

Other support

Please find below details of other support services that may be helpful to know about.

Job Centre Plus

- **Short-term Advances** of benefit – these can sometimes be provided in circumstances where people are making a new claim, but are likely to experience financial hardship before receiving payment of their benefit.
- **Budgeting Loans** may also be available to claimants who have been in receipt of income related benefits for 26 weeks or more. They are intended to help claimants with intermittent expenses on essential items for example household equipment or costs relating to work or maternity. As people move to Universal Credit they will have access to a new system of 'Budgeting Advances' to replace Budgeting Loans.

Local District or Borough Council – for help with housing costs.

Foodbanks

If someone needs urgent food supplies they should contact one of the organisations listed in this leaflet and ask for a referral to their local foodbank. Foodbanks will need a voucher before they can exchange food packages. The Trussell Trust website offers more information about how foodbanks work and how to find one local to you.

 www.trusselltrust.org/foodbank-projects



Comments, compliments and complaints

We value your views and need to know if our services are meeting your needs and being delivered effectively. Please be aware that this is a discretionary service and there is no statutory entitlement to help. However, any organisation we ask to provide a service must operate a robust policy and procedure for dealing with complaints. This is a vital part of the way we monitor, review and approve them.


In the first instance you should contact the organisation who has provided you with the service. Otherwise, you can contact the County Council's Customer Relations Team if you have used the organisation's complaints procedure and:

- think their complaints process has not worked satisfactorily; or
- are not satisfied with the outcome.

Customer Relations Team
County Hall, Chichester, West Sussex, PO19 1RQ

 01243 777100

(ask for the Customer Relations Team)

 Tynetalk: 18001 01243 777100

 feedback@westsussex.gov.uk

 www.westsussex.gov.uk

Other formats or more copies

If you would like this information in another format, for example in another language, on audio CD, or large print, or would like further copies of this information please contact

 publications@westsussex.gov.uk

 01243 642121

Finding help in a crisis



Local Assistance Network



west
sussex
county
council

What is the Local Assistance Network?

The Local Assistance Network will provide immediate short-term aid to help protect a person's welfare by preventing a crisis.

We are working with a large number of organisations who can provide assistance to people. We want to help people who have no other way of getting assistance and:

- are on benefits or a low income;
- are facing an unforeseen emergency or disaster that puts them or their family at risk of harm;
- need help moving into or remaining in the community;
- live in West Sussex or are being resettled here;
- can provide evidence of who they are and why they need help.

The assistance will cover a range of basic needs, in many cases from charitable sources. Generally this will involve help to access appropriate goods or services. While the types of goods and services may vary depending on which organisation people contact, they all follow these key principles:

- **no cash** or financial assistance will be provided;
- no help will be available to meet housing costs or other debts; and
- any assistance offered will be on a discretionary basis, meaning no one will be entitled to help.

The types of goods and services that the Local Assistance Network can support people with will include food from food-banks, furniture recycling schemes, or vouchers to get personal and household goods such as nappies, cooking equipment, clothes or help with transport and fuel costs.



Finding someone who can help

There is a network of local organisations that can help. These are listed below. Please also visit our website www.westsussex.gov.uk/LAN for a complete and up-to-date list of organisations that are part of the Local Assistance Network.

If it's not possible to access our website we suggest visiting the local Citizens Advice Bureau. They will be able to signpost people to an organisation that can help, or provide advice themselves.

Local Assistance Network contact details

The following contacts are listed according to the people they can help and the areas that they cover. If you are unsure who to contact we would recommend visiting or contacting your local Citizen Advice Bureau first.

Citizen Advice Bureau – Advice line, open Monday – Friday 9am – 5pm

- ☎ 03444 771 171
- ☎ 0300 3300 650 (if calling from mobile)
- 🌐 www.centralandsouthsussexcab.org.uk
www.arunchichestercab.org.uk

For families and/or adults without children

Worthing Churches Homeless Projects

(covers Worthing and Shoreham and Littlehampton)

8 Marine Place, Worthing, BN11 3DN

- ☎ 01903 689748

Open Monday – Friday 9am – 5pm

Littlehampton United Church

1 High St. Littlehampton, BN17 5RG

- ☎ 07702 872377

Open Monday – Friday 9am – 12pm

Horsham Matters (covers Horsham area only)

Micah House, Blatchford Road, Horsham, West Sussex, RH13 5QR

- ☎ 01403 211833
- ✉ support@horsham-matters.org.uk
- 🌐 www.horsham-matters.org.uk

Open Tuesday – Saturday 10am – 3pm

Stonepillow (covers Chichester and Western Arun)

Restore, Unit 3, Terminus Road, Chichester, PO19 8UE

- ☎ 01243 698547
- ✉ restore@stonepillow.org.uk

Open everyday 9am – 5pm

For families only

Children and Family Centres – Please visit your local children and family centre. These are found in all main towns across West Sussex. Find out the contact details of your nearest centre.

- ☎ 01243 777807
- 🌐 www.westsussex.gov.uk and search 'children and family centre'

For adults without children

Crawley Open House (covers Crawley area only)

Riverside House, Stephenson Way, Three Bridges, Crawley West Sussex, RH10 1TN

- ☎ 01293 447702
- 🌐 www.crawleyopenhouse.co.uk

Open Monday – Friday 10am-4pm