

# Citizens Advice Fylde – Our Projects

## Rosemary Project – Help With Domestic Abuse



We will be working with survivors of Domestic Abuse to empower them to make informed decisions about their lives now and into the future. We will provide practical help and advice, giving the client the support needed to leave and/or providing ongoing support to enable them to make informed decisions.

The project will help to:

- Devise an emergency escape plan with each survivor
- Resolve practical issues which are preventing people from leaving abusive relationships, such as housing, debt, child-related issues and benefits
- Enable clients and frontline workers to recognise that abuse does not just involve physical violence, but can include emotional, financial, sexual, isolation from friends and family, and can take place over several months or years
- Enable survivors to recognise that “it’s not their fault”
- Assist people living with abuse to access training and social activities to build confidence
- Act as a single point of contact for all agencies involved with the client
- Develop a protocol with housing and benefits providers to fast track survivors

**For help please contact our Advice Line 0300 330 116.**

## At Home Project – Advice in Your Home



We will be working with Fylde residents who because of isolation, caring responsibilities, ill health or disability need to have advice given in their home environment. We will provide practical support and advice in the areas of welfare benefits, debt, immigration, employment, housing, relationship, and consumer issues. All advice will be free, confidential and impartial, enabling the client to make informed decisions regarding their circumstances.

Some examples of help that may be given are:

- Housing, Benefit and Grant Applications online or in paper form
- General form completion e.g. Blue Badge
- Fuel switching assistance
- Assistance with appeals
- Help with debt and budgeting issues

**For help please contact our Advice Line 0300 330 116.**

## Hate Crime Reporting Project



Citizens Advice Fylde has become the Third-Party Hate Crime Reporting Centre for Fylde. This service means that anyone who feels they have been the victim of a hate crime or incident, or who has witnessed one, can report it to us. We will take the details and, if the client wishes, assist with police involvement.

**For help please contact our Advice Line 0300 330 116.**

# Moneyplan Project – Financial Advice



On the first Wednesday afternoon of each month we are offering free, confidential and impartial financial advice from a qualified Financial Adviser on any aspect of personal finance, such as mortgages, endowments, equity release, financial planning, pensions, tax, savings and investments.

**To make an appointment please phone 07847834617 or 0300 330 1166.**