



Telford & Wrekin  
Co-operative Council

Protect, care and invest  
to create a better borough

# WORKING AGE FINANCIAL SUPPORT AND ASSISTANCE

April 2026

# FINANCIAL SUPPORT AND ASSISTANCE

## Introduction

If you are working age and struggling financially, we have a range of benefits that could help you. These include applying for Council Tax Reduction, Free School Meals or Emergency Welfare Assistance – if you are unable to afford essentials, such as food or heating.

There are also a number of government benefits and partner organisations that could assist you. Details of these are included in this guide.



### Important note:

The information contained in this guide is correct as of April 2026, for the latest updates please check [www.telford.gov.uk/costofliving](http://www.telford.gov.uk/costofliving)

For any questions regarding the content of this guide and/or to request a paper copy of it, please call our team on **01952 383838** – opening hours are Monday to Friday, 9am-4pm.

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# UNIVERSAL CREDIT

## Description

If you're unemployed, off work due to sickness or on a low income, you could be eligible for Universal Credit, a means-tested benefit to help you meet your basic living costs.

## Who can claim Universal Credit?

You can make a claim if:

- You're out of work or on a low income;
- You're aged 18 or over (there are exceptions if you're 16 or 17);
- You or your partner are under state pension age;
- You have less than £16,000 in savings – if you have a partner, their savings count too (if you are self-employed, some savings may not count if they're for business purposes, for example tax. Full details are given below);
- You live in the UK;

## How to apply

Universal Credit is administered by the **Department for Work and Pensions**. You can make a new claim by visiting [www.gov.uk](http://www.gov.uk)

While Universal Credit claims are normally fairly easy to complete, **Citizens Advice** offer a **Help To Claim** service that can assist you with the early stages of your claim. This is particularly helpful for people who have difficulty doing things online for any reason.

You can contact a Help to Claim adviser through their free phone service. Advisers are available between 8am to 6pm, Monday to Friday: England phone: [0800 144 8 444](tel:08001448444); England textphone: [18001 0800 144 8 444](tel:1800108001448444).

Ask for a translator if you need advice in a different language. If you require a British Sign Language interpreter, call the textphone number.

## Wrekin Housing Group

customers needing help and advice can contact their Housing Executive for a referral to the specialist Money Matters team, or call direct on [01952 217138](tel:01952217138), email [money.matters@wrekin.com](mailto:money.matters@wrekin.com)

They provide expert benefits advice, regulated debt advice, budgeting support and help to reduce household bills and specialist energy advice.

Homes Plus customers needing help and advice can contact [0800 0488 955](tel:08000488955) for a referral in to their specialist Employment and Money Advice Team.



**The Wrekin**  
Housing Group

 **Homes Plus**

# COUNCIL TAX REDUCTION

## Description

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Council Tax Reduction is a local scheme designed to help people on low incomes pay their Council Tax.

Some of the main features of the working age scheme are:

- The capital limit is £6,000 – anyone with capital above this level won't qualify;
- There are no non-dependant deductions;
- Those who have been self-employed for more than 12 months and who are earning less than the equivalent rate of 30 hours at the National Minimum Wage (or the National Living Wage for those aged 25 or over), minus the relevant amount of tax, National Insurance and 50% of any pension contribution, will have this level of self-employed income applied to their claim;
- Claims and changes of circumstance take effect from either the date they are received or the date the change happened;
- Claims can be backdated for up to 3 months from when the request is received.

## Income Grid 2026/27

This table shows the amount of discount a customer will get in the 2026/2027 scheme based on theirs and their partner's total income and family circumstances; a list of income disregards follows this table.

Council Tax Reduction level	Passported*	Single**	Couples**	Families with one child**	Families with two or more children**
<b>Level 1</b> 90%	Relevant Benefit	£0 to £96.36	£0 to £151.61	£0 to £233.86	£0 to £317.38
<b>Level 2</b> 75%	Not applicable	£96.37 to £134.91	£151.62 to £196.59	£233.87 to £285.25	£317.39 to £375.21
<b>Level 3</b> 50%	Not applicable	£134.92 to £173.46	£196.60 to £241.56	£285.26 to £336.65	£375.22 to £433.02
<b>Level 4</b> 25%	Not applicable	£173.47 to £212.00	£241.57 to £286.53	£336.66 to £388.05	£433.03 to £490.85

\*Passported/Relevant Benefit; includes customers on Income-Related Employment and Support Allowance.

\*\*Weekly eligible income; all income received by the applicant and any partner, excluding any income detailed in the income disregards listed on the next page.

