

# COST OF LIVING SUPPORT HUBS

## Cost of Living Hubs are located at:

**Pensnett**, Grace Community Church, Tiled House Lane, Pensnett  
Open Tuesdays from 28th November 9:30am - 3:30pm

**Brierley Hill**, Brierley Hill Methodist Church, 24 Bank Street, Brierley Hill  
Open Alternating Wednesdays, 9:30am - 3:30pm

**Halesowen**, Halesowen Library, The Cornbow Centre, 7th Floor, Halesowen  
Open Alternating Wednesdays, 9:30am - 3:30pm

**Stourbridge**, Christ Church, High Street, Lye  
Open Thursdays from 28th September, 9:30am - 3:30pm

**Dudley**, Provision House, 80-81 High Street, Dudley  
Open Fridays, 9:30am - 3:30pm

## Winter Ready Criteria

Updated for the upcoming season, recognising the added financial strains. We are here to help!  
WE ARE OPENING A NEW HUB IN PENSNETT ON 28th NOVEMBER 2023!!

The criteria for visiting the Cost of Living Support Hubs has also changed.

**FROM THE W/B 20TH NOVEMBER, HOUSEHOLDS CAN NOW VISIT THE COST OF LIVING SUPPORT HUBS 3 MORE TIMES.**

Attendance history will be wiped. It doesn't matter if you've attended a Hub before.

Households are permitted to attend up to 3 times starting from the week beginning 20th November.  
This means 3 visits across any of our Hubs and not each Hub.

Please remember there must be a minimum of 12 days between each appointment.

Households must reside in the Dudley Borough.

## Assistance Available

Insightful presentations on ways to save money on utilities and how to make your money stretch further.

Practical help relating to access to food, fuel, energy, available benefits, grants and funds based on qualifying criteria.

Issuing a voucher per household to purchase essentials  
(NB: these vouchers can only be issued in a crisis, and are subject to availability)

Issuing a fuel bank voucher  
(NB: subject to eligibility)

Identifying other organisations that can help with the struggles being experienced.

## How to Book

To see available dates and book an appointment visit our Eventbrite page:  
[https://CA\\_DudleyandWolverhampton.eventbrite.com](https://CA_DudleyandWolverhampton.eventbrite.com)

Support is only offered by attending a pre booked appointment.  
Appointments cannot be booked directly at the venues.

Appointments can only be booked via visiting our Eventbrite page.

Only one appointment per household is required, regardless of how many members of the household are attending on the day.

If you are not eligible your appointment may be cancelled or you will be refused entry on the day.

## ID Evidence Required

On the day of your appointment, you must bring with you 2 forms of ID:

1 form of ID with your Full Name (passport, travel pass, debit card, driving license etc)

AND

1 recent letter/bill dated within the last 3 months including your name and address to prove you're a Dudley Borough resident.  
(e.g. a recent council tax bill, gas/electric/water bill, benefits awards letter, letter from Dudley Council, letter from the Government, PIP or DLA letter, TV license etc)

We reserve the right to request photo ID when you are at the hub to authenticate your ID.

We reserve the right to cancel the appointment should we feel the ID is not that of the appointment holder or that the ID is not authentic.

**For more information on Cost of Living support, go to:**

<https://DudleyWolverhamptonCA.eventbrite.com>

<https://www.dudley.gov.uk/costofliving>

<https://www.facebook.com/CitizensAdviceDudleyAndWolverhampton/>

Please share this information with the community to ensure we can support as many individuals and families as possible in the coming months.