

Emergency Limited Assistance Scheme



What is the Emergency Limited Assistance Scheme?



If you are in crisis or you don't have enough money to pay for food, gas or electricity, we might be able to help.



You might be able to apply for help from **the Emergency Limited Assistance Scheme (ELAS)**.



The Emergency Limited Assistance Scheme (ELAS) is a way for the Council to help people in crisis or have an emergency.



The Council can help with food, gas, and electricity.



We **might** also be able to help you get household items for your new home.



Who can ask for help with **food and fuel** from the Emergency Limited Assistance Scheme (ELAS)?

Anyone can apply if:



- You live in Sefton.



- You are on a low income.



- You don't have enough money for food, gas, or electricity for your home.



- You have not had help from ELAS more than 3 times in the last 12 months.



Who can ask for help with **household items** from the Emergency Limited Assistance Scheme (ELAS)?

If you are moving to a **new** home after:



- Living in a care home.



- Living in homeless accommodation.



- You had to flee domestic abuse.



- Your home caught fire or flooded.





What **household items** can the ELAS scheme provide?

We **might** provide you with any of the following **essential** items that you **need**:



- Fridge / freezer.



- Microwave.



- Kettle.



- Toaster.



- Cooker.



- Washing machine.



- Beds.

How to apply for help from the Emergency Limited Assistance Scheme (ELAS).



[You can apply for help from ELAS on our website](#) or search for ELAS on Sefton.gov.uk



You can call the Sefton Council Contact Centre on 0345 140 0845.



ELAS is not there to cover the cost of:



- Other bills (like Council Tax and water rates).



- Clothing or Laundry.



- Nursing and personal care.



- Replacing broken or old household items.

We will ask you questions about:



Income, benefits, and savings.



Personal information about your savings and bank accounts.



Information about you and your family's health.



What you spend your money on. Including information about your bills, loans, debts, and other costs.

After you apply:



We will look at your application in detail.



We may ring you to ask you more questions about your circumstances.



We usually will tell you the outcome of your application by the end of the next working day by telephone. Working days are Mondays to Fridays.



We may tell you to go to your nearest foodbank to get some food.



We may send you a text message which you can change for vouchers for gas and electric.



Your application may be refused.

Help and advice.

If you want to speak to someone else, you can get advice from the organisations below:



Citizen's Advice Bureau (CAB).

0808 278 7841



National Debtline.

0808 808 4000



Money Advice Service

0300 500 5000



Step Change Debt Charity

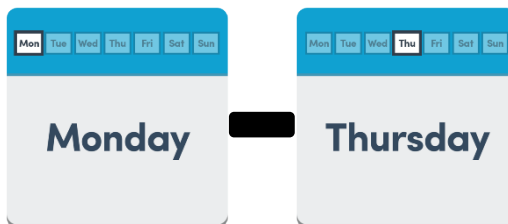
0800 138 1111

Contacting us.

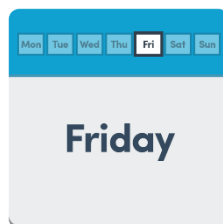
Please Contact us if you need more information about applying for help from ELAS. We can also give you information and advice on your benefits, housing, and welfare.



Call us on **0345 140 0845**
Monday to Thursday 9am – 5.30pm.



Friday 9am – 5pm.



Or visit our website [for our contact details](#)
For [our information about welfare benefits.](#)



Please let us know if you have any access requirements, so we can help you?