## How to apply

You can apply online by visiting [www.telford.gov.uk/counciltaxreduction](http://www.telford.gov.uk/counciltaxreduction) or obtain more information by calling our Contact Centre on 01952 383838.

## Income disregards

### Benefits

The following benefits are disregarded in full when working out a customer and their partner's total weekly eligible income:

- Armed Forces Independence Payment
- Attendance Allowance
- Bereavement Support Payment for one month
- Carer's Allowance, Child Benefit
- Disability Living Allowance
- Personal Independence Payment
- Support component of Employment and Support Allowance
- Universal Credit Housing Costs (pro-rata amount where full Universal Credit is not being paid)
- War Widow(er)'s Pension
- War Disablement Pension, including Service Attributable Pensions.

## Earnings

Tax, National Insurance and 50% of any pension contributions are disregarded from earned income. In addition, the first £20 of earnings are disregarded per claim where the claimant or partner are working. Only one £20 earnings disregard is applied per couple.

# FREE SCHOOL MEALS AND SUPPORT WITH SCHOOL UNIFORMS

## Description

Your child, or children, may qualify for Free School Meals if you meet the following criteria:

- you or your partner have a child for whom you receive Child Benefit and who is attending a school or college in Telford and Wrekin;

and you get any of the following:

- Universal Credit and your household income is less than £7,400 a year (after tax and not including any benefits you get)\*;
- Income-Related Employment and Support Allowance;
- support under Part VI of the Immigration & Asylum Act 1999;
- Pension Credit (guaranteed credit).

\* From September 2026 the eligibility criteria for Free School Meals is expanding to include all children in families receiving Universal Credit regardless of the level of income received.

## How to apply

You can apply online by visiting [www.telford.gov.uk/FSM](http://www.telford.gov.uk/FSM) or speak to the Free School Meals team by calling [01952 383983](tel:01952383983).

The school uniform bank is provided by Telford Crisis Support. There are no specific criteria to be met when requesting a school uniform. Clothing will mainly be pre-loved (supplied laundered). To apply email [admin@telfordcrisissupport.org.uk](mailto:admin@telfordcrisissupport.org.uk) or telephone [07878 296958](tel:07878296958).

For more information [www.telfordcrisissupport.org.uk](http://www.telfordcrisissupport.org.uk)

# HAPPY HEALTHY ACTIVE HOLIDAYS

## Description

Available for children from reception age to school year 11, who receive income related free school meals. Clubs are provided by a range of partner organisations across the Borough during Christmas, Easter and Summer School holidays. Each club will have a range of fun activities such as sports, music, and arts and crafts, as well as a free nutritious meal each day.

For more information and to register, please visit  
<https://hhah.telford.gov.uk>





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UK Government

## HOUSING PAYMENTS AND COUNCIL TAX REDUCTION HARDSHIP – extra help with rent and Council Tax

### Description

Housing Payments (HPs) are extra payments that we may be able to pay if your Housing Benefit or housing costs paid under Universal Credit don't cover your full rent and you are struggling to afford to pay the difference.

An HP cannot cover ineligible service charges – such as charges for heating, water or food; it also cannot cover Council Tax. However, if you

receive Council Tax Reduction (formerly called Council Tax Support) or Universal Credit and are struggling to afford the shortfall between this reduction and your Council Tax charge, we may be able to give you some short-term assistance through our Council Tax Hardship scheme. If you want to claim both HP and Council Tax Reduction Hardship you only need to complete the one form as we use the same form for both schemes.

### How to apply

For more information and to apply for an HP visit [www.telford.gov.uk/hp](http://www.telford.gov.uk/hp)

For more information and to apply for Council Tax Reduction

Hardship visit [www.telford.gov.uk/CTRhardship](http://www.telford.gov.uk/CTRhardship) or speak to an adviser by calling 01952 383838.

Housing Payments are part of the Crisis and Resilience Fund which is funded by UK Government.



Funded by  
UK Government

## CRISIS PAYMENTS

### Description

If you are experiencing a financial crisis because of an unexpected financial shock, such as an urgent need to move home, payment of an unexpected essential bill or cost, or a sudden, unexpected fall in your income, you can apply for one-off help through our new Crisis Payment fund. This scheme is part of the Crisis and Resilience Fund which is funded by UK Government.

For more information or to apply visit [www.telford.gov.uk/CRF](http://www.telford.gov.uk/CRF)

If you would like to make an application and are unable go online please ring **01952 380400**.



# TELFORD AND WREKIN FAMILY HUBS

## Description

Family Hubs offer information, advice and support for parents, carers, children and young people aged 0–19 (or up to 25 for those with SEND). They provide access to a range of services; some for everyone, such as baby clinics or adult learning, and others for families with greater needs.

