

Are you..

A Dudley Borough resident?

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

We understand that times are tough because of the ongoing cost of living crisis, and we're able to provide help at our Cost of Living Support Hubs

Our funding allows households to attend the hubs a maximum of 3 times since they opened on 30th January 2023. This is for any of our hubs (i.e. 3 times across any hub and not per hub). Also, there needs to be a minimum of 12 days between each appointment. Please make sure you read ALL information on our Eventbrite page when you book.

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/costofliving>

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
(NB: these vouchers can only be issued in a crisis, and are subject to availability)
 - ✓ Issuing a fuel bank voucher
(NB: subject to eligibility)
- ✓ 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)

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.

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.

Support is only offered by attending a pre booked appointment, 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

Hub Opening Times

Our Cost of Living Support Hubs are open at:

Brierley Hill, Brierley Hill Methodist Church, 24 Bank Street, Brierley Hill
Open Alternating Wednesdays, 9:30am - 3:30pm

Halesowen, Halesowen Library, The Cornbow Centre, 7th Floor, Halesowen
Open Alternating Wednesdays, 9:30am - 3:30pm



Stourbridge, Christ Church, High Street, Lye, DY9 8LF
Open Thursdays from 28th September, 9:30am - 3:30pm



Dudley, Provision House, 80-81 High Street, Dudley
Open Fridays, 9:30am - 3:30pm

To see available dates and book an appointment visit our Eventbrite page:
https://CA_DudleyandWolverhampton.eventbrite.com

Appointments can only be booked via visiting our Eventbrite page

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

<https://DudleyWolverhamptonCA.eventbrite.com>

<https://www.dudley.gov.uk/costofliving>

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