

COST OF LIVING PACK



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INTRODUCTION

The current Cost of Living crisis has resulted in households across East London facing severe financial strain.

As a society, we are noting an increase in the cost of everyday essentials such as food and fuel, leaving people with difficult decisions to make.

We want to ensure that as many individuals as possible apply for the benefits which they are entitled to, and to highlight additional support which is available from local Jobcentres.

This digital booklet is designed to be a practical guide detailing the support announced and made available by the Government, councils, and local organisations.

We encourage anyone facing hardship to apply for the help needed as soon as possible.

Please note that the information contained within this document is accurate at the time of publication.

1. HELP WITH YOUR BILLS AND INCOME

ENERGY

With the increase in gas and electricity bills, more households than ever are struggling to keep up with payments. The Government have announced an Energy Price Guarantee which ensures that a typical household in Great Britain will pay an average of £2,500 a year (rising to £3,000 in April 2023) on their energy bill, in the next two years. You do not have to apply for the guarantee, and there is no need to contact your energy supplier. More information about the guarantee is available on the [GOV.UK](https://www.gov.uk) website.

There are schemes that can help you save money on your energy bills if you are struggling to afford them. The energy regulator, [Ofgem](https://www.ofgem.gov.uk) provides information about support you can receive. You may also be entitled to receive help from government schemes such as the [Warm Home Discount](#), [Cold Weather Payment](#) and [Winter Fuel Payment](#). For advice about ways to save energy, the Energy Saving Trust website provides useful tips on [quick energy saving wins](#), [switching energy supplier](#) and more.

ENERGY BILLS SUPPORT SCHEME DISCOUNT

All households with a domestic electricity connection will be automatically paid a £400 payment over 6 months between October 2022 and March 2023 to help with energy bills. If you pay by direct debit, you will receive the payment as an automatic £66 credit to your electricity bills in October and November, and £67 in December, January, February, and March. The payment does not need to be repaid. Find out more on the [GOV.UK](https://www.gov.uk) website. The government have not yet confirmed whether this scheme will be extended or if further support will be arranged for 2023/2024.

SAVE MONEY ON YOUR WATER BILL

If you are struggling to pay your water bill, you can get free water saving devices and advice from your water supplier to help you save money on your bill. To find out more, visit your water supplier's website. You may also be eligible for support from your water supplier to help pay your water bill. Find out more at [Thames Water](#) and [Essex and Suffolk Water](#).

RENTAL PAYMENTS

If you are struggling to keep up with your rent payments, check whether you can get additional help with your rent from welfare benefits paid by the government. The benefits system provides help with rent for people living in different types of rented accommodation, including private rented and social rented homes. For most people, help is available through Universal Credit. If you claim a State Pension or live in supported, sheltered or temporary housing, you may instead need to apply for Housing Benefit from your local council. Your local Council can award additional funding to people whose benefits do not provide enough to fully pay their rent, through Discretionary Housing Payments. Find out more on the [GOV.UK](https://www.gov.uk) website.

CHILDCARE

Due to the expensive nature of childcare costs, the government provides several support schemes to help families pay for the cost of childcare. There are several different schemes you may be entitled to. The government's [Childcare Choices](#) website has a range of information surrounding different offers and entitlements, including tax-free childcare, 30 hours free childcare for working families with three and four-year-olds, and Universal Credit for childcare. Check what help you could get with childcare costs using the Government's [Childcare Calculator](#).

TV LICENCE

If you are aged over 75 and claiming [Pension Credit](#), you live in a care home, or you are blind, you may be able to get a free TV licence. Find out more [here](#).

SOCIAL TARIFFS

Some providers offer "social tariffs" which are only available to customers who receive certain government benefits. [Ofcom](#) have gathered a list of cheaper tariffs for broadband and other internet services for eligible households who might be struggling to afford their broadband or phone services. Packages are available from [BT](#), [Sky](#), [EE](#), [Virgin](#) and more.

TalkTalk have also launched a national scheme in partnership with the Department for Work and Pensions to give jobseekers free broadband. Find out more [here](#).

COUNCIL TAX

If you are on a low income, your local council may be able to help you reduce the amount of Council Tax you pay. If you are claiming Universal Credit or other benefits, you might be able to get your Council Tax reduced. Some local councils run Council Tax Reduction schemes for people who have low incomes. You can claim a discount on your Council Tax if you live alone. If you are the only adult in your home, you will get a 25 per cent discount on your Council Tax bill.