Support can be found online, by phone, or in person at a local hub. Families can drop in to a local hub during opening hours, call 01952 385465, or be referred by a professional. Wherever you live, you can access help through a Family Hub.

Visit [www.telfordfamilyhubs.co.uk](http://www.telfordfamilyhubs.co.uk)



# LIVE WELL COMMUNITY HUBS

## Description

The Live Well Community Hubs bring together a wide range of local services, organisations and community groups—all in one welcoming place. They act as a one-stop shop, making it easier for you to get the information, support and guidance you need to manage your health, wellbeing, social needs and caring responsibilities.

Whether you are looking for help for yourself, the person you care for, or both, the Hubs are designed to make life a little easier. If you want to do more, know more, or simply feel better, the Live Well Community Hub can support you to make small, positive steps towards a happier and healthier you.

Each Hub is staffed by friendly, knowledgeable professionals who understand the challenges carers and families face with everything from money matters to support using a phone table or laptop . The Hubs are there to save you time, reduce stress, and provide reassurance that you are not managing things alone. They make it easier to access support early, ask questions, and find the right help at the right time.

<https://livewell.telford.gov.uk/Services/4358>



# LIVE WELL TELFORD

## Description

Live Well Telford is an all-age online community directory that provides information about a wide range of services, activities and organisations in the area, to help everyone find the support they need to live healthy independent lives.

Visit <https://livewell.telford.gov.uk>



# DISABLED FACILITIES GRANT (DFG)

## Description

DFGs help people with health conditions and disabilities make changes to their home so they can use the main rooms and facilities easily, safely, and independently.

For more information on DFGs including an information handbook visit our Occupational Therapy webpage.

**[www.telford.gov.uk/adult-social-care/living-well-at-home/occupational-therapy/](http://www.telford.gov.uk/adult-social-care/living-well-at-home/occupational-therapy/)**

# EMERGENCY FOOD AND TOILETRIES

## TELFORD CRISIS SUPPORT

### Description

Telford Crisis Support provide a range of emergency help if you are in a financial crisis. For example they can provide a food parcel or toiletries to help you out until your next payment. They can help with:

- food
- toiletries
- pet food
- school uniform
- baby and toddler bank (referral only)
- additional services for key and support workers

### How to apply

Applications for food parcels, toiletries or pet food can be made by phoning or visiting **Citizens Advice**, the **Wrekin Housing Group/Homes Plus** (if you are a Wrekin Housing Group/Homes Plus tenant), or by calling our Crisis Assistance line on **01952 380400**.

For more information on food parcels and details of all other services provided by Telford Crisis Support including school uniforms please visit [www.telfordcrisissupport.org.uk](http://www.telfordcrisissupport.org.uk)

For emergency food parcels weekdays after 5pm, weekends and bank holidays, contact Telford and Wrekin Interfaith Council **01952 482417**. For more information about Telford & Wrekin Interfaith Council visit [www.interfaithtelford.org](http://www.interfaithtelford.org)

# CHARITABLE GRANTS

## Description

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Many charities offer non-repayable grants to help individuals on low incomes.

To be eligible, you have to meet their particular rules. These may be based on your location, age, gender, current or past jobs, or health condition.

## How to apply

You can search for grants on the **TURN2US** website by visiting [www.turn2us.org.uk](http://www.turn2us.org.uk)

# CREDIT UNIONS

## Description

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Credit Unions are a not-for-profit financial co-operative, owned by their members. They provide a safe home for savings and access to flexible loans.

Just Credit Union is Telford's local credit union and offers safe money management to local people with low-cost lending and saving schemes to help provide a secure financial future.

## How to apply

Visit their website: [www.justcreditunion.org](http://www.justcreditunion.org)

Call: 01743 252325

Email: [info@justcreditunion.org](mailto:info@justcreditunion.org)

# CONCESSIONARY TRAVEL

## Description

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The Telford and Wrekin Concessionary Travel Scheme offers a number of travel opportunities to residents who are age-eligible, or people with disabilities who qualify under certain criteria.

The scheme includes the new English Concessionary Travel Pass, which allows free travel on local bus services throughout England between 9.30am and 11pm on Mondays to Fridays, and at any time on Saturdays, Sundays and Bank Holidays.

