

Are you..

A Dudley Borough resident?

Significantly struggling to afford food, pay bills and buy essentials?

(For example: Individuals or households with no or very limited access to food or on a pre-payment fuel meter with no/limited gas, electric or hot water etc)

We understand that times are tough because of the ongoing cost of living crisis, and we're here to help

Come and see us at one of our Cost of Living Support Hubs!

What happens in the Hubs..

When you arrive in our Hub, one of our friendly Hub staff will greet you and complete an assessment to establish your eligibility for support

Poverty relieving practical assistance will then be provided based on your assessment

For example:

- ✓ Giving information on how to save money and make money stretch further
- ✓ Offering practical help relating to access to food, fuel, energy, period products, available benefits, grants and funds based on qualifying criteria
- ✓ Showing how energy usage can be reduced and ways to save money on utilities
- ✓ Issuing a voucher per household to purchase essentials in a variety of shops (NB: these vouchers can only be issued in a crisis, and are subject to availability)

- ✓ Issuing a fuel bank voucher

(NB: only available to those on a pre-payment meter and those who haven't already received 3 fuel bank vouchers in the last 6 months from an organisation and not within the last 10 days)

- ✓ Making a referral for a 3 month loan of a laptop to help at home
- ✓ Identifying other organisations that can help with the struggles being experienced

When and how to access the Hubs..

The Hubs can only be accessed by booking an appointment online at:
https://CA_DudleyandWolverhampton.eventbrite.com

On the day of your appointment, you must bring with you 2 forms of ID:

- ✓ 1 form of ID with your name (passport, travel pass, debit card etc)
- AND;**
- ✓ 1 form of ID with your name and address on it to prove you're a Dudley Borough resident (eg. a council tax bill)

Support will only be offered by attending a pre booked appointment and appointments cannot be booked directly at the venues. Please do not contact the venues as they are not running the hubs.

To book go to:https://CA_DudleyandWolverhampton.eventbrite.com

Opening Times

All hub appointments are between 9.30-3.30pm:

Dudley

Open now Monday and Friday:

Provision House, 80-81 High Street, Dudley

Please note: At the moment, it is drop in on a first come first served basis.

As of Monday 13th March 2023 current access to this hub will change from drop in to pre booked appointments only

Brierley Hill

Open now Thursday:

Brierley Hill Methodist Church, 24 Bank Street, Brierley Hill

Please note: At the moment, it is drop in on a first come first served basis. As of Thursday 23rd March, current access to this hub will change from drop in to pre booked appointments only

Halesowen

For specific details of the launch date, opening times and venue please check our Eventbrite page by visiting: https://CA_DudleyandWolverhampton.eventbrite.com

Stourbridge

For specific details of the launch date, opening times and venue please check our Eventbrite page by visiting: https://CA_DudleyandWolverhampton.eventbrite.com

Appointments can only be booked on line: https://CA_DudleyandWolverhampton.eventbrite.com

For more information on Cost of Living support, go to:

<https://DudleyWolverhamptonCA.eventbrite.com>

<https://www.dudley.gov.uk/council-community/cost-of-living/>

<https://www.facebook.com/CitizensAdviceDudleyAndWolverhampton/>