

# Worrying about money?

Support is available in Enfield



Three steps to find options and places to get help

## Step 1: What's the problem?

### I suddenly have no money

- Lost job or reduced hours
- Money stopped
- Lost money
- Unexpected expense
- Disaster (e.g. flood or fire)
- Relationship breakdown
- Sanctioned (benefit stopped/reduced - see option 5)

See options 1 2 6

### My money doesn't stretch far enough

- Deciding between food, fuel, and mobile credit
- Low income
- Zero hours contract
- Statutory Sick Pay too low
- Facing redundancy
- Not sure if eligible for support
- Change of circumstance

See options 1 2

### I have debt

- Rent or Council Tax
- Gas and electricity
- Payday loans
- Owe friends or family
- Benefit repayments

See option 3

### I am waiting on a benefit payment or advance

- New claim for benefit
- Payment delayed
- Waiting for decision

See options 1 4

## Step 2: What are some options?

### 1 Council Support Schemes

Anybody of working age and on a low income may be eligible for Universal Credit. Depending on your circumstances you may be entitled to claim **housing benefit**. If you are on a low income and struggling to pay your council tax, please contact the Borough in which you live to apply for **council tax support**. If you are in receipt of the above and still struggling, you may be eligible for a **discretionary payment**.

Find out more at: [www.enfield.gov.uk/financialhardship](http://www.enfield.gov.uk/financialhardship)

### 2 Maximise Your Income

Anyone who is struggling financially can get a benefit check and speak to an advisor for free and confidential advice. A benefit check can ensure that you are receiving all the money you're entitled to, especially if your circumstances have changed recently. Speaking to an advisor could also help with managing gas and electricity bills and make sure you're not missing out on things like free school meals.

### 3 Debt Advice

Debt can happen to anyone. Free advice and support can help you find ways to manage your debts and reduce how much you pay each month.

### 4 Benefit Advance

If you have made a new claim for benefit and are in financial hardship while you wait for your first payment, you may be able to get an advance to afford things like rent or food. It's important to get advice before taking out an advance. Benefit advances must be paid back, and the money will be taken from your future benefit payments (a loan).

### 5 DWP Hardship Payment

If you have been sanctioned, you may be able to request a hardship payment from the Jobcentre. Hardship payments are not always paid immediately, and they're not available to everyone. Hardship payments of Universal Credit need to be paid back (a loan), but hardship payments of Jobseeker's Allowance or Employment Support Allowance do not (not a loan).

### 6 Challenge a Decision

You can challenge a benefit decision if your benefit has been stopped / sanctioned / reduced / refused or you have been overpaid. Most benefit decisions need to be challenged within one month.

## Step 3: Where can I get help? For free and confidential support

### ENFIELD COUNCIL

#### Welfare Advice and Debt Support

A single point of contact for income and council debt issues, supporting residents to maximise income, pay council debts and remove barriers to work  
[www.enfield.gov.uk/financialhardship](http://www.enfield.gov.uk/financialhardship)

Help with options: 1 2 3

#### Housing Advisory Service

Housing advice and support for those who are homeless or at risk of being homeless  
[housingadvice@enfield.gov.uk](mailto:housingadvice@enfield.gov.uk)  
[www.enfield.gov.uk/services/housing](http://www.enfield.gov.uk/services/housing)

Help with option: 1

### CITIZENS ADVICE ENFIELD

Free, accessible, quality advice with problems such as housing, employment, benefits, debts or immigration issues  
0800 014 8307  
[www.citizensadviceenfield.org.uk/contact-us](http://www.citizensadviceenfield.org.uk/contact-us)

Help with options: 1 2 3 4 5 6

### CITIZENS ADVICE NATIONAL

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)  
**Universal Credit Help To Claim**  
0800 144 8444 (freephone)  
**Helps with options: 2 4**

**Debtline**  
0800 240 4420 (freephone)  
**Helps with option: 3**

### ENFIELD DEBT CENTRE

**Bilingual debt support – English and Romanian**  
07596 735 789  
[info@enfielddebt.org](mailto:info@enfielddebt.org)  
[www.sentlondon.co.uk/enfield-debt-centre](http://www.sentlondon.co.uk/enfield-debt-centre)

