

# Where to go for Advice

## Blackpool, Wyre and Fylde



### June 2014



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This leaflet has been produced by the Advice Link Network to help the people of Blackpool, Wyre and Fylde have better access to advice and information on their rights and entitlements.

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- All telephone numbers in this leaflet are local area code 01253 unless otherwise stated.
- For individual advice please contact one of the organisations listed in this leaflet.
- A copy of this leaflet can be made available in other formats i.e. large print, audio tape, Braille or in another language.

For yourself, a friend, a customer, a colleague or client:  
Get the right advice at the right time. Don't lose out. Find Out!

This leaflet has been funded through the Big Lottery Fund.

# National / Main Helplines / Websites

<b>Attendance Allowance</b> www.gov.uk	0345 or 0845 605 6055
<b>Benefit Enquiries</b> - general and current claims www.gov.uk/benefits-adviser	0345 or 0845 608 8545 0345 or 0845 608 8551 (Textphone)
<b>Child Benefit</b> hmrc.gov.uk/childbenefit	0300 200 3100
<b>Child Maintenance Options</b> Cases post 25.11.13 http://www.cmoptions.org/	0800 988 0988
<b>Child Support Agency Helpline</b> Cases pre 25.11.13 www.gov.uk/child-maintenance	0845 713 3133
<b>Civil Legal Advice</b> legal aid eligibility calculator claonlineadvice.justice.gov.uk	0845 345 4 345 Text 'legalaid' and name to 80010
<b>Consumer Helpline</b> www.adviceguide.org.uk	08454 04 05 06
<b>Disability Living Allowance</b> www.gov.uk	08457 123 456
<b>Housing Benefit /Council Tax Reduction</b>	Contact your local Council
<b>Jobcentre Plus - working age benefits</b> New claims www.gov.uk	0800 055 6688
<b>NHS Health Cost Advice Line</b> www.nhs.uk	0300 3301343
<b>Pay and Work Rights Helpline</b> www.gov.uk/national-minimum-wage www.gov.uk/pay-and-work-rights-helpline	0800 917 2368
<b>Pension Credit</b> www.gov.uk/pension-credit	0800 99 1234
<b>Personal Independence Payment</b> www.gov.uk/pip	General Enquiries 0845 850 3322 Claims 0800 917 2222
<b>Service Personnel &amp; Veterans Agency</b> www.veterans-uk.info	0808 1914 2 18
<b>State Pension</b> www.gov.uk/state-pension	0800 731 7898
<b>Tax - HM Revenue &amp; Customs</b> www.hmrc.gov.uk	0300 200 3300
<b>Tax Credit Helpline</b> hmrc.gov.uk/taxcredits/index.htm	0345 300 3900

# Local Councils

## Blackpool Council

Blackpool Council

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<b>Main enquiry line: Customer First</b>	<b>477477</b>
<b>Emergency out of hours</b>	<b>477600</b>
Business Rates	478857
Care & Repair	476659
Council Tax	478741
Council Tax Recovery	478888
Direct Payments	476862
Discretionary Support Scheme	<a href="http://www.blackpool.gov.uk/residents/advice-and-support">www.blackpool.gov.uk/residents/advice-and-support</a>
Family Information Service	0800 092 2332
Housing Options	477760
Housing/Council Tax Benefit	478847
Neighbourhood Services Team	477477
Sensory Team	476939
Social Services Direct	477592
Trading Standards	478375
Email:	<a href="mailto:customer.first@blackpool.gov.uk">customer.first@blackpool.gov.uk</a>
Website:	<a href="http://www.blackpool.gov.uk">www.blackpool.gov.uk</a>

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## Fylde Borough Council



<b>Main enquiry line: all services</b>	<b>658658</b>
Care & Repair	887569
Email:	<a href="mailto:listening@fylde.gov.uk">listening@fylde.gov.uk</a>
Website:	<a href="http://www.fylde.gov.uk">www.fylde.gov.uk</a>

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## Wyre Council



<b>Main enquiry line:</b>	<b>891000</b>
Care & Repair	887569
Debt Advice	887343 / 887349
Email:	<a href="mailto:mailroom@wyre.gov.uk">mailroom@wyre.gov.uk</a>
Website:	<a href="http://www.wyre.gov.uk">www.wyre.gov.uk</a>

