

# floating support

## Lancashire Floating Support Communication Bulletin

Calico's Lancashire Floating Support service is commissioned on the behalf of Lancashire County Council to provide housing-related support to people who are vulnerable and require help to enable them to avoid homelessness, and to develop or maintain the skills required to live independently.

As of the 31st March 2017, Calico's Lancashire Floating Support service will no longer be available.

Due to the current financial challenges facing Lancashire County Council, a decision has been made to cease funding from April 2017.

Inside this bulletin, you will find details of other agencies who will be able to give you advice, support and guidance once the Floating Support Service is no longer available.

### Referrals

If you require support, advice and guidance from the service during February and March 2017, this will be available via drop-in locations and over the telephone. For details of the drop-in venues in your district, please call:

**01282 686311** – East Lancashire

**01772 282977** – Central Lancashire

**01524 237687** – North Lancashire

**0800 169 2407**

**The phone lines will remain open until  
31st March 2017.**

## Lancashire County Council

*You can contact Lancashire County Council by:*

**Website:** [www.lancashire.gov.uk](http://www.lancashire.gov.uk)

**Email:** [enquiries@lancashire.gov.uk](mailto:enquiries@lancashire.gov.uk)

**Tel:** 0300 123 6701

**Minicom:** 01254 220 666

**SMS:** 0786 0031294 (Mon - Fri 9am to 5pm)

## Social Care

For advice and information on community-based health and social care support, visit the following website link:

[www.lancashire.gov.uk/health-and-social-care](http://www.lancashire.gov.uk/health-and-social-care)

## Lancashire County Council's Crisis Support Scheme

This scheme aims to provide relief from immediate crisis. If you need urgent help with food or fuel, or you need key items to set up home, you may be entitled to this support.

[www.lancashire.gov.uk](http://www.lancashire.gov.uk)

## Health and Wellbeing

Lancashire Wellbeing Service

This is a free service helping people to deal with the underlying causes that are affecting their ability to manage their health and wellbeing

**Referral Line:** 03450 138208

[www.lancashirewellbeing.co.uk](http://www.lancashirewellbeing.co.uk)

# Housing-related support and emergency housing advice

## Landlord

If you are experiencing difficulties with your housing and require help and support, the first person you should contact is your landlord.

If you are worried about becoming homeless, you can contact your local council. You can apply to the council for help as a homeless person if you don't have anywhere to live. If you're eligible for help, the council has to provide accommodation immediately while it makes enquiries into your situation.

## Local Council

Local councils give advice to people who are homeless or will be homeless soon. All councils should operate a 24-hour service for people in emergency situations, and should publish an out-of-hours emergency number.

## Burnley Borough Council

The Housing Advice team can be contacted via:

**Visit:** Contact Burnley, Parker Lane, Burnley, BB11 2DS

**Tel:** 01282 425011

**Email:** [housing@burnley.gov.uk](mailto:housing@burnley.gov.uk)

## Chorley Borough Council

Civic Offices

Union Street, Chorley, Lancashire, PR7 1AL

**Tel:** 01257 515151

**For out-of-hours assistance, call:** 01257 515142

## Fylde Borough Council

Housing Section, Fylde Borough Council, Town Hall, St Annes, FY8 1LW

**Tel:** 01253 658658

**Email:** [housing@fylde.gov.uk](mailto:housing@fylde.gov.uk)

**After 5pm, the Council operates an out-of-hours homelessness service in partnership with New Fylde Housing. Contact number:** 01253 642111

## Hyndburn Borough Council

Homelessness and Housing Advice Service  
Housing Needs Unit, Scaitcliffe House,  
Ormerod Street, Accrington, BB5 0PF

