

citizens
advice

North
Lancashire

Jeni Meadows

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.

We value diversity, champion equality and challenge discrimination and harassment.

How to contact me

I'm available Monday to Friday to pop in and see you or give you a call. If you'd like to speak to me in person, just ask a member of school staff, and they'll take it from there.

Or, if you'd rather not talk to school, you can give me a call directly on **07942 391 188**. That number also works if you'd rather send a text or 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 like to email me, it's **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, or visit our website:

www.citizensadvice.org.uk

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. Our service is confidential so it's entirely up to you.



The Uniform Project

If you're worried about how much your child's school uniform costs, ask me about the Uniform Project, and we can have a chat about 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 it affects you and your circumstances
- Help with applications and completing forms
- Help with challenging decisions and appeals
- Help with clarifying and managing debt, overpayments and deductions

Housing

I can help with:

- Homelessness and evictions
- Rehousing if your accommodation is unsuitable
- Disrepair
- Problems with landlords

**citizens
advice**

**North
Lancashire**