If you live permanently in Telford and Wrekin, and you feature within at least one of the groups listed below, you may be entitled to concessionary travel:

- Since 6 April 2010, the age of eligibility for concessionary travel for women has been their pensionable age, and for men it has been the pensionable age of a woman born on the same day; if you are unsure from when you will qualify for concessionary travel, visit [www.gov.uk/state-pension-age](http://www.gov.uk/state-pension-age) (remember to tick 'female', even if you are male);
- You are registered blind or are partially-sighted, having either total or a high degree of visual loss;
- You are profoundly or severely deaf and/or without speech;
- You have a disability or injury that has a substantial and long term adverse effect on your ability to walk;
- You have no arms, or have long-term loss of the use of both arms;

- You have a learning disability;
- You have been prevented from holding, or would be refused, a driving licence under Part III of the Road Traffic Act 1988 under Section 92 (Requirements as to physical fitness of drivers) on grounds other than the persistent misuse of drugs or alcohol.

### **How to apply**

Apply online by visiting [www.telford.gov.uk/concessionarytravel](http://www.telford.gov.uk/concessionarytravel)

# JOB BOX

## Description

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You may want support to find employment to help your financial situation.

Telford & Wrekin Council's Job Box service is here to help you. Job Box can help with accessing vital training courses, applying for jobs, advice on updating CVs and preparing for job interviews, as well as connecting people who are looking for work with local job opportunities.

## How to apply

Even if you are not sure where to start looking, contact the Job Box team by calling [01952 382888](tel:01952382888), emailing [telfordjobbox@telford.gov.uk](mailto:telfordjobbox@telford.gov.uk) or visiting [www.telfordjobbox.co.uk](http://www.telfordjobbox.co.uk)



# LEARN TELFORD

## Description

Learn Telford is part of Telford & Wrekin Council and exists to provide high quality adult learning opportunities to the people living in the borough.

We run taster events, short courses and courses where you can work towards a qualification including English, maths and English for Speakers of Other Languages (ESOL/EAL) for adults aged 19+.

Most of our courses are **FREE** for most people, and all the resources you need are included. Courses run in community venues across the borough making it easy to access. Our classes are small, and everyone is very friendly – we'd love to welcome you too.

## How to find out more

New courses start throughout the year, and you can find them at [www.learnelford.ac.uk](http://www.learnelford.ac.uk). If you need some help, contact our Learner Services team on 01952 382888, or email [support@learnelford.ac.uk](mailto:support@learnelford.ac.uk)

## Courses include

- Arts and crafts
- Horticulture and gardening
- Health and wellbeing
- Digital skills
- Customer Service
- Cooking
- Child development and supporting children
- Family Learning
- Adult maths and English (to gain a qualification up to level 2)
- English for speakers of other languages/English as an additional language)
- Access to Higher Education
- And more!



# ENERGY ADVICE

(energy efficiency including gas and electricity bills)

## Description

Telford Energy Advice (TEA) is your local energy advice service, delivered by Shropshire-based charity, Marches Energy Advice (registered charity #1070942).

TEA offers free and impartial support with all domestic energy efficiency matters, such as:

- checking you are on the best energy tariff for you
- advice on how to reduce your energy usage to make savings
- keeping warm at home
- advice on energy efficiency and heating grants
- home visits for in-depth energy support
- energy-saving items

## Get in touch

Contact the TEA team on [0800 677 1952](tel:08006771952) (freephone) or email [tea@mea.org.uk](mailto:tea@mea.org.uk)

More information: [www.mea.org.uk](http://www.mea.org.uk)

Wrekin Housing & Homes Plus offer free expert energy advice to their customers.

Call the team on [01952 217234](tel:01952217234) or email [energyadvice@wrekin.com](mailto:energyadvice@wrekin.com)



## STRUGGLING TO PAY YOUR BILLS?

Our cost of living webpages contain lots of useful help, support and advice including benefits, finances, mental health and wellbeing, bills and affordable warmth, food, toiletries and clothing and warm and welcoming spaces. More information can be found at [www.telford.gov.uk/costofliving](http://www.telford.gov.uk/costofliving)

The following organisations are able to offer advice on budgeting:

- **Citizens Advice** helps people resolve their money, employment, housing and consumer problems through free, impartial and confidential advice. Visit [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) or contact the local branch on 0808 278 7988 (freephone) or via [www.citizensadvice.telfordandthewrekin.org.uk](http://www.citizensadvice.telfordandthewrekin.org.uk)
- **Age UK Shropshire Telford & Wrekin** – a local charity working in the community to support older people, their families and carers. They can be contacted by email [enquiries@ageukstw.org.uk](mailto:enquiries@ageukstw.org.uk) or telephone 01743 233123. Visit [www.ageuk.org.uk/shropshireandtelford](http://www.ageuk.org.uk/shropshireandtelford)
- **MoneyHelper** – a free, impartial service backed by government to make your money and pension choices clearer. They provide advice including help to clear debts, understand pension options, plan for retirement, reduce spending, navigate life events and provide information on extra benefits and entitlements. Visit [www.moneyhelper.org.uk](http://www.moneyhelper.org.uk)
- **Wrekin Housing Group** customers can contact their Housing Executive for a referral into their specialist Money Matters Team, call the team direct on 01952 217138 or email [money.matters@wrekin.com](mailto:money.matters@wrekin.com) or visit [www.wrekin.com](http://www.wrekin.com)

