

In difficult times, Citizens Advice South Lincolnshire (CASL) are here to help with your problems...we can help you find a way forward.

We offer advice in a range of areas including: consumer, housing, health and employment. We are able to offer specialist advice (where needed) in relation to welfare benefits and the Universal Credit Help to Claim service. Additionally, specialist advice is available for money advice (debt and budgeting).

Specialist services that we offer include the Migrant Workers helpline. This helpline offers advice in Polish and helps the relatively large migrant worker population across Lincolnshire access advice and support services. CASL also offers the European Union Settlement Support Scheme. We can offer citizens based in Lincolnshire, help to the EU Settlement scheme.

We are currently offering telephone and digital advice; however, we will return to offering face-to-face advice when it is safe to do so.

Citizens Advice South Lincolnshire (CASL) was formed in 2016 following the merger of the South Holland and South Kesteven Citizens Advice branches. CASL covers the areas of Spalding, Stamford and Grantham and, when able, also offers outreaches in Holbeach, Long Sutton, Bourne, Market Deeping and Deeping St James.

In the 2020 calendar year, CASL helped 12,930 clients with 39,794 issues. We also were able to deal with over £2.7million of debt. Our service is supported by a small team of paid staff and a large group of volunteers. Our volunteers are highly trained and experienced in covering a wide range of issues and are offered many opportunities to keep up-to-date with developments in key advice areas. Recruitment for volunteers takes place on a periodical basis and new recruits are taken through a comprehensive programme and given lots of support as they train. If you are interested in potentially volunteering with us, please see the Volunteer section of our website for role profiles, enquiry forms and application forms.

CASL also have a small Research and Campaigns team, which works on identifying issues that affect clients and use this evidence to lobby for changes to both national and local policy. Key areas for the team include scams awareness, universal credit, and energy savings. The team also produce a bi-monthly newsletter, called 'Spotlight', which provides an overview of issues of interest within the area.

We have active social media profiles on Facebook and Twitter. New content is posted daily Monday-Friday. People can follow our activity by following the @CASouthLincs profile on Twitter and liking/following the Citizens Advice South Lincolnshire page on Facebook.

For advice, please call our freephone local Adviceline on: 0808 278 7996 (Monday-Friday 09:00-16:00).

For debt advice, please email: moneyadvice2@citizensadvicesouthlincs.org.uk

For other contact details, please see www.citizensadvicesouthlincs.org.uk

Remember, if you need advice with anything, we are here to help and can be contacted using the channels mentioned above.