REFERRAL FLOW CHART - URGENT SCENARIOS			CAPABLE Able to seek advice physically and mentally and able to act on it.		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,		
WEST WILTSHIRE				Able to access services - physically and technologically.		ex-offender, homeless, victim of domestic abuse	
NO MONEY	Hardship payment and benefits	Advice Wiltshire Citizens Advice Selwood Housing Money Matters Turn 2 Us Community4	Emergency Money Wiltshire Money Line loans	Emergency Food Trowbridge Food Bank			Additional Help  GP  Mental Health Services
BEREAVEMENT	Hardship payment and benefits DWP	Advice Wiltshire Citizens Advice Selwood Housing Money Matters Turn 2 Us	Emergency Money Wiltshire Money Line loans	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
BAILIFFS AT THE DOOR/KNOWN TO BE COMING	Advice National Debtline Selwood Housing Money Matters Wiltshire Citizens Advice	Wiltshire Council Tax Debt Council tax department	Replace Lost Goods Group 5 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 Selwood Housing Money Matters 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 Selwood Housing Money Matters Wiltshire Citizens Advice Community4	Social Services		WILTSHIRE MONEY
VICTIM OF CRIME	Police Victim Support	Money Local Welfare Provision — Wiltshire Council Wiltshire Money Line loans	Social Services				www.wiltshiremoney .org.uk
SUDDEN ILLNESS/ DEATH	Advice National Debtline Selwood Housing Money Matters Wiltshire Citizens Advice Turn 2 Us	Housing Advice Landlord Mortgage Company Shelter Housing Options	Hardship payment and benefits Housing Benefit DWP	Emergency Food Trowbridge 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 Selwood Housing Money Matters 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	Contact Council Housing Options	Benefits Discretionary Housing Payment	Legal Advice	Tenancy Support Services Community 4	Social Services	V1 March 2013

Shelter

# REFERRAL FLOW CHART - NON-URGENT SCENARIOS WEST WILTSHIRE

#### CAPABLE

Able to seek advice physically and mentally and able to act on it.

Able to access services - physically and technologically.

#### VULNERABLE

**Debt Management Plan** 

Wiltshire Citizens Advice

Selwood Housing

Money Matters

Payplan

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
Selwood Housing
Money Matters
Turn 2 Us
Payplan
Stepchange Debt Advice

Community4

Access Charity Payments
Wiltshire Citizens Advice
Selwood Housing
Money Matters
Community4

Emergency Food Trowbridge Food Bank

Mental Health Services

Advocacy Swan Advocacy Alabare

Additional Help

Wiltshire Citizens Advice

If under 18:
Social Services

**Housing Options** 

Housing Benefit

Schools

NON-URGENT NEED FOR MONEY (e.g to replace a broken item)

Cheaper Credit
Wiltshire Money Line loans
Wiltshire Community Bank

Local Welfare Provision — Wiltshire Council

Cheap 2nd hand furniture and white goods Refurbiz Group 5 Right Time Foundation Freecycle Free white goods (if on low income and a customer) EDF British Gas npower

Access Charities
Wiltshire Citizens Advice
Selwood Housing
Money Matters

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

Gables) SSAFA Wiltshire Citizens Advice Royal British Legion project Good Neighbour Service Splitz Support Service

NON-URGENT GENERAL DEBTS Advice/Advocacy/Income Maximisation Wiltshire Citizens Advice Selwood Housing Money Matters National Debtline

Stepchange Debt Advice

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

**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 - WEST WILTSHIRE**



Action for Blind People	01722 345440	salisbury@actionforblindpeople.org.uk	www.actionforblindpeople.org.uk
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	01249 712188	northwilts@community4.org.uk	www.community4.org.uk
Crosspoint	01373 824330	info@crosspoint-westbury.co.uk	www.crosspoint-westbury.co.uk
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
EDF	0800 096 9000		www.edfenergy.com
Freecycle			www.freecycle.org
Freedom (Action for Children)	07909 117176		
FurnEquip	01373 467320		
Good Neighbour Scheme (Community First)	01380 732828	hlines@communityfirst.org.uk	http://www.wiltsgn.org.uk/
Group 5	01225 764849	- · •	www.groupfive.org.uk
Home Truths	01793 617589		www.hometruths.coop
Housing Options (Wiltshire Council)	0300 456 0100	customerservices@wiltshire.gov.uk	www.wiltshire.gov.uk
Hope Debt Advice	07789 772439	hopedebtadvice@uwclub.net	•
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@mensadviceline.org.uk	www.mensadviceline.org.uk
National Centre for Domestic Violence (NCDV)	0844 8044 999	office@ncdv.org.uk	www.ncdv.org.uk
National Debtline	0808 808 4000	omoo@nearierg.an	www.nationaldebtline.co.uk
National Domestic Violence Helpline	0808 200 0247	helpline@womensaid.org.uk	www.nationaldomesticviolencehelpline.org.uk
npower	0800 073 3000	pe@.re.re.re.re.re.re.re.re.re.re.re.re.re.	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@relatemidwiltshire.co.uk	www.relatemidwiltshire.co.uk
Right Time Foundation	01380 698488		
Selwood Housing Money Matters	01225 715736	m.riley@selwoodhousing.com	www.selwoodhousing.com
Shelter	0808 800 4000		www.shelter.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 or Cinica.ak	www.stepchange.org
Swan Advocacy	01722 341851	mail@swanadvocacy.org.uk	www.swanadvocacy.org.uk
Trowbridge Food Bank	07851 016027	<u> </u>	
Turn2Us	0808 802 2000		www.turn2us.org.uk
Victim Support Wiltshire	0845 456 6099		www.victimsupport.org.uk
Warminster Food Bank	07855 627945		www.violinioapport.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.britisniegion.org.uk www.wiltscommunitybank.co.uk
Wiltshire Council	0300 456 0100	customerservices@wiltshire.gov.uk	www.wiitshire.gov.uk
Wiltshire Money Line	01249 238323	customerservices@wiitsfille.gov.uk	www.wiitscommunitybank.co.uk
Wiltshire Police	101 or 999		www.wiitshire.police.uk
Wiltshire Prolice Wiltshire Probation Trust	01225 781050		www.wiitshire.poilce.uk www.wiltshireprobation.org.uk
vviitoriii o T Topatiori Trust	01223 /01030		www.wiitariii eprobation.org.uk

#### 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

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