

## **Cost of Living Support Hubs Update**

Due to significant demand for our hubs we have implemented the following criteria:

- Households are allowed to attend up to 3 times. This is for any of our hubs (i.e. 3 times across any hub and not per hub)
- There needs to be a minimum of 12 days between each appointment

If you have attended 3 times in any of our hubs and/or not 12 days apart, then please go back into the Eventbrite page and cancel your appointment as you will be declined entry. We will review these criteria on the 31<sup>st</sup> July based on demand. So please re-check our website as of 31<sup>st</sup> July for an update.

*Please note: If you are providing a bank statement for proof of address it must be downloaded onto your phone or a hard copy presented to staff. We will not accept your address from a mobile banking app.*

***Thank you in advance for your co-operation***

### **Our Hub Venues:**

**Our Dudley Hub:** Provision House, 80 - 81 High Street, Dudley, DY1 1PY  
Currently open Fridays

**Our Brierley Hill Hub:** Methodist Church, 24 Bank St, Brierley Hill, DY5 3DB  
Currently open Thursdays

**Our Halesowen Hub:** Halesowen Library, The Cornbow Shopping Centre, Halesowen, B63 4AZ  
Currently open Wednesdays

Appointment for all hubs only via our Eventbrite page  
[https://CA\\_DudleyandWolverhampton.eventbrite.com](https://CA_DudleyandWolverhampton.eventbrite.com)

***Please do not contact the venue directly as they are not running the hubs***

### **Our Stourbridge Hub**

We are excited that we will be opening this hub in the Summer.

To make sure we get it right for you, we are finalising the venue and day when we will be open. Therefore, please come back and check this site regularly for updated information of when this hub goes live to be able to book an appointment.

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

If you book an appointment and don't meet the criteria to be able to attend, we will either cancel your appointment before the day or decline entry on the day. So, to limit disappointment, we kindly ask you to adhere to this request. 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>

## **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**

**You must arrive for your appointment on time at the beginning of the appointment slot you have booked.**

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 (subject to equipment availability)

✓ 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.