

# COST OF LIVING

- Help
- Advice
- Grants
- Support

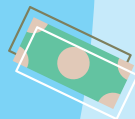
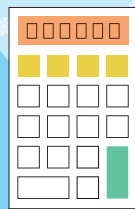
With everyday costs still rising, we would like to signpost you to the government and local support packages available, as well as professional organisations who are able to offer advice and assistance during these difficult times.



[www.warwickdc.gov.uk](http://www.warwickdc.gov.uk)



Updated November 2023



Further contacts and useful tools for calculating benefit entitlement, budgeting and details of advice and support are available at [www.warwickdc.gov.uk/costofliving](http://www.warwickdc.gov.uk/costofliving) this includes help with: -

- Benefits and Universal Credit
- Water bills
- Gas and electric bills
- Food Support
- Financial Advice and calculators
- Family and childcare
- School holiday clubs and activities
- Free school meals
- Housing
- Health and Wellbeing
- How to access Citizens Advice

## Government support

In 2023/24 a new payment of £900 will be paid to household who are claiming one of the following means-tested benefits:

- Universal Credit \*
- Income-based Jobseekers Allowance \*
- Income-related Employment and Support Allowance \*
- Income Support
- Working Tax Credit\*
- Child Tax Credit \*
- Pension Credit

The first £301 instalment was paid in April 2023 with the second £300 due in November 2023 and the third of £299 to be paid in spring 2024.

**Winter Fuel Payment up to £300** - for people born on

or before 26 September 1956 (this is in addition to the cost-of-living payment (above) for those eligible)

### **£150 Disability Cost of Living Payment**

This includes individuals claiming Disability Living Allowance (DLA) and Personal Independence Payment, Child Disability Payment and Adult Disability Payment.

For further details of these and other cost of living support schemes available visit

**[www.gov.uk/cost-of-living](http://www.gov.uk/cost-of-living)**

or talk to Citizen's Advice.

If you are eligible, the payment will be sent out automatically and in the same way you receive your existing benefits - so you do not need to apply or do anything to receive it.

### **Working when on benefits**

If you are on Universal Credit or other benefits, you and/or partner may be able to earn a certain amount per month (Work Allowance) before your benefit rate is affected. You can find out more about income thresholds and working benefit entitlements from your Financial Inclusion Officer (WDC tenants) or Citizen's Advice.

Visit your local job centre to find out about part-time or home working roles.

### **Jobcentre Plus - Leamington Spa**

Brandon House  
Holly Walk  
Leamington Spa  
CV32 4JE

**Tel:** 0800 055 6688

## **Other support**

### **VASA South Warwickshire**

Volunteer drivers can take passengers to medical and other appointments, groups, activities and day care charging a small mileage and admin fee. **Tel:** 01789 262889

**Email:** hello@vasa.org.uk

**Bus Travel** - adult single bus fares are capped at £2 until 31 October 2024 when using Stagecoach, Arriva, National Express, Pulhams, IndieGo PLUS Demand Responsive Transport (DRT), Diamond.

**www.warwickshire.gov.uk/buses**

### **Digital/Internet access and IT equipment**

Support is available from your local community centres (listed below) and also from the Warwickshire Library Service **www.warwickshire.gov.uk/youcanonline**

**Christmas Support** - Contact the Community Wellbeing Team or local community centre (listed

below) for information on support, events and activities in your area.

### **The Holiday Activities and Food (HAF) Programme**

is funded by the Department for Education (DfE), though Warwickshire County Council to provide young people who are in full-time education (Reception to Year 11) and eligible for benefits-related free school meals with access to enriching activities and meals, for free, during the three main school holidays: Winter, Spring and Summer. **www.warwickshire.gov.uk/holidays-activities-food-haf**

### **Action 21 Really Useful Centre,**

Unit 3, Milverton House, Court Street, Leamington Spa

Open 10am to 4pm Monday to Saturday, sell a range of quality second hand items at bargain prices including clothing, shoes, kitchenware, furniture, bikes and tools.

**Kenilworth Lions Furniture Store and Bazaar**, John Price House, Farmer Ward Road, Kenilworth, CV8 2DH, open every Saturday from 9am to 12:30pm. range of furniture, electrical appliances, household goods at bargain prices.

**Warm and Safer Home Grants** Up to £10,000 of funding available to eligible residents to make essential repairs or safety improvements

to their homes. Owner occupiers who are receipt of benefits such as Universal Credit, Income Support or Pension Credit could receive funding to cover a wide range of works from addressing security issues, to a lack of hygiene facilities or take measures to provide better heating in cold homes. **Email:** HeartEnquiries@nuneatonandbedworth.gov.uk **Tel:** 024 76 376299.

