NPC

Nash Parish Council

Shropshire

Council Tax and wider cost-of-living support from Shropshire Council and partners

Shropshire Council and its partners are continuing to offer a wide range of support to help residents with the cost of living.

Residents who are struggling to pay their Council Tax, or who know someone who is, may be able to get help through Council Tax Support, discounts or exemptions. Some residents may be entitled to a reduced bill, while others may not need to pay Council Tax at all, depending on their circumstances.

There is also help available with other household costs, including energy bills, heating and energy efficiency, phone and broadband bills, free school meals, Universal Credit, benefits advice, housing costs, budgeting and managing money.

Support includes access to the Crisis and Resilience Fund, which is funded by the UK Government and administered by Shropshire Council with its partners. The Crisis and Resilience Fund supports people who have had a sudden, unexpected financial shock, or who need help with rent, housing or heating oil costs.

Support is provided by Shropshire Council and partners including Community Resource, Marches Energy Agency, Age UK Shropshire Telford & Wrekin, Citizens Advice Shropshire and other local organisations.

Residents do not need to be on benefits to ask for help, although eligibility criteria may apply.

How residents can access cost-of-living support:

Visit the website: Cost of living help | Shropshire Council

Residents who cannot access the website may call **0345 678 9012 (Option 0)** (lines are open between 9am and 5pm Monday to Friday).

To speed up the application process, and get help as quickly as possible, residents are asked to make sure they have the following to hand **before** contacting:

- Proof of address *(such as a utility bill or driving licence)*
- Recent bank statements *(for all accounts)*
- Identification *(such as driving licence or passport)*

Residents can talk face to face and apply with the help of trained advisors at one of the Shropshire Local hubs in Shrewsbury & Ludlow, or out and about as part of Shropshire Local Mobile: Shropshire Local – Shrewsbury | Shropshire Council