



**citizens
advice**

**North & West
Gloucestershire**



Lydney LIFT Project

The aim of the project is to work with local partners in Lydney on a referral basis to connect Citizens Advice advisers with your service users that are in need of advice.

We will have advisers offering telephone and face to face appointments in Lydney. We can help with a variety of benefit, debt, housing, family, consumer, employment, immigration and health provider issues.

If you would like to find out more about the referral process, or whether we will be able to help your client, or have any other query please email [**lift@gloscab.org.uk**](mailto:lift@gloscab.org.uk)

Energy Advice

We help people to address fuel poverty by making sure that people are getting the best deal on energy, and can receive grants for insulating and heating their homes.

Welfare Benefits

We support people with benefits checks, to find out which benefits they are entitled to. We also help people who have a problem with a claim. We support clients to set an appropriate budget.

Housing Advice

We support people on housing issues by ensuring that they know and understand their rights and responsibilities. This can include advice on anything from rent and Home seeker Plus applications through to evictions.

Immigration and Nationality Advice

Advice of this nature is regulated by the Office of the Immigration Services Commissioner (OISC), and we can offer advice up to OISC level 1. We can offer specialist advice on the EU Settlement Scheme.

Debt Advice

Debt advice is the second most common problem that people ask for advice about. We have specially trained advisors to provide this advice.

Employment Advice

We give advice to people who are employees, workers, self-employed, or looking for work. We can help with any issue, from sickness, to pay and holidays, to redundancy and dismissal.

Consumer Advice

We help people who have an issue with goods and services that they have bought. We provide advice on consumer's rights, as well as potential ways to resolve the situation.

Family and Personal Advice

People come to Citizens Advice to ask for support for personal issues, such as a relationship breakdown. This often affects other areas of life, such as benefit claims, so our advisors ensure they ask about other potential issues, to provide a holistic approach.



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