

Cost of Living Crisis Resource Pack

South & West Herefordshire Primary Care Network (PCN)

For further information and support, please contact the PCN Health & Wellbeing Team on thl.wellbeing.swherefordshirepcn@nhs.net

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Food Banks

Ross-on-Wye

Ross Community Larder

07748 319940 • crclarder@outlook.com

The Ross Community Larder works through a system of referrals from various statutory and voluntary agencies. If you as an individual or family need such help, contact the social prescribing team for South & West Herefordshire on thl.healthandwellbeing.swherefordshirepcn@nhs.net, who will be able to complete a voucher for you.

The community larder is open every Tuesday from 9am to 11am in St Mary's Church hall.

Ross Zero Waste Food Stall – open every Wednesday to Friday 10:30-12:00 at the Community Garden in Old Gloucester Road. Free fresh food that is close to its sell by date.

Hereford Food Bank

01432 607011 herefordfoodbank@rocketmail.com

The Hereford Food Bank works through a system of referrals from various statutory and voluntary agencies. If you need assistance please call or email the number above to discuss your situation and how to obtain a referral.

The food bank delivers weekly food parcels between Monday and Friday (normally within 24 hours of a request being received).

St Martin's Food Share

07563 38287

St Martin's Church provide a weekly food share programme in South Wye at

- Belmont Community Centre, Eastholme Avenue: Friday 11:30am to 12:30pm
- Hunderton Scouts Hut, Blackmarston Road: Monday 10:30am to 11:30am
- St Martin's Church and Hall, 89 Ross Road: Monday 9:30am to 10:30am

Age UK Hereford and Localities offers free confidential and impartial information and advice for older people, their families and carers.

Contact them by telephone: 0333 0066299 Monday – Friday 9.30am – 2 pm, or by email: contact@ageukhl.org.

Kingstone and Clehonger

Anyone of any age is welcome to attend the food banks at the following locations, where there will be a warm welcome and plenty of coffee and cake:

- *Clehonger Village Hall* – Every Monday between 1:00-2:00pm
- *Kingstone Village Hall* – Every Thursday between 11:30-12:30pm
- *Kingston Village Hall* – Every Friday between 7:00-8:00pm

Utility bills

Severn Wye Energy Agency

The delivery agency for the *Keep Herefordshire Warm (KHW)* scheme.

Support is available for residents on 0800 677 1432 or khw@severnwye.org.uk or at the website www.Keepherefordshirewarm.co.uk

Support includes:

- Home visits to assess individual needs
- Signposting and advice, including information on possible grants and the cheapest tariffs on the market
- Funding for eligible people who wish to install central heating for the first time or install gas at a property
- Advocacy support for customers not on a pre-pay tariff

Funding changes frequently and the advice is to contact KHW to see what is currently available.

Support is also available for people in rented properties, but there would need to be permission from the landlord and in some cases a financial contribution.

Support from Ofgem

Many energy companies offer schemes or grants to help with home heating and energy costs. For example, by making your home more energy-efficient or offering free boiler checks and upgrades. You don't have to be a customer to join some of these schemes.

UK Government Help with energy bills and Council tax

The Government is providing a £15 billion energy bill rebate package, worth up to £550 each for around 28 million households.

All domestic energy customers in Great Britain will receive a £400 grant to help with the cost of their energy bills through the Energy Bill Support Scheme. **This money will not need to be paid back.**

Households liable for Council Tax in Bands A-D in England will also receive a £150 Council Tax Rebate to help with the rising cost of bills, which has already started to be paid.

Additional National Grants

For eligible patients, there are the following grants available:

- *Winter Fuel Payment* – a £100 to £300 fuel payment for people born on or before 26 September 1955.
- *Cold Weather Payment* – a £25 payment for every 7 days of very cold weather between November and March for patients on specific benefits.
- *Warm Home Discount* – a £140 discount for some people getting Pension Credit or some people in low-income households.

Full information about Government-backed support for households this winter can be found at <https://helpforhouseholds.campaign.gov.uk>

Household support

Council Tax Reduction

Scheme to assist people on a low income with their Council Tax bill. The amount of reduction you can claim will depend on your circumstances.

