

# Here to help



## A support guide during the cost of living crisis



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If you are having trouble accessing the links, emails or websites in this guide please contact our Digital Buddies programme so we can help you: **07483 988 710**  
Mon-Fri, 9-4pm.

## 1. Bills and energy

### Council tax

Experiencing financial difficulties or on a low income? The Council could reduce your council tax bill by up to £80 a month.

#### FOR MORE INFORMATION:

Search '**Hackney Council Tax Reduction**' or call  
**020 8356 3399**



Scan me for info  
about Council Tax

### Water bills

If your household income is below £20,111 you could qualify for a water bill discount. Thames Water also has a scheme to cap bills for certain people, as well as a hardship fund.

#### FOR MORE INFORMATION:

Contact: **0800 009 3652**  
or search '**Thames Water Hardship**'

### Heating

The London Energy Saving Squad (LESS) gives advice, information and support on their home energy use and bill switching. LESS can also identify grants that could help you.

#### FOR MORE INFORMATION:

Call: **0800 915 3575**



## 2. Money and debt

### Emergency funds

Facing severe hardship and have no other source of money? The Council may be able to help if you:

- Have an unexpected emergency and need a small amount of money to help
- Have an ongoing financial issue - such as high rent payments - or if you're struggling to manage debts
- Need essential household items like beds, fridges or cooking equipment

#### FOR MORE INFORMATION:

Fill out this online form [bit.ly/MoneyHubHackney](https://bit.ly/MoneyHubHackney) or visit a Hackney library or the Hackney Service Centre, in Reading Lane, Hackney Central, for support filling it out or call: **020 8356 3111**

### Debt and money advice sessions

Fair Money Advice provides free debt and money advice sessions at Dalston CLR James Library fortnightly on a Thursday.

#### FOR MORE INFORMATION:

Book a free appointment and view dates visit [hackney.gov.uk/libraries-whats-on](https://hackney.gov.uk/libraries-whats-on) or call Fair Money Advice on **020 3475 8811** or email: [info@fairmoneyadvice.org](mailto:info@fairmoneyadvice.org)



### Claim benefits

A benefits calculator can check you are claiming everything you should be. Try [entitledto.co.uk](https://entitledto.co.uk). Older people can visit [ageuk.org.uk](https://ageuk.org.uk) and search 'benefits calculator'. The Council can also check you're receiving all of the benefits to which you're entitled, and help you claim.

#### FOR MORE INFORMATION:

Fill out this online form [bit.ly/MoneyHubHackney](https://bit.ly/MoneyHubHackney) or visit a Hackney library or the Hackney Service Centre, in Reading Lane, Hackney Central, for support filling it out or call: **020 8356 3111**

### National Databank

The National Data Bank is giving free mobile data to people who can't afford their internet connection.

#### FOR MORE INFORMATION:

Find out if you are eligible here: [bit.ly/national-data-bank](https://bit.ly/national-data-bank)

### Pension credit

If you are over the state pension age and on a low income, you can get help, such as: housing benefit; support for mortgage interest payments; council tax discount; help with NHS dental treatment; and help with heating costs.

#### FOR MORE INFORMATION:

Search '**claim pension credit**' or call **0800 99 1234**. Textphone: **0800 169 0133**. Relay UK (if you cannot hear or speak on the phone): **18001** then **0800 99 1234**

### Debt or rent arrears

The Council can help you manage your accounts, and deal with debt.

#### FOR MORE INFORMATION:

Contact: **020 8356 3100**

## Maternity grant

The Sure Start Grant can help if you are expecting your first child. You could be eligible for a one-off payment of £500 to help towards the costs of having a child.

### FOR MORE INFORMATION:

Search '**Sure Start maternity grant**'

## Childcare costs

There are various types of financial help for families to meet their childcare and other costs. This includes free childcare.

### FOR MORE INFORMATION:

Search: '**Hackney childcare**'

## Prescriptions

If you struggle to pay for your prescriptions, you might be eligible for free prescriptions.

### FOR MORE INFORMATION:

Visit: [bit.ly/NHS-prescriptions](https://bit.ly/NHS-prescriptions)

# 3. Food and free meals

## Free school meals

All children in reception, Year 1 and Year 2 get a free meal at school regardless of income. However, if you are receiving certain types of benefit, your child may be eligible for free school meals from Year 3 onwards.