You might also be able to claim a discount if you live with someone under 18, if you are a student or live with a student, if you are a carer, or if there are major changes to your home's value. How much discount you get will depend on where you live, as each council runs its own scheme. Find out more about the scheme available in your area via the [GOV.UK](#) website.

HEALTH COSTS

Some NHS services, such as dentists, charge a fee. If you are on a low income, you may be able to get a discount on some [NHS costs](#), such as medical prescriptions. Find out more on the [NHS website](#).

TRANSPORT COSTS

If you are struggling to pay for transport, you may be entitled to free and discounted travel options. If you are claiming Universal Credit or some other benefits, you may get [half-price travel](#) on London buses and trams. If you are unemployed and looking for work, and claiming certain benefits, you can get [cheaper travel](#) on the bus, Tube, tram, DLR, London Overground, TfL Rail and most National Rail services in London.

In the first few months of commuting to your new job, you may also be eligible for help with your fares. Contact your local [Jobcentre Plus office](#) to check your eligibility and find out more. For further information about other types of free or discounted travel, including for children, students, veterans, and anyone over the age of 60, visit the [TfL website](#).

In 2016, the Mayor of London launched also his one hour 'Hopper' bus fare. The '[Hopper](#)' fare means that bus and tram passengers can take two journeys for the price of one, within an hour of starting your journey.

BENEFITS AND TAX CREDITS

If you are struggling with money, you should first check you are receiving all the benefits and tax credits you are entitled to. There are different forms of support available depending on your individual and family circumstances. You can claim benefits if you work or if you are unemployed.

Support is free and you do not have to pay anything back. Claiming the benefits and tax credits you are entitled to can be difficult to do on your own, but there are organisations which can help you and make the process easier. Find out how to apply on the [GOV.UK](#) website.

COST OF LIVING PAYMENT

If you are claiming benefits or tax credits, you may be able to get a one-off payment from the government to help with the cost of living. You do not need to apply – if you are eligible, you will be paid automatically in the same way you usually get your benefit or tax credits. The payment will be paid in three parts, the first due in Spring 2023, the second in Autumn 2023 and the thirds in Spring 2024. For more information about the one-off cost of living payment, and how much you might get, visit the [GOV.UK](#) website.

SETTING UP A BASIC BANK ACCOUNT

You need a bank account to receive benefits. If you do not already have a bank account, or you do not qualify for a standard current account, you can set up a fee-free basic bank account with a bank. Visit [Money Helper](#) for more information about how to choose and apply for a basic bank account.

2. SUPPORT NEAR YOU

WARM SPACES

Faced with the Cost of Living & Climate Crisis, many individuals are having to make tough decisions on a day-to-day basis. Following the pandemic, a considerable number of employees have moved to working from home and are facing increased energy bills. Others are facing even harder decisions about whether to heat their home or eat. Warm Spaces are designed to signpost anyone in need of warmth, to a warm space to share with others. Find warm spaces near you via [Warm Welcome](#) and [Warm Spaces](#).

JOBCENTRE SUPPORT

Local Jobcentres offer a variety of support to individuals in receipt of benefits, including employment advice, health and wellbeing support, and funding. Speak to a member of staff in your local Jobcentre for more information.

DISABILITY EMPLOYMENT ADVISORS

Local Jobcentres can offer employment advice, as well as health and wellbeing support to individuals with disabilities, health conditions and complex needs. Each Jobcentre has designated Disability Employment Advisors who can help via several platforms, including via telephone and face-to-face. If you would like to receive this support, please contact your local Jobcentre, or speak to your Work Coach.

HOME VISITING TEAM

You may be able to get a home visit from a Department for Work and Pensions officer to help you with your benefit claim. You cannot book a visit yourself, instead tell the department you need help to claim benefits by calling the number of the benefit you are applying for. If you are eligible, they will arrange a support visit. Support visits can take place somewhere other than your home, such as a hospital. This will usually be discussed with you when you are referred. You can also be referred for a support visit by a charitable organisation like Citizens Advice.

SUPPORT FROM YOUR LOCAL COUNCIL

Your local Council offers a range of support for people experiencing financial hardship. For example, you may be eligible for Housing benefit, a discount on your Council Tax, or a one-off grant if you need help to pay for unexpected costs for essentials. If you are in severe financial hardship, your Council may be able to refer you to a food bank or other services that can help you in an emergency. Your local advice centre can help you if you need support with your applications for benefits, or to understand what benefits you may be entitled to.