Eligibility criteria include:

- A household on a low income whether from benefits, low-paid work or self-employed work
- Neither you or your partner have more than £6,000 in savings and capital, unless you are on Pension Credit (Guarantee Credit)
- You get Universal Credit (which only helps with your rent and not your Council Tax). Please note, if you have a partner, their income and savings will be included when the Council works out how much support you can receive

Council Tax reduction is made directly by a reduction being applied to your Council Tax bill.

For more information, contact the Council on 01432 260333 or by email at benefits@herefordshire.gov.uk

Phone lines are open: Monday, Tuesday, Thursday and Friday 10am to 4pm, Wednesday 1pm to 4pm

Mothers' Union Office

Collecting household goods for the Union's crisis intervention store to give back out to people in crisis.

Contact them on 01432 373306 or by email at anne.tindall@mothersunion.org

Herefordshire Council Emergency Welfare Support

In emergencies, the Council will consider applications for one-off local welfare support. The Council will review applications and take into account any other sources of help and support which may be available. If an application is

considered eligible for help, assistance may be offered in any of the following ways:

- Providing quality, second-hand goods, wherever possible via direct referrals to suppliers
- Provision of food or vouchers
- Referrals to support organisations

Please note: the Council is not able to provide cash or loans or to help with housing costs such as rent payments, rent in advance, removal costs or to assist with flooring for your property.

The team can be contacted on 01432 383838

Financial support (incl. Debt Advice, Benefits Claims and Grants)

Citizens' Advice Herefordshire

Offers confidential advice online, over the phone, and in person, for free. Benefits, work, debt & money, consumer, housing, family, law & courts, Immigration, Health.

Tel: 0344 826 9685

Text: 0786 00 77 311 Lines are open Mondays, Wednesdays and Friday from 10am – 3pm. In your text state (i) your name (ii) your postcode (iii) the type of advice needed (for example DEBT, HOUSING or BENEFITS). They will then call you back on your mobile phone.

Email: - advice@citizensadviceherefordshire.org.uk

Web site - www.citizensadvice.org.uk

Turn 2 us - www.turn2us.org.uk

A service that helps by providing a Benefits calculator and a Grant finder service

Age UK

Provides free information and advice to help you on topics as diverse as claiming benefits to care homes.

0800 678 1602 Lines are open 8am-7pm, 365 days a year

Herefordshire Council Welfare Benefits Advisors

If you need support with a more complex benefits claim or an issue affecting your benefits claim, the Council's welfare benefits advisors may be able to help you. If you are unable to leave your home because of disabilities or caring responsibilities, you can request a home visit to help with benefits claims.

01432 383444

Universal Credit claim

The Citizens Advice Help to Claim service can support you with making a new claim for Universal Credit, from opening your account to receiving your first full payment

Citizens Advice Bureau - Tel: 0800 1448444 - from 8am to 6pm Monday to Friday

Friends of the Elderly Grants

Friends of the Elderly provide small grants (normally up to £400) to older people living on low incomes. Applicants must meet the following criteria:

- Be of state pension age
- Living on low incomes and with little savings
- Do not fit the criteria for other funders

The grants are available by professional referral only. 020 7730 8263 or enquiries@fote.org.uk

The Eaton Fund

The Eaton Fund has been a charitable trust since 1954, providing financial assistance for artists, current or retired nurses (incl. dental nurses and health care assistants with relevant qualifications) and women in need.

Please note, that applications must be made via an independent referee.

More information is available at www.eatonfund.org.uk or by email at admin@eatonfund.org.uk and by phone at 020 3289 3209

Dorstone Relief in Need

Dorstone Relief in Need provides small, one-off grants of money to anyone living in the Dorstone Parish who is experiencing financial difficulties.

Further information is available at DRINsecretary@gmail.com or by contacting the chair of DRIN, Luci Morriss, on 01497 821877 to apply for funds.

Glass Pool Charity

The charity aims to help people change their lives for the better by providing timely grants for essential household items and clothing for individuals, couples and families.

Grants are available by professional referral only. Further information is available at www.glasspool.org.uk

No Interest Loans Scheme (NILS)

NILS is a registered charity providing people who live in Herefordshire with no interest loans of up to £400 to pay for essential items purchased from local businesses. You only pay back what you borrow with no fees or extra charges.

