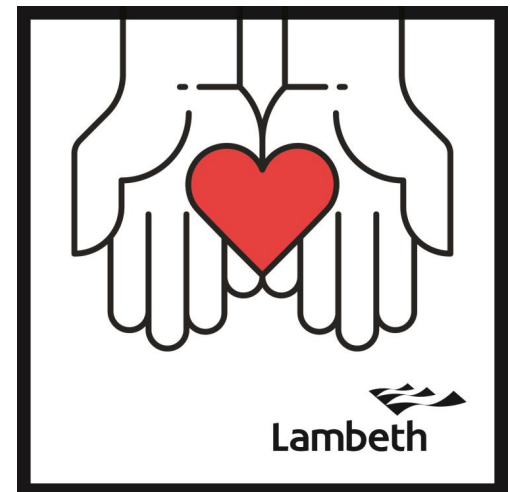
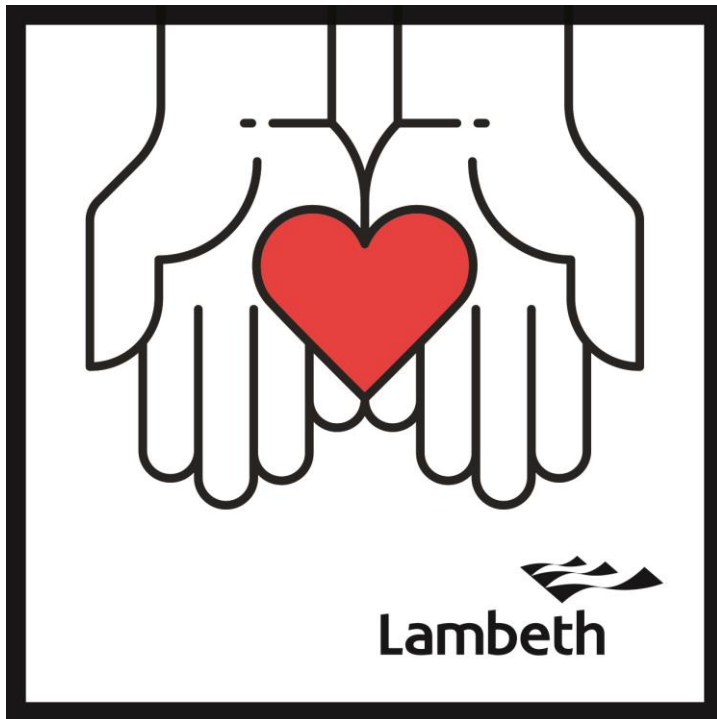


The Cost of Living Crisis

Staff information for residents



Overview



This pack is designed to support staff to signpost residents to services in order to help them with increases to the cost of living.

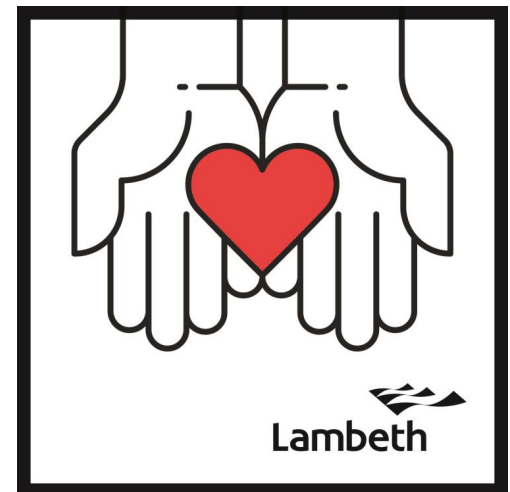
This presentation covers the following:

- How to find the right support
- Food support
- Fuel support
- Advice services
- Grants
- Who to contact

Context in Lambeth

- Lambeth has a high proportion of our residents are already struggling to pay for basic needs like food and fuel
- Current modelling suggests that the increase energy price cap rise will result in 2,500 households in the borough having less than **£0 monthly discretionary income** after the change the figure before the change was an increase from **193** households

