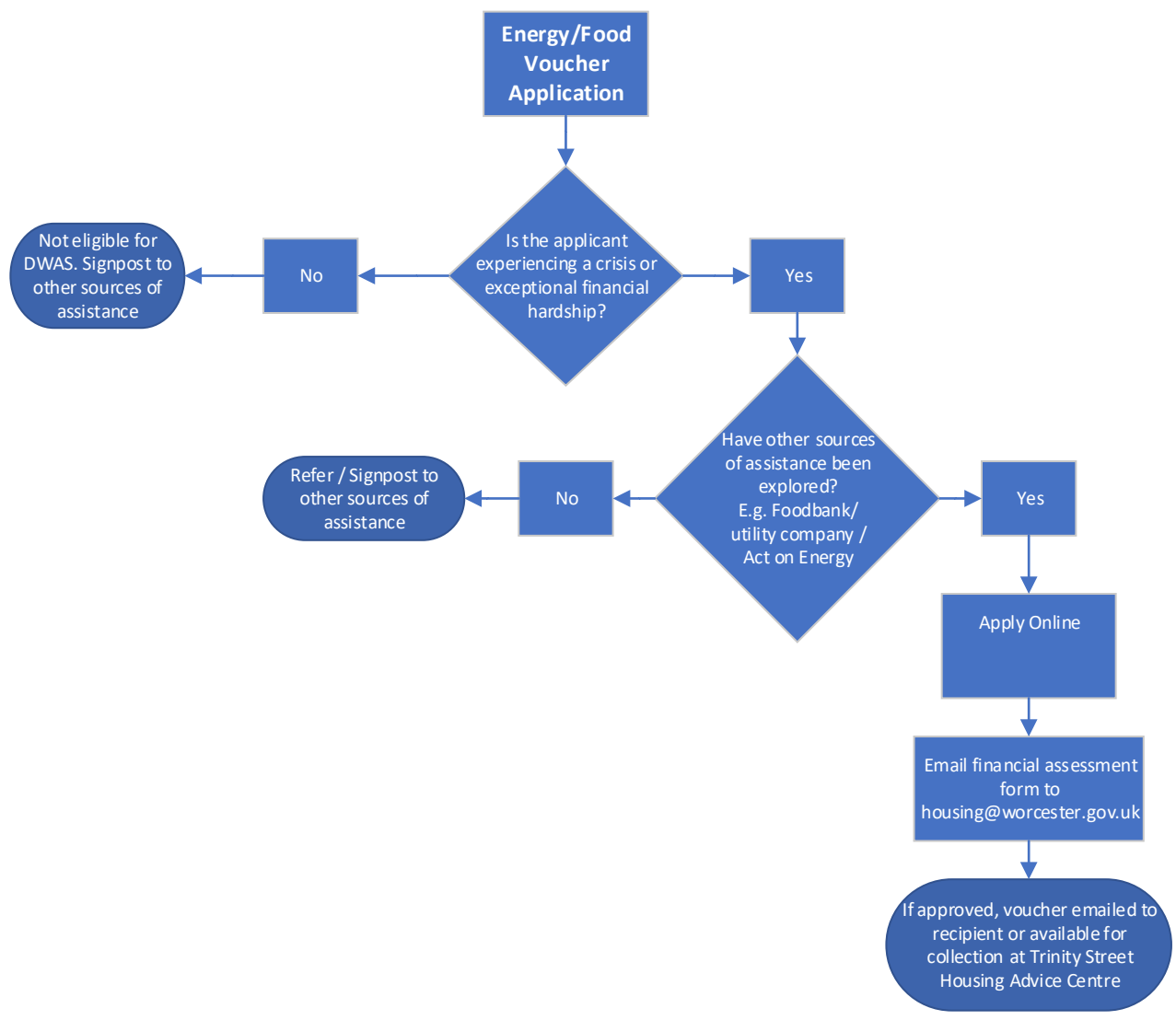
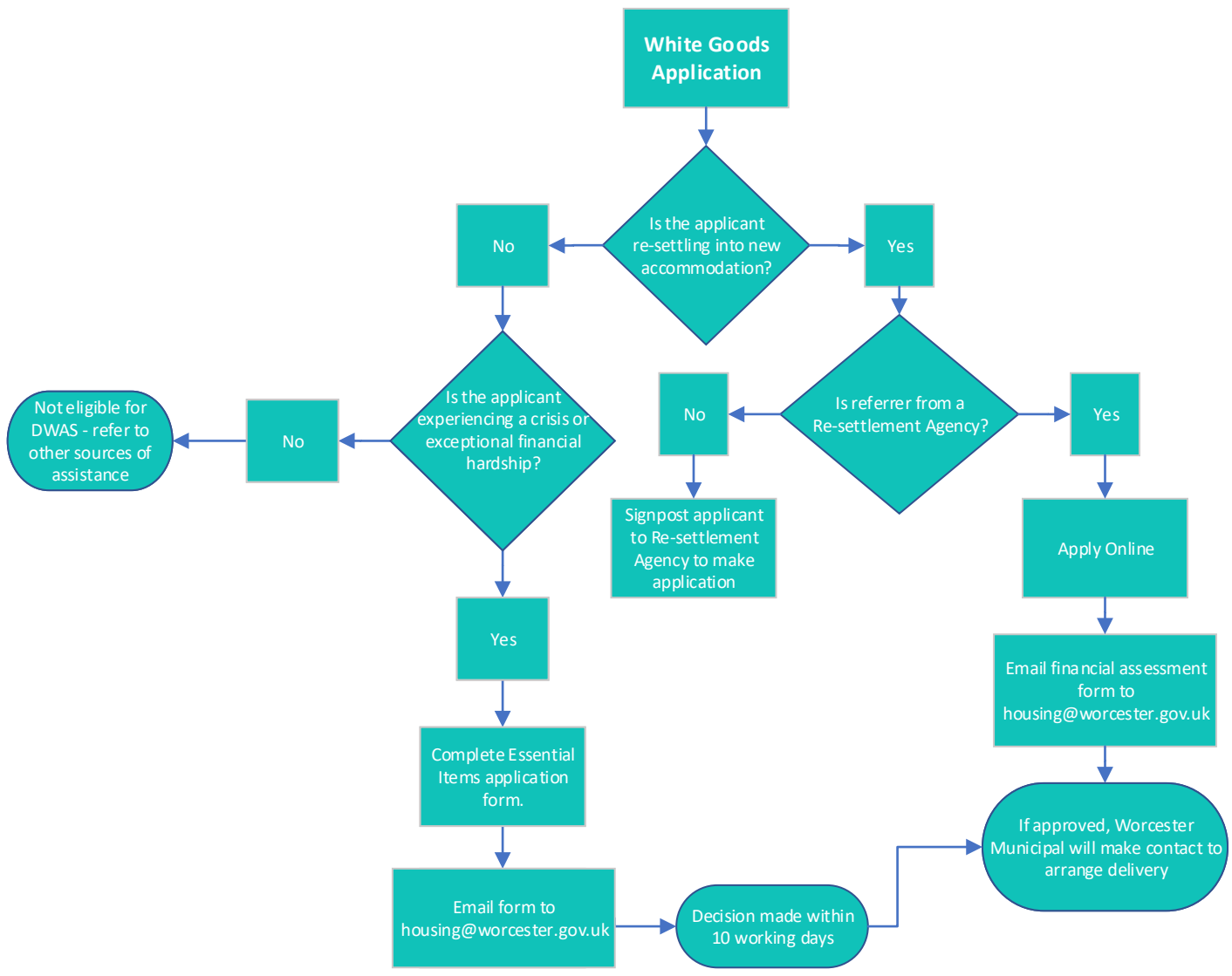
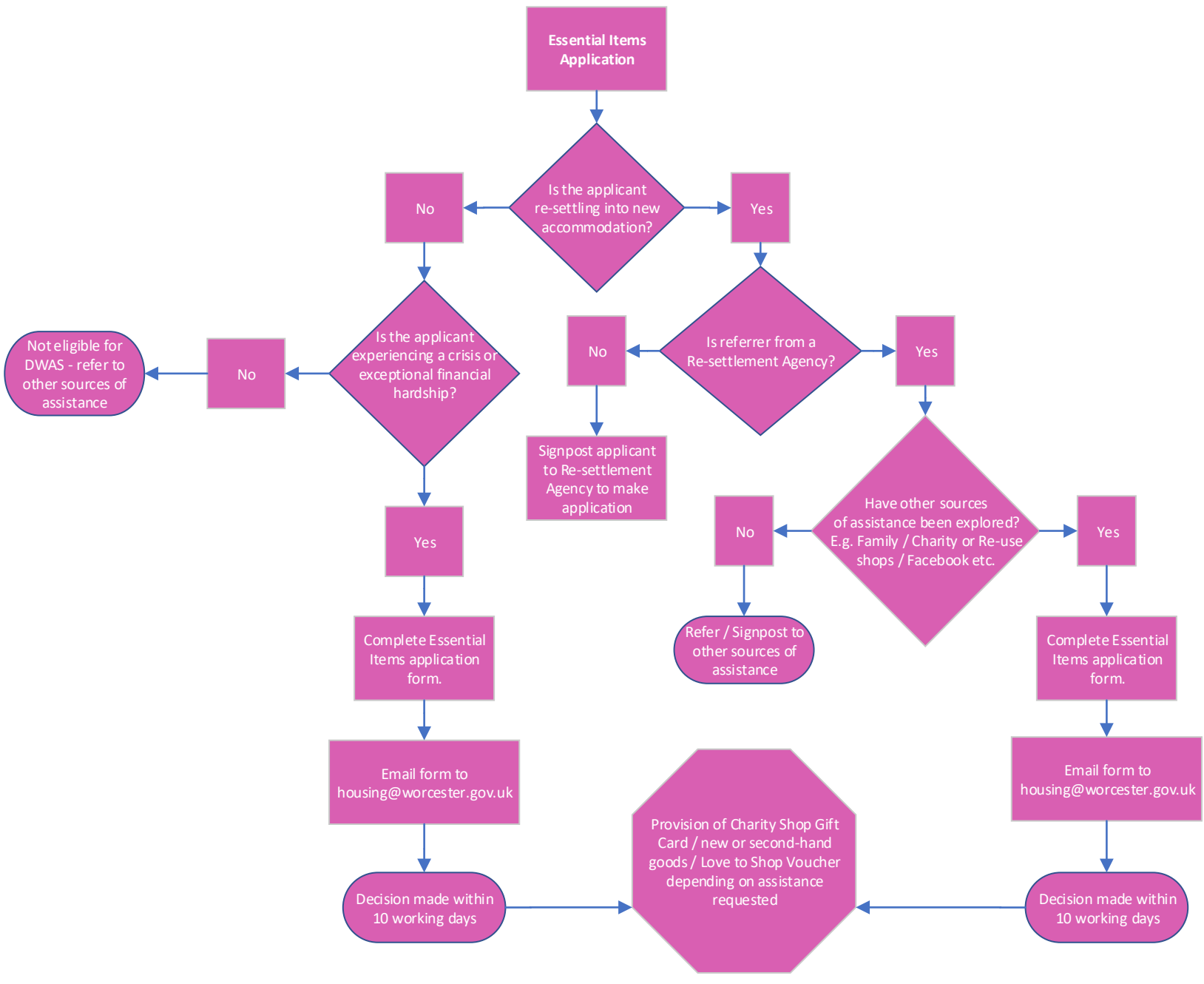

Energy/Food Voucher Application
Is the applicant experiencing a crisis or exceptional financial hardship?
No
Not eligible for DWAS. Signpost to other sources of assistance
Yes
Have other sources of assistance been explored? E.g. Foodbank/ utility company / Act on Energy
No
Refer / Signpost to other sources of assistance
Yes
Apply Online
Email financial assessment form to housing@worcester.gov.uk
If approved, voucher emailed to recipient or available for collection at Trinity Street Housing Advice Centre


White Goods Application
Is the applicant re-settling into new accommodation?
