

We also work with Trading Standards to keep a list of local, reputable traders, called the Safe Trader scheme. To become a member of the scheme, traders must:

- Pass tests set by Trading Standards
- Sign a code of practice to treat their customers honestly and fairly
- Agree to work with Trading Standards to resolve problems if they should occur

People using the scheme leave feedback and score each trader, so that you get to know exactly what work was carried out and how previous customers rated it.

What our customers say about us:

- ‘I’d just come out of hospital and received a Winter Warmer pack - it was an absolute God send!’ (Douglas from Ribble Valley)
- ‘Help Direct changed my life for the better. If I hadn’t contacted them for help I would still be struggling. The best phone call I ever made!’ (Angie from Fleetwood)
- ‘Help Direct took the stress out of keeping my home safe and in good repair. I like it that there is someone who cares at the end of the phone who is able to help me. Now I don’t feel I have to cope on my own.’ (Mrs Dodds from St. Annes)

If you need an extra bit of help, we can also help you to contact the services you need or even contact them for you, or you can take a look at the database yourself at

[www.helpdirect.org.uk](http://www.helpdirect.org.uk)

You can call us on **0303 333 1111** or drop into your local Help Direct office at:

**Chorley:** 61-63 St Thomas’ Road, PR7 1JE

**East Lancashire:** Calico Housing Limited, Centenary Court, Croft Street, Burnley, BB11 2ED

**Fylde and Wyre:** Errigal House, 3 Avroe Crescent, Blackpool Business Park, Blackpool, FY4 2DP

**Lancaster:** 7-11 Chapel Street, LA1 1NZ

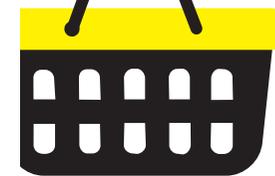
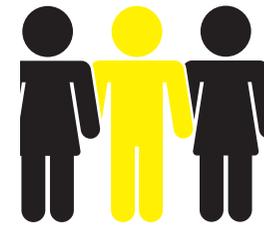
**Ormskirk:** West Lancashire Well-Being Centre, Moorgate, L39 4RY

**Preston:** 30 Cannon Street, PR1 3NS

**South Ribble:** within Roccoco Coffee Lounge, 41-45 Chapel Brow, Leyland, PR25 3NH

**Wyre:** 37 Breck Road, Poulton Le Fylde, FY6 7AA

Help Direct is funded by Lancashire County Council.



**A support and information service for the people of Lancashire.**

**We’re helping you live independently**



## We're here to give you the help and guidance you need before a small problem becomes a crisis.

Our advisors help thousands of people every year to find services that can help them in life's daily tasks; from meeting new people and learning new skills, to getting help with the gardening or cleaning the house.

We offer you a stress-free way to get the help you need to ease your situation. Our advisors work with a wide range of organisations, community groups, charities and local councils and they all have an excellent local knowledge.

We provide guidance and support in a number of key areas:

- **Managing finance**

If you are looking for financial advice, pension advice or legal support we can help you to find the information you need. We can also point you towards help with paying bills, budget management and applying for funds and grants.

- **Home and garden**

Help Direct helps you to feel safe and secure in your home. We can help you with information on fire safety and security checks and making sure your home is safe and warm. We can give you details of gardeners, handymen and other traders, as well as domestic services such as cleaning and help with shopping.

- **Mobility and transport**

If you are struggling to get around at home, or find it difficult to travel, our advisors can give you all the information you need to help you with your mobility and transport. As well as walking aids, scooters and wheelchairs, we can tell you about local volunteer transport and dial-a-bus schemes, dial-a-ride services, blue badge schemes, hospital and medical transport.

- **Learning and leisure**

If you would like to join a club or group, take up a new hobby or begin an adult education or college course and don't know where to begin, then Help Direct can show you what is available. Our advisors can also help you find computer classes and local libraries, and Help Direct can even tell you about interesting places to visit and community events in your local area.

- **Volunteering**

If you are interested in volunteering, Help Direct can give you the support you need to get started. Whether you want to volunteer for us, one of our partners through our volunteer bureau or you are just looking to find out more, we have all the information you need.

### We can also help you with information on:

**Employment** – whether you need help finding a job, setting up your own business or would like to find a training course.

**Getting the support you need** – guidance for coping with a disability, from equipment and adaptations to help with shopping and carer support services.

**Relationships and families** – getting in touch with children's groups, fostering and adoption teams and support groups such as counselling services.

**Community groups** – get involved with a residents' association, a church or faith group or find a specialist group aimed at your interests, ethnicity or background.

**Health and fitness** – need help to stop smoking or want to join a gym, or maybe you need a support group for long-term illness or help recuperating on leaving hospital.

