

# Help with Cost of Living

Organisations , agencies and charities  
that can help with your rising bills



**Seema Malhotra MP**

Working hard for Feltham and Heston



# Introduction

**I know the coming months are set to be very challenging for people living locally in Feltham and Heston, and across the UK with increases in energy prices, food prices and sky high inflation affecting us all.**

**I know that it can be difficult to know where to turn to when times are difficult.**

I am working in Parliament to try and ensure more support for families in need and to help the local community in the period ahead.

This is where this booklet comes in.

Inside is information on local and national organisations who can help. They can listen, help you manage your bills, give advice on benefits, or provide company if you are feeling lonely. This isn't a complete list but I hope it will help.

We need to work together to ensure that all of us keep safe and well.

For the future we need new and cheaper sustainable solutions that will reduce energy bills and shift us towards more secure sources of energy.

I hope that you may find some help and support in this booklet. We will keep the information updated on my website. You can also contact my office if you need any other support and we will do what we can to help.



**Seema Malhotra MP**

**Labour and Co-operative MP for Feltham and Heston**

December 2022

# Working with Hounslow Council

We are working with Hounslow Council to help make sure residents are supported as much as possible at this time. In partnership with the voluntary and community sector, the council has set up the Community Solutions team.

Community Solutions can help in a range of ways including finding local support and activities, befriending, financial support skills and employment, mental health support and more complex issues. Members of the team are based in community locations across the borough. Please call them on **020 8583 2211** or email [communitysolutions@hounslow.gov.uk](mailto:communitysolutions@hounslow.gov.uk) to find out when they will be at a location near you.

You can also find all the services available to you by visiting the new hub at [www.hounslowconnect.com](http://www.hounslowconnect.com).

From October 2022 until March 2023, warm spaces will be offered across Hounslow so that people have somewhere they can go if they are struggling to heat their homes.

**Warm spaces are open from 24 October in all the borough's 11 libraries.**

**People will be able to have a hot drink, use the free wi-fi and relax, anytime the libraries are open. They will also be able to find out where to go for advice on a range of issues, take part in an activity, learn new skills and connect with others.**

In July 2020 Hounslow pledged to be net zero carbon by 2030. It has the UK's largest local authority solar energy scheme. It has worked with the Retrofit Accelerator-Workplaces Scheme on several projects. The first was installing a 1.73-megawatt array of 6,069 solar panels and four 60-kilowatt lithium batteries at Western International Market.

It hopes to make its schools the greenest in London. Work has been done on lighting, solar energy and building management systems in 23 schools to date. It hopes to improve heating systems for these schools and fully retrofit 10 more schools, with £7.7 million of funding through the Public Sector Decarbonisation Scheme.

Major new projects are now in progress to update our libraries, community centres, children's centres, a sheltered housing scheme, and to build a new district heating system.

# Help with your finances

If you need help with your finances, there are organisations which can help. This is not a complete list but is a useful place to start.

**Thamesbank Credit Union** is a member-owned, non-profit bank which serves Hounslow. Anyone living or working in Hounslow can join. Services available include small loans and savings plans. There is an option to repay via child benefit or through payroll.

[www.thamesbank.org](http://www.thamesbank.org)

Tel: 0208 756 3865

Email: [admin@thamesbank.org](mailto:admin@thamesbank.org)



**Citizens Advice Bureau Feltham** provides free, confidential, impartial advice on welfare benefits, debt, housing, employment, consumer, relationship & family issues, immigration and other topics. Drop-in sessions are Tuesdays and Thursdays 10am-12pm. Prebooked appointments on Monday, Wednesday, and Friday.

[www.citizensadvice.org.uk/local/hounslow](http://www.citizensadvice.org.uk/local/hounslow)

Tel: Freephone (0808 278 7830 or 0300 330 1185)



**Hounslow Housing money and debt advice services** is a free money/debt advice service available to council tenants and leaseholders with arrears. Call your Housing Officer to make an appointment or visit your local housing office, The Langdale Centre, 240 Summerwood Road, Isleworth, TW7 7QN.

[www.hounslow.gov.uk/info/20000/housing/1422](http://www.hounslow.gov.uk/info/20000/housing/1422)

Tel: 020 8583 4000



**StepChange Debt Charity** gives confidential, free advice on managing debt, individual voluntary arrangements (IVAs) and debt relief orders.

