



## **Alternative Sources of Advice and Information**

This leaflet contains information regarding other organisations that may be able to help you if you are in need of advice regarding Benefits, debts, etc.

### **Benefits Advice**

#### **CAB – Benefit Advice**

The citizens' advice bureau can ensure you are receiving all the correct benefits. For telephone advice call [0808 2787927](tel:08082787927), alternatively the local office is located on Kennedy Way, Yate, BS37 4DQ and further advice can be found on their website - <http://www.southgloscab.org.uk/get-advice/>

#### **North Bristol Advice**

Advice on Welfare Benefits. Customers should bring proof of income and any paperwork related to the matter they would like to discuss.

- **Patchway One Stop Shop** Tuesdays 10am to 12 midday\*
- **Kingswood One Stop Shop** Wednesdays 9.30am to 12 midday\*

You can book a place by calling [0117 9515751](tel:01179515751) or by email: [team@northbristoladvice.org.uk](mailto:team@northbristoladvice.org.uk). Alternatively advice can be provided by telephone on the above number or by visiting [www.northbristoladvice.org.uk](http://www.northbristoladvice.org.uk)

### **Housing Advice**

Information is available from our Home Choice team about your Housing options, you can call them on 01454 868005 or visit one of our one stop shops for further advice.

### **Housing Benefit**

Contact the Housing Benefit Department at South Gloucestershire Council to make an application or discuss a claim. [01454 86 8002](tel:01454868002). Alternatively you may attend your local Council One Stop Shop office for assistance.

### **Council Tax**

You may be eligible for Council Tax Reduction. You may attend your local Council One Stop Shop for assistance submitting your Council Reduction Form.

### **Discretionary Housing Payment (DHP)**

You may be eligible for a DHP if you are in receipt of Housing Benefit or the housing element of Universal Credit (UC). You may be able to get a DHP to help with: a spare room that Housing Benefit will not cover; benefit caps reducing your Housing

Benefit or UC; your benefit being reduced because there is a non-dependent in the household; a deposit or rent in advance for moving to a new home; removal costs; a shortfall in the amount of Housing Benefit you receive and the cost of your rent.

Call 01454 868002 to make an enquiry or view the related webpage at: [Discretionary Housing Payment | BETA - South Gloucestershire Council \(southglos.gov.uk\)](https://www.southglos.gov.uk/beta/discretionary-housing-payment)

### **Debt Advice**

#### **Talking Money**

This organisation provides free independent debt, energy and financial advice at:

- **Kingswood One Stop Shop** every Thursday 9.30am to 4.30pm

To book a place call [0117 9543990](tel:01179543990).

### **Other Useful Information**

#### **Warm and Well**

Warm and Well's trained energy advisers give free energy efficiency advice that will help you stay warmer and healthier in your home. This ranges from simple changes you can make, to helping you access grants for insulation or providing information about renewable technologies. They can help you to reduce your energy bills, switch your energy tariff or supplier, and help you find local installers and tradespeople. They may be able to offer you a free home energy visit.

For more information or advice, please call one of their advisors on [0800 500 3076](tel:08005003076).

#### **Sure Start Maternity Grant**

This is a one-off payment of £500 to help towards the costs of having a child.

You usually qualify for the grant if both of the following apply:

- you're expecting your first child, or you're expecting a multiple birth (such as twins) and have children already; and
- you or your partner already get certain benefits.



You must claim the grant within 11 weeks of the baby's due date or within 6 months after the baby's birth. You do not have to pay the grant back and it will not affect your other benefits or tax credits. For more information please visit:

<https://www.gov.uk/sure-start-maternity-grant>

### **School Clothing Grant**

You can contact South Gloucestershire Council's Children and Young People Information Service regarding an Essential School Clothing Grant. The telephone number for this department is [01454 868008](tel:01454868008).

### **HandyVan Service**

The HandyVan service helps residents with household repair and maintenance work. This service is available to all residents and is subsidised for homeowners and private tenants over 60 and residents who are disabled. They can be contacted on [01454 863857](tel:01454863857). See the following link for more information: [HandyVan service | BETA - South Gloucestershire Council \(southglos.gov.uk\)](https://www.southglos.gov.uk/handyvan)

### **Prescription, dental, eyecare and other healthcare costs**

To find out about help within NHS costs for those on a low income, go to: [NHS Low Income Scheme \(LIS\) - NHS \(www.nhs.uk\)](https://www.nhs.uk/low-income-scheme)

If you need help making a claim or have questions about the scheme, call [0300 330 1343](tel:03003301343). Telephone lines are open Mon to Fri 8am to 6pm and Sat 9am to 3pm. Eligibility under this scheme depends on both your income and your savings, investments and property (not including where you live).

### **Further information**

For further information on help with living costs, please go to: [Help with the rising cost of living | BETA - South Gloucestershire Council \(southglos.gov.uk\)](https://www.southglos.gov.uk/help-with-the-rising-cost-of-living). This page provides additional information about national government support, as well as the local support that we provide.