I can.

Or if you'd prefer to email me, it's [jenim@northlancashirecab.org.uk](mailto:jenim@northlancashirecab.org.uk)

Our main office phone number is **01524 400 404** - if you don't hear from me within a couple of days, give them a call, email them, or visit our website:

[www.northlancashirecab.org.uk](http://www.northlancashirecab.org.uk)  
[enquiries@northlancashirecab.org.uk](mailto:enquiries@northlancashirecab.org.uk)



If you're worried about how much your child's school uniform costs, ask me about the Uniform Project. This group can help supply some of the uniform, PE kit and equipment your child needs.

## Debt and finances

I can help with:

- Budgeting advice
- Maximising your income
- Helping with debts
- Negotiating with creditors
- Insolvency
- Emergencies such as bailiffs

If I can't help, I can introduce you to one of our specialist case workers. They are highly trained in debt advice, and are regulated by the Financial Conduct Authority.



## Employment

I can advise you about:

- Unfair dismissal
- Redundancy
- Discrimination in the workplace including pregnancy and maternity leave
- Health and Safety at work

## Benefits

I can help with:

- Making sure you are receiving everything you are entitled to claim
- Explaining how the benefits system works and how the different parts of it affect you and your circumstances
- Help with applications for new benefits claims, and completing forms
- Help with challenging decisions and making appeals
- Understanding the Managed Migration process and what it means for you.

## Housing

I can help with:

- Homelessness and evictions
- Rehousing if where you live is unsuitable for you and your family
- Disrepair, mould and heating.
- Problems/conflict with landlords

## Generously Funded By:

