

GET ON TRACK



WITH CLEAR FRIENDLY GUIDANCE

Call Affinity Sutton's **Guideline** for clear, friendly guidance about **money**, **training** and **work**.

Find out more about how some of our residents have already benefitted Guideline...



Guideline
0300 100
0303

Get the knowledge, skills and confidence to put your life on the fast track.

CONTACT THE GUIDELINE TEAM:

Mary Bunner, Money Guidance Officer

Email Mary.bunner@affinitysutton.com

Poppy Maddocks, Employment and Training Guidance Officer

Email poppy.maddocks@affinitysutton.com

Call 0300 100 03 03 or **text AFFINITY GUIDELINE** followed by your name and postcode to **61211** and we will call you back.

LINES OPEN:

Monday, Tuesday and
Friday, 9am-5pm*

*If you want to call outside of these hours, please leave a message and we'll call you back.

For a translation please call 0300 100 03 03

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CLAIRE

is a single parent on our Bolton estate.

She got into financial difficulties when she was made redundant. She rang Guideline for help. And was surprised to learn that she was eligible for a new water tariff being piloted in her area which will save her £312 each year.

JUSTINE

lives in Manchester with her husband and young children.

With her children in school, she wanted to get back to work. We provided advice about jobsearch and interview skills, as well as local jobs that would fit in with school hours. We helped Justine to update her CV, apply for jobs and prepare for interviews. She was successful in getting a new job in retail which fitted in perfectly with her family. Justine telephoned the team three months later and said, "I'm very happy at work, the Guideline team helped me to find a job that I really wanted to do".

JOY

is retired and lives in supported housing in Nottingham.

Her computer was broken so she needed a replacement; she also wanted to develop her computer skills. We managed to find a free recycled laptop for Joy. Joy then attended a BBC First Click workshop, delivered by our Guideline team, to help people over the age of 55 to understand the benefits of using a computer and the internet in everyday living. Joy says, "Guideline has been a huge benefit to me in a number of ways. The team were very friendly and receptive to all the questions that I asked and the answers were explained very simply. It is easier than you think to contact Guideline and the information is so useful". Joy has now put her new skills into practise applying for a community grant that will benefit other residents in the area.

ANDREW

from Plymouth was referred to us by his neighbourhood housing officer.

Andrew was not able to continue working due to ill health and was receiving benefits. This drop in his income led to him falling behind with his bills. Whilst chatting with Andrew we discovered that he had been in the Territorial Army for several years and was therefore eligible for help from the Royal British Legion. Following our intervention the Royal British Legion offered him financial assistance which cleared his rent arrears.

GILLIAN

from South Shields rang us as she needed to replace her bed but was struggling to afford to buy one.

We told Gillian about a furniture loan scheme that we were promoting in partnership with her local credit union. As the credit union only allow a person to borrow what they can afford to pay back, Gillian felt this was a perfect way to purchase what she needed without getting into difficulty.

CRAIG

from Hull applied through Guideline for an Affinity Sutton Re:train Grant to help pay for a course which would give him the Health & Safety Passport that he needed to get a new job.

After being awarded a grant of £112, Craig did the course and has now been able to get a job at a nearby power station.