### FOR MORE INFORMATION:

Search '**free school meals Hackney**'



Scan me for more info about free school meals

## Supermarkets

Supermarkets including Asda, Sainsbury's and Morrisons are offering discounts and offers.

### FOR MORE INFORMATION:

Find out more: [bit.ly/help-for-households](https://bit.ly/help-for-households)

## Food banks

Hackney Foodbank provides emergency food parcels to anyone going through a temporary crisis or those trapped in poverty.

### FOR MORE INFORMATION:

Call them on **020 7254 2464** (Mon-Fri, 10am-2pm).



## Food projects

There are a number of community food projects offering people access to free or low cost, healthy meals.

### MONDAYS:

#### Children with Voices - Community Food Hub

Fresh food and essentials. Noon to 2.30pm. De Beauvoir Hub, 85 Downham Road, N1 5TR.  
Tel: **020 3369 0316**

#### The Jago

Free food parcels. Noon to 3pm. 440 Kingsland Road, E8 4AA.  
Call **020 7683 0438**

#### North London Action for the Homeless

Vegetarian three course meal. Noon to 1pm. St Paul's Church, Stoke Newington Road, N16 7UE

#### Idia's Community Kitchen

Hot breakfast, tea and coffee with a variety of bakery items and sandwiches to take away. 10am-1pm. Fellows Court Community Centre, 86 Weymouth Terrace, E2 8LR

#### St Monica's Parish Food Shelter

Free hot meals, 6pm-7pm. St Monica's Church, 19 Hoxton Square, N1 6NT

### TUESDAYS:

#### Children with Voices

Community Food Hub - Fresh food and essentials. 11.30am to 3pm. CFH Prideaux Hub, 10 Church Crescent, E9 7DL  
Tel: **020 3369 0316**

#### Stokey Community Food Shop

Fresh food and essentials. Noon to 2.30pm. Our Lady of Good Counsel Church, 24 Bouverie Road, N16 0AJ

#### St John Soup Kitchen

Fresh food and essentials, and a hot meal. 6.30pm to 8.30pm. 2A Gloucester Drive, N4 2LW

#### Idia's Community Kitchen

Hot breakfast, tea and coffee with a variety of bakery items and sandwiches to take away. 10am to 1pm. Fellows Court Community Centre, 86 Weymouth Terrace, E2 8LR

#### Gascoyne1 Community Centre

Community lunch. 1pm to 3pm. Gascoyne 1 Community Centre, Gascoyne Road, E9 7FA.  
Tel: **07774 930 516**.

#### Connecting all Communities

Food hub, Halal hot meals, healthy eating and free weekly food parcels. Noon to 1pm. 1 Atkins Square, Dalston Ln, Lower Clapton, London E8 1FA. Registration needed, please contact **020 3633 5550** or **info@cac-cic.org**

#### Made in Hackney

Pre-cooked meals delivered to vulnerable families. Deliveries are on Tuesdays and Thursdays. To refer yourself or someone else call **03337 721 826**

### WEDNESDAYS:

#### Gascoyne 2 Seniors' Meal

Chair-based exercise and community lunch. 11am to 2pm. Gascoyne 2 Community Hall, Wick Road, E9 5AY.  
Tel: **07482 320 992**

#### Lighthouse

Drop-in Lunch. Noon to 2pm. SAINT, St Luke's Church, Homerton Terrace, E9 6RT

#### North London Action for the Homeless

Vegetarian three course meal. 6pm-7.30pm. St Paul's Church, Stoke Newington Road, N16 7UE

### THURSDAYS:

#### 2nd Chance Café

Soup and cakes. Pay what you can. 11am-2pm. St Mary's Centre, Stoke Newington Church Street, N16 9ES

#### Foodcycle Hackney

Free community meal. 12.30pm. New Kingshold Community Centre, 49 Ainsworth Road, E9 7LP

#### Children with Voices

Community Food Hub - Ready-made meals to collect. Noon to 3pm De Beauvoir Hub, 85 Downham Road, N1 5TR.  
Tel: **020 3369 0316**

## Lighthouse

Drop-in Lunch & Activities noon to 2pm. SAINT, Shoreditch Church, Shoreditch High Street, E1 6JN

## Made in Hackney

Pre-cooked meals delivered to vulnerable families. Deliveries are on Tuesdays and Thursdays. To refer yourself or someone else call **03337 721 826**

## FRIDAYS:

### Idia's Community Kitchen

Groceries including fresh and tinned foods to take away, and a hot meal. Noon to 1.30pm. Fellows Court Community Centre, 86 Weymouth Terrace, E2 8LR. £3 donation payable with cash or card which will contribute towards their running costs. Please bring your own carrier bags.