DISCRETIONARY HOUSING PAYMENT

A **Discretionary Housing Payment** is money from your local council to help if you are struggling to pay your full rent or if you do not have enough money for a deposit or rent in advance. You do not have to re-pay a Discretionary Housing Payment. To qualify for the payment, you need to be in receipt of the Housing Element through Universal Credit or Housing Benefit. Reasons you are struggling with rent may include the benefit cap or your benefits not covering your full rent. The Discretionary Housing Payment cannot cover Council Tax, even if you receive Local Council Tax Support.

Each council decides how their application process will work. Your council will look at your circumstances to see whether you are eligible for a Discretionary Housing Payment. They will decide whether to give you the payment, how much you will be paid and how long you will receive the payment. Find your local council via the [GOV.UK](https://www.gov.uk) website and contact your local authority to apply.

HOUSEHOLD SUPPORT FUND

You may be able to get help with essential costs from your local council. This is known as the 'Household Support Fund'. This could help if you are struggling to afford things like energy and water bills, food, and essential items. Your council may also offer food vouchers to families during the school holidays. Funding is aimed at anyone who is vulnerable or cannot pay for essentials. You do not have to be in receipt of benefits to get help from your local council. If you are in receipt of benefits, they will not be affected if you receive a payment from a Household Support Fund scheme.

Councils decide how to run their scheme. There may be a difference in eligibility criteria, if or how you need to apply and who money is given to. Find your local council via the [GOV.UK](https://www.gov.uk) website to find out what support is available.

Below are household schemes currently available to residents living in one of the seven boroughs located throughout East London.

BARKING & DAGENHAM INDIVIDUAL ASSISTANCE PAYMENT

The **Individual Assistance Payment** is a fund intended to alleviate hardship. It allows customers who face a variety of challenges, time to find alternative solutions to shortfalls in income and help with food, general living costs, utility and energy costs, essential white goods, and other household items in an emergency.

HACKNEY MONEY HUB

Hackney Money Hub is a team within Hackney Council made up of colleagues with decades of experience supporting vulnerable residents. They can help residents make long term plans to manage rising costs. The team is also able to help a small number of people with one-off grants to help those in crisis situations, such as those facing eviction or fleeing domestic violence.

HAVERING EMERGENCY ASSISTANCE SCHEME

The [Emergency Assistance Scheme](#) has been able to support many residents throughout the pandemic, putting food on the table, heating homes over winter and replacing broken washers, fridges and cookers. It will continue to support residents (pensioners, working age, including households with disabilities) through the increased cost of living where there is an urgent financial need.

NEWHAM MONEY EMERGENCY LOAN

If you have an extreme emergency and there is no other way for you to get help, you may be offered the [Newham Money Emergency Loan](#). The loan can provide support for food, energy, and other items which can be considered in exceptional circumstances.

REDBRIDGE HOUSEHOLD SUPPORT FUND

The [Household Support Fund](#) is an emergency fund which can be used to support vulnerable residents. The award can help individuals with food, energy, and water costs, in addition to essentials such as warm clothing, sanitary products and blankets.

TOWER HAMLETS RESIDENTS' SUPPORT SCHEME

The [Tower Hamlets Residents' Support Scheme](#) is designed to support residents who are facing crisis or at risk of being in crisis, as well as those who need immediate help and have no source of financial support available to them. The scheme is designed to help with short-term living costs such as crediting gas/electric prepayment metres. It can also help in some circumstances with white goods and furniture.

WALTHAM FOREST HOUSEHOLD SUPPORT FUND

The [Household Support Fund](#) is money made available by the Council to help residents who are in such severe financial hardship that they cannot afford basic essentials, especially if there is a risk to health or safety. Assistance includes vouchers to pay for essentials such as bedding, household goods, furniture, and warm clothing, as well as vouchers and financial assistance to help with fuel and water costs. In cases of genuine emergency, help with housing costs that cannot be met by way of Universal Credit, Housing Benefit or Discretionary Housing Payment can be provided.

3. HELP FOR DEAF AND DISABLED PEOPLE

On average, living costs are an extra £583 a month if you are Disabled. If you, or someone you care for are Deaf, Disabled, or have a long-term health condition, you could get additional financial support and advice to help with funding the extra costs of ill health or disability.