# Local Councils & Help Direct

## Lancashire County Council

Area Covered: Wyre & Fylde

### Main enquiry line:

Blue Badge Applications

Libraries

Social Care

Safeguarding Adults

Emergency Duty Team

Care and Urgent Needs Support Scheme

Family Information Service

Welfare Rights

Email:

Website:

**0300 123 6701**

0300 123 6736

0300 123 6703

0300 123 6720

0300 123 6721

0300 123 6722

0300 123 6735

0800 195 0137

0300 123 6739

[enquiries@lancashire.gov.uk](mailto:enquiries@lancashire.gov.uk)

[www.lancashire.gov.uk](http://www.lancashire.gov.uk)



**Your free & local first port of call in Wyre & Fylde to get the practical support, guidance and/or information you need around a range of issues –**

- ✓ Health & fitness
- ✓ Home & garden
- ✓ Feeling safe in your home & community
- ✓ Learning & leisure
- ✓ Managing finances
- ✓ Mobility & transport
- ✓ Community groups & involvement
- ✓ Getting the right help & support
- ✓ Relationships & families
- ✓ Employment, volunteering & training

We do this by supporting you to access a range of local groups, organisations and services, from giving you their contact details, contacting them on your behalf or initially going along with you.

**If you live in Wyre or Fylde and need to access support please call us on**

# 0303 333 1111

Help Direct is funded by



# Main Local Advice Services

## Age UK Blackpool & District

**Area covered:** Blackpool  
**Subject:** Community Care, Employment, Housing, Welfare Benefits, Free advice  
**Service:** Tel, Drop in, Appointment, Home Visit, Email  
89 Abingdon Street,  
Blackpool, FY1 1PP  
**Tel:** 01253 622812  
**Email:**  
admin@ageukblackpool.org.uk  
**Website:**  
www.ageukblackpool.org.uk  
**Quality mark:** ISO 9001

## Blackpool Centre for the Unemployed

**Area covered:** Blackpool, Wyre and Fylde  
**Subject:** Debt, Employment, Housing, Welfare Benefits  
Free advice  
**Service:** Tel, Drop in, Appointment, Home Visit, Email  
95 Abingdon St, Blackpool,  
FY1 1PP  
**Tel:** 01253 477488 / 477486  
**Email:** info@bcfu.co.uk  
**Website:** www.bcfu.co.uk  
**Quality mark:**

## Age UK Lancashire

**Area covered:** Wyre & Fylde  
**Subject:** Community Care, Housing, Welfare Benefits  
Free advice  
**Service:** Tel, Drop in, Appointment, Home Visit, Email  
7 St Georges Road,  
Lytham St Annes, FY8 2AE  
45-47 Lord Street,  
Fleetwood, FY7 6DU  
**Tel:** 0300 303 1234  
**Email:**  
**Website:**  
www.ageuklancs.org.uk  
**Quality mark:** Age UK

Where a service has gained a recognised advice provider Quality Mark this is listed in their entry.

# Main Local Advice Services

## Citizens Advice Bureau Blackpool

**Area covered:** Blackpool  
**Subject:** Debt, Employment, Family, Housing, Welfare benefits  
Free advice  
**Service:** Tel, Drop in, Appointment, Home visit, Email  
6-10 Whitegate Drive,  
Blackpool, FY3 9AQ  
**Tel:** 01253 308400  
**Email:**  
advice@blackpoolcab.org.uk  
**Website:**  
www.blackpoolcab.org.uk  
**Quality mark:** Advice Quality Standard

## Citizens Advice Bureau Fylde

**Area covered:** Fylde  
**Subject:** Community Care, Consumer, Debt, Employment, Housing, Welfare benefits  
Free advice, Legal Aid  
**Service:** Tel, Drop in, Appointment, Email  
Council Offices, Moor Street,  
Kirkham, PR4 2AU  
**Tel:** 01772 682588  
**Email:** n/a  
**Website:** www.fyldecab.org.uk  
**Quality mark:** Community Legal Service – General Help

## Citizens Advice Bureau in Wyre

part of Lancashire West Citizens Advice Bureau

**Area covered:** Wyre  
**Subject:** Welfare benefits, housing, debt, employment, consumer, legal, personal, immigration, family, health, tax, education  
Free advice, Legal Aid  
**Service:** Tel, Appointment, Home visit  
**Tel:** 0844 245 1294  
**Website:** www.adviceguide.org.uk  
**Quality mark:** Advice Quality Standard with Casework

Where a service has gained a recognised advice provider Quality Mark this is listed in their entry.