### 2nd Chance Café

Soup and cakes. Pay what you can. 11am to 2pm St Mary's Centre, Stoke Newington Church Street, N16 9ES

## St Mary of Eton Church Hall

Chair-based exercise and community lunch. 11am to 1pm St Mary of Eton Church Hall, Eastway, E9 5JA (entrance on Wick Road). Tel: **07482 320 992**

## Woodberry Aid Community Shop

Fresh food and essentials. Noon to 2pm. Unit A, Hartingtons Court, Coster Avenue, N4 2WQ

## Connecting all Communities

Food hub, Halal hot meals, healthy eating and free weekly food parcels. Noon to 1pm. 1 Atkins Square, Dalston Ln, Lower Clapton, London E8 1FA. Registration needed, please contact **020 3633 5550** or **info@cac-cic.org**

## Hackney Showroom

Friday Lunch Club - Free community meal for those aged 60+. Noon to 2pm. 4 Murrain Rd, Finsbury Park, London N4 2BN (restarting 26 August)

## SATURDAYS:

### Rise 365 & Made Up Kitchen

Six bags worth of fresh groceries including bread and cakes, tins, fresh fruit and vegetables, meat/fish and more for £10. Every Saturday 1-4pm. Kingsmead Community Centre, 9A Kingsmead Way, London E9 5QG

## SUNDAYS:

### Children with Voices

Community Food Hub - Ready-made meals to collect. 1pm to 3pm. CFH Pedro Hub, 175 Rushmore Road E5 0HD. Tel: **020 3369 0316**

## Refugee Community Kitchen Hackney

Hot meal to take away. 7pm-8pm. Outside Bethnal Green Station

## Urban Table

Hot meal. 1.30pm to 3pm Round Chapel Old School Rooms, CPURC, 2 Powerscroft Road E5 0PU

## Akwaaba

Hot meal available every second Sunday of the month at Sunday social centre for migrants. 2pm to 5pm. Stoke Newington Secondary School and Sixth Form, Clissold Road, N16 9EX. All migrants welcome!

## Idia's Community Kitchen

Groceries including fresh and tinned foods to take away, and a hot meal. 3pm to 5pm. Fellows Court Community Centre, 86 Weymouth Terrace, E2 8LR. £3 donation payable with cash or card which will contribute towards their running costs. Please bring your own carrier bags.



## Community lunches

There is a network of lunch clubs in Hackney run by community organisations, supported by Hackney Council, for residents aged 55 and over, offering free or low cost meals and activities. For more information contact the lunch clubs directly:

- **An Viet**, 12-14 Englefield Road, N1 4LS, **020 7275 7780**
- **Chatsworth Methodist Church**, 99 Chatsworth Road, E5 0LH, **020 8985 2230**
- **Hackney Caribbean Elders Organisation**, 39 Leswin Road, N16 7NX, **020 7923 3536**
- **Hackney Chinese Community Services**, 28-32 Ellingfort Road, E8 3PA, **020 8986 6171**
- **Hackney Cypriots Association**, 5 Balls Pond Road, N1 4AX, **020 7249 4494**
- **Halkevi**, 31-33 Dalston Lane, E8 3DF, **020 7249 6980**
- **Holly Street**, 331 Queensbridge Road, E8 3LA, **020 7923 1282**

## • Hotline Meals

12e Manor Road, N16 5SA,  
**020 8800 0414**

- **Lunch Up 347** – Woodberry Down, Redmond Community Centre, Kayani Ave, Woodberry Down, N4 2HF, **020 8802 7580**
- **Nightingale** 19 Olympus Square, Nightingale Estate, E5 8PL, **020 8985 1309**
- **Salvation Army**, Cambridge Heath, 70 Mare Street, E8 4RT, **020 8985 4410**
- **Salvation Army Hoxton**, 66 New North Road, N1 6TG, **020 7739 3313**
- **VLC**, 151 Whiston Road, E2 8BN, **020 7739 3650**

## Healthy Start Vouchers

People who are more than 10 weeks pregnant or have a child under four, can get help from the NHS to buy healthy food and milk.

