

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	
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)
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	
FIRE/FLOOD	Emergency Accommodation Housing Options	Housing Advice Landlord Mortgage Company Shelter Housing Options	Money Housing Benefit Local Welfare Provision - Wiltshire Council	Social Services	
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
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
VICTIM OF CRIME	Police Victim Support	Money Local Welfare Provision - Wiltshire Council Wiltshire Money Line loans	Social Services		
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)
FUEL DISCONNECTIONS	Contact Supplier	Advice National Debtline Wiltshire Citizens Advice Shine in the Community Community4	If British Gas or EDF Bristol Debt Advice Centre		
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

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

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

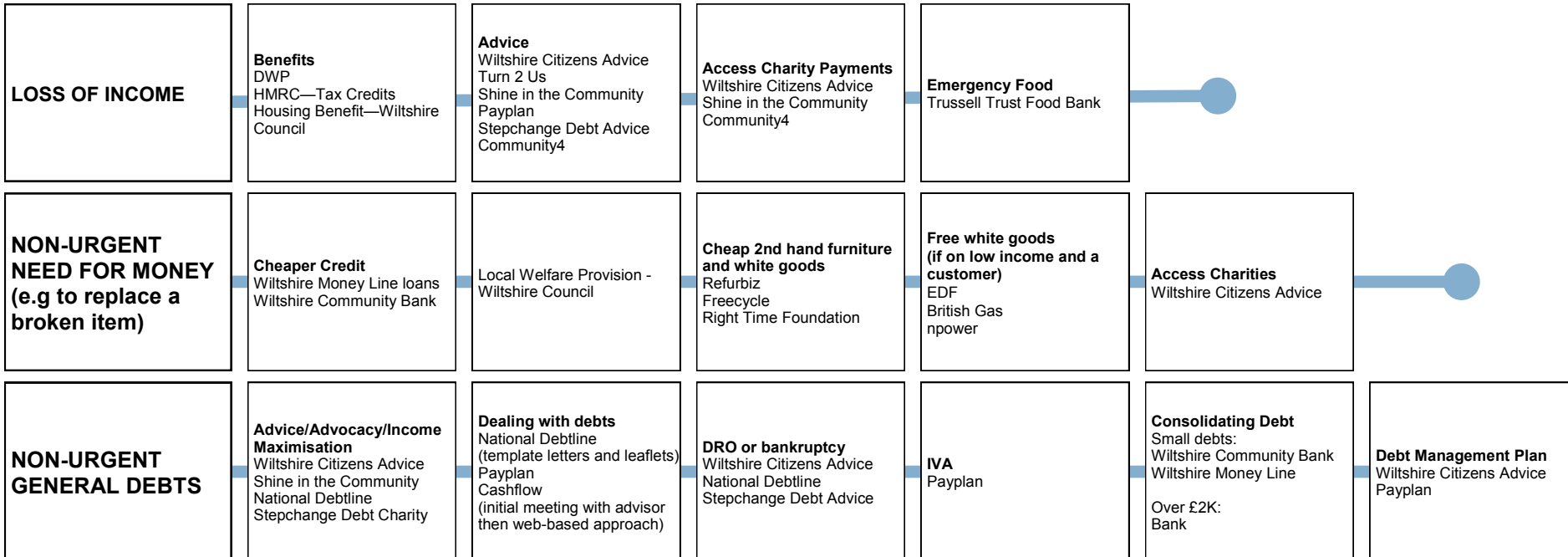
V1 March 2013

REFERRAL FLOW CHART - NON-URGENT SCENARIOS

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 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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CONTACT DETAILS - SOUTH WILTSHIRE

Action for Blind People	01722 345440	salisbury@actionforblindpeople.org.uk	www.actionforblindpeople.org.uk
Action for Children (Freedom)	07909 117176		
Age UK Wiltshire	01380 735500	info@ageukwiltshire.org.uk	www.ageuk.org.uk/wiltshire
Alabare	01722 322882	enquiries@alabare.co.uk	www.alabare.co.uk
ASK (parents and carers)	08457 585072	info@askwiltshire.org	www.askwiltshire.org
Bristol Debt Advice Centre	0117 954 3990	mail@bdac.org.uk	www.bdac.org.uk
British Gas	0800 048 0202		www.britishgas.co.uk
Cashflow	0121 410 6263	cashflow@moneyadvicetrust.org	www.cashflow.uk.net
Community 4	01722 742191	southwilts@community4.orf.uk	www.community4.org.uk
CRUSE	01761 417250	bath@cruse.org.uk	www.crusebereavementcare.org.uk
Department of Work & Pensions (DWP)	01225 496300	contact-us@jobcentreplus.gsi.gov.uk	www.gov.uk
EDF	0800 096 9000		www.edfenergy.com
Freecycle			www.freecycle.org
Freedom (Action for Children)	07909 117176		
Good Neighbour Scheme (Community First)	01380 732828	hlines@communityfirst.org.uk	http://www.wiltsgn.org.uk/
Home Truths	01793 617589		www.hometruths.coop
Housing Options (Wiltshire Council)	0300 456 0100	customerservices@wiltshire.gov.uk	www.wiltshire.gov.uk
Illegal Money Lending Team	0300 555 2222	reportaloanshark@stoploansharks.gov.uk	
Independent Living Centre	01380 871007	welcome.ilc.semington@googlemail.com	www.ilc.org.uk
Men's Advice Line (MALE)	0808 801 0327	info@mensadvice.org.uk	www.mensadvice.org.uk
National Centre for Domestic Violence (NCDV)	0844 8044 999	office@ncdv.org.uk	www.ncdv.org.uk
National Debtline	0808 808 4000		www.nationaldebtline.co.uk
National Domestic Violence Helpline	0808 200 0247	helpline@womensaid.org.uk	www.nationaldomesticviolencehelpline.org.uk
npower	0800 073 3000		www.npower.com
Payplan	0800 280 2816		www.payplan.com
Refurbiz	01380 720720	enquiries@refurbiz.org	www.refurbiz.org
Relate Mid Wiltshire	0300 003 1781	office@relatamidwiltshire.co.uk	www.relatamidwiltshire.co.uk
Right Time Foundation	01380 698488		
Shelter	0808 800 4000		www.shelter.org.uk
Shine in the Community	01722 427123	alison.b@shineinthecommunity.org.uk	www.shineinthecommunity.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		www.stepchange.org
Swan Advocacy	01722 341851	mail@swanadvocacy.org.uk	www.swanadvocacy.org.uk
Turn2Us	0808 802 2000		www.turn2us.org.uk
Trussell Trust	01722 580 180	enquiries@trusselltrust.org	www.trusselltrust.org
Victim Support Wiltshire	0845 456 6099		www.victimsupport.org.uk
Wiltshire Citizens Advice	0844 375 2775		www.cabwiltshire.org.uk
Wiltshire Citizens Advice Royal British Legion Project	0844 375 2775		www.britishlegion.org.uk
Wiltshire Community Bank (credit union)	01249 248323		www.wiltsccommunitybank.co.uk
Wiltshire Council	0300 456 0100	customerservices@wiltshire.gov.uk	www.wiltshire.gov.uk
Wiltshire Money Line	01249 238323		www.wiltsccommunitybank.co.uk
Wiltshire Police	101 or 999		www.wiltshire.police.uk
Wiltshire Probation Trust	01225 781050		www.wiltshireprobation.org.uk

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