REFERRAL FLOW CHART - URGENT SCENARIOS NORTH 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

| | | Advice | | | | | |
|---|---|---|---|--|---|-----------------|--|
| NO MONEY | Hardship payment and benefits DWP | Wiltshire Citizens Advice Turn 2 Us Community4 | Emergency Money Wiltshire Money Line loans | | | | Additional Help |
| BEREAVEMENT | Hardship payment and benefits DWP | Advice Wiltshire Citizens Advice Turn 2 Us | Support CRUSE Community 4 | Housing Advice Landlord Mortgage Company Shelter Housing Options | Money Housing Benefit Bereavement Benefit Local Welfare Provision - Wiltshire Council (formerly Social Fund) | | Mental Health Services Advocacy Swan Advocacy Alabare Wiltshire Citizens Advice If under 18: |
| BAILIFFS AT THE DOOR/KNOWN TO BE COMING | Advice National Debtline Wiltshire Citizens Advice | Wiltshire Council Tax Debt Council tax department | Replace Lost Goods Refurbiz | If evictions: Housing Options Wiltshire Citizens Advice Legal Advice Shelter | | | Social Services Schools Housing Options Housing Benefit Group specific advice and support |
| FIRE/FLOOD | Emergency Accommodation Housing Options | Housing Advice Landlord Mortgage Company Shelter Housing Options | Money Housing Benefit Local Welfare Provision - Wiltshire Council | Social Services | | | Age UK Wittshire MIND Probation Service ASK (Parents and Carers) Independent Living Centre (Elderly and Disabled) |
| VICTIM OF DOMESTIC ABUSE | Advice National Debtline Wiltshire Citizens Advice Community4 | Housing Advice Landlord Mortgage Company Shelter Housing Options | Money Local Welfare Provision - Wiltshire Council | Emergency Accommodation Housing Options | Specialist Support Relate Mid Wiltshire Men's Advice Line (MALE) Victim Support Wiltshire National Centre for D.V. National DV Helpline Freedom (A4C) HomeTruths | Social Services | Wiltshire Citizens Advice (Mental Health Project - Red Gables) SSAFA Wiltshire Citizens Advice Royal British Legion project Good Neighbour Service Splitz Support Service |
| VICTIM OF LOAN SHARK/DOORSTEP LENDER | Advice Illegal Money Lending Team | Police | Legal Advice Wiltshire Council's trading standards team | Additional Advice Wiltshire Citizens Advice Community4 | Social Services | | WILTSHIRE MONEY |
| VICTIM OF CRIME | Police Victim Support | Money Local Welfare Provision - Wiltshire Council Wiltshire Money Line Ioans | Social Services | | | | .org.uk |
| SUDDEN ILLNESS/ DEATH | Advice National Debtline Wiltshire Citizens Advice Turn 2 Us | Housing Advice Landlord Mortgage Company Shelter Housing Options | Hardship payment and benefits Housing Benefit DWP | Support Bereavement support (see above) | Social Services | | Helping people make informed choices and be in control of their |
| FUEL DISCONNECTIONS | Contact Supplier | Advice National Debtline Wiltshire Citizens Advice Community4 | If British Gas or EDF Bristol Debt Advice Centre | | | | money |
| RENT/MORTGAGE ARREARS WARRANT FOR EVICTION | Housing Advice Landlord Wiltshire Citizens Advice Mortgage Company Court Shelter | Contact Council Housing Options | Benefits Discretionary Housing Payment | Legal Advice | Tenancy Support Services Community 4 | Social Services | V1 March 2013 |

REFERRAL FLOW CHART - NON-URGENT SCENARIOS

CAPABLE

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

| LOSS OF INCOME | Benefits DWP HMRC—Tax Credits Housing Benefit—Wiltshire Council | Advice Wiltshire Citizens Advice Turn 2 Us Payplan Stepchange Debt Advice Community4 | Access Charity Payments Wiltshire Citizens Advice Community4 | | | | Additional Help GP Mental Health Services Advocacy Swan Advocacy Alabare Wiltshire Citizens Advice |
|---|---|--|---|--|---|--|--|
| NON-URGENT NEED FOR MONEY (e.g to replace a broken item) | Cheaper Credit Wiltshire Money Line Ioans Wiltshire Community Bank | Local Welfare Provision - Wiltshire Council | Cheap 2nd hand furniture and white goods Refurbiz Freecycle Right Time Foundation | Free white goods (if on low income and a customer) EDF British Gas npower | Access Charities Wiltshire Citizens Advice | | If under 18: Social Services Schools Housing Options Housing Benefit Group specific advice and support Age UK |
| NON-URGENT GENERAL DEBTS | Advice/Advocacy/Income Maximisation Wiltshire Citizens Advice National Debtline Stepchange Debt Charity | Dealing with debts National Debtline (template letters and leaflets) Payplan Cashflow (initial meeting with advisor then web-based approach) | DRO or bankruptcy Wiltshire Citizens Advice National Debtline Stepchange Debt Advice | IVA Payplan | Consolidating Debt Small debts: Wiltshire Community Bank Wiltshire Money Line Over £2K: Bank | Debt Management Plan Wiltshire Citizens Advice Payplan | 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 |

CONTACT WILTSHIRE COUNCIL FOR:

