

# Easy Read: Crisis Payments

## What are Crisis Payments?

Crisis Payments can help people on a low income if they have a **financial emergency**. This is when something unexpected happens and you do not have enough money to pay for essential things. [\[next.shrop...ire.gov.uk\]](#)

Examples include:

- Losing some of your income
- Benefits being reduced unexpectedly
- Your car breaking down
- A boiler, fridge, cooker, or other essential item breaking
- A fire, flood, or other emergency
- A health or mental health crisis that causes extra costs
- Domestic abuse leading to extra expenses [\[next.shrop...ire.gov.uk\]](#)

Crisis Payments are for **short-term help only**. They are not a regular source of income. [\[next.shrop...ire.gov.uk\]](#)

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## Before You Call

Please have your **most recent bank statements** ready for all the accounts you have. We may ask you to send copies to us. PDF copies are preferred if possible. [\[next.shrop...ire.gov.uk\]](#)

We use this information to:

- Check your identity
- Understand your financial situation
- See what essential costs you are struggling to pay
- Find other support that may help you [\[next.shrop...ire.gov.uk\]](#)

If you do not provide the information we ask for, your application may be closed. [\[next.shrop...ire.gov.uk\]](#)

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## Who Can Apply?

You may be able to apply if:

- You live in a low-income household
- Your income does not cover your essential costs

- You have had an unexpected financial shock or emergency [\[next.shrop...ire.gov.uk\]](#)

If other adults live in your household, they may be expected to help with household costs.  
[\[next.shrop...ire.gov.uk\]](#)

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## How to Apply

Call:

**0345 678 9078**

Choose **Option 2.** [\[next.shrop...ire.gov.uk\]](#)

## Opening times

- Monday, Tuesday, Thursday and Friday: **8:45am to 5pm**
- Wednesday: **10:00am to 5pm** [\[next.shrop...ire.gov.uk\]](#)

When you call, we will ask about:

- Your household
- Your income
- Your savings
- The help you need [\[next.shrop...ire.gov.uk\]](#)

If you cannot apply by phone and nobody can help you, email:

[localsupport@shropshire.gov.uk](mailto:localsupport@shropshire.gov.uk) [\[next.shrop...ire.gov.uk\]](#)

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## What Happens Next?

We will look at your individual circumstances and decide if we can help.  
[\[next.shrop...ire.gov.uk\]](#)

We may ask for:

- Bank statements
- Information about savings
- Proof of the emergency or problem
- A budget plan showing money coming in and going out
- Information from a support worker if you have one [\[next.shrop...ire.gov.uk\]](#)

A specialist adviser may contact you to discuss your application. [\[next.shrop...ire.gov.uk\]](#)

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## If Your Application Is Successful

If we decide to help, we will discuss:

- What support we can provide
- How the support will be given
- How quickly you need help [\[next.shrop...ire.gov.uk\]](#)

We will tell you our decision and explain the reasons. [\[next.shrop...ire.gov.uk\]](#)

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## If You Disagree With the Decision

You can ask us to look at the decision again. This is called a **review**. [\[next.shrop...ire.gov.uk\]](#)

You must ask within **1 month** of the date on your decision letter. [\[next.shrop...ire.gov.uk\]](#)

Email:

[localsupport@shropshire.gov.uk](mailto:localsupport@shropshire.gov.uk) [\[next.shrop...ire.gov.uk\]](#)

Or write to:

**Welfare Support Team**

**Shropshire Council**

**PO Box 4826**

**SHREWSBURY**

**SY1 9LJ** [\[next.shrop...ire.gov.uk\]](#)

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## Key Points

- ✓ Crisis Payments help with unexpected emergencies.
- ✓ You must provide recent bank statements.
- ✓ Call **0345 678 9078 (Option 2)** to apply.
- ✓ A specialist adviser may ask for more information.
- ✓ You can ask for a review if you disagree with the decision. [\[next.shrop...ire.gov.uk\]](#)