



WEST MIDLANDS
VIOLENCE
REDUCTION UNIT



west midlands
police and crime
commissioner

WEST MIDLANDS VIOLENCE REDUCTION UNIT FINANCIAL SUPPORT AND HELP RESOURCE

OPERATION AIDANT NOVEMBER 2021



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Purpose

This support resource is intended to be used by frontline professionals and practitioners working with adults and their families who have financial concerns

How to use the directory

The directory can be used as a guide to support services available in the West Midlands Locally, Regionally and Nationally for those suffering from financial hardship.

Please note:

The directory is not exhaustive and there may be other support available locally, regionally, and nationally as services develop.

If you have any enquiries about this support resource, please email:

vru@west-midlands.pnn.police.uk



NATIONAL DEBTLINE	National Debtline is a national telephone helpline for people with a range of debt problems in England, Wales and Scotland. The service is free, impartial and confidential	Tel: 0808 808 4000 Opening Hours: Mon-Fri 9am – 8pm Sat 9:30am – 1pm
STEP CHANGE	Step Change debt charity offers free debt advice, debt management plans, affordable debt repayment plans, Debt relief orders and advice regarding equity release.	Tel: 0800 138 1111 Opening Hours Mon-Fri 8am - 8pm Sat 8am - 4pm
CITIZENS ADVICE	The Citizens Advice service helps people to resolve their problems relating to debt, benefits, housing, employment, relationships, legal and more. They can also help to claim Universal Credit.	0344 477 1010
ENTITLED TO	Helps you find all the benefits you are entitled to.	Website: https://www.entitledto.co.uk/
TURN 2 US	Turn2Us is a charitable service which helps people access advice on money, benefits, grants and other help. Their website includes a benefits calculator and a grant search database.	Website: https://www.turn2us.org.uk
DWP	Universal Credit Advance - If you don't have enough to live on while you wait for your first payment you may	Tel: Universal Credit helpline 0800 328 5644

	<p>be able to get an advance of your first Universal Credit payment. Apply by contacting your job center plus work coach or using the Universal Credit helpline.</p> <p>Budgeting Advance – If you are already receiving Universal Credit, or other eligible benefits, you may be able to get a Budgeting Advance to help pay for emergency household costs, for example, buying a new cooker or for help getting a job or staying in work. Apply by contacting your job center plus work coach.</p>	
ADVANCE CREDIT UNION	<p>Advance credit union offers a way to put some money away for the future and a cost effective way to borrow ethically and responsibly. They offer loans, savings accounts and budget plans for bills, debt and Christmas savings.</p>	<p>Tel: 0121 350 8883</p> <p>Email info@advancecu.org.uk</p> <p>Website www.advancecu.org.uk</p>
BROMFORD	<p>The Bromford Group offer money advice to support their tenants with their financial affairs. The service covers the whole range of DWP benefits and other floating support.</p>	<p>Tel: 0330 1234 034</p> <p>Website www.bromford.co.uk/</p>
MIDLAND HEART	<p>Money Advice and Care Support for Tenants: Supports</p>	<p>Tel: Emergency Contact: 0345 60 20 540</p>

	<p>tenants in need of financial advice or those in need of accommodation with extra care.</p> <p>Homelessness Support for Young People (16-25): If you are homeless or at risk of homelessness and you are aged between 16-25 years old then Midland Heart can provide advice and floating support to help.</p> <p>Domestic Abuse Support: Midland Heart will assist and support any person suffering from or threatened with domestic abuse and violence and take any appropriate action.</p>	<p>Homelessness support: 0300 30 30 099 (Mon-Fri 9am-5pm)</p> <p>Email: contact@midlandheart.org.uk</p> <p>Website: www.midlandheart.org.uk</p>
WATERLOO HOUSING	Offers tenants budgeting advice and rent support, as well as offering support with anti-social behaviour, domestic violence, abuse and hate crimes.	<p>Tel: Contact Centre: 0333 200 7304</p> <p>Website: https://www.waterloo.org.u</p>
CITIZEN	Citizen offers tenants budgeting advice and support with managing debt, as well as offering support with anti-social behaviour, mental health, family matters, relationships, workplace issues and more.	<p>Tel: 0300 790 6555</p> <p>Website: https://www.citizenhousing.org.uk/</p> <p>Or Your personal online account</p>
STREET LINK	If you or someone else is homeless, or threatened with homelessness, contact the homeless	<p>Tel: 0300 500 0914</p> <p>Website: https://www.streetlink.org.u k/#</p>

	prevention team. The team will attempt to help by providing advice, solutions, and possibly referring individuals to find them temporary accommodation.	
FRY HOUSING TRUST	Offers housing-based services to vulnerable adults with an offending history. The trust offers support with housing, health, work/training, volunteering, and prevention from reoffending.	Tel: 0121 559 6406 Mon to Fri 9am - 4.30pm
BRITISH GAS ENERGY TRUST	Both customers and noncustomers of British Gas who are experiencing fuel poverty may apply for a grant on the trust website. To be eligible you must receive money advice before applying, have a net annual income below £13,269 and demonstrate exceptional/multiple vulnerabilities within the household.	Website: https://britishgasenergytrust.org.uk
NETWORK WEST MIDLANDS	Workwise travel support offers eligible jobseekers and apprentices 50% off selected Network West Midlands and National Express bus travel passes for up to 3 months. To be eligible you either have to be starting a new job, or be increasing your hours to 16 or more	Tel: 0345 303 6760 and then press option 1 Website: https://www.networkwestmidlands.com/offers/jobseekers/

	per week if already employed. Apply online.	
RING & RIDE	Ring and Ride is the door-to door service for anyone who lives in the urban areas of the West Midlands and finds it difficult or impossible to use normal public transport. Passengers can use the service for catching up with friends, popping out for a bit of shopping, a night at the theatre or for healthcare appointments. Ring and Ride cannot take passengers to a hospital appointment, although they can take passengers to visit someone in hospital.	<p>Tel: Next day bookings 0333 006 6004</p> <p>same day bookings and cancellations 0330 053 8133</p> <p>Website: https://ringandride.org/booking/bookonline.html</p>

