

## The Partners:



If you are in emotional distress, struggling to cope or need somebody to talk to, Telford Mind can provide mental health support.



Citizens Advice provide a free information and advice service on a range of areas including: benefits, debt, employment and housing.



Stay is a charity whose primary role is to provide support and housing for young homeless people in Telford, across a range of services and housing schemes.



Telford Crisis Support ensures that no one in the borough of Telford and Wrekin goes without the basic essentials to keep themselves and their families sheltered, fed, clean, clothed, warm and healthy.

## Our Funder:



### The National Lottery Community Fund

This project has been kindly funded by the National Lottery Community Fund. Details of their work can be found at [www.tnlcommunityfund.org.uk](http://www.tnlcommunityfund.org.uk)

## To Contact The Partners:

### Telford Mind

E: [talk2@telford-mind.co.uk](mailto:talk2@telford-mind.co.uk)  
FB: [www.facebook.com/telfordmind](https://www.facebook.com/telfordmind)  
T: 07434 869248 — Please mention Helping Hands Project

### Citizens Advice

40 Tan Bank, Wellington, Telford, TF1 1HW  
T: 07714 784778 — Please mention Helping Hands Project

### Stay Telford

Meeting Point House, Southwater Square, Telford, TF3 4HS  
T: 07772 890017 — Paul Sansome

### Telford Crisis Support

78-83 Severn Walk, Sutton Hill, Telford, TF7 4AS. Our hub is on the same site as the Hub on the Hill community centre but we have a separate entrance.

### To Request Emergency Food:

T: 01952 459258 — Telford Crisis Support  
T: 01952 380400 — Telford & Wrekin Council Crisis Line

# HELPING HANDS OUT OF HARDSHIP

Helping people to regain financial stability and peace of mind



HELPING HANDS



OUT OF HARDSHIP

We are here to offer help and support



**07714 784778**



**[helpinghands@telfordcab.co.uk](mailto:helpinghands@telfordcab.co.uk)**

## About the Helping Hands Out of Hardship Project

The Helping Hands Out of Hardship project has received funding from the National Lottery Community Fund and aims to help people to regain financial stability and peace of mind.

Citizens Advice Telford and the Wrekin, Telford Mind, Stay and Telford Crisis Support are working in partnership to provide support for people who are experiencing financial hardship and are unable to deal with these due to a vulnerability.

## What can the Helping Hands Out of Hardship Project help with?

The specialist organisations involved in the initiative can help with:

- Advice and support on money management, debt, welfare benefits, relationships etc.
- One-to-one listening service and peer support for people with mental health issues
- Emergency food, clothing, furniture etc.
- Advice and support for anyone homeless or facing homelessness
- Supported accommodation for homeless young people
- Workshops to build skills and confidence to help people avoid future financial crises.

## What help will I receive?

The first step is an assessment to check you are eligible for the project and to deal with the immediate crisis, setting short term stability and longer term resilience goals and to agree an action plan that addresses the issues identified.

At the first point of contact, action will be taken to resolve the immediate crisis - ensuring shelter, food and warmth are provided. We will help you to gain stability to meet your basic needs and then work towards a more secure, financially and socially included future.

We will draw upon the specific expertise and resources of the partners of the Helping Hands Out of Hardship project to:

- Resolve your immediate crisis issues
- Help you gain financial stability
- Help you to draw up your own plan to develop longer term resilience

Referral and signposting amongst the project partners will ensure that your needs are fully met and the advice and support will empower you to develop skills and confidence to take back control of your finances and plan and work towards a more secure future.

## Can you help me?

**1. Are you in Financial Crisis?** this may include:

- ◇ loss or severe reduction in income due to a benefit sanction or a new claim
- ◇ severe reduction in income due to relationship breakdown or change in employment
- ◇ threat of eviction, disconnection of utilities or committal for non-payment of fines
- ◇ bailiffs' warrant or threat of bankruptcy
- ◇ destitution—you can't provide for yourself

**2. Do you have?**

- ◇ mental ill-health which creates low to moderate care needs, or
- ◇ a learning disability, or
- ◇ another vulnerability such as homelessness, being under 25, a physical disability or life-limiting condition.

**If you answered yes in 1 and 2 above, then we may well be able to help you - just get in touch with one of the project partners or call Helping Hands on the number below.**

### How can I apply?

You can self-refer by contacting one of the project partners (see back of leaflet). You can also be referred by an organisation/service that is helping you.

For further details or to make a referral:

Call: 07714 784778 (Mon-Fri 9-5)

Email: [helpinghands@telfordcab.co.uk](mailto:helpinghands@telfordcab.co.uk)



07714 784 778



[helpinghands@telfordcab.co.uk](mailto:helpinghands@telfordcab.co.uk)