[www.stepchange.org](http://www.stepchange.org)

Tel: 0800 138 1111



**Crosslight Advice** provide face-to-face debt advice together with money education and budgeting support to individuals and families in need.

[www.crosslightadvice.org](http://www.crosslightadvice.org)

Tel: 0300 373 1180



**The Money Advice Service** is a government run free and impartial money advice service.

Tel: 0800 138 7777 (Calls are free)

**Directgov Benefit Calculators** is a government website which provides an advisor tool to calculate which benefits you may be entitled to.

[www.gov.uk/benefits-calculators](http://www.gov.uk/benefits-calculators)



**NHS Low Income Scheme** If you are on a low income, are pregnant or have a medical condition you may be eligible for support paying for prescriptions, dentist bills or other NHS costs.

[www.gov.uk/help-nhs-cost](http://www.gov.uk/help-nhs-cost)



## Access to benefits

**Universal Credit** If you are unemployed or on a low income, you may be eligible for Universal Credit.

[www.gov.uk/universal-credit/how-to-claim](http://www.gov.uk/universal-credit/how-to-claim)



**Attendance Allowance** If you are over-65 and require someone to support you, you may be eligible for Attendance Allowance. This is not means tested

[www.gov.uk/attendance-allowance/how-to-claim](http://www.gov.uk/attendance-allowance/how-to-claim)



**Disability Living Allowance** If you are caring for a child who is under sixteen and needs much more care than a child of the same age who does not have a disability then you may be eligible for DLA.

[www.gov.uk/dla-disability-living-allowance-benefit](http://www.gov.uk/dla-disability-living-allowance-benefit)



**Personal Independence Payment** If you have a disability and are over the age of eighteen, you may be eligible for Personal Independence Payment.

[www.gov.uk/pip/eligibility](http://www.gov.uk/pip/eligibility)



**Pension Credit** Pension Credit gives you extra money to help with your living costs if you're over State Pension age and on a low income. Pension Credit can also help with housing costs such as ground rent or service charges.

[www.citizensadvice.org.uk/benefits/help-if-on-a-low-income/pension-credit/before-you-claim-pension-credit/check-if-you-can-get-pension-credit](http://www.citizensadvice.org.uk/benefits/help-if-on-a-low-income/pension-credit/before-you-claim-pension-credit/check-if-you-can-get-pension-credit)



**Cold Weather Payment** If you are on certain benefits, you may be eligible for a cold weather payment.

[www.gov.uk/cold-weather-payment](http://www.gov.uk/cold-weather-payment)



**Warm Home Discount Scheme** Warm Home Discount Scheme If you are on certain benefits, you may be eligible to apply for £150 towards your electricity bill.

[www.gov.uk/the-warm-home-discount-scheme](http://www.gov.uk/the-warm-home-discount-scheme)



**Winter Fuel Payment** If you were born on or before 25 September 1956, you could get between £250 and £600 to help with heating bills. This is an automatic payment.

[www.gov.uk/winter-fuel-payment](http://www.gov.uk/winter-fuel-payment)

To see if you are eligible for further support to pay your energy bill, you can find support on **Simple Energy Advice** ([www.simpleenergyadvice.org.uk](http://www.simpleenergyadvice.org.uk))



and the **British Gas Energy Trust** ([britishgasenergytrust.org.uk](http://britishgasenergytrust.org.uk)) an independent charitable trust set up to support families and individuals who are struggling to pay their bills no matter which energy company you are with.



# Help with food

If you are pregnant or have a child under 4 and are claiming certain benefits you may be eligible for NHS Healthy Start Vouchers to help you buy healthy food or vitamins. You can apply here:

<https://services.nhsbsa.nhs.uk/apply-for-healthy-start>

If you are struggling to access food, then the following organisations can offer help. For some, you need a referral. If you need support with a referral, then please get in touch with our office via tel: **020 7219 8957** or email: [seema.malhotra.mp@parliament.uk](mailto:seema.malhotra.mp@parliament.uk).

Tel: **020 7219 8957**; Email: [seema.malhotra.mp@parliament.uk](mailto:seema.malhotra.mp@parliament.uk)

## **The Hounslow Community Food Box**

The Rose Community Centre: (Referral needed from Charity/GP/Council), 1 Hawthorn Road, Brentford, TW8 8NT.