Finding the right support



HOW TO FIND SUPPORT

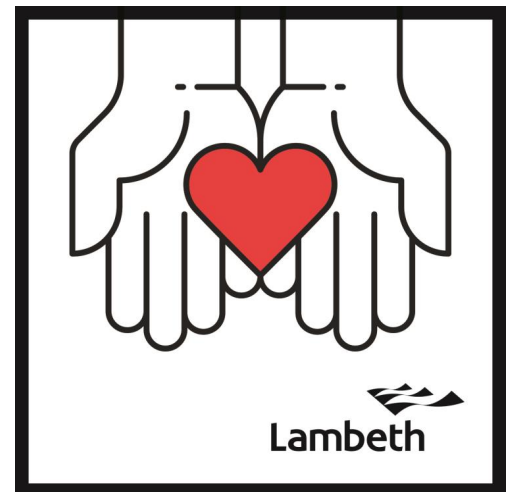
Lambeth's Cost of Living Crisis webpage lists practical and financial support for residents who are impacted with increasing costs of living.

Visit: <https://beta.lambeth.gov.uk/cost-living-crisis-support>

Lambeth also has a cost-of-living leaflet that can be found at GP surgeries, pharmacies, libraries, community and day centres as well as Lambeth Civic Centre and Town Hall to support residents with the cost of living.

If you would like copies of the leaflet sent to you, please email the contact details at the end of this pack.

Food Support



LAMBETH LARDER

Lambeth Larder is a social enterprise, connecting local people in financial need to emergency food and other services like advice, debt, and mental health support.

The website is a directory of places residents can access for support and lists many food banks in the borough: <https://www.lambethlarder.org/>

A list of places where residents can access emergency food can be found here: <https://www.lambethlarder.org/emergency-food>

FOOD BANKS IN LAMBETH

Lambeth has six Trussell Trust food banks in the borough available to residents with food vouchers.

Food vouchers can be gained through a resident's health worker, social worker, doctor, advice centres or through MYCommunity Gateway (details on slide 24).

To find the nearest Trussell Trust food bank, please visit: <https://www.trusselltrust.org/get-help/find-a-foodbank/>

FREE SCHOOL MEALS

Residents on low-income with a child at a Lambeth school may be eligible for free school meals. The most common way residents are eligible for free school meals is by being in receipt of an income-based benefit or support under Part VI of the Immigration and Asylum Act 1999. More information on eligibility criteria can be found here: <https://beta.lambeth.gov.uk/schools-and-education/free-school-meals-and-financial-support/apply-free-school-meals>

To apply for free school meals, the resident should contact the child's school directly.

If a resident has a child at a school outside of the borough, Lambeth Council recommends contacting the child's school directly regarding free school meal entitlement.

All children in Reception, Year 1 or Year 2 now receive a free meal under the Universal Infant Free School Meal programme. Residents with children in these year groups who would also be eligible for Free School Meals should still apply through schools to ensure they receive any associated funding.

HEALTHY START FOOD VOUCHERS

Healthy Start Food Vouchers are part of a national government scheme to improve the health of low-income pregnant people and families.

Healthy Start can provide funds (via a prepaid card) for pregnant people and families with children aged under 4 who are in receipt of certain benefits to buy healthy foods.

Eligible people and families receive at least £4.50 per week which can be used to buy fruit, vegetables, pulses, cow's milk, and infant formula in retailers who sell these items.

An application form for Healthy Start Food Vouchers can be found at www.healthystart.nhs.uk or accessed through the resident's midwife

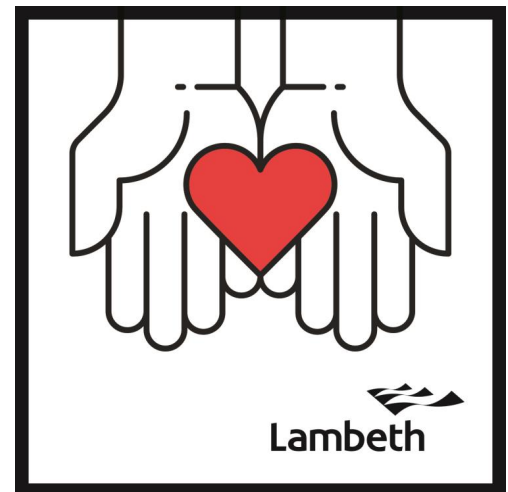
DAY CENTRES

Lambeth's day centres all provide emergency food as well as advice services for residents. The below centres are accessible for residents to just turn up:

