



What Happens When You call LTC

Picking up the phone to ask for help is never easy. But if you speak to any of the thousands of people we've helped, they will probably tell you it was one of the best calls they've ever made. Whether it's help for you or your family, or if you are worried about someone else, our 24/7 phone line is the first step in making things better and in growing your support network.

Financial support

If you're in need of financial support, a call to our 24/7 helpline is the first place to start. Our team will take a few details, and then one of LTC's expert team will give you a call back. On that call, we'll ask some questions, including how long you've been working in the licensed trade, what it is that you need help with (it can be anything, from a new washing machine, to rent arrears) and we'll gently explore the bigger financial picture together, to understand what's been going on for you.

Wellness & mental health support

If you're struggling with your mental health, you're experiencing relationship or family issues, or you're worried about someone else, our team is standing by to take your call. If you're experiencing a mental health crisis, there's someone to speak to you straight away. Otherwise, we'll take a few details and call you back at a convenient time. On that call, we'll talk with you to understand the problem and what's led to it and together, we can explore the many different types of support we can offer you.

The sooner you call, the sooner we can help. LTC can offer:

- Short term crisis grants of up to £5000 - Housing support, including priority housing, if you meet our eligibility requirements, or a dedicated Shelter housing support officer
- Benefits support, with help to understand what you're entitled to and help with your application
- Rent and council tax support, if you're in debt or need advice
- Removal costs if you're being evicted, or help to fund a rent deposit
- Debt management advice
- Illness, injury or back to work support
- Free financial planning tools and advice
- Help to get back on your feet, or advice on how to build a sustainable future for yourself
- Mental health support, if you feel your money worries have affected your wellbeing
- Housing support officer
- Benefits support, with help to understand what you're entitled to and help with your application
- Rent and council tax support, if you're in debt or need advice
- Removal costs if you're being evicted, or help to fund a rent deposit
- Debt management advice
- Illness, injury or back to work support
- Free financial planning tools and advice
- Help to get back on your feet, or advice on how to build a sustainable future for yourself
- Mental health support, if you feel your money worries have affected your wellbeing

We can help give you that breathing space to get you back on your feet. There's no judgement here, just helpful, friendly and fast support.

These range from fast-track counselling through our counselling partners, to:

- Your own mental health, or if you're worried about someone else
- You're in need of a little emotional TLC or need to be heard
- Fast-track individual, family, couples or children's counselling
- Escaping or dealing with domestic violence issues
- Coping with bereavement or long-term illness
- Assessments for specialist mental health support
- Advice for holistic or other wellbeing support through our many partners and initiatives

We can get you priority access to immediate counselling services, and help you fast-track access to other services. We can also help with couples therapy, family therapy or mental health services for children under 18. All these services are free to you and can help you to get back on an even keel and feeling more like yourself again.

Whether it's a blip or a crisis, we're here to support you. It all starts by picking up the phone.

Call us on 0808 801 0550