

WELFARE MATTERS

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WELFARE LIAISON OFFICERS

This newsletter outlines some of the work that we are doing to engage and support residents, as well as highlighting the support available from local organisations.

Our aim is to enable sustainable tenancies, encourage early intervention, resilience, financial security and ensure people claim their full entitlements. Financial stability improves health, wellbeing, strengthens families and relationships which positively shapes the environment we share.

uttlesford.gov.uk/cost-of-living

COST OF LIVING

ENTITLEMENT TO BENEFITS

FINANCIAL HARDSHIP

APPLYING FOR HELP

DEBT

WHERE TO GET SUPPORT?

UNIVERSAL CREDIT SHORTFALL

COUNCIL TAX



RENT ARREARS

HELP IN THE WINTER

NEW HELP HUB LAUNCHING IN GREAT DUNMOW LIBRARY



**Uttlesford
Help Hub**

Everyone needs a little extra support sometimes. The Help Hub is here to make sure you get help quickly - before small problems become big ones.

Support



We work with local organisations to offer practical support, advice, and guidance to help you get back on track.

We can help with:

- Benefits and housing
- Rent and council tax
- Managing payments and arrears
- Wellbeing and mental health
- Employment advice

2026 Dates

14 January
11 February
11 March
8 April
13 May
10 June
8 July
12 August
9 September
14 October
11 November
9 December

10am to 2pm on the
second Wednesday of
each month



Dunmow Library
47 White Hart Way
Great Dunmow
CM6 1FS



We are launching a new Help Hub in Dunmow Library. It's a warm and welcoming space.

Come and have a chat over a cup of tea, and see what support might be available from Uttlesford Housing, Benefits and Council Tax.

Information on how to find us at Dunmow Library:

www.accessable.co.uk/essex/essex-county-council/access-guides/dunmow-library

HELP HUB IN SAFFRON WALDEN



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Support



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We can help with:

- Benefits and housing
- Rent and council tax
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- Wellbeing and mental health
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2026 Dates

29 January
26 February
26 March
30 April
28 May
25 June
30 July
27 August
24 September
29 October
26 November
17 December

10am to 2pm on the
last Thursday of each
month



Saffron Walden
Community Link
1A Market Street
CB10 1HX



The Help Hub in Saffron Walden was previously known as the Social Outreach Service.

A range of organisations may be available to provide advice and support, such as:

- Uttlesford Benefits, Council Tax and Housing
- Peabody Floating Support
- Mind In West Essex
- Employ-Ability
- Uttlesford Foodbank

HELP WITH RENT

To make an application, you need to be in receipt of:

- Housing Benefit
- Housing Element of Universal Credit

If you or someone you know is struggling to pay their rent, there is a financial assistance via the DHP fund.

DISCRETIONARY HOUSING PAYMENT

How much is awarded and the period of any award will depend entirely on the individual circumstances. Each case is looked at separately and assessed on its own merits.

The fund can help with:

- Rent arrears
- Rent shortfall
- Benefit cap
- Moving costs
- Tenancy overlap

Applications for help from the fund can be made online at www.uttlesford.gov.uk/dhp



HELP WITH COUNCIL TAX

Who can apply?

- Anyone who has recently faced, or is going through, unexpected changes to their circumstances which is causing financial hardship.

This fund has been set up to support our most vulnerable customers who have seen a reduction in the Government support which helped to pay their Council Tax Liability or for those who are suffering financial hardship due to unforeseen circumstances.

EXCEPTIONAL HARDSHIP FUND

The amount awarded will be determined by the council and will be based on the evidence supplied in the application form, supporting documents and your individual household circumstances.

Applicants must be facing severe financial hardship, have taken steps to access other advice, explored changes in payment methods and instalment plans, and should not have access to any other financial assets that could be realised to pay the Council Tax.

Applications for help from the fund can be made online at www.uttlesford.gov.uk/ehf



ADDITIONAL SUPPORT

HELP THIS WINTER

www.essex.gov.uk/help-cost-living

www.hertfordshire.gov.uk/about-the-council/news/cost-of-living/help-to-manage-the-cost-of-living.aspx

FRONTLINE

Frontline is a community project to help you and frontline workers to quickly find health and wellbeing services in your local area. www.uttlesford.essexfrontline.org.uk

MENTAL HEALTH SUPPORT

Mind's Support Line

This is a safe space for you to talk about your mental health. The advisors are trained to listen to you and help you find specialist support if you need it. 0300 102 1234.
Open 9am to 6pm, Monday to Friday (except bank holidays).



Samaritans

You can contact Samaritans 24 hours a day, 365 days a year: Call 116 123 (free from any phone).
Call the Samaritans Welsh Language Line on 0808 164 0123 (7pm–11pm every day)

Shout

If you would prefer not to talk but want some mental health support, you could text SHOUT to 85258. Shout offers a confidential 24/7 text service providing support if you are in crisis and need immediate help.



SANeline

If you're experiencing a mental health problem or supporting someone else, you can call SANeline on 0300 304 7000 (4.30pm–10pm every day).