

| Team                       | Team email address   | Team contact number            | Trigger for a referral  | Useful websites   |
|----------------------------|--|--------------------------------|---|---|
| Discretionary support team | <a href="mailto:Dhp@croydon.gov.uk">Dhp@croydon.gov.uk</a>   | 020 8760 5719                  | Rent arrears<br>Rent/deposit in advance<br>Emergency payments (food, fuel, goods)<br>Customer affected by welfare reforms   | <a href="https://www.croydon.gov.uk/advice/benefits/discretionary-support/discretionary-support-fund">https://www.croydon.gov.uk/advice/benefits/discretionary-support/discretionary-support-fund</a>   |
| Welfare rights Team        | <a href="mailto:WelfareRights@croydon.gov.uk">WelfareRights@croydon.gov.uk</a>   | 0800 731 5920                  | Customer in financial difficulties and there is some indication that the customer could maximise their income by claiming additional benefits                       | <a href="http://www.croydon.gov.uk/advice/your-money-0">www.croydon.gov.uk/advice/your-money-0</a><br><a href="http://www.croydon.gov.uk/advice/benefits/welfare-benefits/project">www.croydon.gov.uk/advice/benefits/welfare-benefits/project</a>  |
| Gateway revenues team      | <a href="mailto:Gatewayrev@croydon.gov.uk">Gatewayrev@croydon.gov.uk</a>   | 020 8604 7515                  | Broken council tax arrangement  | <a href="http://www.croydon.gov.uk/advice/your-money-1">www.croydon.gov.uk/advice/your-money-1</a><br><a href="http://www.croydon.gov.uk/advice">www.croydon.gov.uk/advice</a>  |
| Gateway benefits team      | <a href="mailto:Gatewayben@croydon.gov.uk">Gatewayben@croydon.gov.uk</a><br><a href="mailto:schoolsgwreferral@croydon.gov.uk">schoolsgwreferral@croydon.gov.uk</a> | 020 8604 7514<br>020 8407 1338 | Housing benefit for customers living in:<br>Emergency accommodation<br>Supported exempt accommodation<br>Temporary accommodation<br>Free school meal administration | <a href="http://www.croydon.gov.uk/advice">www.croydon.gov.uk/advice</a><br><a href="http://www.croydon.gov.uk/education/schools-new/free-school-meals">www.croydon.gov.uk/education/schools-new/free-school-meals</a>  |
| Travel services            | <a href="mailto:Travel.services@croydon.gov.uk">Travel.services@croydon.gov.uk</a>   | 020 8726 7100                  | Support with transport due to disability or age   | <a href="https://www.croydon.gov.uk/transportandstreets/parking/parking-permits/disabled">https://www.croydon.gov.uk/transportandstreets/parking/parking-permits/disabled</a><br><a href="https://www.londoncouncils.gov.uk/services/taxicard">https://www.londoncouncils.gov.uk/services/taxicard</a><br><a href="https://www.londoncouncils.gov.uk/services/freedom-pass">https://www.londoncouncils.gov.uk/services/freedom-pass</a> |
| NRPF                       | <a href="mailto:iass@croydon.gov.uk">iass@croydon.gov.uk</a>   | 020 8726 6000<br>ext 62815     | Providing support to adults at risk and families in need who are destitute, subjected to immigration control and have no recourse to public funds.                  | <a href="https://www.croydon.gov.uk/healthsocial/croydon-immigration-and-asylum-support-service-iass">https://www.croydon.gov.uk/healthsocial/croydon-immigration-and-asylum-support-service-iass</a>   |

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|-----------------------|---|----------------------------|---|--|
| Financial Assessments | <a href="mailto:Socialservices.ssfat@croydon.gov.uk">Socialservices.ssfat@croydon.gov.uk</a>  | 020 8726 6000<br>ext 60633 | <p>A need for a financial assessment for adults to determine how much will need to be contributed towards their care.</p> <p>Any policy or legislative information regarding the charging for care services.</p>  |  |
| Homeless Service      | <a href="https://www.croydon.gov.uk/housing/optadv/housing-helptool">https://www.croydon.gov.uk/housing/optadv/housing-helptool</a><br><br><a href="mailto:bbinterventions@croydon.gov.uk">bbinterventions@croydon.gov.uk</a><br><br><a href="mailto:heat@croydon.gov.uk">heat@croydon.gov.uk</a> |                            | <p>Customers at risk of losing their home should access the housing wizard at the web address.</p> <p>Customers in emergency accommodation who are looking for alternative private rented accommodation.</p> <p>Households who are in nightly let emergency accommodation</p> |  |