No
Yes
Is the applicant experiencing a crisis or exceptional financial hardship?
No
Not eligible for DWAS - refer to other sources of assistance
Yes
Complete Essential Items application form.
Email form to housing@worcester.gov.uk
Decision made within 10 working days
Is referrer from a Re-settlement Agency?
No
Signpost applicant to Re-settlement Agency to make application
Yes
Apply Online
Email financial assessment form to housing@worcester.gov.uk
If approved, Worcester Municipal will make contact to arrange delivery


Essential Items Application
Is the applicant re-settling into new accommodation?
No
Yes
Is the applicant experiencing a crisis or exceptional financial hardship?
No
Not eligible for DWAS - refer to other sources of assistance
Yes
Complete Essential Items application form.
Email form to housing@worcester.gov.uk
Decision made within 10 working days
Is referrer from a Re-settlement Agency?
No
Signpost applicant to Re-settlement Agency to make application
Yes
Have other sources of assistance been explored? E.g. Family / Charity or Re-use shops / Facebook etc.
No
Refer / Signpost to other sources of assistance
Yes
Complete Essential Items application form.
Email form to housing@worcester.gov.uk
Decision made within 10 working days
Provision of Charity Shop Gift Card / new or second-hand goods / Love to Shop Voucher depending on assistance requested