





Advice, Advocacy and Welfare Benefits Service for adults in Shropshire

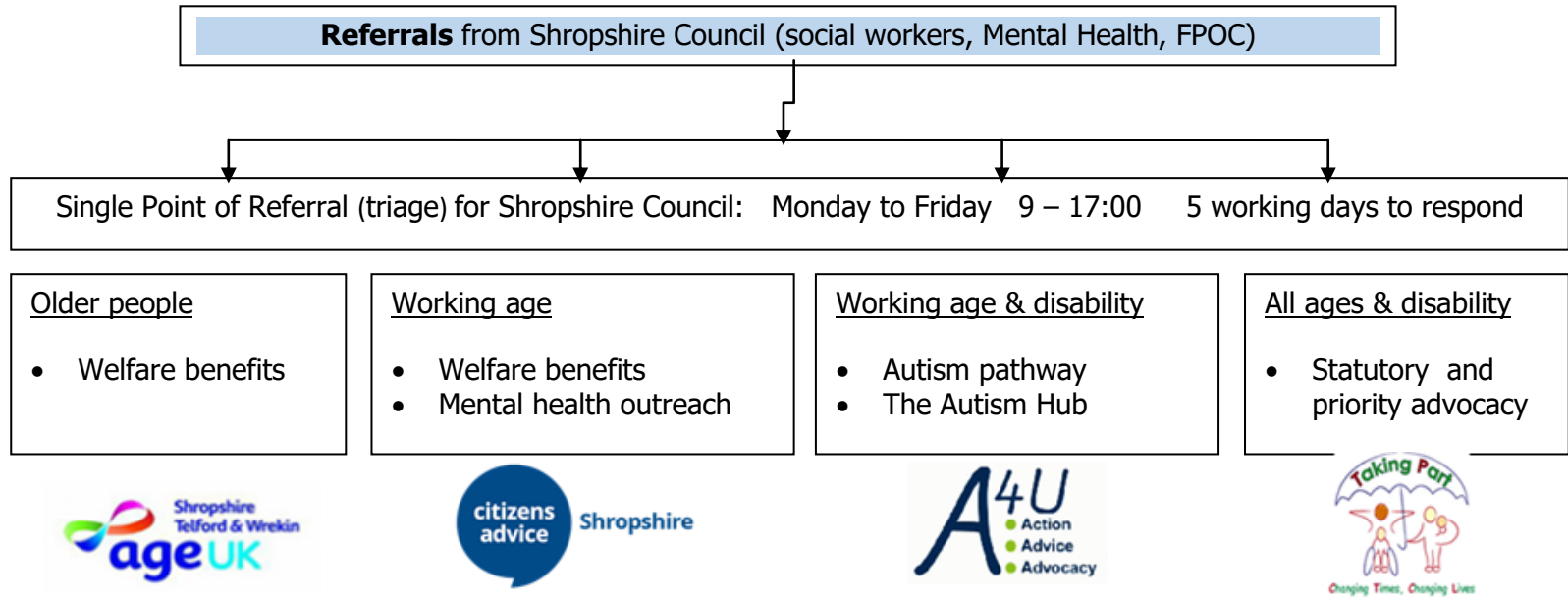
Funded by Shropshire Council

3 + 2 years contract started 1st October 2019

Partnership contract led by Citizens Advice Shropshire

			
<p>Citizens Advice Shropshire provides information and advice, supporting clients with various issues, such as welfare benefits, debt, relationships and family issues, employment, discrimination and more.</p>	<p>A4U is a Disability Advice Centre providing information, advice and advocacy to people with disabilities, their families and carers, as well as health and social care professionals. A4U provide specialist support for adults with autism.</p>	<p>Age UK Shropshire Telford and Wrekin works with and for older people to improve the quality of later life within the borders of Shropshire, Telford and Wrekin.</p>	<p>Taking Part provides a wide range of services including advice and advocacy to people with health and social care needs throughout Shropshire and Telford and Wrekin. In Shropshire we provide independent advocacy including statutory advocacy.</p>
<p>Fletcher House, 15 College Hill, Shrewsbury, SY1 1LY 34, Arthur Street, Oswestry, SY11 1JN Ludlow Youth Centre, Lower Galdeford, Ludlow, SY8 1RT (check website for opening hours) Adviceline Shropshire: 03444 99 11 00 Text relay: 03444 111 445 Telephone advice is available: Monday to Friday 10:00 to 16:00 www.cabshropshire.org.uk</p>	<p>Louise House, Roman Road, Meole Brace, Shrewsbury, SY3 9JN 01743 539201 advice@a4u.org.uk www.a4u.org.uk</p>	<p>3 Mardol Gardens, Shrewsbury, SY1 1PR Open: Monday to Friday 10.00 - 16.00 01743 233 123 enquiries@ageukstw.org.uk www.ageuk.org.uk/shropshireandtelford</p>	<p>Louise House, Roman Road, Meole Brace, Shrewsbury, SY3 9JN 01743 363399 takingpart@takingpart.co.uk www.takingpart.co.uk</p>
Main delivery aspects			
<p>Single Point of Referral (triage)</p> <ul style="list-style-type: none"> Welfare benefits service for working age adults Mental health outreach <p>Advice (open door) for working age adults</p>	<p>Autism Hub</p> <p>General advocacy</p> <p>Advice - general disability related</p>	<p>Welfare benefits for older people</p> <p>General advocacy for older people</p> <p>Advice for older people</p>	<p>Single Point of Referral (triage)</p> <ul style="list-style-type: none"> Statutory & priority advocacy <p>Advocacy general (open door) for working age</p>

Referral protocol is currently being discussed between providers and Shropshire Council representatives. Once agreed, we will distribute the protocol.



and

