

# REFERRAL FLOW CHART - URGENT SCENARIOS

## EAST WILTSHIRE

**CAPABLE**  
Able to seek advice physically and mentally *and able to act on it.*  
Able to access services - physically and technologically.

**VULNERABLE**  
*Unable to seek advice or act on it independently.*  
May include: Learning Difficulty, literacy issues, mental health, elderly and vulnerable, under 18, ill health, care leaver, ex-offender, homeless, victim of domestic abuse

<b>NO MONEY</b>	<b>Hardship payment and benefits</b> DWP	<b>Advice</b> Wiltshire Citizens Advice Aster Debt & Benefits Advice Turn 2 Us Community4	<b>Emergency Money</b> Wiltshire Money Line loans	<b>Emergency Food</b> Devides Food Bank		
<b>BEREAVEMENT</b>	<b>Hardship payment and benefits</b> DWP	<b>Advice</b> Wiltshire Citizens Advice Aster Debt & Benefits Advice Turn 2 Us	<b>Support</b> CRUSE Community 4	<b>Housing Advice</b> Landlord Mortgage Company Shelter Housing Options	<b>Money</b> Housing Benefit Bereavement Benefit Local Welfare Provision - Wiltshire Council (formerly Social Fund)	
<b>BAILIFFS AT THE DOOR/KNOWN TO BE COMING</b>	<b>Advice</b> National Debtline Wiltshire Citizens Advice Aster Debt & Benefits Advice	<b>Wiltshire Council Tax Debt</b> Council tax department	<b>Replace Lost Goods</b> Refurbiz	<b>If evictions:</b> Housing Options Wiltshire Citizens Advice Legal Advice Shelter		
<b>FIRE/FLOOD</b>	<b>Emergency Accommodation</b> Housing Options	<b>Housing Advice</b> Landlord Mortgage Company Shelter Housing Options	<b>Money</b> Housing Benefit Local Welfare Provision - Wiltshire Council	<b>Social Services</b>		
<b>VICTIM OF DOMESTIC ABUSE</b>	<b>Advice</b> National Debtline Wiltshire Citizens Advice Aster Debt & Benefits Advice Community4	<b>Housing Advice</b> Landlord Mortgage Company Shelter Housing Options	<b>Money</b> Local Welfare Provision - Wiltshire Council	<b>Emergency Accommodation</b> Housing Options	<b>Specialist Support</b> Relate Mid Wiltshire Men's Advice Line (MALE) Victim Support Wiltshire National Centre for D.V. National DV Helpline Freedom (A4C) HomeTruths	<b>Social Services</b>
<b>VICTIM OF LOAN SHARK/DOORSTEP LENDER</b>	<b>Advice</b> Illegal Money Lending Team	<b>Police</b>	<b>Legal Advice</b> Wiltshire Council's trading standards team	<b>Additional Advice</b> Wiltshire Citizens Advice Aster Debt & Benefits Advice Community4		<b>Social Services</b>
<b>VICTIM OF CRIME</b>	<b>Police</b> Victim Support	<b>Money</b> Local Welfare Provision - Wiltshire Council Wiltshire Money Line loans	<b>Social Services</b>			
<b>SUDDEN ILLNESS/ DEATH</b>	<b>Advice</b> National Debtline Wiltshire Citizens Advice Aster Debt & Benefits Advice Turn 2 Us	<b>Housing Advice</b> Landlord Mortgage Company Shelter Housing Options	<b>Hardship payment and benefits</b> Housing Benefit DWP	<b>Emergency Food</b> Devides Food Bank	<b>Support</b> Bereavement support (see above)	<b>Social Services</b>
<b>FUEL DISCONNECTIONS</b>	<b>Contact Supplier</b>	<b>Advice</b> National Debtline Wiltshire Citizens Advice Aster Debt & Benefits Advice Community4	<b>If British Gas or EDF</b> Bristol Debt Advice Centre			
<b>RENT/MORTGAGE ARREARS WARRANT FOR EVICTION</b>	<b>Housing Advice</b> Landlord Wiltshire Citizens Advice Mortgage Company Court Shelter	<b>Contact Council</b> Housing Options	<b>Benefits</b> Discretionary Housing Payment	<b>Legal Advice</b>	<b>Tenancy Support Services</b> Community 4	<b>Social Services</b>

**Additional Help**

**GP**  
Mental Health Services

**Advocacy**  
Swan Advocacy  
Alabare  
Wiltshire Citizens Advice

**If under 18:**  
Social Services  
Schools  
Housing Options  
Housing Benefit

**Group specific advice and support**  
Age UK  
Wiltshire MIND  
Probation Service  
ASK (Parents and Carers)  
Independent Living Centre (Elderly and Disabled)  
Wiltshire Citizens Advice (Mental Health Project - Red Gables)  
SSAFA  
Wiltshire Citizens Advice  
Royal British Legion project  
Good Neighbour Service  
Splitz Support Service