DISABILITY BENEFITS

You may be entitled to additional benefits if you are Deaf, Disabled or you have a long-term health condition. There is information about the range of disability-related financial support available on the [GOV.UK](https://www.gov.uk) website. To find out what is best for you, contact an advice organisation like [Scope](https://www.scope.org.uk) or [Disability Rights UK](https://www.disabilityrightsuk.org).

DISABILITY COST OF LIVING PAYMENT

If you are claiming benefits or tax credits, you may be able to get an extra one-off payment from the government to help with the cost of living. Those who had confirmed payment of qualifying disability benefits will receive the £150 automatically in Summer 2023.

The payment will help disabled people with the rising cost of living, acknowledging the higher disability-related costs they often face, such as for care and mobility needs.

ENERGY COSTS

On average, disabled people have higher energy costs than non-disabled people. This is because of needing to charge medical and mobility devices or run heating at higher levels to stay warm.

If you are struggling to afford your energy bills, there are ways you can get support. You should ask your energy supplier about being added to the Priority Service Register which means you will get extra support and cannot be disconnected during winter.

If you use an oxygen concentrator at home, you can get a rebate for the electricity it uses. Visit the [Scope](https://www.scope.org.uk) website to find out how to claim.

If you have a pre-payment meter and you live with an impairment that means your health would be damaged by your power going off, you can ask your energy company to replace it with a normal meter. Your energy company must do this if you ask them to. [Citizens Advice](https://www.citizensadvice.org.uk) has more information about moving off a pre-payment meter.

Your energy supplier cannot move you onto a pre-payment meter if you are in a “very vulnerable situation”, even if you are in debt. Visit the [Ofgem](https://www.ofgem.gov.uk) website to find out more.

SOCIAL CARE COSTS

If you or someone you care for needs social care, you will usually need to pay for some or all their care. You can ask your local council for a financial assessment (means test) to find out if you qualify for any help with costs. There is more information about the financial assessment on the [NHS website](#).

If you need further advice, call [Disability Right's Personal Budgets Helpline](#) on 03309950404. The helpline provides information about care and support services and how to access social care funding. Lines are open 9:30am – 1:30pm every Tuesday and Thursday.

GRANTS, DISCOUNTS AND CONCESSIONS

There are a range of discounts and concessions you can get on travel, daily life, and cultural activities if you are Deaf, Disabled, or have a Deaf or Disabled child. Visit [Scope](#) and [Disability Grants](#) to find information on discounts, concessions and companion tickets.

JOBCENTRE SUPPORT

Local Jobcentres offer a variety of support to individuals in receipt of benefits, including employment advice, health and wellbeing support, and funding. Speak to a member of staff in your local Jobcentre for more information.

DISABILITY EMPLOYMENT ADVISORS

Each Jobcentre has designated Disability Employment Advisors who can provide support via different platforms, including telephone and face-to-face. Support can include signposting individuals to local organisations, in addition to providing advice on job seeking, training, and government schemes. Disability Employment Advisors can also work with people in employment who may need additional support to maintain their role. If you would like to receive this support, please contact your local Jobcentre, or speak to your Work Coach.

4. HELP IN A CRISIS

With the rising cost of living, more Londoners are struggling to get by. If you are facing a choice between buying food and keeping warm, or you are at risk of losing your home, you may be eligible for grants or emergency payments. You do not have to pay these back. In most cases, the type of support available varies depending on the borough you live in.

GRANTS AND FUNDING

There are several charities that provide support to individuals experiencing a crisis. However, they often have different eligibility criteria. Visit the [Turn2Us](#) grant search to find out if you are eligible for any charitable support. If you do not have access to the internet or do not feel confident using online platforms, you can call the Turn2Us helpline (08088022000) to speak to an advisor who will search for grants on your behalf. Lines are open Monday to Friday 9:00am – 5:00pm.

LOCAL WELFARE ASSISTANCE

Local councils offer emergency grants and payments for residents experiencing a crisis. The type of support varies depending on the borough you live in. To find out what support is available in your area, visit your local authority's website or call their helpline.

HOMELESSNESS

Homelessness can affect anyone. If you are homeless or worried about losing your home, there is help available from your council. You can also visit the [Shelter](#) website for guidance about how to get help from your council and places you can stay if you are in an emergency.