### FOR MORE INFORMATION:

You can check your eligibility and apply by emailing: [healthy.start@nhsbsa.nhs.uk](mailto:healthy.start@nhsbsa.nhs.uk); calling **0300 330 7010**; or visiting [bit.ly/healthy-start-Hackney](http://bit.ly/healthy-start-Hackney)

## Rose vouchers

Rose vouchers help families on low incomes buy fresh fruit and vegetables. To be eligible, families need to meet the criteria for the Healthy Start voucher scheme.

### FOR MORE INFORMATION:

Call: **01252 726 171** or [www.alexandrarose.org.uk/rose-vouchers/](http://www.alexandrarose.org.uk/rose-vouchers/)

## Lidl

Pick up a 5kg veg box for £1.50. You can find them by the checkout area, subject to availability.

## Too Good To Go

The app lets you buy and collect 'Magic Bags' filled with surplus food at a reduced price from cafes, restaurants, hotels, shops and manufacturers. You can set an address radius.

### FOR MORE INFORMATION:

Visit: [toogoodtogo.co.uk](http://toogoodtogo.co.uk)

## Olio

The app provides a platform for you to share unwanted food and other items with your community or to pick up leftover goods from stores or catering suppliers for free.

### FOR MORE INFORMATION:

Visit [Olioex.com](http://Olioex.com)

## NoWaste

The app allows you to scan receipts and barcodes, log your weekly shop, make lists of what you already have, plan meals and receive automatic reminders about when food items are going to expire.

### FOR MORE INFORMATION:

Visit [nowasteapp.com](http://nowasteapp.com)

## Second Chance cafe

Pay as much as want cafe at Second Chance cafe in Stoke Newington.

### FOR MORE INFORMATION AND OTHER PROJECTS:

Visit: [2ndchancecafe.co.uk/ourprojects](http://2ndchancecafe.co.uk/ourprojects)



## 4. Free activities

### Activities for kids and young people

Free activities every half term across Hackney.

#### FOR MORE INFORMATION:

visit: [bit.ly/half-term-Hackney](https://bit.ly/half-term-Hackney) You can also sign up to the Young Hackney newsletter for regular things to do for young people here: [hackney.gov.uk/newsletters](https://hackney.gov.uk/newsletters)

### Swimming

Free swimming in Hackney: Under 18s, over 60s, disabled people and their carers can swim for free at Britannia Leisure Centre, Clissold Leisure Centre and Kings Hall Leisure Centre. Disabled people and their carers can also swim for free at London Fields Lido.

#### FOR MORE INFORMATION:

Search 'Hackney free swimming'

### Walking groups

Walkingtogether is a programme of weekly and monthly walks around Hackney. First come, first served. Some walks are restricted to older people or those who are managing health issues such as diabetes or a stroke.

#### FOR MORE INFORMATION:

For more, visit: [hackney.gov.uk/walking](https://hackney.gov.uk/walking) or call **020 8356 3111**

### Healthier Together Hackney

Three-month free gym membership for those managing their weight. You need to be referred by a health or social care professional. The programme is delivered at local Better Gyms and includes information and support with nutrition, physical activity and healthy lifestyle advice.

#### FOR MORE INFORMATION:

For more information, call **020 3903 7245** or [HTHS@gll.org](mailto:HTHS@gll.org)

### Free cycle training

Cycling can be a cheaper and healthier way to get around. The Council offers free individual or group cycle training sessions.

#### FOR MORE INFORMATION:

Visit: [hackney.gov.uk/cycle-training](https://hackney.gov.uk/cycle-training)

### Hackney Libraries

Free to visit, open to everyone and have free wifi. You can use them to read books, charge your phone, and browse the internet. Most also have study spaces and are open until 8pm in the evening and they all run free activities for toddlers, children, adults and families.

#### FOR MORE INFORMATION:

More: [hackney.gov.uk/libraries](https://hackney.gov.uk/libraries)



## Help at Libraries Community Library Service

If you or someone you know can't access your local library due to temporary or permanent illness, a disability or caring responsibilities, we can deliver books, audio books, e-books, DVDs, CDs and jigsaws to your home. The Community Library Service is free and users receive a visit every four weeks.

