

# Sources of help and advice



## ■ University of Worcester Student Welfare and Financial Advisers

Susan Richardson and Jackie Bryant  
Room 74 and 72  
Woodbury Building, University of Worcester  
Telephone: 01905 855501 and 542091  
Email: [moneyadvice@worc.ac.uk](mailto:moneyadvice@worc.ac.uk)  
Website: [www.worc.ac.uk/wfa](http://www.worc.ac.uk/wfa)

Administer the Access to Learning Fund and offer advice on a range of topics, including student loans and grants, bursaries, trust funds and charities, welfare benefits, debt management, tax credits, and general financial queries. Susan and Jackie have an 'open door' policy for students to drop in between the hours of 10.00am and 4.00pm, although an appointment can be made if preferred.

## ■ Students' Union Student Advisor

Kate Gynn  
Telephone: 01905 543210  
Email: [thesas@worc.ac.uk](mailto:thesas@worc.ac.uk)  
Website: [www.worcsu.com](http://www.worcsu.com)

Advice is available on academic, housing, health, personal problems, etc. from Monday to Friday.

## ■ Worcester Citizens Advice Bureau & Worcester Housing and Benefits Advice Centre (WHABAC)

The Hopmarket, The Foregate, Worcester, WR1 1DL  
Telephone 01905 611371 or visit [www.cabwhabac.org.uk](http://www.cabwhabac.org.uk) and complete an online enquiry form.

Open: Monday, Tuesday, Wednesday & Friday 9.00am to 4.00pm  
Thursday 1.00pm to 4.00pm

Information and advice on a wide range of issues including; debts, benefits, tax, consumer rights, immigration, and more.

Also the **SmartMove** scheme gives advice and help to single people/childless couples who are homeless, threatened with homelessness, or vulnerably housed. They also offer a floating housing support service which is accessed through premises at The Old Glove Factory, 13A Lowesmoor, Worcester, WR1 2RS

Telephone 01905 721897 or visit [www.cabwhabac.org.uk](http://www.cabwhabac.org.uk) and complete an online enquiry form.

Open: Monday, Wednesday & Friday 9.30am-1.30pm (no appointment necessary).

## ■ Job Centre Plus

Haswell House, Sansome Street, Worcester, WR1 1UZ

Telephone: 0845 604 3719

Website: [www.direct.gov.uk/en/Employment/Jobseekers](http://www.direct.gov.uk/en/Employment/Jobseekers)

## ■ TaxAid

Telephone: 0345 120 3779 between 10.00am and 12.00 midday Monday to Friday.

Website: <http://taxaid.org.uk>

Free advice on tax to those on low incomes.

## ■ National Debtline

Telephone: 0808 808 4000

Website: [www.nationaldebtline.co.uk](http://www.nationaldebtline.co.uk)

Free advice for people with debt problems in England, Scotland, and Wales.

## ■ Financial Services Authority (FSA)

Telephone: 0845 606 1234

Website: [www.fsa.gov.uk](http://www.fsa.gov.uk)

Independent body that regulates the financial services industry. Offers impartial information and general guidance on all aspects of financial services and products.

## ■ Moneymadeclear

Telephone: 0300 500 5000 Monday to Friday 8.00am to 8.00pm

Website: [www.moneymadeclear.org.uk](http://www.moneymadeclear.org.uk)

Established by the FSA to help consumers get the best deal and plan their finances. Includes money tips for students.

## ■ HM Revenue & Customs

Website: [www.hmrc.gov.uk](http://www.hmrc.gov.uk)

Information on Tax plus Child benefit and Tax credit eligibility & application.

## ■ Worcester Hub (Worcester City Council)

Telephone: 01905 722233

Website: [www.worcester.gov.uk](http://www.worcester.gov.uk)

Email: [customerservicecentre@worcester.gov.uk](mailto:customerservicecentre@worcester.gov.uk)

Local Council contact point for information on a variety of issues including: Council Tax, Housing Benefit, Council Tax Benefit, and housing .

