



customer signposts – specialists support

Specialist support

We aim to provide accessible services to our clients' customers and are able to send letters in large print, braille and audio formats, if required.

Here at Evolve we pride ourselves on being able to provide a confidential service to our clients' customers affected by ill health or having experienced a life changing event. Any sensitive information you provide will be treated confidentially.

You can contact our Customer Support team on **0113 389 3938** and ask to speak to one of our specialists.

Lines are open Monday to Thursday, 9am to 5pm and Friday, 9am-4:30pm.

Helpful signposts and information for consumers in vulnerable situations

It is important that as a consumer in a vulnerable situation, you receive helpful and impartial advice relevant to your personal circumstances. The organisations listed below cover issues that consumers are commonly exposed to, offering help and assistance from skilled people covering a wide range of situations.

Citizens Advice: Provide free, confidential and impartial advice. Their goal is to help everyone find a way forward, whatever problem they face. You may have money, benefit, housing or employment problems. You may be facing a crisis, or just considering your options.
Visit: www.citizensadvice.org.uk
Adviceline (England): 0800 144 8848
Adviceline (Wales): 0800 702 2020

Bereavement Advice Centre: Supports bereaved people on a range of practical issues via a single freephone number. It offers advice on all aspects of bereavement from registering a death and finding a funeral director through to probate, tax and benefit queries.
Visit: www.bereavementadvice.org/
Call: 0800 634 9494

Carers UK: Provides basic information about being a carer, as well as working to raise awareness and provide basic help for carers. Members get a magazine about caring.
Visit: <http://www.carersuk.org/help-and-advice>
Call: 0808 808 7777

Turning Point: Turning Point is a large national charity helping people who need support with their drug and alcohol use, mental health, offending behaviour, unemployment issues and people with learning disabilities.
Visit: <http://www.turning-point.co.uk/>

Samaritans: People contact Samaritans with all sorts of concerns. You could be going through something new or have been struggling to cope for some time. Either way, Samaritans are here if you feel you need extra support.
Visit: <http://www.samaritans.org/>
Call: 116 123

Age UK: Provides information and advice to older people and their carers, including over 40 in depth, full text factsheets and a similar number of reading lists from abuse to transport, and an extensive list of links to related web sites.
Visit: <http://www.ageuk.org.uk/>
Call: 0800 678 1602

MIND: Provides information and advocacy services for people with mental health problems. Frequently asked questions on both mental health and legal matters are available.
Visit: <http://www.mind.org.uk/>
Call: 0300 123 3393
Email: info@mind.org.uk

Macmillan Cancer Support: If you or someone you know has been diagnosed with cancer, you're not alone. Get information, advice and support, and hear from other people who understand what you may be going through.
Visit: <https://www.macmillan.org.uk/>
Call: 0808 808 0000

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