# Main Local Advice Services

## Disability First

**Area covered:** Blackpool, Wyre and Fylde

**Subject:** Community Care, Welfare Benefits, Employment(info only), Housing (info only)

Free advice

**Service:** Tel, Drop in, Appointment, Email  
Blackpool Centre for Independent Living,  
259 Whitegate Drive  
Blackpool, FY3 9JL

**Tel:** 01253 476450

**Email:** welcome@disabilityfirst.org

**Website:** www.disabilityfirst.org

**Quality mark:**

## Lancashire County Council Welfare Rights Service

**Area covered:** Wyre & Fylde

**Subject:** Welfare benefits  
Free advice

**Service:** Tel, Appointment, Home Visit, Email  
Lancashire County Council,  
Welfare Rights Service,  
FREEPOST, Preston, PR1 8BR

**Tel:** 0300 123 6739

**Email:** infowrs@lancashire.gov.uk

**Website:**

www.lancashire.gov.uk/welfarerights

**Quality mark:**

## Solicitors - Fylde Law

**Area covered:** Blackpool, Wyre, Fylde

**Subject:** Debt, Housing Legal Aid

**Tel:** 01253 293106

**Email:** enquiries@fyldelaw.co.uk

**Website:** www.fyldelaw.co.uk

**Quality mark:** Legal Aid Agency

*Solicitors provide a variety of services. The solicitors above may provide legal aid in the subjects listed for those on a low income. Always ask about costs before proceeding.*

Where a service has gained a recognised advice provider  
Quality Mark this is listed in their entry.



# Sources of information, factsheets and self help tools

We can't all know all the answers all the time – but we can recognise there are questions that need answering and know where to look for information on rights and entitlements. The following are just some of the independent sources of information and self help materials.

	Telephone
<b>Acas:</b> Advisory, Conciliation and Arbitration Service for employers and employees to help prevent or resolve workplace problems <a href="http://www.acas.org.uk">www.acas.org.uk</a>	08457 47 47 47
<b>Advicenow:</b> is an independent, not-for-profit website providing information on rights and legal issues <a href="http://www.advicenow.org.uk">www.advicenow.org.uk</a>	
<b>Age UK:</b> improve later life for everyone through information and advice, campaigns, products, training and research <a href="http://www.ageuk.org.uk">www.ageuk.org.uk</a>	0800 169 6565
<b>Care Quality Commission:</b> check whether hospitals, care homes and care services are meeting government standards <a href="http://www.cqc.org.uk/">www.cqc.org.uk/</a>	03000 616161
<b>Carers UK:</b> supports carers , information and advice about caring <a href="http://www.carersuk.org">www.carersuk.org</a>	0808 808 7777
<b>Citizens Advice:</b> information on your rights, including benefits, housing and employment, and debt, consumer and legal issues. <a href="http://www.adviceguide.org.uk">www.adviceguide.org.uk</a>	
<b>entitledto:</b> The entitledto calculator can help you check what you might be able to claim <a href="http://www.entitledto.co.uk">www.entitledto.co.uk</a>	
<b>Money Advice Service:</b> Unbiased free clear advice to help you make the most of your money <a href="http://www.moneyadvice.service.org.uk">www.moneyadvice.service.org.uk</a>	0300 500 5000
<b>National Debtline:</b> Free confidential and independent advice on how to deal with debt problems <a href="http://www.nationaldebtline.co.uk">www.nationaldebtline.co.uk</a>	0808 808 4000
<b>NHS Choices:</b> information to make choices about your health including advice and support for carers on <a href="http://www.nhs.uk/Pages/HomePage.aspx">www.nhs.uk/Pages/HomePage.aspx</a>	0300 123 1053
<b>Shelter:</b> free, independent advice and information on housing <a href="http://www.shelter.org.uk">www.shelter.org.uk</a>	0808 800 4444
<b>The Silver Line:</b> free confidential helpline for older people, 24 hours a day, every day of the year <a href="http://www.thesilverline.org.uk">www.thesilverline.org.uk</a>	0300 4 70 80 90
<b>Turn2us:</b> helps people in financial need gain access to welfare benefits, charitable grants and other financial help, benefit calculator <a href="http://www.turn2us.org.uk/">www.turn2us.org.uk/</a>	0808 802 2000