**WILTSHIRE MONEY**

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

*Helping people make informed choices and be in control of their money*

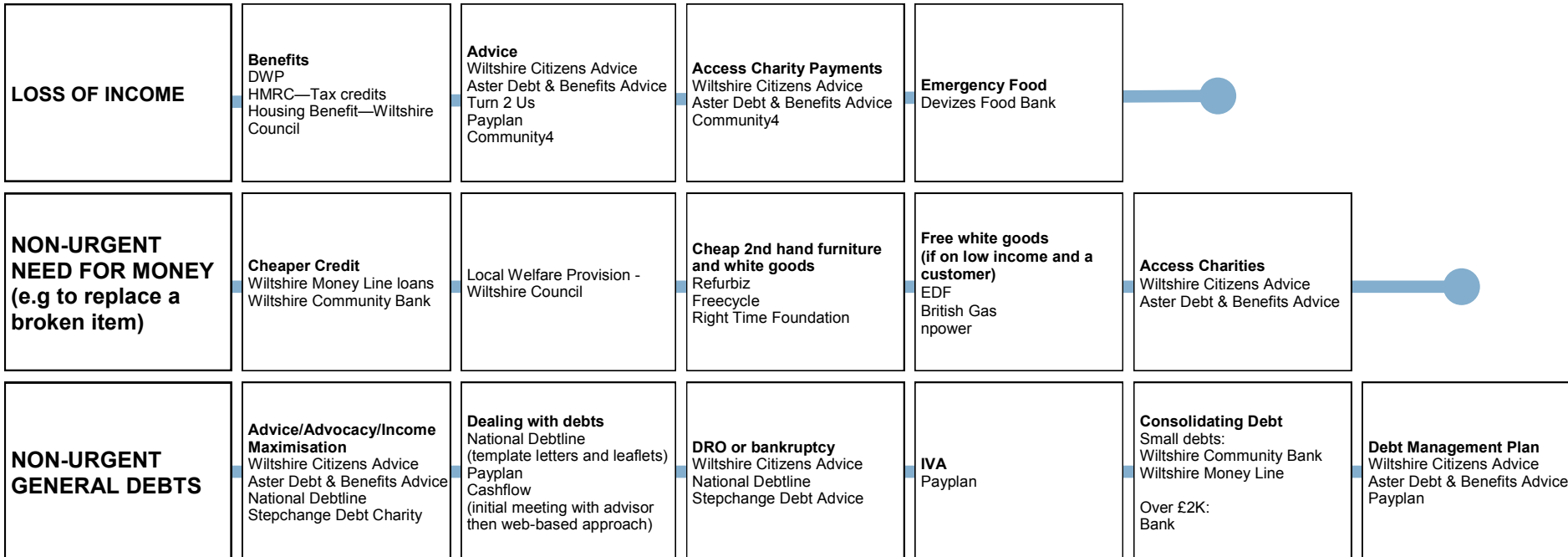
**V1 March 2013**

# REFERRAL FLOW CHART - NON-URGENT SCENARIOS

## EAST WILTSHIRE

**CAPABLE**  
Able to seek advice physically and mentally *and able to act on it.*  
Able to access services - physically and technologically.

**VULNERABLE**  
*Unable to seek advice or act on it independently.*  
May include: Learning Difficulty, literacy issues, mental health, elderly and vulnerable, under 18, ill health, care leaver, ex-offender, homeless, victim of domestic abuse



**Additional Help**

**GP**  
Mental Health Services

**Advocacy**  
Swan Advocacy  
Alabare  
Wiltshire Citizens Advice

**If under 18:**  
Social Services  
Schools  
Housing Options  
Housing Benefit

**Group specific advice and support**  
Age UK  
Wiltshire MIND  
Probation Service  
ASK (Parents and Carers)  
Independent Living Centre (Elderly and Disabled)  
Wiltshire Citizens Advice (Mental Health Project - Red Gables)  
SSAFA  
Wiltshire Citizens Advice  
Royal British Legion project  
Good Neighbour Service  
Splitz Support Service

**CONTACT WILTSHIRE COUNCIL FOR:**

Housing Options  
Housing Benefit  
Local Welfare Provision (formerly Social Fund)  
Council Tax  
Trading Standards  
Discretionary Housing Payment