**Opening hours are:** Monday to Friday, 9.00am  
to 4.30pm

**Tel:** 01254 388 111

**Email:** strat@hyndburnbc.gov.uk

**If you require urgent advice on homelessness out of  
normal office hours, please call:**

0800 587 5273

## Lancaster City Council

Health and Housing Services

Morecambe Town Hall, Morecambe, LA4 5AF

**Tel:** 01524 582257

**Email:** customerservices@lancaster.gov.uk

**Emergency call centre on:** 01524 67099

## Pendle Borough Council

Pendle Borough Council

Number One Market Street, Market Street,  
Nelson, BB9 7LJ

**Tel:** 01282 661661

**Email:** customer.services@pendle.gov.uk

**For out-of-hours assistance, call:** 01282 661999

## Preston City Council

Housing Advisory Service

Town Hall, Lancaster Road,  
Preston, PR1 2RL

**Tel:** 01772 906412

**Email:** housing@preston.gov.uk

**For out-of-hours assistance, call:** 01772 906014

## Ribble Valley Borough Council

Council Offices

Ribble Valley Borough Council, Church Walk,  
Clitheroe, BB7 2RA

**Tel:** 01200 414567

**Email:** housing@ribblevalley.gov.uk

**For out-of-hours assistance, call:**

01200 444448

## Rossendale Borough Council

Housing Options Team

One Stop Shop, Newline, Bacup, Lancashire,  
OL13 0BB

**Tel:** 01706 252555

**Email:** housingoptions@rossendalebc.gov.uk

**Fax:** 01706 873577

**For out-of-hours assistance, call:** 07814 430784

## South Ribble Borough Council

South Ribble Borough Council

Civic Centre, West Paddock, Leyland, Lancashire,  
PR25 1DH

**Tel:** 01772 421491

**South Ribble Borough Council also operates an  
emergency contact number outside office hours  
(8.30am to 5.15pm, Monday to Thursday, and  
8.30am to 4.45pm on Fridays):** 01772 625499

## West Lancashire Borough Council

Council Offices

52 Derby St, Ormskirk, L39 2DF

**Tel:** 01695 585271, 01695 585223 or 01695  
585222 (0845 371 0898 for out-of-hours  
emergencies).

**Email:** housingoptions@westlancs.gov.uk

## Wyre Borough Council

Wyre Council, Civic Centre, Breck Road,  
Poulton-le-Fylde, Lancashire, FY6 7PU

**Tel:** 01253 891000

**Emergency Helpline:** 01253 895116

## Shelter

Shelter's Lancashire service in Blackburn offers  
comprehensive free specialist housing advice  
and guidance.

**Shelter's free housing advice helpline is:**

0808 800 4444

**Shelter's helpline is open:** 8am-8pm on weekdays  
and 8am – 5pm on weekends, 365 days a year.

**Lancashire Contact details:** 0344 515 1831

**Email:** Lancashire@Shelter.org.uk

## Money Advice

### GOV.UK

GOV.UK is the website for the UK government. It's the best place to find government services and information. The link below provides up-to-date information on UK benefits, including eligibility, benefit calculators and information about how to appeal a decision.

[www.gov.uk/browse/benefits](http://www.gov.uk/browse/benefits)

### Universal Credit

[www.gov.uk/universal-credit/overview](http://www.gov.uk/universal-credit/overview)

You can sometimes apply online – however, this can only be done if you are in a full online digital area. To check if you are able to apply online, use the following link:

[www.gov.uk/apply-universal-credit](http://www.gov.uk/apply-universal-credit)

Full online digital service helpline

**Tel:** 0345 600 4272

Universal Credit helpline

**Tel:** 0345 600 0723

### Citizens Advice Bureau

Citizens Advice Bureau is an independent charity providing free, impartial and confidential advice. You can get the contact details for your local branch from your local council.

### Welfare Rights

The Welfare Rights Service provides free and confidential advice to make sure you are claiming all of the benefits you are entitled to. They are not part of the Department for Work and Pensions (DWP).

[www.lancashire.gov.uk/benefits-and-grants/benefits-advice.aspx](http://www.lancashire.gov.uk/benefits-and-grants/benefits-advice.aspx)

### Stepchange Debt Advice

Stepchange is a national charity that offers free advice on problem debt based on what's best for you.

**Tel:** 0800 138 1111

[www.stepchange.org](http://www.stepchange.org)

## ICANN

ICANN is an independent advocacy organisation who are able to provide support at PIP/ESA Benefit Assessments.

Referrals can be made online at:

[www.i-cann.net/benefit](http://www.i-cann.net/benefit) as well as

by **phone:** 01772 900253 or

**email:** [admin@i-cann.org.uk](mailto:admin@i-cann.org.uk)