Organisation	What They Do
Citizen's Advice	Provide advice to those who are homeless or at risk of homelessness. Call 03444111444 to receive support.
Crisis Skylight	Provide advice to those who are homeless or will soon be homeless. Call 03006361967 to receive support.
Depaul UK Alone in London	Provide advice and support to 16 – 25-year-olds who are at risk of homelessness.
No Second Night Out	Help those who are rough sleeping in London for the first time find an alternative. You can refer someone by visiting Streetlink .
Shelter	Aim to defend the right to a safe home, supporting those who are homeless and at risk of homelessness. Call 08088004444 to receive support.
Streetlink	Will help those already sleeping rough, so you can tell them if you are worried about someone.

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COUNCIL CONTACT DETAILS

To notify your council that you are homeless and require support, use the contact numbers below.

Local Authority	Contact Details
Barking & Dagenham	02082153000
Hackney	02083563000
Havering	01708434343
Newham	02084302000
Redbridge	02085545000
Tower Hamlets	02073645000
Waltham Forest	02084963000

SUPPORT IF YOU ARE BEING EVICTED

If your landlord is threatening eviction for rent arrears, you should contact your local council's housing options service or an independent advice agency, such as [Shelter](#).

SUPPORT IF YOU ARE EXPERIENCING FINANCIAL ABUSE

If your partner, ex-partner, or someone you live with controls your money and finances, you may be experiencing an economic form of domestic abuse. [Money Advice Plus](#) offers a free helpline for people who are experiencing financial abuse. There is more information and support available from [Surviving Economic Abuse](#) and [Refuge](#).

SUPPORT IF YOU ARE EXPERIENCING DOMESTIC ABUSE

The Domestic Abuse page on the [GOV.UK](#) website lists places where you can find free, confidential advice. The [Women's Aid](#) website also includes a directory which can help you find a local support service, as well as guidance documents in 16 languages, including British Sign Language.

DOMESTIC VIOLENCE SUPPORT SERVICES

Ascent Pan London	Hestia	Refuge	Solace Women's Aid	Women's Trust
Phone: 08006681419	Phone: 08081699975	Phone: 08082000247	Phone: 08088025565	Phone: 02070340303

5. FOOD AND SUPERMARKET SCHEMES

If you cannot afford food, you might be able to receive help from a food bank or local schemes. Food banks are usually independent from the Government, and you normally do not need to be entitled to or claiming benefits to receive support. However, most organisations work closely with other agencies, including advice services, the local council, or other statutory services. They may offer to refer you to them for further support or require a referral from another organisation to be able to provide emergency food.

HEALTHY START SCHEME

If you are more than 10 weeks pregnant or have a child under 4, and have a low income, you may be able to get vouchers from the government to buy healthy food and milk. If you are eligible, you will be sent a [Healthy Start](#) card with money on it that you can use in some UK shops, and the card will be automatically topped up with your entitlement every 4 weeks. You can also use the card to get free vitamins for you and your child.

FREE SCHOOL MEALS

If you have children at a state school in Reception, Year 1, or Year 2, they are entitled to Free School Meals whatever your household income is. From Year 3 onwards, your children could get free lunches (and sometimes milk, breakfast, or fruit) at school if you receive means-tested benefits.

Your child may be able to get Free School Meals if you are on certain benefits. Find out more on the [GOV.UK](#) website.

ROSE VOUCHERS

The Rose Vouchers for Fruit & Veg Project helps families on low incomes to buy fresh fruit and vegetables. To be eligible families need to meet the criteria for the Healthy Start voucher scheme. Eligible families receive £3 of Rose Vouchers every week for each child, or £6 if the child is under one year old. The vouchers can be obtained from local children's centres and are available to Hackney and Tower Hamlet's residents. For more information, call 01252726171 or visit their [website](#).

THE FOOD STORE

The Food Store is a place where residents of Tower Hamlets can go every week to pick up large quantities of food for a small amount of money, all while being helped to access support for finances and wellbeing. It is a membership-based service accessed only through referrals. In return for a weekly membership fee of £3.50 you will be able to pick up £20 to £30 worth of groceries and household items. Members have access to support services such as welfare benefits advice and employment support to deal with the underlying issues, such as debt and housing. To sign up or for more information email: TheFoodStore@towerhamlets.gov.uk.

