



Dudley &  
Wolverhampton

## Are you..

*A Dudley Borough resident?*

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



Dudley  
Empowerment  
Partnership

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

### **Please Note:**

Due to significant demand for our hubs, if you have attended a hub between 30th January – 6th April, you will have to wait until after 30th June to rebook. We're only accepting clients who have not attended our hubs previously. This is because we need to share our resources Borough wide to ensure we support as many people as possible. Therefore, please do not book an appointment if we have seen you on or before 6th April. To limit disappointment, we kindly ask you to adhere to this request. If you book an appointment, we reserve the right to cancel it if you have attended previously. We apologise for any disappointment this may cause but our resources need to be shared fairly. If you can't book an appointment and need help due to the cost of living crisis, please go to Dudley Council's website for additional help:

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

## **Cost of Living Hub Opening Days**

**Friday - Provision House, 80-81 High Street, Dudley**

**Thursday - Brierley Hill Methodist Church, 24 Bank Street, Brierley Hill**

**Wednesday - The Cornbow Centre, 7th Floor, Halesowen**

**For specific details of the launch date for Stourbridge, opening times and venue please check our Eventbrite page**

by visiting: [https://CA\\_DudleyandWolverhampton.eventbrite.com](https://CA_DudleyandWolverhampton.eventbrite.com)

**Appointments can only be booked on line: [https://CA\\_DudleyandWolverhampton.eventbrite.com](https://CA_DudleyandWolverhampton.eventbrite.com)**

**Prior to booking an appointment at our Hubs, please ensure you read all the following information carefully.**

Due to significant demand for our hubs, if you have attended our hubs between 30th January – 6th April, you will have to wait until after 30th June to rebook. We are only accepting clients who have not attended our hubs previously. This is because we need to share our resources Borough wide to ensure we support as many people as possible. Therefore, please do not book an appointment if we have seen you on or before 6th April. To limit disappointment, we kindly ask you to adhere to this request. If you book an appointment, we reserve the right to cancel the appointment if you have attended previously. We apologise for any disappointment this may cause but due to high demand, our resources need to be shared fairly. If you can't book an appointment and need help due to the cost of living crisis, please go to Dudley Council's website for additional help access <https://www.dudley.gov.uk/council-community/cost-of-living>

### **ID Required**

**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).**

We reserve the right to request photo ID when you are at the hub to authenticate your ID.

We reserve the right to cancel the appointment should we feel the ID is not that of the appointment holder or that the ID is not authentic.

### **Hub Process**

When you arrive at one of our hubs at the allocated appointment start time, 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

If you need us, we look forward to seeing you there!

## **Appointment Time**

Please note, once you have booked an appointment through Eventbrite you will receive a confirmation email. On this email it will state the start of the session time. **Please arrive 5 minutes before your appointment start time and please be prepared to stay for the whole session time.** Please note due to demand for this service late arrivals may be refused entry as your appointment could be given to someone else on the day.

## **Cancellation**

If you no longer want an appointment or can't attend, please cancel the appointment so it can be released for another person to book. Our resources are precious so please be kind and don't waste the appointment – cancel even if it's on the day. Thank you!

Due to demand for this service, we release appointments on a weekly basis. If there are no appointments available, please keep checking every day until more are released.

Sessions cannot be booked directly at the venues due to demand and the session must be booked in the name of the person attending the Hub.