REFERRAL FLOW CHART - URGENT SCENARIOS SOUTH 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

NO MONEY	Hardship payment and benefits DWP	Advice Wiltshire Citizens Advice Turn 2 Us Shine in the Community Community4	Emergency Money Wiltshire Money Line loans	Emergency Food Trussell Trust Food Bank			Additional Help GP Mental Health Services
BEREAVEMENT	Hardship payment and benefits DWP	Advice Wiltshire Citizens Advice Turn 2 Us Shine in the Community	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)		Advocacy Swan Advocacy Alabare Wiltshire Citizens Advice If under 18: Social Services
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			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 Wiltshire MIND Probation Service ASK (Parents and Carers) Independent Living Centre (Elderly and Disabled) Wiltshire Citizens Advice
VICTIM OF DOMESTIC ABUSE	Advice National Debtline Wiltshire Citizens Advice	Housing Advice Landlord Mortgage Company Shelter Housing Options Community4	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	(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 Shine in the Community	Housing Advice Landlord Mortgage Company Shelter Housing Options	Hardship payment and benefits Housing Benefit DWP	Emergency Food Trussell Trust Food Bank	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 Shine in the Community 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	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 SOUTH WILTSHIRE

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 Shine in the Community Payplan Stepchange Debt Advice Community4	Access Charity Payments Wiltshire Citizens Advice Shine in the Community Community4	Emergency Food Trussell Trust Food Bank			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 Shine in the Community 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

www.wiltshiremoney .org.uk

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

V1 March 2013

CONTACT DETAILS - SOUTH WILTSHIRE

CONTACT DETAILS	S - SOUTH	WILTSHIRE	Wiltshir	e Money NHS Wiltshire
Action for Blind People	01722 345440	salisbury@actionforblindpeople.org.uk	www.actionforblindpeople.org.uk	Wiitsiine
Action for Children (Freedom)	07909 117176			
Age UK Wiltshire	01380 735500	info@ageukwiltshire.org.uk	www.ageuk.org.uk/wiltshire	Additional Halp
Alabare	01722 322882	enquiries@alabare.co.uk	www.alabare.co.uk	Additional Help
ASK (parents and carers)	08457 585072	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 Alabare
Community 4	01722 742191	southwilts@community4.orf.uk	www.community4.org.uk	Wiltshire Citizens Advice
CRUSE	01761 417250	bath@cruse.org.uk	www.crusebereavementcare.org.uk	If under 18:
Department of Work & Pensions (DWP)	01225 496300	contact-us@jobcentreplus.gsi.goc.uk	www.gov.uk	Social Services
EDF	0800 096 9000		www.edfenergy.com	Schools Housing Options
Freecycle			www.freecycle.org	Housing Benefit
Freedom (Action for Children)	07909 117176			Group specific advice and
Good Neighbour Scheme (Community First)	01380 732828	hlines@communityfirst.org.uk	http://www.wiltsgn.org.uk/	support
Home Truths	01793 617589		www.hometruths.coop	Age UK Wiltshire MIND
Housing Options (Wiltshire Council)	0300 456 0100	customerservices@wiltshire.gov.uk	www.wiltshire.gov.uk	Probation Service
Illegal Money Lending Team	0300 555 2222	reportaloanshark@stoploansharks.gov.uk	Ĵ	ASK (Parents and Carers)
Independent Living Centre	01380 871007	welcome.ilc.semington@googlemail.com	www.ilc.org.uk	Independent Living Centre (Elderly and Disabled)
Men's Advice Line (MALE)	0808 801 0327	info@mensadviceline.org.uk	www.mensadviceline.org.uk	Wiltshire Citizens Advice (Mental Health Project - Red
National Centre for Domestic Violence (NCDV)	0844 8044 999	office@ncdv.org.uk	www.ncdv.org.uk	Gables)
National Debtline	0808 808 4000		www.nationaldebtline.co.uk	SSAFA Wiltshire Citizens Advice
National Domestic Violence Helpline	0808 200 0247	helpline@womensaid.org.uk	www.nationaldomesticviolencehelpline.org.uk	Royal British Legion project
npower	0800 073 3000		www.npower.com	Good Neighbour Service
Payplan	0800 280 2816		www.payplan.com	Splitz Support Service
Refurbiz	01380 720720	enquiries@refurbiz.org	www.refurbiz.org	
Relate Mid Wiltshire	0300 003 1781	office@relatemidwiltshire.co.uk	www.relatemidwiltshire.co.uk	WILTSHIRE MONEY
Right Time Foundation	01380 698488			WIETOFII REIMONET
Shelter	0808 800 4000		www.shelter.org.uk	www.wiltshiremoney
Shine in the Community	01722 427123	alison.b@shineinthecommunity.org.uk	www.shineinthecommunity.org.uk	.org.uk
Splitz Support Service	01225 775276	splitz@splitz.org	www.splitz.org	
SSAFA	01264 886 639	william.common797@mod.uk	www.ssafa.org.uk	
Stepchange Debt Advice	0800 138 1111	william.common an @mod.uk	www.stepchange.org	
Swan Advocacy	01722 341851	mail@swanadvocacy.org.uk	www.swanadvocacy.org.uk	Helping people
Turn2Us	0808 802 2000	C , C	www.turn2us.org.uk	make informed
Trussell Trust	01722 580 180	enquiries@trusselltrust.org	www.trusselltrust.org	choices and be in
Victim Support Wiltshire	0845 456 6099		www.victimsupport.org.uk	control of their
Wiltshire Citizens Advice	0844 375 2775		www.cabwiltshire.org.uk	money
Wiltshire Citizens Advice Royal British Legion Project	0844 375 2775		www.britishlegion.org.uk	
Wiltshire Community Bank (credit union)	01249 248323		www.wiltscommunitybank.co.uk	
Wiltshire Council	0300 456 0100	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	V1 March 2013
Wiltshire Probation Trust	01225 781050		www.wiltshireprobation.org.uk	