

## Who else may be able to help?

- **Citizens Advice**  
[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)
- **St John's Hospital Trust**  
[www.stjohnsbath.org.uk](http://www.stjohnsbath.org.uk)
- **Debt Advice Foundation**  
[www.debtadvicefoundation.org](http://www.debtadvicefoundation.org)
- **Christian Against Poverty (CAP)**  
[www.capuk.org](http://www.capuk.org)
- **Step Change Debt Charity**  
[www.stepchange.org](http://www.stepchange.org)
- **Genesis Trust**  
[genesistrust.org.uk](http://genesistrust.org.uk)
- **Foodbank**  
[www.trusselltrust.org](http://www.trusselltrust.org)
- **St Monica's**  
[www.stmonicastrust.org.uk](http://www.stmonicastrust.org.uk)
- **Family Information Service Directory**  
[www.bathnes1bd.org.uk](http://www.bathnes1bd.org.uk)
- **Advice for families with a child or young person with special education needs & disabilities (SEND)**  
[www.rainbowresource.org.uk](http://www.rainbowresource.org.uk)

## Contact Details

### Welfare Support Scheme

Bath & North East Somerset Council  
Lewis House  
Manvers Street  
Bath

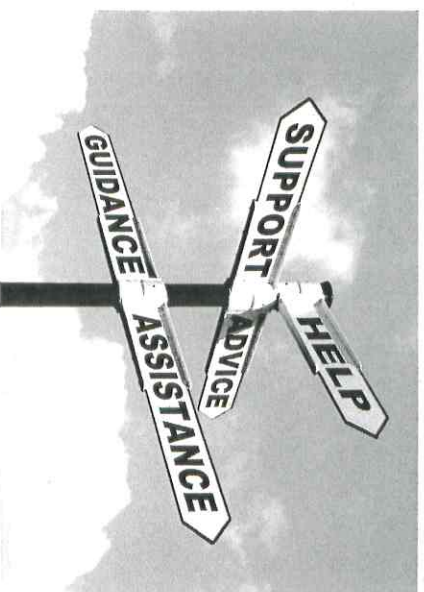
BA1 1JG

(please note this address is correspondence only)

**Office Number: 01225 477 277**

<http://www.bathnes.gov.uk>

Search for  
Welfare Support Scheme



This leaflet can be made available in a range of community languages, large print, Braille, on tape, electronic and accessible formats from the above address.

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Prepared by Bath & North East Somerset Council's Connecting Families Service and published by Bath & North East Somerset Council's Print Services, Dartmouth Avenue, Oldfield Park, Bath BA2 1AS

DP 5548 10/17 JM

## Bath and North East Somerset Welfare Support Scheme



Supporting people in crisis to make positive change towards a better future

Bath & North East Somerset Council



## Aims of the service

To support local residents in crisis, who are in extreme financial difficulty and can not afford to pay for essential daily living needs and household items.

## Who can apply?

You must be a resident and registered at an address in Bath & North East Somerset. There is no guarantee that you will get help under this scheme. The funds are limited and will only be provided for emergency and short-term assistance. Priority applications will be based on your personal and financial situation, and will be provided only to applicants who have a low income.

## What can we help with?

- Daily living Needs
- Local Council Tax Support Scheme
- Assistance to purchase essential household items
- Travel
- Rent in Advance
- Non-daily Living Needs

## How will payments be made?

### It is a non-cash scheme

The level of support you may be given will depend on what you qualify for and your personal situation. For example, vouchers (please note these are not for re-sale).

## Supporting you into work

If you are between 18 to 64 years old the team will ask you about your employment status and will put you in touch with others who may be able to get you into work or training as required. Increasing employment and supporting people into work are key elements of the Welfare Support Scheme, as there are economic, social and moral arguments that work is the most effective way to improve the well-being of individuals, their families and should prevent you needing support in the future from the Council. The following services provide support into work:

Learn Direct: [www.learnndirect.com](http://www.learnndirect.com)

Clean Slate: [cleanslateltd.co.uk](http://cleanslateltd.co.uk)

Connecting Families have a seconded DWP employment advisor, and the Children Centre Services have an employment worker too, so if you meet the criteria then they may be able to help too. See website: [www.bathnes.gov.uk](http://www.bathnes.gov.uk)

## How can you apply?

### By phone

by calling the Welfare Support Team on:

**01225 477 277**

### By text

**07560 263550**

(for non-emergency texts only)

### By email:

[welfare\\_support@bathtnes.gov.uk](mailto:welfare_support@bathtnes.gov.uk)

This service is normally available

**Monday to Thursday**

**between 9.00am and 4.30pm**

**(and to 4.00pm on Fridays)**

You will always be required to complete an income and expenditure form, which can be located on the web page (see back page for details). Customers may be asked to provide bank statements and evidence of any savings.

Applications for food may be exempt.

### Fraud

Please note that all Council staff have a duty to report suspected fraud in regards to benefit claims, Council Tax etc. to the Council's Investigations Team, who will investigate all allegations following standard Council Policy.



## Welfare Support Scheme

Advice line phone number

**01225 477 277**



This service is only available by phone.  
Monday to Friday from 9.00am - 4.30pm

**Bath & North East  
Somerset Council**

For more scheme details  
see the back of this card

This scheme has been set up for people who need extra help and advice to pay for essential things. It can cover some of the following costs for a limited time but this depends on your personal situation:

- Daily living needs like food, gas & electricity
- Essential household items that need replacing
- Help with your rent or Council Tax if you get certain benefits or support payments already.

You must apply by phone between Mon to Fri only (see front of card). Staff at Council Offices cannot help with any applications under this scheme.

Visit [www.bathnes.gov.uk/benefits](http://www.bathnes.gov.uk/benefits) for more details.