

How will the assessment be carried out?

The assessment will be done by a Customer Services Advisor who will undertake a detailed income and expenditure appraisal with you and may sign post you to other services to help you such as the Citizens Advice Bureau or the Housing Needs Service.

The assessment undertaken will consider your personal circumstances, the type of help you are requesting and your eligibility for assistance.

Providing eligibility can be proven, the decision can be made on the day.

What happens if I don't agree with the outcome of my application for help?

If there are any disputes these can be raised verbally or in writing. Where a dispute regarding a decision for support is made, we will conduct a review and notify the customer within one working day of the dispute being received. This review will be carried out by an Officer different from the one who made the initial decision and the outcome will be confirmed over the phone, in person or in writing.

This decision will be final and no further disputes will be considered.

Further information

Worcestershire Hub

tel: 01562 732928

The Housing Needs Team

at Wyre Forest Community Housing

tel: 0800 1695454

Wyre Forest District Council

Housing / Financial advice



Help when you need it most ...

Our aim is to meet the needs of our most vulnerable customers if they find themselves in a critical housing or financial situation.





Don't leave it too late act now to help us help you...

The support and advice we can offer you?

Homeless prevention which may include:

- Help to stay in your home
- Finding suitable alternative accommodation including in the private rented sector
- Preventing homelessness through supporting you in your current housing

Access to housing which may include:

- Providing items that will enable a tenancy to be sustained including any of the following: furniture and white goods, beds, bedding, sofa and chairs, tables, wardrobes, pans, utensils, crockery and cutlery
- Help with transport costs to access a housing unit/bed-space that is available

Energy advice

- Providing longer term solutions to help with energy bills

Help with Council Tax bills which may include:

- Applications for the Council Tax Discount Scheme (formerly Council Tax Benefit)*
- Applications for Council Tax exemptions and/or discounts
- Setting up special arrangements to pay
- Applications for the discretionary Council Tax Support Scheme*

Help with Housing costs which may include:

- Applications for Housing Benefit
- Applications for the Discretionary Housing Payments fund*
- Rent in Advance*
- Rent Bond Scheme*

*Separate policies apply for these existing schemes

Basic financial assessments to determine:

Whether there are any other organisations or support available to help the customer such as Tax Credits, Child Benefit etc. We will undertake a full income and expenditure calculation of your household to determine if you have any excess income to be used to meet all or part of the support requested.

As of April 2013, Crisis Loans will no longer be available from the Jobcentre.

If you have been receiving income-related benefits (such as JSA IB) for 26 weeks or more but you may still be able to apply to the local job centre for a Budgeting Loan to help with essential items like rent, furniture, clothes or hire purchase debts. The smallest amount you will be able to borrow is £100 and Budgeting Loans are interest-free so you only pay back what you borrow. You normally have to repay the loan within 104 weeks.

You may also be able to apply to the Jobcentre for a Short Term Benefit Advance. For example if you make a new claim for benefits you may sometimes encounter a period of financial difficulty before receiving your first payment of benefit. Short-term advances of benefit can help you through that period by providing an advance of your future benefit award, which will then be recovered from subsequent payments of benefit.

Who is eligible for financial support?

We will use eligibility criteria to ensure that the funds are available for vulnerable residents with the greatest needs.

To qualify for support for food, utilities or furniture referrals, you must meet one of the following conditions:

Have suffered a disaster to your home such as a major flooding, gas explosion or house fire, where serious damage has been caused to the home or the home has become uninhabitable.

As a direct result of the inability to afford the goods or services requested, either the health of the customer or their partner will immediately deteriorate.

Other types of help, support and advice have different eligibility criteria so please speak to a Customer Services Advisor for more assistance.

Access to this support needs to be made in person by visiting the Customer Service Centre in Kidderminster. No cash payments will be awarded. Eligible customers will receive goods or services such as food via vouchers and delivery of white goods and furniture will be made directly to your home.

You will be required to provide evidence of identity and residency in Wyre Forest.