HAROLD HILL COMMUNITY FOOD SHOP

Your Local Pantry Community Food Shop is based in Havering and is a collaboration between Peabody and Your Local Pantry. For a small weekly subscription of £5, members of this pantry will be able to buy food, including fresh fruit and vegetables and store cupboard favourites, to the value of £15 or more. Membership is open to the community surrounding the pantry and local families are strongly encouraged to join. For more information, contact the pantry via telephone on 01708776770 or via email: communityfoodshop@peabody.org.uk.

THE NEWHAM FOOD ALLIANCE

If you or someone you know is experiencing financial challenges that are preventing them from getting the food they need, then you can make a referral to the [Newham Food Alliance](#). The Newham Food Alliance is an open collaboration between partners who reach thousands of residents each week with food parcels, meals, and other support.

MORRISONS

When you purchase one adult meal costing £4.49 or more, you can get a child's meal for free. It applies only to children aged 16 and under and it excludes all café specials. Kids' meals also include a piece of fruit and Tropicana Kids Orange or Apple drink or bottle of water.

If you are struggling with the cost of sanitary products, you can go to any Morrisons customer service desk and ask for a package for 'Sandy' or a 'period product pack'. The customer service representative will then provide you with a free and discreet envelope containing sanitary products.

ASDA

You can get a kids hot or cold meal for just £1 in Asda cafes. There is no requirement to buy an adult meal at the same time. The Kids Eat for £1 deal is available all day long until the end of March 2023. Baby food is also available as part of the initiative, with little ones able to enjoy a free pouch of Ella's Kitchen baby food (70g pouch) in their local Asda Café.

Those aged over 60 can also enjoy soup, a roll, and unlimited hot drinks for £1 in any of its 205 cafes until the end of March 2023.

SAINSBURY'S

Receive 'feed your family for a fiver' recipes, which provides customers with cheap meal deals.

WAITROSE

Reintroducing its popular hot drink offer for members of its myWaitrose loyalty scheme (which is free to join) – just remember to bring your own cup to avoid being charged for a reusable one. You will be able to get a free Americano, cappuccino, latte, or tea. You need to make a purchase, but there is no minimum spend to get the free drink.

OLIO MOBILE APP

This is a free mobile phone app connecting neighbours with each other and volunteers with businesses so that surplus food can be given away for free rather than being left to go off or be thrown away. Visit their [website](#) to find out more.

ICELAND

This initiative involves freezing the prices of hundreds of £1 Iceland value lines, providing reassurance to the many customers who rely on these as a cornerstone of their family food shop. New customers can also save £10 on their first online shop by Googling 'Save £10 at Iceland' to find offers, while signing up for the Iceland Bonus Code offers a market-leading 5% return on all savings plus access to exclusive weekly offers and discounts.

BARKING & DAGENHAM FOODBANKS

Barking Foodbank	Barking Foodbank	BD Collective
Chadwell Health Centre	Elim Christian Centre	Bethel Food Bank
Open: Tuesday and Thursday 10:00am – 12:00pm	Open: Monday, Wednesday, and Friday 10:30am – 12:00pm	Open: Monday, Tuesday, and Friday 11:00am – 2:00pm
United Reformed Church, Mill Lane, Chadwell Heath, RM6 6RS	Elim Christian Centre, 93 Axe Street Barking, IG11 7LZ	Bethel Christian Centre, 170 Bennett's Castle Lane, Dagenham, RM8 3XP
Phone: 02086170660	Phone: 02086170660	Phone: 02085958211

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HACKNEY FOODBANKS

Hackney Foodbank	Hackney Foodbank	Hackney Foodbank	Hackney Foodbank	Hackney Foodbank
Hoxton Centre	Dalston Centre	Upper Clapton Centre	Stoke Newington Centre	Haggerston Centre
Open: Monday 11:00AM – 1:00PM	Open: Tuesday 11:00am – 1:00pm	Open: Wednesday 11:00am – 1:00pm	Open: Thursday 12:00pm – 2:00pm	Open: Saturday 10:00am – 12:00pm
Museum of the Home, Geffrye Street, E2 8EA	Our Ladies and St Joseph Church, 100a Balls Pond Road, N1 4AG	The Leaside Trust, Spring Lane, E5 9HQ	St Mary's Church, Church Street, N16 9ES	Queensbridge Community Centre, 30 Holly Street, E8 3XW
Phone: 02072542464	Phone: 02072544378	Phone: 02072542464	Phone: 02072542464	Phone: 02072542464