- **Homes Plus** customers can contact the Employment and Money Advice Team on 0800 048 8955, [ema.shropshire@homesplus.co.uk](mailto:ema.shropshire@homesplus.co.uk) or visit [www.homesplus.co.uk/help-and-advice/plus-services](http://www.homesplus.co.uk/help-and-advice/plus-services)
- **Registered Social Landlord** tenants your landlord may have a Welfare Advice team who can offer a range of advice – please contact your landlord for more information.

## **Check to see if you can increase your income**

The following organisations can help you check whether you are in receipt of the benefits you are entitled to:

- **Turn2us** is a charitable service that helps people access the money available to them through welfare benefits, grants and other help. Visit [www.turn2us.org.uk](http://www.turn2us.org.uk)
- **entitledto** - a provider of online benefit calculators that people can use to check their benefit entitlement and to see if they may be entitled to other types of benefits. These calculators can be accessed by visiting [www.entitledto.co.uk](http://www.entitledto.co.uk)
- **Wrekin Housing Group** customers can contact their Housing Executive for a referral into their specialist welfare benefit advice team visit [www.wrekin.com](http://www.wrekin.com) contact the team direct on 01952 217234 or email [money.matters@wrekin.com](mailto:money.matters@wrekin.com)

If you are at risk of eviction:

- **Housing Options Team** – our Housing Options team can give you advice if you are facing eviction, homelessness or need general housing information. They can be contacted on 01952 381925 or by visiting [www.telford.gov.uk/housing](http://www.telford.gov.uk/housing)
- **KiP @ Maninplace** – is a local charity, who work to address rough sleeping and the impact of homelessness. It offers a drop-in facility Monday to Friday from 9am-3.30pm to

seek assistance for people presenting as homeless or rough sleeping in the Telford and Wrekin area.

The team provides a range of services that includes finding accommodation, accessing emergency night-by-night accommodation, guidance and support around tenancy arrangements and helping to access a range of support services. Including advocacy, an address, so individuals can open bank accounts, address debt and secure forms of ID. Contact can be made on [01952 924007](tel:01952924007) 24 hours a day. For more information visit <https://homeless.org.uk/homeless-england/service/kip-maninplace>

- **Shelter** – a charity that works to alleviate the distress caused by homelessness and bad housing. They give advice, information and advocacy to people in housing need. Visit [www.shelter.org.uk](http://www.shelter.org.uk)

## Debt advice and saving money

If you are worried about debt, please contact one of the following organisations, who can give free and confidential advice:

- Citizens Advice offers confidential, regulated and impartial free debt advice they can be contacted on [0808 278 7988](tel:08082787988) or visit [www.citizensadvice.telfordandwrekin.org.uk](http://www.citizensadvice.telfordandwrekin.org.uk) for more details
- **Step Change** offer tailored advice and practical solutions to help people manage their debt and make a fresh start. They can be contacted on [0800 138 1111](tel:08001381111) (this is a freephone number, including from all mobiles) or by visiting [www.stepchange.org](http://www.stepchange.org)
- **National Debt Line** is a helpline that provides free confidential and independent advice on how to deal with debt problems. They can be contacted on [0808 808 4000](tel:08088084000), or by visiting [www.nationaldebtline.org](http://www.nationaldebtline.org)

## ■ **Wrekin Housing Group**

customers can get regulated, impartial debt advice from Wrekin Debt Advice. Contact your Housing Executive, email [debtadvice@wrekin.com](mailto:debtadvice@wrekin.com) or visit [www.wrekin.com](http://www.wrekin.com)

**Remember** – you don't need to pay for debt advice, free expert help is available.

You may also wish to consider the following to help you save money:

## **Gas, electricity and water**

If you are on certain benefits, your utility provider may be able to offer a discount. Each provider has their own criteria, so check their website or telephone them. Check that you are not using more gas or electricity than you need to. For example, switch off any electrical equipment you are not using or see if you can turn down your heating thermostat.

**Telford Energy Advice** offer free expert energy advice to local households, phone and email support and home visits where possible.