The eligibility criteria are as follows:

- You must have lived locally in Herefordshire for at least three months
- You must be over 18, or have a guarantor
- You must have the means to repay the loan

The loans are for household, work or school needs. You cannot use the loan to finance the repayment of debts, or to meet other outstanding financial obligations

Further information is available at www.nils.org.uk by email at enquiries@nils.org.uk or by calling 07904 488182 or 07904 488492 between 10am-2pm Monday to Friday

Herefordshire Council Disabled Facilities Grant

Grant are available from the council if you're disabled and need to make changes to your home, for example to:

- Widen doors and install ramps
- Improve access to rooms and facilities
- Install stair lifts or a downstairs bathroom
- Provide a heating system suitable for your needs
- Adapt heating or lighting controls to make them easier to use

A Disabled Facilities Grant won't affect any benefits you are eligible for.

Further information is available on 01432 260101

Christians Against Poverty (CAP)

A free service which will help anyone regardless of their religious beliefs. A debt coach will visit you at home and carry out an assessment. The coach will help you to work out a realistic budget and provide you with the support until you become debt free. In severe cases they will walk you through insolvency options and help you fill out the forms.

Further information can be found at www.capuk.org or by phone on 0800 328 0006

StepChange Debt Charity

No matter how large or small a debt problem is, StepChange can help. They will look at your financial situation and give you expert debt advice and recommend debt solutions to suit your situation. They can also help you set up and support your chosen solution.

More information is available at www.stepchange.org or by phone on 0800 138 1111 Lines are open Monday to Friday 8am to 8pm and Saturday 8am to 4pm

Pay Plan

Specialists in finding solutions for people with multiple debts

More information is available at www.payplan.com or on Freephone (including all mobiles) 0800 280 2816 Lines are open Mon to Fri 8am–8pm, Sat 9am–3pm

Carers' Support

Care to Chat

Care to Chat is a local partner of the Carers' Trust. They have access to grant funding for carers aged 16 and over.

Carers can apply for grants of up to £300 for items or activities that will benefit them in their caring role *e.g*:

- Breaks for carers, with or without the person they care for
- Items for the home including cookers, fridges, beds, *etc*
- Courses and materials to develop carers skills or hobbies
- Home repairs
- Short term or time limited replacement care

In addition, the team of volunteers offers a weekly wellbeing phone call for carers.

More information is available on 01432 663057 or by email at herefordshire@crossroadstogether.org.uk

Homelessness support

Hereford Open Door

Hereford Open Door provides a hot breakfast and a packed lunch to the homeless and people in need, including those in temporary or sub-standard accommodation, and somewhere where people can meet their friends in a friendly welcoming environment.

Laundry and shower facilities are available. They also keep a stock of clothes, shoes, sleeping bags and tents. There is no charge for these services.

The service is open every Monday and Thursday, 8am till 10am, at St. Peter's Church House, Hereford and offers a cooked breakfast and packed lunch to take away.

On Fridays they serve bacon/egg rolls, toast and hot drinks from 8am - 9am.

For further information email herefordopendoor@gmail.com or contact Ian or Mary on 01432 278328

Salvation Army

Practical support for the homeless, such as sleeping bags and tents, can be provided by the Salvation Army.

For more information call 01432 264543

Shelter - Helpline

Shelter provides support for the following groups:

- People with nowhere to sleep
- Those who might be homeless soon - you have somewhere to sleep, but nowhere to call home
- Those living in accommodation where they are or could be at risk of harm

For more information call 0808 800 4444 The helpline is open every day of the year: 8am - 8pm on weekdays - 9am - 5pm on weekends or search

<https://england.shelter.org.uk>

Mental Health Support

There are a number of fantastic local organisations, which can help support your mental health and wellbeing.

Healthy Minds

Healthy Minds is a service provided by Herefordshire and Worcestershire Health and Care NHS Trust. The service is for anyone aged 18 and over, who is experiencing problems such as stress, anxiety, low mood or depression. It's a free, confidential service, which offers a range of talking therapies and support, including short courses, online therapies and self-help guides.

More information is available at www.healthyminds.whct.nhs.uk or by phone on 0808 196 9127 Phone lines are open 24/7

We Are Farming Minds

We Are Farming Minds provides free access to counselling, and offers free social events to help break the isolation often associated with farming. The organisation also offers workshops to anyone living/working within the farming community, to help people recognise the signs that someone may be struggling with their mental health.