HAVERING FOODBANKS

Romford Foodbank	Romford Foodbank	Romford Foodbank	Harold Hill Foodbank	Rainham Foodbank
Romford Baptist Church	St. Edward's CofE Church	The Ascension Church	Harold Hill Foodbank	Rainham Foodbank
Open: Monday 12:00pm – 2:00pm	Open: Wednesday 10:30am – 12:30pm	Open: Friday 12:30pm – 2:30pm	Open: Monday to Friday 10:30am – 1:30pm	Open: Monday, Wednesday, and Friday 12:00pm – 3:00pm
Main Road, RM1 3BL	Market Place, RM1 3AB	Collier Row Road, RM5 2BA	Unit 1 Guardian Business Centre, Faringdon Avenue, RM3 8FD	The Mick Fury House, Lowen Road, RM13 8HT
Phone: 07548674958	Phone: 07548674958	Phone: 07548674958	Phone: 01708386323	Phone: 01708397484

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NEWHAM FOODBANKS

Newham District Foodbank	Newham District Foodbank
Ascension Church Centre	Bonny Downs
Open: Thursday 11:00am – 1:00pm	Open: Wednesday 11:30am – 1:30pm
Baxter Road, London, E16 3HJ	Bonny Downs Church Hall, 18 Darwell Close, East Ham, London, E6 6BT
Phone: 02075111232	Phone: 02085867070

REDBRIDGE FOODBANKS

Redbridge Foodbank	Redbridge Foodbank	Redbridge Foodbank	Redbridge Foodbank
Jubilee Church	All Saints Goodmayes	Grange Hill Methodist	Woodford Baptist Church
Open: Tuesday 12:00 – 1:00pm, Wednesday 2:00pm – 4:00pm and Saturday 10:00am – 1:00pm	Open: Friday 10:00am – 12:00pm	Open: Saturday 10:00am – 12:00pm	Open: Friday 2:30pm – 4:30pm
14 Granville Road, Ilford, Redbridge, IG1 4JY	Goodmayes Lane, Ilford, IG3 9SJ	Burrow Road, Chigwell, Essex, IG7 4HQ	George Lane, South Woodford, London, E18 1LW
Phone: 02085180056	Phone: 02085180056	Phone: 02085180056	Phone: 02085180056

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TOWER HAMLETS FOODBANKS

Bow Foodbank	Bethnal Green Foodbank	Neighbours in Poplar	St Luke's Foodbank	Underwood Road
Bromley-by-Bow Community Centre	Bethnal Green Foodbank	St Matthias Community Centre	St Luke's	Underwood Road
Open: Monday 8:30am – 12:30pm	Open: Wednesday 2:00pm – 7:00pm	Open: Thursday 10:30 – 12:00pm	Open: Tuesday and Thursday 10:00am – 12:00pm	Open: Thursday and Friday 9:00am – 3:00pm
St Leonard's Road, E3 3BT	Raine's Foundation School, Approach Road, E2 9LY	113 Poplar High Street, Poplar, E14 OAE	Alpha Grove, E14 8LH	St Anne's Catholic Church, E1 5AW
Phone: 07398776145	Phone: 07398776145	Phone: 02075310190	Phone: 02075389862	Phone: 02072477833

WALTHAM FOREST FOODBANKS

Eat or Heat	PL84U – AL SUFFA	The Lighthouse Project	Meet the Need
Quaker House	Epicentre	Leyton Church	Elim Pentecostal Church
Open: Contact Eat or Heat for opening times	Open: Monday and Wednesday 12:00pm – 2:00pm	Open: Thursday 12:00pm – 2:00pm	Open: Wednesday and Thursday 10:00am – 12:00pm
1A Jewel Road, E17 4QU	41 West Street, Leytonstone, E11 4LU	St Mary's, Church Road, Leyton, E10 5JP	Elim Pentecostal Church, Hainault Road, E11 1EL
Phone: 08007720212	Phone: 07539364110	Phone: 03003230343	Phone: 02085392286

6. BENEFIT CALCULATORS

CHECK YOUR ENTITLEMENT

You can use an independent, free, and anonymous benefit calculator to check what you could be entitled to.

Benefit calculators are designed to give you an estimate of the benefits you could get, how much your benefit payments could be, how your benefits will be affected if you start work or increase your hours and how your benefits will be affected if your circumstances change - for example, if you have a child or move in with your partner.