Call them on [0800 677 1952](tel:08006771952) or visit [www.mea.org.uk/contact](http://www.mea.org.uk/contact) or email them [tea@mea.org.uk](mailto:tea@mea.org.uk)

Wrekin Housing & Homes Plus offer free expert energy advice to their customers. Call the team on [01952 217234](tel:01952217234) or email [energyadvice@wrekin](mailto:energyadvice@wrekin)

The **Energy Saving Trust** can give you independent advice on saving energy. Visit [www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk)

**Warm Homes Discount** – if you are on a low income, you could get a discount off your electricity bill under the Warm Home Discount scheme. For further details, visit [www.gov.uk/the-warm-home-discount-scheme](http://www.gov.uk/the-warm-home-discount-scheme)

**Water assistance** – if you are unable to meet the cost of water charges and live in the Severn Trent Water area, they have a number of financial support schemes if you're struggling with your bill. This includes Severn Trent's Big Difference Scheme, if your income is below £23,492 you may be eligible for up to £390 off your water bill (figures correct at

March 2026). For more information visit [www.stwater.co.uk/help-and-contact/help-with-paying-your-bill](http://www.stwater.co.uk/help-and-contact/help-with-paying-your-bill)

## **Broadband and TV packages**

If you are struggling financially, you may need to make a decision about whether you can afford any broadband or TV packages you have. Check to see if your current package offers the best value. Are there, for example, any channels you don't use? You can compare the cost of TV packages by visiting [www.uswitch.com](http://www.uswitch.com) Your current supplier may also be willing to reduce the cost of your package, so you could try contacting them. You will need to check that if you cancel or reduce your package, you are not still in a contract period that may mean you are still charged for the original package.

## **Mobile telephones**

Review your mobile telephone contract to ensure that you are on the best tariff for you. Are you in a contract where you are paying for minutes, texts or data that you don't use? If you are struggling financially, you may need

to consider reducing any non-essential usage. You also need to consider whether pay-as-you-go or a contract is best for you. You can compare mobile phone contracts, including SIM-only deals, by visiting [www.uswitch.com](http://www.uswitch.com)

## **Pets**

If you are a pet owner, the PDSA may be able to offer free/reduced veterinary fees for pet owners who are on a low income. More details can be found by visiting [www.pdsa.org.uk](http://www.pdsa.org.uk)

If you are in financial crisis and unable to afford pet food Telford Crisis Support may be able to provide pet food as part of a food parcel. Please see the emergency food and toiletries page for more information.

## **Childcare help**

**Talking 2's** offers 15 hours of free childcare for two year olds. Find out more by visiting [www.telford.gov.uk/info/20393/free\\_childcare\\_places\\_for\\_2\\_3\\_and\\_4\\_year\\_olds](http://www.telford.gov.uk/info/20393/free_childcare_places_for_2_3_and_4_year_olds)

# TELFORD FLOATING SUPPORT SERVICE

## Description

Trident Group offer flexible, housing-related support to help individuals in the Telford and Wrekin area maintain their tenancies, improve life skills and support independent living. They operate across all housing tenures, except supported or extra care housing.

## Who they Support

Young People and Working Age Adults (16-54 years)

Older Adults (55 years and above)

## Support Delivery

Support is provided through in-person meetings, phone calls, or drop-in support to fit everyone's preference and convenience.

## Contact information for referrals

For further information please contact Trident Group by email or phone.

Email: [telfordfloatingsupport@tridentgroup.org.uk](mailto:telfordfloatingsupport@tridentgroup.org.uk)

Triage can be accessed daily from 9am on 0121 226 5837

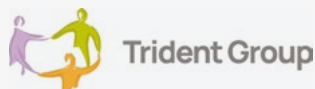
## Drop in hub locations

**Monday:** Southwater Library  
TF3 4JG 12noon-4pm

**Wednesday:** Hub on the Hill  
TF7 4HG 12noon-4pm

**Thursday:** Newport Library  
TF10 7AQ 1.30pm-4.30pm

**Friday:** Tact Wellington  
TF1 3BX 10am-4pm



# CITIZENS ADVICE

## Description

Free, independent and impartial advice from Citizens Advice could help you find a way forward. Locally-based advisers are available throughout Telford and the Wrekin providing a confidential service by telephone and face-to-face appointments.

### Universal Credit

Citizens Advice Help to Claim Service can assist you with claiming Universal Credit. Contact them on 0800 144 8 444 or [www.citizensadvice.org.uk/benefits/universal-credit/claiming/helptoclaim](http://www.citizensadvice.org.uk/benefits/universal-credit/claiming/helptoclaim) to talk to an adviser online.

