

Help for people affected by the flooding

If you are reading this leaflet, you are probably suffering from the terrible flooding in the area, and may be in an evacuation centre.

This leaflet outlines what emergency financial help may be available to you from the Department of Work and Pensions.

Two types of help

There are two types of emergency financial help available for the most needy. The next two sections will help you find out *if you might qualify*.

For people whose homes have been flooded Jobcentre Plus can provide financial help through:

1. Crisis Loans

Q: what are crisis loans?

A: As the name suggests, they are interest free repayable loans to help with immediate essential costs, for food, clothing or household items.

Q: Who is eligible?

A: You may be eligible if:

- you are facing danger to your health or safety
- you have no other financial means such as savings

Q: How do I find out more information?

A: - ask someone from Job Centre Plus at an evacuation centre over the weekend. They will be able to take a claim if appropriate
-go on line to www.direct.gov.uk

Q: How quickly will I get the money?

A: If you are eligible, you will be told straight away and payment will normally be by a cheque that you can cash at a Post Office

Community Care Grants

Q. What are Community Care grants? ,

- A. Community Care grants are non repayable grants to help to support vulnerable people living in the community by giving awards where eg they help people remain in the community rather than enter care or to ease exceptional pressures on families.

Q. Who is eligible?

A. You may be eligible if

- you are in receipt of Income Support, income based Jobseekers Allowance or Pension Credit.
- You have no insurance or other resources to meet the need.

Q: How do I find out more information?

A: - ask someone from Job Centre Plus at an evacuation centre over the weekend. They will tell you how to apply
-go on line to www.direct.gov.uk

We will be very busy over the next few days, so please bear with us.