#### FOR MORE INFORMATION:

Register at [hackney.gov.uk/community-library-service](https://hackney.gov.uk/community-library-service) call us on **020 8356 4577** or **020 8356 4831** or email us at [home.visitlibrary@hackney.gov.uk](mailto:home.visitlibrary@hackney.gov.uk)

### Need a warm coat?

Pick up a coat or donate a coat for someone who needs one at one of our Kind Coat Libraries: Stoke Newington, Homerton, Shoreditch, Stamford Hill, Dalston CLR James, Hackney Central and Clapton.

#### FOR MORE INFORMATION:

More: [lovehackney.uk/libraries-warm-welcome](https://lovehackney.uk/libraries-warm-welcome)



## 5. Jobs and training

### Employment support

The Council has a team which helps people find work placements, apprenticeships and employment; as well as help with CVs, job applications, and interview preparation.

#### FOR MORE INFORMATION:

Call: **020 8356 5700**; or email: **hackneyworksinfo@hackney.gov.uk**  
Current job opportunities: **bit.ly/Hackney-jobs**



### Adult learning

If you are 19 and over you could benefit from one of the many courses run at various locations across the borough by qualified teachers who will help you achieve your goals. Family-friendly courses are also available where you and your children can learn new skills together.

#### FOR MORE INFORMATION:

Call: **020 8356 5055**; or email **iag@hackney.gov.uk**.

### Volunteering

If you would like to help other residents cope with the emotional, mental and physical challenges presented by the cost of living crisis, you could become a volunteer.

#### FOR MORE INFORMATION:

You can register with Volunteer Centre Hackney on **020 7241 4443** or visit **www.vchackney.org/volunteer**.

## 6. Housing costs and homelessness

### Rent

People experiencing temporary difficulty paying their rent can apply for a discretionary housing payment.

#### FOR MORE INFORMATION:

Visit: **bit.ly/MoneyHubHackney** or call: **020 8356 3399**.

### Housing options and advice

The Council can help prevent homelessness and help people find settled housing.

#### FOR MORE INFORMATION:

Go to: **hackney.gov.uk/housing-options**; Call: **020 8356 2929**; Or **020 8356 2300** after 6pm.

### Tenancy problems

If Council tenants experience tenancy problems, talk to us and we can help.

#### FOR MORE INFORMATION:

Contact your local housing officer on: **neighbourhoods@hackney.gov.uk** or call: **020 8356 3330**.

### Leaseholders problems

We can help leaseholders having issues paying their service charge or major works bills or those who want to amend their payment plans.

#### FOR MORE INFORMATION:

Email: **service.charges@hackney.gov.uk** or call: **020 8356 2299**.



## 7. Additional help and advice

### City and Hackney 24 Hour Mental Health Crisis Helpline

#### FOR MORE INFORMATION:

Confidential, expert advice and guidance on freephone  
**0800 073 0006**

### Hackney Council website

If you need help and advice at any time, there is a handy guide of local organisations that may be able to help you with different things

#### FOR MORE INFORMATION:

Visit the Hackney Council website at [bit.ly/Hackney-support](https://bit.ly/Hackney-support) You can also call our prioritised support line on  
**020 8356 3111**

### Scams

If you think you have been a victim of fraud, report it to Action Fraud

#### FOR MORE INFORMATION:

Call **0300 123 20 40** or by visiting: [www.actionfraud.police.uk](http://www.actionfraud.police.uk).

## Legal advice

### Hoxton Trust

Hoxton Trust offers free legal advice on a variety of issues including welfare, benefits, debt, housing, employment, consumer and education issues.

#### FOR MORE INFORMATION:

For more details, contact them on **020 7613 4174** or [reception@hoxtontrust.org](mailto:reception@hoxtontrust.org)

### Hackney Community Law Centre

Hackney Community Law Centre provides free and independent legal advice and representation to people living, working or studying in Hackney. Services include advice and support with debt, housing, welfare benefits, immigration and visa issues.

#### FOR MORE INFORMATION:

New clients can call their advice line on **020 8985 5236** between 10am and noon Monday-Thursday.



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