## Warwick District Council Support

### **Council Tax Reduction Scheme**

Households on a low income including the self-employed may be entitled to a reduction in their Council Tax.

### **Discretionary Housing Payments**

These are payments to help pay your rent if you get housing benefit or the housing element of universal credit and the amount you receive does not cover your full rent.

### **Housing Benefit**

Housing benefit was replaced by Universal Credit in 2018, however you may still get benefit to help you to pay your rent if you are state pension age or are living in temporary accommodation or accommodation where care and support is being provided.

### **Financial Inclusion Team**

The Council's team can provide a variety of support to our customers living in our council

homes, this includes advice on rent payments, benefits, budgeting, charity applications, foodbank vouchers and fuel poverty.

**Further information is available by visiting [www.warwickdc.gov.uk/costofliving](http://www.warwickdc.gov.uk/costofliving) or calling the following numbers:**

### **Council tax and benefits**

01926 456760

### **Housing and homelessness support**

01926 456129

### **Help with your finances (Council tenants)**

01926 456454/456336

**The Council offices at Riverside House, Milverton Hill, Leamington Spa CV32 5HZ** are open Monday to Friday from 9.30am to 4.30am for walk-ins and appointments.

## Help with food and welfare

Open to anyone struggling to put food on the table regardless of benefit entitlement. To request a voucher that to be used at your local foodbank listed below or for more information,

**Tel:** 0808 2082138 or **Email:** [info@warwickdistrict.foodbank.org.uk](mailto:info@warwickdistrict.foodbank.org.uk)

### **Heathcote Primary School**

(access via Old Station nursery gate),  
Vickers Way, Heathcote, CV34 7AP  
Open Mondays 10am to 12 noon

### **Southern Court, Lillington**

The Crest, Lillington,  
Leamington Spa CV32 7PU  
Open Tuesdays 11am to 1pm

### **St Mary's Church**

St Mary's Road, Leamington  
Spa CV31 1JW  
Open Wednesdays 1pm to 3pm

### **St Paul's Church**

Leicester Street,  
Leamington Spa CV32 4TE  
Open Thursdays 2pm to 4pm

### **The Westbury Centre**

Westlea Road,  
Leamington Spa CV31 3JE  
Open Fridays 11am to 1pm

**Myton Church** at The Westbury  
Centre - Westbury Lunches, every  
Tuesday 12:15 Free lunch

### **The Kenilworth Centre**

Abbey End Car Park, Kenilworth  
CV8 1QJ **Tel:** 01926 855205

### **Helping Hands Community**

Project offers food and a range of  
support to local people in need.

9a Althorpe Street, Leamington  
Spa CV31 2AU **Tel:** 01926 768500

### **Evening Meals**

Monday to Thursday 6.30pm

### **Breakfast Club**

Monday to Friday at 10.30am

### **Lillington Community Pantry**

Food and advice for members  
of The Pantry 11am to 3pm  
Community Café offering free  
food 11 - 3pm on Thursdays  
and Fridays. For further  
information and membership.

**Tel:** 01926 350 800  
or **email** [lillington@  
thecommunitypantry.org.uk](mailto:lillington@thecommunitypantry.org.uk).

**St John The Baptist** Tachbrook  
Street, Leamington Spa, CV31  
3BN. 01926 289459

**Food Kitchen** - free hot  
meal to eat in or take away  
Wednesdays 5.30 - 6.30pm

**Food Larder** - free food and  
toiletries in the church porch on  
Wednesday and Sunday mornings  
the church on Wednesday  
and Sunday mornings

**Ahmadiyya Food Bank**, Ahmadiyya  
Muslim Centre, Riverside, Adelaide  
Rd, Leamington Spa CV32 5AH

**Tel:** 01926 330430 **email**  
[leamingtonspa@ahmadiyyauk.org](mailto:leamingtonspa@ahmadiyyauk.org)

## Community centres and local support schemes

**Citizens Advice South Warwickshire** offer a range of advice and information relating to benefits, debt, housing, employment, family, consumer, education, tax, law and rights issues.

**Tel:** 0808 250 5715 or **Email** us online

**[www.casouthwarwickshire.org.uk/contact/](http://www.casouthwarwickshire.org.uk/contact/)**

The Leamington office is open on Tuesday 10 am to 12 noon for triage sessions.

**Warwickshire Out of Hours Service** on Mondays 5pm-7pm

**Tel:** 0800 995 6047 **[www.casouthwarwickshire.org.uk](http://www.casouthwarwickshire.org.uk)**

**Warwickshire Local Welfare Scheme** helps our most vulnerable residents at times of unavoidable crisis when they have no other means of help.