More information can be found at www.wearefarmingminds.co.uk or by calling 0808 8020070 or texting 07786 203130. Lines are open 24/7

Qwell

Qwell is a free digital mental health service for adults aged 18 and over. Alongside an extensive range of self-care and psychoeducational materials, peer to peer support via moderated community forums, helpful articles and personal tools, such as an online journal, there is also one to one counselling support available, with fully qualified wellbeing practitioners (12pm to 10pm weekdays and 6pm to 10pm weekends and holidays).

More information can be found at www.qwell.io

Herefordshire Mind

Herefordshire Mind is a local mental health charity providing a range of different support services, groups and activities for adults with mental health problems.

Further information is available from <https://herefordshire-mind.org.uk> or on 01432 271643

Herefordshire Mind also offers a Safe Haven every evening from 5pm to 10pm, where people suffering a mental health crisis or in need of urgent support can visit. For more information please email safehaven@herefordshire-mind.org.uk or call 01432 372407

Herefordshire Samaritans

The Herefordshire branch of the Samaritans offers a listening service for anyone struggling to cope, no matter how large or small the problem.

They can be contacted on 116 123 or by email at jo@samaritans.org

Hereford Men's Mental Health Group (HMMH)

HMMH is a peer support group for men with, at risk of, or recovering from mental ill health. The group meets on the second and fourth Monday of the month between 5:30-7:30pm at United in the Community, Victoria Park, Hereford, HR1 1AW.

To learn more, email the group coordinator at HMMHgroup1@gmail.com or by phone on 07376 727280

Herefordshire and Worcestershire Wellbeing and Recovery College

The college offers a range of free courses and workshops, aimed at helping individual's to learn new skills, so they can better manage their own mental health and wellbeing.

More information can be found at <https://hwellbeingandrecoverycollege.org.uk>

Marches Counselling Service

The Marches Counselling Service offers affordable, professional counselling and psychotherapy services for individual adults or couples (18 and over), both in person and remotely.

More information can be found at www.marchescounselling.org or by calling 01432 279906

The Cart Shed

The Care Shed helps individuals during difficult times in their lives by offering therapeutic support in a calm and caring woodland setting. This can help improve mental health and wellbeing through learning new skills, finding friendship and raising inspirations.

More information can be found at www.thecartshed.co.uk by calling 01544 318231 or emailing info@thecartshed.co.uk

Stay Alive App

The Stay Alive App is a suicide prevention resource, which is full of useful information and tools to help you stay safe in crisis. You can use it if you're having suicidal thoughts or if you're concerned about someone else who may be considering suicide.

The App can be downloaded from the Apple or Android Stores. More information can be found at www.stayalive.app

Books for Health

Herefordshire Libraries run the Books for Health scheme, which offers a range of self-help books on issues such as anxiety, depression and eating disorders. They can be borrowed free of charge from any public library in the county.

More information can be found at www.herefordshire.gov.uk/bop

Op COURAGE

Op COURAGE is a dedicated NHS mental health service, designed to help Armed Services Personnel who are due to leave the service, reservists, veterans and their families.

The service can help service personnel and their families with a range of support and treatment, including:

- Supporting with intensive emergency care and treatment in a crisis
- Helping the transition to civilian life by providing mental health care with Defence Medical Welfare Services (DMWS)
- Supporting armed forces families affected by mental health problems

For further information please visit www.nhs.uk/opcourage

Mental Health Support – Young People

Kooth

Kooth is an online mental wellbeing community for 11 to 18 year olds. It provides free, safe and anonymous support around a range of concerns, such as relationship or family problems, school or college worries, feeling low or depressed, drink, drug or money problems.

Further information can be found at www.kooth.com

The CLD Trust

The CLD Trust offers a variety of counselling services, including Cognitive Behavioural Therapy, for children and young people aged 10 to 18 (normally free of charge).

Further information can be found at www.thecltrust.org/counselling-services/ or by emailing info@thecltrust.org or calling 01432 269245

Strong Young Minds

Strong Young Minds support young people aged 10 to 26 years old to address any issues which affect their mental health and wellbeing, including anxiety, depression, low self-esteem and cyberbullying.

Further information can be found at www.thesymproject.org or by emailing symproject@thecltrust.org or calling 01432 269245