



**Age UK Lindsey,  
Citizens Advice North Lincolnshire  
and North Lincolnshire Council  
are delivering a new service  
to support those over 50  
in crisis.**

**Contact us on 01724 296958  
and we will arrange a chat  
to see how we can help.**

**Help Project**

**Citizens Advice, Scunthorpe Central, Carlton Street, Scunthorpe DN15 6TX**

**Tel: 01724 296958**

**Email: [help@citizensadvicenlincs.org.uk](mailto:help@citizensadvicenlincs.org.uk)**



## **What is the Help Project?**

The Help Project is designed to focus on **your** individual needs, welfare and safety. We are funded by the North Lincolnshire Community Safety Partnership Crime Reduction Fund to help increase resilience to fraud and crime and improve health and wellbeing by preventing isolation.

The purpose of the project is to provide support on a one-to-one basis. An Adviser and a Befriending Officer work together to provide the service. You can contact us directly on **01724 296958**. The Adviser will help you assess what you need help with and the Befriending Officer can encourage and support you to feel less isolated by encouraging involvement in your local community, trying new activities or just having someone to chat to. You might even become a volunteer befriender yourself.

## **What help is there available?**

### **- Financial, Legal and Welfare**

It may be that, due to recent events, the money coming into your household has changed. Changes to earnings, pensions or benefits may have left you concerned as to whether you might have any further entitlements eg. Universal Credit, Council Tax Support, pension credit. You may want some assistance with budgeting or it may be that you need help on how to manage your debts, advice on pension planning, housing, employment or consumer issues.

### Who can help?

Citizens Advice - the Help Adviser can do a benefit check, provide advice on legal, employment, housing, consumer and other welfare issues and signpost or refer you to one of our Citizens Advice teams specialising in Debt Advice, Pensionwise or the Universal Credit Support service. Our website is also helpful - [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk).

## - **Safety**

Everyone is encouraged to consider their safety online as well as physical safety measures. As more of us use online facilities for shopping, banking, communicating and dating, we need to ensure our security is strong and regularly updated - lock our screens and have secure passwords in place.

Our home is important to keep safe with measures such as locks, smoke alarms, timer switches and door chains. We should always check the identity of any callers at our door, only use recommended traders, and say no to cold callers who pressure us. There are facilities like the telephone preference service or ways to block unwanted calls on our phones.

### Who can help?

The Help Project at Citizens Advice can provide support and advice on safety and both staff members are Scam Champions under the Friends Against Scams initiative

## - **Lifestyle**

We all have different interests and skills, which we can fully explore when we have more time on our hands such as in retirement. Sharing our knowledge and skills with others is an important part of being in a community and learning new skills is essential to keeping active - that includes keeping our brains active as well as our bodies.

All our community areas, rural and urban, have facilities, halls and leisure centres with groups interested in singing, dancing, creative activities, book clubs, gardening, etc. Some churches, Rotary, Women's Institute, Lions etc. focus on group activities and helping others. Volunteering can be rewarding and bring a new aspect to your life.

### Who can help?

Citizens Advice Help Project can assist you in finding what is in your area.

## - **Health**

The saying goes that prevention is better than the cure. Keeping healthy through diet, exercise and lifestyle helps with mental health as well as physical health.

The Healthy Lifestyle service within North Lincolnshire Council can assist anyone wanting to lose weight, stop smoking, reduce alcohol or increase exercise and provide free NHS health checks for those between 40 and 70. Some fitness classes focus on the older or less physically able participants with activities such as walking football, walking netball, gentle yoga, bowling, zumba gold etc. as well as guided walking groups.

### Who can help?

Citizens Advice can help you source activities local to you or refer you for support.

Healthy Lifestyle Service  
Tel. 01724 298212

North Lincs Council Leisure Centres

## - **Emotional**

Having someone to talk to about how you are feeling is important and this is ideally someone who has some idea of what you are going through. Bereavement counselling can be a great support through a specialist organisation like CRUSE and the Samaritans are there to talk to in difficult times.

### Who can help?

Citizens Advice Help Project has a Befriending Officer to ensure you access the help you need.

Cruse Bereavement Care  
Tel. 07488 253640

The Samaritans  
Tel. 0330 094 5717

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