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

Splitz Support Service

www.wiltshiremoney .org.uk

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

CONTACT DETAILS NORTH WILTSHIRE



| Action for Blind People | | salisbury@actionforblindpeople.org.uk | www.actionforblindpeople.org.uk | |
|--|----------------|--|---|--|
| Age UK Wiltshire | 01380 735500 | info@ageukwiltshire.org.uk | www.ageuk.org.uk/wiltshire | |
| Alabare | | enquiries@alabare.co.uk | www.alabare.co.uk | Additional Help |
| ASK (parents and carers) | | info@askwiltshire.org | www.askwiltshire.org | GP |
| Bristol Debt Advice Centre | 0117 954 3990 | mail@bdac.org.uk | www.bdac.org.uk | Mental Health Services |
| British Gas | 0800 048 0202 | | www.britishgas.co.uk | Advocacy |
| Cashflow | 0121 410 6263 | cashflow@moneyadvicetrust.org | www.cashflow.uk.net | Swan Advocacy |
| Community 4 | 01249 712188 | northwilts@community4.orf.uk | www.community4.org.uk | Alabare Wiltshire Citizens Advice |
| CRUSE | 01761 417250 | bath@cruse.org.uk | www.crusebereavementcare.org.uk | |
| Department of Work & Pensions (DWP) | 01225 496300 | contact-us@jobcentreplus.gsi.goc.uk | www.gov.uk | If under 18: Social Services |
| Doorway | 01249 445385 | info@doorwayproject.org.uk | http://www.doorwayproject.org.uk/ | Schools |
| EDF | 0800 096 9000 | | www.edfenergy.com | Housing Options Housing Benefit |
| Freecycle | | | www.freecycle.org | |
| Freedom (Action for Children) | 07909 117176 | | | Group specific advice and support |
| Good Neighbour Scheme (Community First) | 01380 732828 | hlines@communityfirst.org.uk | http://www.wiltsgn.org.uk/ | Age UK |
| Greensquare Debt & Benefits Advice | 01249 445115 (| extension 3 | greensquare@cabwiltshire.org.uk | Wiltshire MIND |
| Home Truths | 01793 617589 | • | www.hometruths.coop | Probation Service ASK (Parents and Carers) |
| Housing Options (Wiltshire Council) | 0300 456 0100 | customerservices@wiltshire.gov.uk | www.wiltshire.gov.uk | Independent Living Centre |
| Illegal Money Lending Team | 0300 555 2222 | reportaloanshark@stoploansharks.gov.uk | | (Elderly and Disabled) Wiltshire Citizens Advice |
| Independent Living Centre | 01380 871007 | welcome.ilc.semington@googlemail.com | www.ilc.org.uk | (Mental Health Project - Red |
| Men's Advice Line (MALE) | | info@mensadviceline.org.uk | www.mensadviceline.org.uk | Gables) SSAFA |
| National Centre for Domestic Violence (NCDV) | | office@ncdv.org.uk | www.ncdv.org.uk | Wiltshire Citizens Advice |
| National Debtline | 0808 808 4000 | C V | www.nationaldebtline.co.uk | Royal British Legion project Good Neighbour Service |
| National Domestic Violence Helpline | 0808 200 0247 | helpline@womensaid.org.uk | www.nationaldomesticviolencehelpline.org.uk | Splitz Support Service |
| npower | 0800 073 3000 | | www.npower.com | |
| Payplan | 0800 280 2816 | | www.payplan.com | |
| Refurbiz | 01380 720720 | enquiries@refurbiz.org | www.refurbiz.org | WILTSHIRE MONEY |
| Relate Mid Wiltshire | | | www.relatemidwiltshire.co.uk | |
| Right Time Foundation | 01380 698488 | | | www.wiltshiremoney |
| Shelter | 0808 800 4000 | | www.shelter.org.uk | .org.uk |
| Splitz Support Service | 01225 775276 | splitz@splitz.org | www.splitz.org | |
| SSAFA | | william.common797@mod.uk | www.ssafa.org.uk | |
| Stepchange Debt Advice | 0800 138 1111 | windin.common or Ginod.dk | www.stepchange.org | |
| Swan Advocacy | 01722 341851 | mail@swanadvocacy.org.uk | www.swanadvocacy.org.uk | Helping people |
| Turn2Us | 0808 802 2000 | man@onandarocady.org.ak | www.turn2us.org.uk | make informed |
| Victim Support Wiltshire | 0845 456 6099 | | www.victimsupport.org.uk | choices and be in control of their |
| Wiltshire Citizens Advice | 0844 375 2775 | | www.cabwiltshire.org.uk | |
| Wiltshire Citizens Advice Royal British Legion Project | 0844 375 2775 | | www.britishlegion.org.uk | money |
| Wiltshire Community Bank (credit union) | 01249 248323 | | www.wiltscommunitybank.co.uk | |
| Wiltshire Council | | customerservices@wiltshire.gov.uk | www.wiltshire.gov.uk | |
| Wiltshire Money Line | 01249 238323 | | www.wiltscommunitybank.co.uk | |
| Wiltshire Police | 101 or 999 | | www.wiltshire.police.uk | |
| Wiltshire Probation Trust | 01225 781050 | | www.wiltshireprobation.org.uk | V1 March 2013 |
| | 01225761050 | | www.wiitshireprobation.org.uk | |