

Family Community Work Coach Guidance for Lead Professionals

HOW CAN WE HELP YOU?



If the Early Help Assessment and Action Plan clearly identifies that a family

- Are eligible for a DWP benefit/support
- Are looking for support towards/into employment
- Have a named Lead Practitioner

Then please make a request for intervention to a Family Community Work Coach on EHM. Social Workers should make a manual referral by email and add to their family plan.

Family Community Work Coach can support Families in the following ways:

- Help to identify job goals
- Understanding barriers to work and solutions to them
- Understanding impact of work, both financial and practically on the family.
- Coaching on Internet jobsearch
- CV support
- Support with Job applications
- Interview skills and preparation
- General benefit queries
- Signposting to Training information
- Other information such as transport schemes

Family Community Work Coaches will complete a worklessness assessment on allocated cases which will form part of the Early Help Assessment. Appropriate outcomes and measures to be identified within the Action Plan and Team around the Family Meeting. The voice of the family will be reflected in the goals and tasks agreed.

Family Community Work Coaches will oversee the worklessness element of the family action plan and report on outcomes on EHM and they will measure collected evidence where appropriate.



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Families will need to give their permission to be referred to Family Community Work Coaches and the Lead Professional is responsible to ensure that the family agreement form is completed and uploaded onto EHM prior to referral. If you would like support on completing this Referral Form – please contact

SupportingFamiliesTeam@shropshire.gov.uk

Useful Contact Details

Gov.uk - <https://www.gov.uk/>

The best place to find government services and information including benefit links.

Universal Credit - <https://www.gov.uk/universal-credit>

The primary benefit for people who are: Unemployed, Lone Parents, Carers, unable to work or in a lower income bracket.

Additional Help To Claim Universal Credit - Citizens Advice

<https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/help-to-claim/>

A separate service to help those who are unable to make a UC claim themselves.

New Style Jobseekers Allowance

<https://www.gov.uk/guidance/new-style-jobseekers-allowance>

If you're unemployed or work less than 16 hours a week on average you may be able to get New Style Jobseeker's Allowance (JSA).

New Style Employment Support Allowance.

<https://www.gov.uk/guidance/new-style-employment-and-support-allowance>

If you are ill or have a health condition or disability that limits your ability to work you may be able to get New Style Employment and Support Allowance (ESA).

Housing Benefits and Council Tax Support

<https://www.shropshire.gov.uk/benefits/apply-for-housing-benefit-or-council-tax-support/>

Means tested support for help with housing costs for renters and to reduce your Council tax bill. **0345 678 9002**

HOW CAN WE HELP YOU?



Cost of Living Support

<https://www.shropshire.gov.uk/cost-of-living-help/>

If you're worried about money and the rising cost of living, there is help and support available.

PIP (Personal Independent Payment) - <https://www.gov.uk/pip>

Financial support for those with disabilities, from aged 16 to state pension age.

Telephone: **0800 917 2222** New Claims

Textphone: **0800 917 7777** New Claims

Telephone: **0800 121 4433** PIP enquiry line

Textphone: **0800 121 4493** PIP enquiry line

DLA (Disability Living Allowance)

<https://www.gov.uk/disability-living-allowance-children>

Financial Support for Children (under 16) with Disabilities

Disability Living Allowance helpline

Telephone: **0800 121 4600**

Textphone: **0800 121 4523**

Contact JSA / ESA / IS for existing claims

Telephone: **0800 169 0310**

Textphone: **0800 169 314**

Carers Allowance - <https://www.gov.uk/carers-allowance>

Financial Support if you care for someone full time

Telephone: **0800 731 0297**

Textphone: **0800 731 0317**

Attendance Allowance - <https://www.gov.uk/attendance-allowance>

Attendance Allowance helps with extra costs if you have a disability severe enough that you need someone to help look after you and you have reached pension age.

Telephone: **0800 731 0122**

Textphone: **0800 731 0317**

HOW CAN WE HELP YOU?



Child Benefit - <https://www.gov.uk/child-benefit>

Means tested financial support for parents with a child/children. **0300 200 3100**

Tax Credit Helpline

Means tested additional financial support for families with a child/children and/or working Families/Singles on a low income. **0345 300 3900**

Maternity Allowance - <https://www.gov.uk/maternity-allowance>

Maternity Allowance is a payment you can get when you take time off to have a baby.

Telephone: **0800 169 0283**

Textphone: **0800 169 0286**

Healthy Start - <https://www.healthystart.nhs.uk/>

If you're more than 10 weeks pregnant or have a child under 4, you may be entitled to get help to buy healthy food and milk.

Telephone: **0300 330 7010**

Sure Start Maternity Grant - <https://www.gov.uk/sure-start-maternity-grant>

You could get a one-off payment of £500 to help towards the costs of having a child. This is known as a Sure Start Maternity Grant.

Telephone: **0800 169 0140**

Textphone: **0800 169 0286**

Child Maintenance - <https://www.gov.uk/child-maintenance-service>

Child maintenance covers how your child's living costs will be paid when one of the parents does not live with the child. It's made when you've separated from the other parent or if you've never been in a relationship. **0800 171 2345**

Free School Meals - <https://next.shropshire.gov.uk/free-school-meals/>

Free information, advice and support on all aspects of family life for parent and carers of children. **0345 678 9008**

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Family Information Service - <https://linktr.ee/shropshirefamilyinfo>

Free information, advice and support on all aspects of family life for parent and carers of children. **01743 254400**

Pension Credit - <https://www.gov.uk/pension-credit>

Pension Credit gives you extra money to help with your living costs if you're over State Pension age and on a low income. Pension Credit can also help with housing costs such as ground rent or service charges.

Winter Fuel Payments Helpline

An automatic payment for people in receipt of State Pension to put towards fuel bills.

Telephone: **0800 731 0160**

Textphone: contact Relay UK on 18001 then **0800 731 0160**

Bereavement Service - <https://www.gov.uk/bereavement-support-payment/how-to-claim>

You may be able to get Bereavement Support Payment if your partner has died.

Telephone: **0800 151 2012**

Textphone: **0800 731 0464**

Funeral Payments - <https://www.gov.uk/funeral-payments/how-to-claim>

Financial support for funeral payments.

Social Fund

An interest free budgeting loan for 'essential items' for people in receipt of certain DWP benefits or Pension credit Social Fund Enquiry Line

Telephone: **0800 169 0140**

Textphone: **0800 169 286**

Just Credit Union - <https://justcreditunion.org/>

A basic savings account for people on a low income or unable to access mainstream banks. **01743 252325**



HOW CAN WE HELP YOU?



Food Banks and Cost of Living Support

<https://www.shropshire.gov.uk/cost-of-living-help/>

(Please note food banks require a referral through associated agencies or Shropshire Council, see Shropshire Council website for further details or call the Welfare Team on **0345 6789078**)

Citizens Advice Bureaux - www.cabshropshire.org.uk

A free general advice service to assist people resolve their problems, from Housing to debts and lots more. **03444 111 444**

Learn Direct <https://www.learndirect.com/>

UK's largest provider of skills, training and employment services. **0800 101 901**

National Careers Service <https://nationalcareers.service.gov.uk/>

Providing free impartial information, advice and guidance to help you make decisions on learning, training and work. **0800 100 900**

National Benefit Fraud Hotline - <https://www.gov.uk/national-benefit-fraud-hotline>

To anonymously report someone you think is committing any type of benefit fraud. **0800 854 440**

Visit our website for
more useful info

[/next.shropshire.gov.uk/early-help](http://next.shropshire.gov.uk/early-help)



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