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

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**V1 March 2013**

## CONTACT DETAILS EAST WILTSHIRE

Action for Blind People	01722 345440	salisbury@actionforblindpeople.org.uk	<a href="http://www.actionforblindpeople.org.uk">www.actionforblindpeople.org.uk</a>
Age UK Wiltshire	01380 735500	info@ageukwiltshire.org.uk	<a href="http://www.ageuk.org.uk/wiltshire">www.ageuk.org.uk/wiltshire</a>
Alabare	01722 322882	enquiries@alabare.co.uk	<a href="http://www.alabare.co.uk">www.alabare.co.uk</a>
ASK (parents and carers)	08457 585072	info@askwiltshire.org	<a href="http://www.askwiltshire.org">www.askwiltshire.org</a>
Aster Communities (Debt & Benefit Advice)	01380 829012	christina.gregory@astercommunities.co.uk	<a href="http://www.astercommunities.co.uk">www.astercommunities.co.uk</a>
Bristol Debt Advice Centre	0117 954 3990	mail@bdac.org.uk	<a href="http://www.bdac.org.uk">www.bdac.org.uk</a>
British Gas	0800 048 0202		<a href="http://www.britishgas.co.uk">www.britishgas.co.uk</a>
Cashflow	0121 410 6263	cashflow@moneyadvicetrust.org	<a href="http://www.cashflow.uk.net">www.cashflow.uk.net</a>
Community 4	01380 723082	kennet@community4.org.uk	<a href="http://www.community4.org.uk">www.community4.org.uk</a>
CRUSE	01761 417250	bath@cruse.org.uk	<a href="http://www.crusebereavementcare.org.uk">www.crusebereavementcare.org.uk</a>
Department of Work & Pensions (DWP)	01225 496300	contact-us@jobcentreplus.gsi.goc.uk	<a href="http://www.gov.uk">www.gov.uk</a>
Devizes Food Bank	0780 7973605		
EDF	0800 096 9000		<a href="http://www.edfenergy.com">www.edfenergy.com</a>
Freecycle			<a href="http://www.freecycle.org">www.freecycle.org</a>
Freedom (Action for Children)	07909 117176		
Good Neighbour Scheme (Community First)	01380 732828	hlines@communityfirst.org.uk	<a href="http://www.wiltsgn.org.uk/">http://www.wiltsgn.org.uk/</a>
Home Truths	01793 617589		<a href="http://www.hometruths.coop">www.hometruths.coop</a>
Housing Options (Wiltshire Council)	0300 456 0100	customerservices@wiltshire.gov.uk	<a href="http://www.wiltshire.gov.uk">www.wiltshire.gov.uk</a>
Illegal Money Lending Team	0300 555 2222	reportaloanshark@stoploansharks.gov.uk	
Independent Living Centre	01380 871007	welcome.ilc.semington@googlemail.com	<a href="http://www.ilc.org.uk">www.ilc.org.uk</a>
Men's Advice Line (MALE)	0808 801 0327	info@mensadvice.org.uk	<a href="http://www.mensadvice.org.uk">www.mensadvice.org.uk</a>
National Centre for Domestic Violence (NCDV)	0844 8044 999	office@ncdv.org.uk	<a href="http://www.ncdv.org.uk">www.ncdv.org.uk</a>
National Debtline	0808 808 4000		<a href="http://www.nationaldebtline.co.uk">www.nationaldebtline.co.uk</a>
National Domestic Violence Helpline	0808 200 0247	helpline@womensaid.org.uk	<a href="http://www.nationaldomesticviolencehelpline.org.uk">www.nationaldomesticviolencehelpline.org.uk</a>
npower	0800 073 3000		<a href="http://www.npower.com">www.npower.com</a>
Payplan	0800 280 2816		<a href="http://www.payplan.com">www.payplan.com</a>
Refurbiz	01380 720720	enquiries@refurbiz.org	<a href="http://www.refurbiz.org">www.refurbiz.org</a>
Relate Mid Wiltshire	0300 003 1781	office@relatamidwiltshire.co.uk	<a href="http://www.relatamidwiltshire.co.uk">www.relatamidwiltshire.co.uk</a>
Right Time Foundation	01380 698488		
Shelter	0808 800 4000		<a href="http://www.shelter.org.uk">www.shelter.org.uk</a>
Splitz Support Service	01225 775276	splitz@splitz.org	<a href="http://www.splitz.org">www.splitz.org</a>
SSAFA	01264 886 639	william.common797@mod.uk	<a href="http://www.ssafa.org.uk">www.ssafa.org.uk</a>
Stepchange Debt Advice	0800 138 1111		<a href="http://www.stepchange.org">www.stepchange.org</a>
Swan Advocacy	01722 341851	mail@swanadvocacy.org.uk	<a href="http://www.swanadvocacy.org.uk">www.swanadvocacy.org.uk</a>
Turn2Us	0808 802 2000		<a href="http://www.turn2us.org.uk">www.turn2us.org.uk</a>
Victim Support Wiltshire	0845 456 6099		<a href="http://www.victimsupport.org.uk">www.victimsupport.org.uk</a>
Wiltshire Citizens Advice	0844 375 2775		<a href="http://www.cabwiltshire.org.uk">www.cabwiltshire.org.uk</a>
Wiltshire Citizens Advice Royal British Legion Project	0844 375 2775		<a href="http://www.britishlegion.org.uk">www.britishlegion.org.uk</a>
Wiltshire Community Bank (credit union)	01249 248323		<a href="http://www.wiltsccommunitybank.co.uk">www.wiltsccommunitybank.co.uk</a>
Wiltshire Council	0300 456 0100	customerservices@wiltshire.gov.uk	<a href="http://www.wiltshire.gov.uk">www.wiltshire.gov.uk</a>
Wiltshire Money Line	01249 238323		<a href="http://www.wiltsccommunitybank.co.uk">www.wiltsccommunitybank.co.uk</a>
Wiltshire Police	101 or 999		<a href="http://www.wiltshire.police.uk">www.wiltshire.police.uk</a>
Wiltshire Probation Trust	01225 781050		<a href="http://www.wiltshireprobation.org.uk">www.wiltshireprobation.org.uk</a>

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