

Protect, care and invest to create a better borough

WORKING AGE FINANCIAL SUPPORT AND ASSISTANCE

April 2025

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 2025, for the latest updates please check 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.

CONTENTS

Introduction	page 2
Universal Credit	page 4
Council Tax Reduction	page 6
Free School Meals	page 9
Happy Healthy Active Holidays	page 10
Emergency Welfare Crisis Assistance	page 11
Emergency Welfare Resettlement Assistance	page 11
Household Support Fund	page 13
Emergency food and toiletries	page 14
Discretionary Housing Payments and Council Tax Reduction Hardship	page 15
Charitable grants	page 16
Credit Unions	page 17
Concessionary Travel	page 18
Job Box	page 20
Learn Telford	page 21
Energy Advice (energy efficiency including gas and electricity bills)	page 22
Struggling to pay your bills?	page 23
Telford Floating Support Service	page 28
Citizens Advice	page 29
Leisure Discounts	page 32
Telford Online	page 33

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;

You currently receive any of the benefits that Universal Credit is replacing, for example Income Support or Housing Benefit – and your circumstances have changed.

How to apply

Universal Credit is administered by the **Department for Work and Pensions**. You can made a new claim by visiting 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; England textphone: 18001 0800 144 8 444.

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.



The Wrekin Housing Group

COUNCIL TAX REDUCTION

Description

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 2025/26

Level 1 Relevant £0 to 5	£0 to	£0 to	
90% Benefit £92.83 5	£146.06	£225.30	£0 to £305.76
	£146.07 to	£225.31 to	£305.77 to
	£189.39	£274.81	£361.47
	£189.40 to	£274.82 to	£361.48 to
	£232.72	£324.33	£417.17
	£232.73 to	£324.34 to	£417.18 to
	£276.04	£373.84	£472.88

*Passported/Relevant Benefit; includes customers on Income-Based Jobseeker's Allowance, Income-Related Employment and Support Allowance, and Income Support.

**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 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 Support; Income-based Jobseeker's Allowance; Income-Related Employment and Support Allowance; support under Part VI of the Immigration & Asylum Act 1999; Pension Credit (guaranteed credit).

How to apply

You can apply online by visiting www.telford.gov.uk/FSM or speak to the Free School Meals team by calling 01952 383983.

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 or telephone 07878 296958. For more information 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



EMERGENCY WELFARE CRISIS ASSISTANCE

Description

The Emergency Welfare Crisis Assistance scheme is designed to provide help to residents who have experienced some type of crisis, disaster or unexpected emergency and need assistance or support to keep them or their family safe and well that they cannot afford.

EMERGENCY WELFARE RESETTLEMENT ASSISTANCE

Description

The Emergency Welfare Resettlement Assistance scheme is designed to provide residents with the essential items of furniture, goods or clothing they need if:

- They are moving into their own home after:
 - Living in care;
 - A long-term stay in hospital;
 - Release from prison or detention;
 - A period living in a hostel or refuge;
 - A long-term period living in some other form of institution; or

They need the essential item of furniture to enable them to remain living independently in their home.

To qualify for Emergency Welfare Resettlement Assistance, you or your partner must be receiving or be about to receive, one of the following benefits:

- Income Support;
- Income-Based Jobseeker's Allowance;
- Income-Related Employment and Support Allowance;
- Universal Credit; or
- Pension Credit

Note: We do not make cash payments under these schemes.

How to apply

To apply, visit www.telford.gov.uk/crisis or call our Crisis Assistance line on 01952 380400.

HOUSEHOLD SUPPORT FUND

Description

Telford & Wrekin Council has been allocated a grant from the Household Support Fund by the Department for Work and Pensions (DWP). For the period 1 April 2025 to 31 March 2026 the funding will be used to:

- Support the provision of food vouchers during school the Easter 2025 holiday for children who would usually be entitled to Free School Meals, Service Pupil Premium or Early Years Pupil Premium. When a decision has been made about holidays beyond Easter 2025 the Household Support Fund web page will be updated.
- A discretionary application process for residents who are suffering severe financial difficulties to apply for a small grant, usually in the form of a supermarket voucher or an energy voucher/payment.