Service name	Description	Address	Opening hours	Website
Ace of Clubs	Centre for homeless people in the borough	Saint Alphonsus Road SW4 7AS	Monday to Friday 12pm-2:30pm	http://www.aceofclubs.org.uk/
Bright Morning Star Ministries	Day centre for homeless people or prison leavers	Chandler Community Hall Lambeth Walk, SE11 6DU	Tuesdays 10am - 1pm	http://www.thebrightmorningministries.com/
Refugee Community Kitchen	Free takeaway hot food for all	Windrush Square, SW2 1JG	Sundays 5.30 - 6.30	https://refugeecommunitykitchen.org/
Spires	Day centre for homeless people	8 Tooting Bec Gardens, SW16 1RB	Monday to Friday Various times dedicated to certain cohorts	http://www.spires.org.uk/
Webber Street	Day centre for homeless people	6-8 Webber Street, Waterloo, London, SE1 8QA	Monday to Wednesday & Saturday 8.30am	https://www.webberstreet.org/
Streets Kitchen	Free takeaway hot food for residents in need	Multiple locations	Dates and times depending on location	https://www.streetskitchen.org/locations/london

Lambeth

Fuel Support



FINANCIAL SUPPORT FOR ENERGY BILLS

Supplier	Contact
British Gas Energy Support Fund	https://britishgasenergytrust.org.uk/grants-available/
Scottish Power Hardship Fund	https://community.scottishpower.co.uk/t5/Help-paying-your-bill/Hardship-Fund/ta-p/53
Ovo Energy Fund	https://www.ovenergy.com/help/debt-and-energy-assistance
E.ON Energy Fund	https://www.eonenergy.com/for-your-home/saving-energy/need-little-extra-help/energy-fund
E.ON Next Energy Fund	https://www.eonnextenergyfund.com/
EDF Energy Customer Support Fund	https://www.edfenergy.com/for-home/help-centre/faq/can-i-get-grant-help-me-pay-my-energy
Bulb Energy Fund	Bulb Energy Fund helpline: 0300 30 30 635
Octopus 'Octo Assist Fund'	https://octopus.energy/blog/struggling-to-pay/

If a resident can't get a grant from their supplier, they might be able to get a grant from the British Gas Energy Trust (you don't have to be a British Gas customer) but they will need to get debt advice before applying. Residents can check if they are eligible for a grant from the British Gas Energy trust here: <https://britishgasenergytrust.org.uk/grants-available/>

THE GREEN DOCTOR

The Green Doctor offers free advice to residents in improving energy efficiency and reducing their energy bills.

Some of the free services from the Green Doctor include:

- Finding causes of heat loss in homes
- Helping to find and fix damp or mould problems
- Offering useful tips for saving energy and water
- Installing small energy and water efficiency measures, such as draft excluders
- Support to switch energy providers to save money
- Support to access other support, such as emergency heating, government subsidies or grants, advice on energy or water debt.

More information on the Green Doctor can be found at <https://www.groundwork.org.uk/greendoctor/>

CITIZEN'S ADVICE EXTRA HELP UNIT

Citizen's Advice Extra Help unit can support residents who either have no energy supply, are about to run out of credit or have no money for a prepayment meter. They can also help residents with talking to their energy supplier to organise tariffs, create a debt repayment plan or support in other ways.

The Citizen's Advice Consumer helpline is **0808 223 1133**. When calling, please ask for the Extra Help Unit.

POST OFFICE PAYOUTS

If a resident is in receipt of Council Tax Support, they should have received a letter that can be exchanged for cash or bank transfer at their local Post Office.

The amounts residents have received are as follows:

- £150 for residents in Council Tax Bands E-G
- £100 for household with pensioners
- £50 for all other households

Residents that fit into more than one category will have received one letter that can be exchanged for both payouts.

These letters have initially been issued through the Post Office but are legitimate and residents should be encouraged to cash them as soon as possible to prevent expiry (3 months after letter was issued).