### Debt and money advice services

#### Money Advice Project

Citizens Advice are authorised and regulated by the Financial Conduct Authority. They can give information and advice on a range of priority and non-priority debts,

including addressing court papers, enforcement action and Debt Relief Orders.

#### Energy Advice Programme

One to one energy advice to members of the public regarding issues including reducing bills by switching suppliers/tariffs, what help is available to reduce energy bills/improve energy efficiency, billing issues and complaints and dealing with gas and electricity arrears.

#### The Net

Crisis support and casework delivered in partnership with Stay and Telford Mind.

## HMRC Project

Support to individuals who need extra help in understanding and complying with their tax obligations, claiming their entitlements, or accessing other HMRC services and products, including those who are digitally excluded.

## Food Parcels

Citizens Advice work in partnership with the Telford Crisis Network to provide food parcels. Call [01952 380400](tel:01952380400) or visit [www.citizensadvice.telfordandthewrekin.org.uk/cost-of-living-crisis-support](http://www.citizensadvice.telfordandthewrekin.org.uk/cost-of-living-crisis-support)

## Find out more

Citizens Advice advice line [0808 278 7988](tel:08082787988) (freephone).

Contact the local service via our webpage [www.citizensadvice.telfordandthewrekin.org.uk/contact-us](http://www.citizensadvice.telfordandthewrekin.org.uk/contact-us)

For information on a wide range of areas see the national website [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

Daily reception at Syer House (Suite 4), Stafford Court, Telford, TF3 3BD. Limited face to face appointments are available by prior appointments.

Citizens Advice provide advice on:

- Benefits
- Debt
- Budgeting and cost of living support
- Energy advice
- Employment
- Housing
- Relationship and family advice
- Consumer
- Tax
- Immigration
- Discrimination

Advice in the community is provided at the following locations:

- Brookside
- Church Aston
- Dawley
- Donnington
- Hadley
- Hollinswood
- Interfaith Council (Wellington)
- Leegomery
- Lightmoor
- Lawley
- Madeley
- Meeting Point House
- Newport
- Oakengates
- Stirchley
- St Georges
- Sutton Hill
- Woodside
- Wrockwardine and Trench

Please visit [www.citizensadvice.telfordandthewrekin.org.uk/visit-us/in-your-community](http://www.citizensadvice.telfordandthewrekin.org.uk/visit-us/in-your-community) for details of when they are next in your community and for new advice locations. Check out their events page for upcoming community information events.



# LEISURE DISCOUNTS

## Description

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The health benefits of regular exercise and physical activity have been proven time again and are hard to ignore.

At Telford & Wrekin Council we are passionate about the health and wellbeing of our residents. Our goal is to make swimming accessible for all. **We offer free swimming for all Telford residents up to the age of 25.** There is no limit to the amount of times you can benefit from this.

Swimming positively contributes to physical and mental wellbeing. The unique properties of water make swimming perfect for people of all ages to exercise.

To benefit from the free swimming the under 25 will need a **Telford Loyalty card**. These can be issued at any of our centres and are free of charge. Simply pop into one of our centres, you would just need to bring with you something that shows you are a Telford and Wrekin resident and that they are aged under 25.

We also offer swimming for £2.75 for residents in receipt of a concessionary status, whilst over 50's residents benefit from swimming for £4.10. To qualify for this offer you also need to register for a Telford Loyalty Card.

For further information about other activities that leisure services can offer and the Telford Loyalty Card (TLC) Leisure Concession Scheme, visit [www.telfordandwrekinleisure.co.uk](http://www.telfordandwrekinleisure.co.uk)



# FREE DIGITAL DROP-IN SUPPORT

**Would you like to feel confident using your mobile phone, tablet, laptop or library computer?**

Let us help you to understand your device functions, such as using Apps, connecting and using the internet safely, using email or if you have a specific digital query, please ask us. Supported by our digital champion volunteers we can provide you 1-2-1 support.

