



Citizens Advice - South Lakeland

Quality Advice for the Whole Community



Our FREE help and advice for ANYONE in South Lakeland includes:

Housing Problems: Debt Advice & Welfare Benefits: Employment Issues:
Relationship Issues: Disability & Health Matters: Community Care Plans:

We are Confidential, Independent, and here for YOU.

Audit confirms CASL's Legal Help to clients is "Excellent"

CASL's Legal Help service was praised for its "excellent performance" and "high standards of client care" after its Legal Services Commission Audit in March.

Feeling the Benefit!

This was a real vote of confidence for the new Welfare Benefits service which has made a flying start since it began this year.

By the end of March Helen Forrest the Benefits Worker had already dealt with some 84 complex benefits cases (including winning in 6 out of 7 appeal hearings), for local people struggling with the daunting world of Benefits. This service is available at Kendal and Ulverston offices and is free to *anyone* in South Lakeland.

High Quality Housing Advice

The Audit was equally praising of the work of our Housing Solicitor. Colin Henderson provides free Specialist Help level housing advice across South Lakeland.

When not working with clients in the bureau Colin is often to be found operating the duty solicitor scheme in the County Court—helping local people to keep their homes, avoiding costs from falling on local councils and social services, and keeping families together.

Colin can be contacted by approaching our Kendal or Ulverston offices (see overleaf) or

"Well I Never . . ."

- *CASL's comprehensive advice service available to **everyone** in South Lakes.*
- *The new **Debt Advice Project**, and the **Macmillan Cancer Support** project will make **4 completely new services** brought to local people by CASL in just **12 months**.*
- *Volunteer advisers at CASL undergo an average of **9 months training** to ensure our quality advice standards.*
- *We are a **Registered Charity** & rely on support from local funders.*

on the Housing Line: 01539 721216.

Two more new services for local people

After time in preparation with our partners **Macmillan Cancer Support** CASL is now recruiting staff to operate the new Income Maximisation service soon to be available to anyone affected by cancer in South Lakeland

The bureau has also been successful with CABx across Cumbria in gaining substantial new funding to expand **debt advice** services. Work on this Project will also begin in the coming weeks.

We will soon be advertising how to contact these services directly, but like all our services they will be accessible in the normal way through our General Advice Service as

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“The outcome of the Audit is a very positive one performance in 2005/06 has been excellent”

**- Comment from Legal Services Commission Audit
March 2006**

Need continues to outstrip bureau's resources

CASL has been running a pilot survey of those people trying to get advice from the bureau - but not managing to do so because our resources limit how much we can open. Even this part-time survey identified that on the days it was conducted in January alone, 73 people approached CASL seeking advice that we did not have the resources to provide.

We are proud of the advice we provide to our many clients, but terribly frustrated when limited funding means there are many others who we are not able to help. This is especially worrying when for many in South Lakeland, the CAB is the only source of advice available, and when—as the same survey revealed—some 90% of those failing to access our services stated they did not know where else to go for the help they needed!

We fear this unmet need is only the tip of the iceberg and are planning a fuller survey. Meanwhile, CASL continues to seek additional funding so we can help more people from our community.

Here for the Whole Community

Although as can be seen from the above we struggle at times to be able to cope with everybody who approaches us for advice, CASL makes all its advice as accessible as possible.

Our services are free, available to all, and are provided face-to-face, by telephone, and where appropriate through home visits. If you think we might be able to help you please do not hesitate to get in touch—help is what we are here for.

Your CAB – Your Voice

We would love to hear any suggestions you have on how we could improve our



Theatre Street, Ulverston



Blackhall Road, Kendal

services to make them better for you and the whole community.

If you have any comments or suggestions please contact us – write or call at our offices, or phone 01539 728892 – and ask to speak to bureau manager Jeremy Such.

Contacting us:

Kendal

Blackhall Road, Kendal
(next to the bus station, behind
Westmorland shopping centre)

Monday 10-4

Wednesday 10-4

Thursday 10-4

Telephone 0870 1264061
Housing Solicitor 01539 721216

Ulverston

Theatre Street, Ulverston
(behind the Town Hall)

Tuesday 10-1

Wednesday 10-4

Thursday 10-3

Friday 9.30-12.30

General Advice 01229 585585
Community Care Project 0845 603 1529