



# Cost of Living Workshop

What Services are available in Flintshire?



## Flintshire Social Prescription

**Funder** - Betsi Cadwaldr University Health Board, Regional Integration Fund, Flintshire County Council and Families First.

**General description** - The Flintshire Social Prescription Team is managed by Flintshire Local Voluntary Council (FLVC) and is a part of Flintshire's Single Point of Access (SPoA) for Adult Services and the Early Help Hub (EHH) for Children's Services. Social prescribing connects people to practical and emotional community support from a wide range of non-clinical services within the Third Sector. FLVC's Social Prescribers identify an individual's needs through a 'What Matters' conversation and will discuss appropriate services that will enable the individual to maintain independence in the home, achieve their well-being goals, and alleviate some of the pressures experienced as a result of the cost-of-living crisis.

**Eligibility criteria** - The service is open to everyone, and referrals can be taken from anyone, including self-referrals. If a referral is being made on behalf of someone else, then consent must be gained before making the referral. **How to refer / access points** - Referrals can be made through SPoA at 03000 858858 or via email at support@flvc.org.uk. **Staff** - The team currently consists of a Team Leader, and four full-time and two part-time members of staff. **End date** - Subject to annual funding.



## The Extra Mile Project

**Funder** - The National Lottery.

**General description** - Targeting advice at people with mental ill health, with a focus on making advice more accessible for the target group by providing new digital contact channels and delivering advice services in places where people are accessing support with their mental health. **Eligibility criteria** - People with all levels of mental ill health. **How to**



**refer / access points** - Clients can access the project through usual CAF access channels, our digital advice channels (WhatsApp, Messenger, SMS), or via our outreaches in the KIM Hub, Flint Library and Heddfan. Organisations who are involved in the care or support of people with mental ill health can refer people indirectly via the website: [www.flintshirecab.org.uk/extra-mile-referral](http://www.flintshirecab.org.uk/extra-mile-referral) **Staff** - Four staff (including two caseworkers) and four dedicated volunteers actively work on the project.  
**End date** - October 2023 currently, but we are exploring continuation funding options.

## Welfare Rights Service (WRS) / Claim What's Yours (CWYs)

**Funder** -The WRS is funded by Flintshire County Council, and CWY is funded by the Welsh Government. **General description** - The Welfare Rights service was delivered by FCC until 2016 when delivery of the service was transferred to CAF. The current funding agreement lasts until March 2023 and is reviewed annually.

**Eligibility criteria** - WRS – Must be a Flintshire resident. CWY – anyone needing a benefit check or income maximisation advice in Wales. **How to refer / access points** – WRS via Citizens Advice Flintshire FLAG referral form: [flintshire.cab@cabnet.org.uk](mailto:flintshire.cab@cabnet.org.uk). CWY telephone: 0808 250 5700, Monday to Friday 9 am to 5 pm.

**Staff** - We currently have four caseworkers on the project. We also have paid casework support. The service delivers any level of Welfare Benefits advice from benefits checks up to tribunal representation. Depending on the issue, some clients will receive one-off advice, others will receive a casework service. The CWY service is a helpline which is delivered by all Welsh Local Citizens Advice. We have four FTE caseworkers on the project in Flintshire who specialise in benefit checks. Clients needing additional help following their benefit check are referred to their LCA. When the line is less busy we receive overflow calls from anywhere in Wales regarding any issue.

**End date** - Both are funded until March 2023. We hope for continuation funding.



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## Warm Wales

**Funder** - Wales and West utilities, Energy Redress Fund, Housing Support Grant for Flintshire and Denbighshire.

**General Description** - "Our mission is to empower people to make



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the right choices and decisions for themselves to enable them to alleviate fuel poverty and become more resilient". Community Workers offer a range of advice, support, and referral options tailored to the needs of the household. Bringing together energy advice, case worker support, education and behaviour change with well-being and social prescribing to improve people's health outcomes by understanding the root causes. Looking to tackle fuel poverty, reduce avoidable health inequality and improve health and well-being. It starts with the home and the more you talk, the more you find. This is achieved by: Ensuring that residents' basic needs are met so they can fulfil their potential. Engagement, encouragement, education and empowerment. Ensuring everyone has access to safe, sound, secure and warm housing. Where they can grow, work and play. **Eligibility criteria** - Our services are free and open to everyone in Wales. Some of the services we refer in to have their own eligibility criteria – these usually relate to whether someone is on a low income, on certain means-tested benefits and/or has health conditions. **How to refer / access points** - Referral link for both self and organisations on our website: [www.warmwales.org.uk/how-we-can-help-you](http://www.warmwales.org.uk/how-we-can-help-you) Phone: 01352 711751. Email: [NWreferrals@warmwales.org.uk](mailto:NWreferrals@warmwales.org.uk) Website: [www.warmwales.org.uk](http://www.warmwales.org.uk) **End Date** - Main funding until October 2023, but we are exploring other funding options. Smaller pots of funding are ongoing until 2024 /2025.

## Specialist Debt Services At CAF

### Single Advice Fund

**Funder** - Welsh Government. **General description** – We assist clients with court applications, challenging liability, and multiple enforcement cases. We work with a number of North Wales partners to offer targeted specialist debt advice to the people who need it the most. **Eligibility criteria** - This project has targeted priority groups of clients: young people, older people, learning disabilities, mental health; domestic violence, substance abuse, health & disability, carers, and veterans. However, the project is open to any client who has a specialist debt need; this may include but is not limited to insolvency. **How to refer / access points** - Clients can access the CAF project through the usual CAF access channels. Referrals can also be made through FLAG or Refernet. **Staff** - Two full-time debt caseworkers.