If your resident is unable to collect the Post Office payout themselves, please ask them to contact CouncilTaxEnergyRebate@lambeth.gov.uk

FUELBANK FOUNDATION

The Housing Support Team have fuel vouchers to support an array of vulnerable cohorts including welfare impacted residents, care leavers, pensioners, and residents in high arrears and at risk of eviction.

Fuel vouchers in the value of £30 are issued in the Spring/Summer seasons and vouchers in the value of £49 are issued in Autumn/Winter seasons

To be eligible for these vouchers residents must:

- Have a pre-payment meter
- Be living without heat, light or power because the meters have been switched off OR meters will be switched off within the next 24-48 hours and residents do not have finances for reconnection
- Residents are at risk of eviction, in high rental arrears or on a low income

Please contact the Housing Support Team on welfaresolutions@lambeth.gov.uk for more information or to make a referral

WARMER HOMES GRANTS

Support to improve the efficiency of your home

Grants are available to households who meet the following criteria:

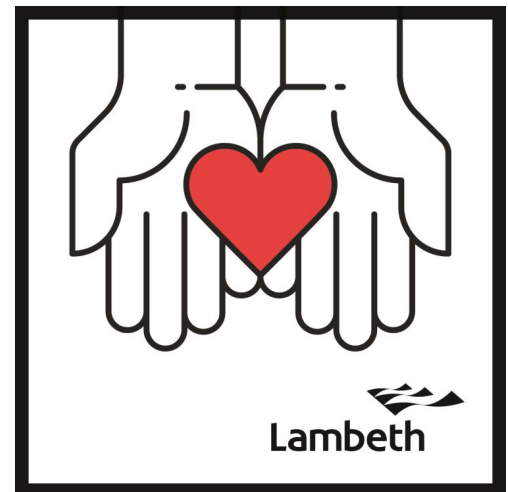
- Homeowners or private renters who meet one of the following:
 - In receipt of an income related benefit
 - Have a low income
 - Have a long-term health condition
- Low-income tenants in social housing

Grants are £5,000 - £25,000 and homes with EPC ratings of E, F or G will be prioritised.

The programme can cover a number of works including heat pumps, insulation, heating system improvements, draught-proofing and solar energy installations.

Landlords can also apply as long as tenants are eligible. Both landlords and tenants must agree to the work being conducted.

Advice Services



LOCAL ADVICE SERVICES

Providing residents with practical and financial support

Lambeth commissions the following advice agencies to provide support to residents:

- Brixton Advice Centre
Telephone: 020 7095 5908, www.brixtonadvice.org.uk
- Centre70
Telephone: 020 8670 0070, <https://centre70.org.uk/>
- Citizen's Advice Merton and Lambeth
Telephone: Lambeth Adviceline 03444 889 625, www.caml.org.uk

The services can help support residents in the following areas:

- Welfare advice
- Income maximisation
- Budgeting and money management
- Grant finding and applications
- Skills and employment

Referrals can be made by calling the above telephone numbers.

EVERY POUND COUNTS

Providing residents with practical and financial support

Every Pound Counts is Lambeth's specialist benefit advice service for vulnerable residents, based in adult social care.

The service works to maximise residents' incomes by identifying unclaimed benefits and correcting underpayments where benefits have been wrongly ended or reduced.

The service is for Lambeth residents experiencing significant long term ill health or disability who may have difficulty accessing mainstream advice services or acting on advice given due to vulnerability or ill health.

Services supporting vulnerable residents can refer to the team by completing an application form available on <https://beta.lambeth.gov.uk/benefits-financial-support/get-benefits-advice>

You can also contact the service by calling 0207 926 5555 and selecting option 4 or by emailing the team on everypoundcounts@lambeth.gov.uk

JOBS AND SKILLS DEVELOPMENT

What does Lambeth Offer?

Connecting Communities

Employment Programme providing support going back to work for any unemployed residents.
Telephone number: 0207 926 0500

Youth Hubs

1:1 job and careers support with referrals to specialist guidance and programmes for young people aged 18-30.
Telephone number: 0207 926 0500

Lambeth Adult Learning

Skills development across a broad curriculum, including digital, maths and English skills and ESOL, as well as direct support with the cost of living
Telephone: 0207 926 3304

Work & Health Programme Core and JETS

Additional employment support on top of Job Centre Plus for disabled residents or the long term unemployed (LTU) and specified disadvantaged groups.