# A-Z of Useful Telephone Numbers

Advocacy (Empowerment).....	0300 323 2100
Advocacy (n-compass).....	03450 138208
Age UK Blackpool & District (Blackpool).....	622812
Age UK Lancashire (Wyre & Fylde).....	0300 303 1234
Alzheimer's Society.....	696 854
Blackpool and the Fylde College.....	352352
Blackpool Centre for the Unemployed.....	477488
Care & Repair (Blackpool).....	476659
Care & Repair (Wyre & Fylde).....	887569
Carer Support & Information: CSI Group.....	07935 751 228
Carers' Centre (Blackpool).....	393748
Carers Point! (Wyre & Fylde).....	0345 688 7113
Citizens Advice Bureau (Blackpool).....	308400
Citizens Advice Bureau (Fylde).....	01772 682588
Citizens Advice Bureau (Wyre).....	0844 245 1294
Connexions.....	754840
Council for Voluntary Service (Blackpool, Wyre & Fylde).	624505
Credit Union (Blackpool, Fylde & Wyre).....	478827
Crimestoppers.....	0800 555 111
Disability First (Blackpool).....	476450
Discretionary Support Scheme (Blackpool) .....	<a href="http://www.blackpool.gov.uk/residents/advice-and-support">www.blackpool.gov.uk/residents/advice-and-support</a>
Discretionary Urgent Support (Lancashire).....	0300 123 6735
Family Information Service (Blackpool).....	0800 092 2332
Family Information Service (Lancashire).....	0800 195 0137
Fire Safety Check (free).....	0800 169 1125
Free School Meals Blackpool Council.....	478940
Free School Meals Lancashire.....	01524 581 207
Fylde Coast Womens Aid.....	596699
Hate Crime Project (Blackpool).....	476450
Hate Crime Project (Wyre).....	887218
Help Direct (Lancashire).....	0303 333 1111
Home Start Fylde.....	728615
Horizons – Drug and dependency solutions.....	311431
Hospital Blackpool Victoria.....	30000
Hospital Blackpool Victoria Patient Relations Team.....	655588
Hospital Royal Preston.....	01772 716565

# A-Z of Useful Telephone Numbers

Hospital Royal Preston Patient Advice & Liaison Service.....	01772 522972
Housing Options Blackpool Council.....	477760
Housing Options Fylde Council.....	476111
Housing Options Wyre Council.....	891000
Independent Complaints Advocacy Service.....	0808 802 3000
Making Space.....	596334
Mental Health Helpline.....	0500 639 000
Money Advice Service (National).....	0300 500 5000
Money Advice Service A4e (Local).....	0333 321 3434
Motor Neurone Disease Association.....	696243
National Careers Service.....	0800 100 900.
National Debtline.....	0808 808 4000
National Drugs Helpline.....	0300 123 6600
NHS Health Costs.....	0845 850 1166
NHS non emergency helpline.....	111
Police Non Emergency.....	101 / 0845 125 3545
Positive Steps into Work.....	477366
Relate.....	01772 717597
Richmond Fellowship Blackpool & Lancs.....	629400
Samaritans.....	622218
Scope (cerebral palsy).....	0808 800 3333
Shelter.....	0808 800 4444
Social Services Blackpool.....	477592
Social Services Blackpool Emergency.....	477600
Social Services Lancashire.....	0300 123 6720
Social Services Lancashire Emergency.....	0300 123 6722
Streetlife (Blackpool).....	294477
Tax Help for Older People.....	0845 601 3321
Trading Standards (Blackpool).....	478375
Trading Standards Lancashire.....	0845 404 05 06
Veterans Welfare Service.....	333494
Victim Support North West.....	0300 303 1979
Vitaline.....	477678
Volunteer Centre (Blackpool, Wyre and Fylde).....	301004
Welfare Rights Lancashire (Wyre & Fylde).....	0300 123 6739

# Where to go for Advice Blackpool, Wyre and Fylde June 2014



**Making a difference together!**