How to apply

We will contact residents directly who qualify with details of how to redeem their voucher.

For more information or to make an application to our discretionary scheme please go to www.telford.gov.uk/householdsupportfund

We will keep the web page updated with details of any changes to the scheme.

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** (if you are a Wrekin Housing Group 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

For emergency food parcels weekdays after 5pm, weekends and bank holidays, contact Telford and Wrekin Interfaith Council 07895 395226. For more information about Telford & Wrekin Interfaith Council visit www. interfaithtelford.org

citizens advice Telford & the Wrekin The Wrekin Housing Group



DISCRETIONARY HOUSING PAYMENTS AND COUNCIL TAX REDUCTION HARDSHIP

Description

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

A DHP 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) 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, which you can apply for via the DHP application.

How to apply

Use our online form available at www.telford.gov.uk/DHP or speak to an adviser by calling 01952 383838.

CHARITABLE GRANTS

Description

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

CREDIT UNIONS

Description

Credit Unions are not-for-profit ethical organisations that offer affordable financial products.

Telford has two Credit Unions, both offering a wide range of products and services to support our local communities through low-cost lending and savings schemes.

How to apply

Visit their websites:

Just Credit www.justcreditunion.org

Fairshare

www.fairshare.uk.com

CONCESSIONARY TRAVEL

Description

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 (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

JOB BOX

Description

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, emailing telfordjobbox@telford.gov.uk or visiting 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.learntelford.ac.uk. If you need some help, contact our Learner Services team on 01952 382888, or email support@ learntelford.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.

It offers free and impartial support on all domestic energy efficiency matters including the best deal on gas and electricity, accessing grants for home energy efficiency/heating improvements and advice about keeping warm at home.

How to apply

If you or someone you know has concerns about energy, contact the friendly local team at TEA today on 0800 6771952 or visit www.mea.org.uk/contact or email tea@mea.org.uk

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

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 or contact the local branch on 0808 278 7988 (freephone) or via www. citizensadvicetelfordand thewrekin.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 or telephone 01743 233123. Visit 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

Wrekin Housing Group

customers can contact their Housing Executive for a referral into their advice and support services, or visit www.wrekin. com

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

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

Wrekin Housing Group

customers can contact their Housing Executive for a referral into their specialist welfare benefit advice team visit www.wrekin.com contact the team direct on 01952 217234 or email 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
- KiP is a local charity, who work to address rough sleeping and the impact of homelessness. It is an appointment based service offering a facility to walk in and 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 24 hours a day.

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

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 or visit www. citizensadvicetelfordand thewrekin.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 (this is a freephone number, including from all mobiles) or by visiting 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, or by visiting 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 or visit 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 or visit www.mea.org.uk/contact or email them tea@mea.org.uk

The **Energy Saving Trust** can give you independent advice on saving energy. Visit 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-homediscount-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 £22,010 you may be eligible for up to 70% off your water bill (figures correct at March 2025). For more information visit www.stwater.co.uk/myaccount/help-when-you-need-it/ 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 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 payas-you-go or a contract is best for you. You can compare mobile phone contracts, including SIMonly deals, by visiting 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

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

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

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 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 or visit www. citizensadvicetelfordandthewrekin. org.uk/cost-of-living-crisis-support

Find out more

Citizens Advice advice line 0808 278 7988 (freephone).

Contact the local service via our webpage www. citizensadvicetelfordandthewrekin. org.uk/contact-us

For information on a wide range of areas see the national website 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

citizens advice Telford & the Wrekin

Please visit www.

citizensadvicetelfordandthewrekin. 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

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 £2.50 for residents aged over 50 and residents in receipt of a concessionary status. 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**





Telford online

Would you like to feel confident using a device, connecting and using online services?

We offer a range of support to help you learn new digital skills as well as access to devices via libraries including a free loan of an iPad.



For more information visit www.telford.gov.uk/telfordonline scan the QR code or call 01952 380000.

Making technology accessible to everyone

This guide has been produced in partnership with:



jobcentreplus

Department for Work and Pensions





MY NOTES