



**Are you recently bereaved?**

**Age UK Lindsey, Citizens Advice North  
Lincolnshire and North Lincolnshire Council  
are delivering a new service  
to support you  
at this difficult time.**

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

Scunthorpe Central, Carlton Street, Scunthorpe DN15 6TX  
Tel: 01724 296958      Email: [help@citizensadvicenlines.org.uk](mailto:help@citizensadvicenlines.org.uk)



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

The Help Project is designed to focus on **your** needs, welfare and safety.

Funded by the North Lincolnshire Community Safety Partnership Crime Reduction Fund, it seeks to increase resilience against fraud and crime, and reduce the impact of social isolation on health and wellbeing.

## **What is the purpose?**

The purpose of the project is to provide support either on a one-to-one basis or via an information pack. We have provided this Help pack for you, which will provide you with guidance on areas that may be of concern to you. Your concerns could be any of the following but this list is not exclusive:

Financial/Legal *welfare benefits, pensions, budgeting, future planning and debts*

Safety *scam awareness, internet and home security*

Lifestyle *social activities, pursuing interests and volunteering*

Health *keeping active and healthy, diet, wellbeing*

Emotional *bereavement counselling, befriending and preventing isolation*

## **Who is providing the service?**

An Adviser and a Befriending Officer work together to provide the service and, if you have requested our help through the Registrar's Office, will contact you to see what help you might need. Should you want one to one assistance from us before that time, you can contact us directly at Citizens Advice on 01724 296958.

## **The Service**

After requesting our help we will:

Contact you by phone or write to you to arrange an appointment



At the appointment, we will explore together what issues you may need help with



We will enable you to review your options by advising you of what is available



We will provide advice, information and/or befriending support



We will signpost or refer you for any appropriate specific support

## **What is Befriending?**

In order to combat isolation and give encouragement and support to people to participate in community activities the Project has a Befriending Officer and volunteers who will meet and discuss the needs of individuals.

They will agree on an appropriate support plan, which could be as diverse as sitting down and having a chat on a regular basis or accompanying them to a local community club. It may result in the individual having such a positive experience that they themselves want to volunteer and become a befriender to others.

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

This Help Pack provides general information and contact details for some of the areas that might be of concern, which can be explored in more detail and more specifically with you in mind if you choose to use our services.

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

It may be that, due to the recent bereavement, the money coming into your household has changed.

Changes to pensions or benefits may have left you concerned as to whether you might have any further entitlements eg. cold weather payments, winter fuel payments, funeral payment, bereavement support payments.

If you were not the person in the household who looked after the finances, you may want some assistance with budgeting. It may be that you need help on how to manage your debts or advice on pension planning.

You may have concerns about housing, employment or consumer issues or how to make a lasting power of attorney.

## Who can help?

Citizens Advice - the Help Adviser can do a benefit check, provide general advice on legal, employment, housing, consumer and other welfare issues and signpost or refer you to further available support.

We can also refer you to one of our Citizens Advice teams in North Lincolnshire specialising in Debt Advice, Energy Advice, Pensionwise or the Universal Credit Support service.

Our website has helpful guidance on all the above areas.

[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. Much as when we don't just shut our front door, but lock it, so we need to 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 need to make sure that we have safe means to get in and out of the property at all times. We should always check the identity of any callers at our door, use traders that have been recommended 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 aspects of safety.

**Age UK's Avoiding Scams** booklet is available on request, which will give you guidance on how to keep yourself safe from fraud and has contact details for specific support on many areas of safety at the back.

## **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, whether rural or urban, have facilities, halls and leisure centres which run groups interested in singing, dancing, creative activities, book clubs, gardening, etc.

Groups within churches, Rotary, Women's Institute, Lions etc. focus on group activities and helping others and need a variety of different people with time and interest. Volunteering can be rewarding and bring a whole new aspect to your life as well as those you are helping.

Sharing your interest with others allows you to make friends, be a bigger part of your community and having more free time allows you to explore things you may have always wanted to try. You may need to try a few activities to find the ones that suit you most.

### Who can help?

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

Local libraries, Link Offices and town councils

Free publications

Information websites such as the Adult Information Hub

## **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.

Walking is a cheap form of exercise and there are group led walks all over the county, which are free to join. Classes are available around our area for all age groups. Some focus on the older or less physically able participants with activities such as walking football, walking netball, gentle yoga, bowling, zumba gold etc.

### Who can help?

Citizens Advice can help you source activities local to you or refer you for support such as the Healthy Lifestyle service.

Healthy Lifestyle Service  
North Lincolnshire Council  
Tel. 01724 298212

North Lincolnshire Council Leisure Centres  
Local libraries, Link Offices and town councils  
Free press publications  
Information websites such as the Adult Information Hub

## **Emotional**

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

At Citizens Advice we have a Befriender who can support you and encourage you. In time you could maybe train to become a Befriender yourself and meet and help others in a similar situation. The aim is to prevent social isolation and ensure a support network is in place so that we all have someone to turn to.

### Who can help?

Citizens Advice Help Project has a Befriending Officer to ensure you have the help you need and maybe encourage you, in turn, to help others in the same boat.

**Age UK's Bereavement booklet** is available to provide a useful guide to coping with loss.

Cruse Bereavement Care,  
Westcliffe Community Centre  
Newbolt Avenue  
Scunthorpe DN17 1PE  
Tel. 07488 253640

The Samaritans  
2 Lindum Street  
Scunthorpe DN15 6QU  
Tel. 0330 0945717

### **Citizens Advice North Lincolnshire**

Scunthorpe Central  
Carlton Street  
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