Help with options: 2 3 6

### CHRISTIANS AGAINST POVERTY

**Free debt support and budgeting courses in Enfield**  
0800 328 0006 (freephone)  
[www.capuk.org](http://www.capuk.org)

Help with option: 3

## Other Debt and Benefit Support

### OTHER BENEFIT SUPPORT

#### Enfield Connections

Advice and assistance for vulnerable adults with benefit enquiries, online form filling and more  
020 3960 0129  
[info@enfieldconnections.org](mailto:info@enfieldconnections.org)  
Self-referral Form: [www.bit.ly/EnfieldSelf](http://www.bit.ly/EnfieldSelf)

#### Enfield Carers Centre

Training, information and support for carers including advice on benefits, money management, and employment  
[www.enfieldcarers.org](http://www.enfieldcarers.org)  
020 8366 3677  
[info@enfieldcarers.org](mailto:info@enfieldcarers.org)

#### Turn2us

Information on benefits and grants  
[www.turn2us.org.uk](http://www.turn2us.org.uk)  
[benefits-calculator.turn2us.org.uk](http://benefits-calculator.turn2us.org.uk)

Visit [www.gov.uk](http://www.gov.uk) for a list of all benefits including disability benefits:  
[www.gov.uk/browse/benefits](http://www.gov.uk/browse/benefits)

### OTHER DEBT SUPPORT

#### Samafal

Free employment services, money management courses & bilingual debt support - English, Arabic, Somali & Turkish  
[info@samafal.org.uk](mailto:info@samafal.org.uk) | [www.samafal.org.uk](http://www.samafal.org.uk)

#### Debt Free Advice

Expert advice to Londoners with problem debt. Advice pages can be translated into Polish, Bengali, Gujarati, Urdu & Spanish  
0800 808 5700 | [www.debtfreeadvice.com](http://www.debtfreeadvice.com)

#### National Debtline

Free and independent debt advice over the phone and online  
0808 808 4000 | [www.nationaldebtline.org](http://www.nationaldebtline.org)

#### StepChange

Expert debt advice and money guidance  
0800 138 1111 | [www.stepchange.org](http://www.stepchange.org)

#### Stop Loan Sharks

Need help with a loan shark?  
Contact the Stop Loan Sharks Team - in the strictest confidence  
0300 555 2222 | 07860 022 116 (Text)  
[reportaloanshark@stoploansharks.gov.uk](mailto:reportaloanshark@stoploansharks.gov.uk)  
[www.stoploansharks.co.uk](http://www.stoploansharks.co.uk)

## Other Advice and Support

### Age UK Enfield

*Information, advice, advocacy and a range of wellbeing services for over 50s*

020 8375 4120

admin@ageukenfield.org.uk

www.ageuk.org.uk/enfield

### Mind in Enfield

*Contact the Sanctuary service if you are going through emotional distress and are struggling to cope*

020 8906 7509 (Sanctuary)

020 8906 7506 (General)

www.mindeb.org.uk

### Enfield Disability Action

*Operates as a one stop shop for disabled people*

020 8373 6228 | eda@e-d-a.org.uk

### Simply Connect Enfield

*Advice, support and self-help, healthy living, social groups and activities*

connectwell@enfieldva.org.uk

enfield.simplyconnect.uk

### Shelter

*Free housing advice*

0808 800 4444 (freephone)

www.england.shelter.org.uk

### Healthy Start

*To help buy fruit, vegetables and milk if you're on a low income, pregnant or have a child under 4.*

0300 330 7010 | healthy.start@nhsbsa.nhs.uk

www.healthystart.nhs.uk

## For Asylum Seekers, Refugees and Migrants with No Recourse to Public Funds (NRPF)

### Project 17

*Advice on housing and financial options for families with children facing severe poverty/homelessness because they have NRPF*

07963 509 044

www.project17.org.uk

### The Unity Project

*Support to have NRPF condition removed if applicable and other support*

www.unity-project.org.uk

### Healthy Start

Apply online: [www.healthystart.nhs.uk](http://www.healthystart.nhs.uk)

0300 330 7010 | healthy.start@nhsbsa.nhs.uk



Interactive version



[www.worryingaboutmoney.co.uk/enfield](http://www.worryingaboutmoney.co.uk/enfield)

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