More information about this support can be found on opportunity.lambeth.gov.uk or by contacting opportunitylambeth@lambeth.gov.uk

Twitter: @opplambeth

Instagram (Lambeth Made Youth focus): Lambeth_Made



MYCOMMUNITY GATEWAY

Providing residents with practical and financial support

Lambeth Council commissions Age UK's MYCommunity Gateway for all residents over the age of 18.

The service can help residents requiring food, medication, befriending or other support. They can also issue food bank vouchers.

Residents can contact the team in the following ways:

Telephone: 0333 360 3700

Website: connectlambeth.org

Email: mycommunity@ageuklambeth.org

DEBT ADVICE

Providing residents with practical and financial support

Alongside Lambeth's advice services, the following national services also provide debt advice to residents:

National Debt Line

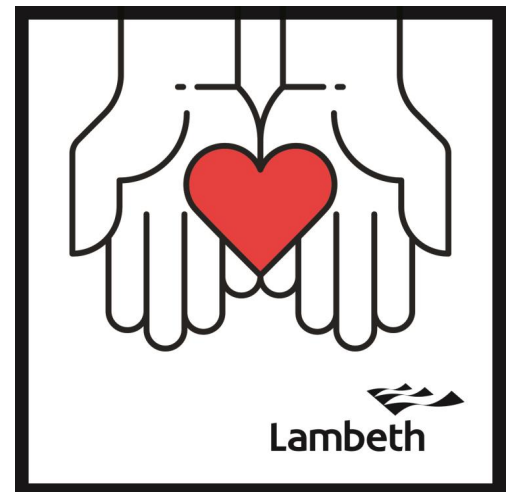
0808 808 4000 Monday to Friday, 9am - 8pm & Saturday
9:30am – 1pm

StepChange

0800 138 1111 Monday to Friday, 8am - 8pm & Saturday
8am – 4pm

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Grants



HOUSEHOLD SUPPORT SCHEME

Lambeth's **Household Support Scheme**, can support residents facing hardship, a crisis, emergency or disaster or have community care and/or resettlement needs. This includes residents struggling to pay bills or afford food.

The scheme **can provide** residents with the following support:

- Food and fuel vouchers
- White goods
- Kitchenware
- Furniture
- Repairs
- Clothes vouchers

To **qualify** for the scheme, residents must:

- Live in Lambeth
- Be aged 16+
- Have a household income of less than £30,000 per annum
- Have not received funding from the scheme in the past six months

Residents can apply for food and fuel support regardless of benefit status but need to be in receipt of an income-based benefit for all other forms of support.

Visit <https://beta.lambeth.gov.uk/benefits-financial-support/extra-support-people-crisis/household-support-scheme/apply-online> to apply



Lambeth

GRANT FINDING AND INCOME MAXIMISATION WEBSITES

There are a number of websites that can support residents with finding appropriate grants and maximising their income to support with increases to food and energy bills as well as with training and employment support.

The below websites all include a directory of grants residents can apply to:

Turn2Us: <https://grants-search.turn2us.org.uk/>

EntitledTo: <https://www.entitledto.co.uk/benefits-calculator/Intro/Home?cid=fb432801-5b94-42c3-a6c9-717ac8b78790>

LightningReach: <https://www.lightningreach.org/application-portal>

GRANTS FOR RESIDENTS IN HOUSING ASSOCIATIONS

Many housing associations offer **hardship grants and support to tenants in need**. If an individual is a housing association tenant encourage them to get in touch to establish what support is available.

If residents live in a **Southern Housing Group** property they may be able to access a range of support including:

- Grants,
- money advice and benefits support,
- employment, training and digital support.

Email community.investment@shgroup.org.uk or visit www.southern360.org.uk/investing-in-communities for more information and to self-refer.

Contact details

Residents requiring support with the cost of living can contact: costofliving@lambeth.gov.uk

If your setting requires materials or would like a briefing from the cost-of-living team, please contact

Laura Stoker: lstoker@lambeth.gov.uk