CALCULATORS

For information on income-related benefits, contribution-based benefits, [Universal Credit](#), [Tax Credits](#), [Council Tax Reduction](#) and [Carer's Allowance](#) use [Policy in Practice better off calculator](#), [entitledto benefits calculator](#), or [Turn2us benefits calculator](#).

Find out if you are eligible for [Pension Credit](#) and how much you could get by using the Pension Credit calculator on the [GOV.UK](#) website. You will need details of earnings, benefits, and pensions, as well as savings and investments. In addition to this, you will need the same details for your partner if you have one.

The [Child Benefit tax calculator](#) can be used to get an estimate of how much [Child Benefit](#) you receive in a tax year and the High Income Child Benefit tax charge you or your partner may have to pay.

7. BENEFIT CONTACT DETAILS

Benefit	Contact Details
Access to Work	Telephone: 0800 121 7479 / Textphone: 0800 121 7579 Relay UK : 18001 then 0800 121 7479 British Sign Language (BSL) video relay service / Monday to Friday: 9am to 5pm
Attendance Allowance	Telephone: 0800 731 0122 / Textphone: 0800 731 0317 Relay UK : 18001 then 0800 731 0122 British Sign Language (BSL) video relay service Monday to Friday: 8am to 6pm
Bereavement Support	Telephone: 0800 151 2012 / Textphone: 0800 731 0464 Relay UK : 18001 then 0800 151 2012 British Sign Language (BSL) video relay service Monday to Friday: 8am to 6pm
Carer's Allowance	Telephone: 0800 731 0297 / Textphone: 0800 731 0317 Relay UK : 18001 then 0800 731 0297 British Sign Language (BSL) video relay service Monday to Friday: 8am to 6pm
Child Benefit	Telephone: 0300 200 3100 Relay UK : 18001 then 0300 200 3100 Monday to Friday: 8am to 6pm
Carer's Credit	Telephone: 0800 731 0297 / Textphone: 0800 731 0317 Relay UK : 18001 then 0800 731 0297 British Sign Language (BSL) video relay service Monday to Friday: 8am to 6pm
Disability Living Allowance	Telephone: 0800 121 4600 / Textphone: 0800 121 4523 Relay UK : 18001 then 0800 121 4600 British Sign Language (BSL) video relay service Monday to Friday: 9am to 5pm

Cost of Living Pack

2023-2024

Employment and Support Allowance	Telephone: 0800 169 0310 / Textphone: 0800 169 0314 Relay UK : 18001 then 0800 169 0310 British Sign Language (BSL) video relay service Monday to Friday: 8am to 5pm
Incapacity Benefit	Telephone: 0800 169 0310 / Textphone: 0800 169 0314 Relay UK : 18001 then 0800 169 0310 British Sign Language (BSL) video relay service Monday to Friday: 8am to 5pm
Income Support	Telephone: 0800 169 0310 / Textphone: 0800 169 0314 Relay UK : 18001 then 0800 169 0310 British Sign Language (BSL) video relay service Monday to Friday: 8am to 5pm
Industrial Injuries Disablement Benefit	Telephone: 0800 121 8379 / Textphone: 0800 169 0314 Relay UK : 18001 then 0800 121 8379 British Sign Language (BSL) video relay service Monday to Friday: 9am to 5pm
Jobseeker's Allowance	Telephone: 0800 169 0310 / Textphone: 0800 169 0314 Relay UK : 18001 then 0800 169 0310 British Sign Language (BSL) video relay service Monday to Friday: 8am to 5pm
Pension Credit	Telephone: 0800 99 1234 / Textphone: 0800 169 0133 Relay UK : 18001 then 0800 99 1234 British Sign Language (BSL) video relay service Monday to Friday: 8am to 6pm
Personal Independence Payment	Telephone: 0800 121 4433 / Textphone: 0800 121 4493 Relay UK : 18001 then 0800 121 4433 British Sign Language (BSL) video relay service Monday to Friday: 9am to 5pm
State Pension	Telephone: 0800 731 0469 / Textphone: 0800 731 0464 Relay UK : 18001 then 0800 731 0469 British Sign Language (BSL) video relay service Monday to Friday: 8am to 6pm
Universal Credit	Telephone: 0800 328 5644 / Textphone: 0800 328 1344 Relay UK : 18001 then 0800 328 5644 British Sign Language (BSL) video relay service Monday to Friday: 8am to 6pm