**Just turn up, no booking required, make sure to bring your device too!**

**Madeley Community Library, The Anstice, TF7 5BB** 4th Wednesday each month 10am-12noon

**Hub on the Hill, Sutton Hill TF7 4HG,** 10am-12noon, 14 January, 11 March, 13 May, 8 July, 9 September, 11 November

**Park Lane Centre, Woodside, TF7 5QZ** 10am-12noon, 11 February, 8 April, 10 June, 12 August, 14 October, 9 December

**Wellington Community Library, Wellington TF1 1LX** 2nd and 4th Thursday every month, 10am-12noon

**Donnington Community Hub, TF2 7PR** 1st Friday each month, 9.30am-11.30am

**Silver Threads Hall, Donnington, TF2 8AD** 3rd Tuesday each month, 3.30pm-5.45pm



Translate documents and websites to another language

Compare prices of phone, tv and internet packages

Access your health information online

This guide has been produced in partnership with:



Telford &  
the Wrekin

**The Wrekin**  
Housing Group

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Department for  
Work and Pensions

**TELFORD**  
**CRISIS**  
**SUPPORT**



Trident Group

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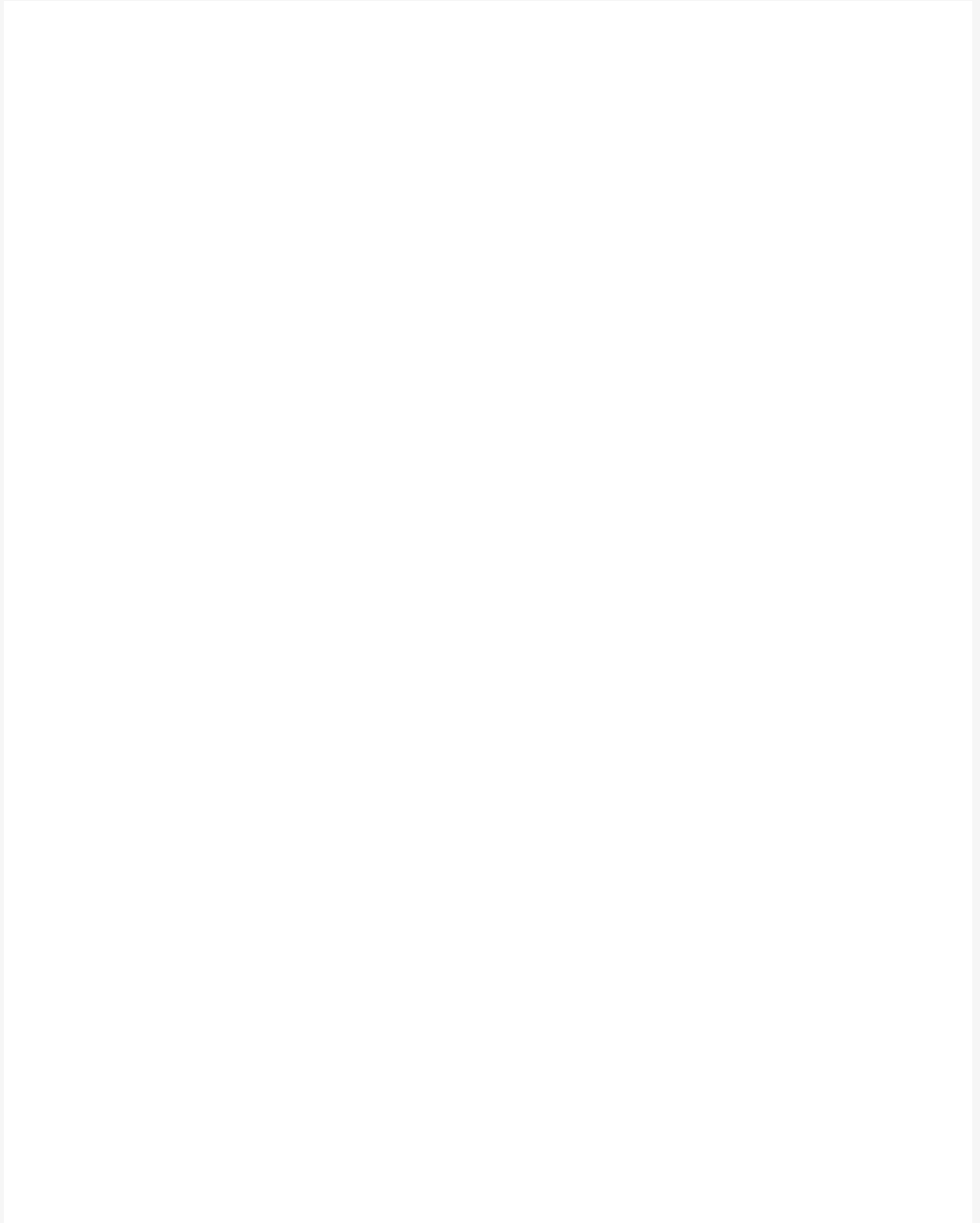
 **Homes Plus**

The logo for Homes Plus, featuring a stylized house icon in blue and pink to the left of the text "Homes Plus" in blue and pink.

# MY NOTES



# MY NOTES



# MY NOTES