To enquire or to apply for support, **Tel:** 0800 408 1448 or 01926 359182  
Monday to Thursday 9am-5pm | Friday 9am - 4.30pm

**Your local community centres** are **welcoming places** that can provide support and assistance with health and wellbeing, employment, financial support, food support, mental health, energy concerns, loneliness and isolation. They can also help you access the internet and IT and many provide Youth Clubs and School Holiday Activities.

### **Brunswick Hub**

98-100 Shrubland St, Leamington Spa CV31 3BD **Tel:** 01926 422123

### **Chase Meadow Community Centre**

Narrow Hall Meadow, Warwick CV34 6BT **Tel:** 01926 490845

### **Crown Routes One Stop Shop**

Acorn Court, Stockton Grove, Lillington, Leamington Spa CV32 7NP

**Email:** [crownroutes@brunswickhlc.org.uk](mailto:crownroutes@brunswickhlc.org.uk) or call Laura on 07874 865617

**The Gap** 39 Oakwood Grove, Warwick CV34 5TD **Tel:** 01926 494200

### **The Ahmadiyya Muslim Community Centre**

Riverside, Adelaide Road, Leamington Spa CV32 5AH

**Tel:** 01926 330430 **Email:** [leamingtonspa@ahmadiyyauk.org](mailto:leamingtonspa@ahmadiyyauk.org)

**Packmores Community Centre** Lyttelton Rd, Warwick CV34 5EP  
**Tel:** 01926 492488

**SYDNI Centre** Cottage Square, Sydenham, Leamington Spa CV31 1PT  
**Tel:** 01926 422071

Citizens' Advice hub open Mondays 10am to 1pm by appointment only for those living in CV31.

**Leamington and Warwick Children and Family Centres**

Advice for families with children aged 0-19

**Tel:** 01926 337506 to find your nearest centre.

**Kenilworth Citizens Advice Hub** Kenilworth Library, Smalley Place, Kenilworth CV8 1QG. Open Thursdays 9.15am to 4pm (for those living in CV8 appointments only) **Tel:** 0808 250 5715

**Shire Hall Citizens Advice Hub** Shire Hall, Market Place, Warwick  
Open Wednesdays 9.15am to 4pm for those living in CV34 appointments only. **Tel:** 0808 250 5715

**Sikh Cultural and Sports Community Centre**

17a-17b Queensway Trading Estate Queensway  
Leamington Spa CV31 3LZ **Tel:** 01926 883129

**Heathcote Community Centre**, Cressida Close, Heathcote, Warwick, CV34 6DZ **Tel:** 01926 335228 **Email:** heathcotecentre@gmail.com

**Veteran Contact Point**, Pageant House, Jury Street, Warwick CV34 4ES **Tel:** 02477 343793 **Email:** contactus@veteranscontactpoint.co.uk

**The Westbury Centre** Westlea Road, Leamington Spa CV31 3JE

**Myton Church at the Westbury Centre**

Wellbeing Hub Tuesdays 2 - 3.30pm **Tel:** 01926 419777

**Young People First** Food and Fun at Youth Clubs for years 3 to 13 - please call for more information. **Tel:** 01926 450156

## Energy Saving

**Act On Energy** is a local charity providing free help to residents on all home energy efficiency matters. This includes managing fuel debt and access to hardship funds. They also can help with getting funding for those on lower incomes or on means tested benefits and a health condition

**Tel:** 0800 988 2881

**Visit:** [www.actonenergy.org.uk](http://www.actonenergy.org.uk)

### Energy and money saving tips and advice

Simple changes to the way you use energy in your home can help save £100s per year. Follow these simple steps to help keep warm and lower your energy bills:

- ✓ Cover draughts to stop the cold getting in
- ✓ Phone your energy provider to see about getting the best tariff
- ✓ Check if you are eligible for help to pay your water bill
- ✓ Give your wardrobe a revamp - lots of thinner layers will keep you warmer
- ✓ Plan events and activities that will keep you moving
- ✓ Turn the thermostat down 1C, ideal temperature is between 18 to 21 C
- ✓ Do at least one less machine wash a week
- ✓ Only boil the water you need
- ✓ Have shorter showers and fewer baths
- ✓ Turn the heating off even if you are popping to the shops
- ✓ Put lids on saucepans while cooking
- ✓ Thick curtains can help keep the heat in
- ✓ Turn off appliances when not in use, instead of leaving on standby

## If your situation is starting to affect your mental health

**Wellbeing for Warwickshire** can help you get information, advice, and the support you need. Able to help if you are feeling low, anxious, or stressed, the phone line is available 24 hours a day, seven days a week. 365 days a year. **Tel:** 0800 616171 **[www.wellbeingforwarwickshire.org.uk](http://www.wellbeingforwarwickshire.org.uk)**