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Sir y Fflint  
Flintshire

## Housing Support Grant & Flintshire Council Debt

**Funder** - Flintshire County Council. **General description** -

Working in partnership with FCC and other support agencies, we assist clients who have fallen behind with their housing payments, and are at risk of homelessness. The project provides early intervention with specialist casework and support through a holistic service for all relevant advice needs; focusing on debt options, budgeting and accessing benefit entitlement. **Eligibility criteria** - Our HSG Debt

service provides advice to people who have a housing need; clients that are homeless or living in temporary accommodation with a barrier to permanent housing, with current rent or mortgage arrears or living in rented accommodation, and who are persistently late paying their rent. This service is available for clients who need additional support & debt advice. **How to refer / access points** - Clients can access the HSG project through the usual CAF access channels or our FLAG referral system. Flintshire Council Debt project is only available to referrers; Flintshire County Council & supporting agencies can directly refer clients by sending a referral form to our debt caseworker via [debt@flintshirecab.org.uk](mailto:debt@flintshirecab.org.uk) **Staff** - Two full-time Debt Advice & Support Caseworkers one of whom is a DRO Intermediary and IMA registered. **End date** - March 2023 currently but hopeful for continued funding.



## Discretionary Assistance Fund

**Funder** - Welsh Government. **General description** - The

Discretionary Assistance Fund (DAF) provides two types of grants to the citizens of Wales that do not need to be paid back. Emergency Assistance payment: Open to anyone over the age of 16 living in

Wales. It is a grant to help with essential living costs such as food, gas, electricity, and emergency travel. The fund can help people who are: Experiencing extreme financial hardship, have lost their job, have applied for benefits and are awaiting their first payment. Individual Assistance Payment: A grant to help someone live independently in their home or a property that they are moving into. These applications to DAF must be partner supported, and the client must have an income-related benefit to qualify. **Eligibility criteria** - Emergency Assistance Payment (EAP): Available to citizens living in Wales over the age of 16. The DAF can provide assistance 3/5 times



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within a 12-month rolling period. EAP applications impacted by Covid OR impacted by Universal Credit and experiencing extreme financial hardship will continue to receive entitlement of up to 5 awards in a rolling 12-month period. Clients can continue to be considered for an award after the 7th day as long as they have not exceeded award entitlement. EAP applications not impacted by Covid OR impacted by Universal Credit as above will continue to receive entitlement of up to 3 awards in a rolling 12-month period. Clients can continue to be considered for an award after the 28th day as long as they have not exceeded award entitlement. Individual Assistance Payment (IAP): Available to citizens living in Wales over the age of 16. These applicants must be partner-supported and must have a qualifying benefit: Income Support, Income-based Jobseekers Allowance, Income-related Employment and Support Allowance, Guaranteed Credit element of Pension Credit, or Universal Credit. **How to refer / access points -** Applications to DAF can be made online, by phone or by post. To become an approved partner please contact DAF.Partners@necsws.com Apply online: Discretionary Assistance Fund (DAF): Apply | GOV.WALES Phone: 0800 8595 924 **Staff -** Annie Lush is the Partnership manager for the Discretionary assistance fund.

## Well-Fed

**General description -** We offer a variety of services, all focused on feeding people well and tackling hunger. All our services are accessed via referral agents. Mobile Shops: Our mobile shops visit Garden City, Sealand, Wrexham (Plas Madoc), Mold, Parklands and Shotton Cricket Club, Penyffordd. FoodStore: Our fresh food response to food poverty. We provide households with fresh recipe packs that they can use to create freshly made meals as well as staple items such as bread, milk, eggs etc. We run this service for 12 weeks in total: 4 weeks for free, 4 weeks for £10 and 4 weeks for £15. Each food parcel is worth £38. **Eligibility criteria -** People with food insecurity or who would have otherwise received a food bank voucher. **How to refer / access points -** via referral agencies and/or direct as customers if attending our Mobile Shops. **Staff -** 24



## CAF Energy Advice Services

**Funder** - Energy Redress Scheme, Moondance Foundation and Gwynt y Môr Community Fund. **General description** - Force for Energy is an energy advice project established to meet the needs of the Armed Forces community (service and veteran) across North Wales, funded through the Energy Industry Voluntary Redress Scheme. The project aims to reduce fuel poverty by identifying and supporting vulnerable households and providing them with holistic advice and support. The project is also in partnership with other North Wales LCA's and Woody's Lodge which is a social hub, which guides veterans to the help & support they need to re-engage with their families and communities. GYM Energy Project is funded by the Gwynt y Môr (GYM) Community Fund, targeting households who are predominantly off-grid and living in the Flintshire rural coastal community. The project aims to provide Income maximisation and energy advice to people living in the GYM area. Citizens Advice Cymru are funded by the Moondance Foundation to provide one-to-one energy advice and related issues to fuel poor and vulnerable clients across Wales. In Flintshire, we can provide energy advice to households in fuel poverty or at risk of fuel poverty. Areas of advice include bill reading /interpretation, emergency support, tariffs, Smart Meter advice, energy grants, energy debt management, income maximisation, efficiency measures and other help available. **Eligibility criteria** - Armed Forces Community, Households living in Flintshire rural coastal community and households in fuel poverty or at risk of fuel poverty. **How to refer / access points** - Clients can access the projects through usual CAF access channels (telephone, WhatsApp, Messenger, SMS etc..) and via our website: [www.flintshirecab.org.uk](http://www.flintshirecab.org.uk). Third parties can refer to us via our Flintshire Local Advice Gateway or via Refernet. **Staff** - 2.5 full-time equivalent energy advisers working on these projects.