Email: [info@hounslowfoodbox.org.uk](mailto:info@hounslowfoodbox.org.uk); Tel: **07719 891787**

Offers free emergency food packages opening Tuesday/Wednesday/Thursday/Friday 10am-1pm and Saturday 10am -12pm

## **Fight Hunger, Feed Hope Food Bank**

Chiswick Seventh Day Adventist Church, Stamford Brook Road, Chiswick, W6 0XW

Email: [nerve2serveu@gmail.com](mailto:nerve2serveu@gmail.com); Tel: **020 8994 1859**

Available to anyone who is in need. No referral required. Open Saturday afternoon: 1pm-4pm. Take away hot meals provided every Sunday between 2.30pm-3.30pm.

## **Food Storehouse @ Riverside Vineyard Church**

The Vineyard Centre, 513 Browells Lane, Feltham, TW13 7EQ 020

Email: [office@riversidevineyard.com](mailto:office@riversidevineyard.com); Tel: **020 8890 2626**

Thursdays: 10am - 12:30pm, Saturdays: 10am – 12pm, Wednesdays: By appointment only

## **St Paul's Church Food bank**

St. Paul's Church, Bath Road, Hounslow West, TW3 3DA,

Email: [foodbank@hwparish.org.uk](mailto:foodbank@hwparish.org.uk); Tel: [020 8581 5537](tel:02085815537)

Open Wednesday morning 9.30am-11.30am at St Pauls and every Thursday from 11-12.30pm at the Church of the Good Shepherd, 360 Beavers Lane Hounslow TW4 6HJ

## **Feltham Food Bank**

102 Hounslow Rd, Feltham, TW14 0AX

Email: [felthamfoodbank@gmail.com](mailto:felthamfoodbank@gmail.com); Tel: [07448 831 297](tel:07448831297)

For people living in the postcode TW13 and TW14 area. Sunday morning - 9.30am – 11.30am. A referral is necessary. For details about how to refer, volunteer, donate or other queries contact [felthamfoodbank@gmail.com](mailto:felthamfoodbank@gmail.com)

## **Anne Shine Charity UK Community Foodbank Feltham**

9-10 Central Parade, Feltham TW14 0DH

Email: [anneshine2019@gmail.com](mailto:anneshine2019@gmail.com); Tel: [07883 609 590](tel:07883609590)

Provide emergency food to support families, vulnerable adults, senior citizens and unemployed residents. Fridays from 10am to 12noon and on Saturdays from 10am to 1pm. No referral needed.

## **The Care Food Bank**

685 Staines Road, Bedfont, TW14 8PA (Close to NISA Local, Bedfont)

Tel: [07939 340 887](tel:07939340887)

Provide hot meals and food bags. 1 -2pm every Saturday.

## **Open Kitchen**

514 Great West Road, Hounslow TW5 0TE. No referral needed.

Food parcels and hot meals to take away (vegetarian and halal food available), seven days a week between one and two pm.

Tel: [07801 179 990](tel:07801179990)

## Hounslow Jamia Masjid

Hounslow Jamia Masjid & Islamic Centre, 367 Wellington Road South, Hounslow

TW14 5HU. No referral needed.

Provide hot meals to take away, 7 days a week between 5pm and 6pm

## Holy Trinity Church

6 High Street, Hounslow TW3 1HG. No referral needed.

Provide and hot and cold food in their car park on Tuesday and Thursday at 2pm and on Friday at 3pm.

## Hounslow 'Virtual' Soup Kitchen Delivery Service

An emergency cooked food service offered across the whole borough providing enough food for 1-2 days.

Email: [info@hounslowsoupkitchen.org](mailto:info@hounslowsoupkitchen.org); Tel: 07463 853385

## Surplus to Supper

They offer a surplus café at the premises and a surplus shop where you can get food items for a small donation.

The Surplus Café is open Fridays 6-9pm and Saturday and Sunday 9am-1pm.

[www.surplustosupper.org](http://www.surplustosupper.org); Tel: 07912 677932

Sunbury Cricket Club, Lower Hampton Road, Sunbury-on-Thames, TW16 5PS

**Olio** ([www.olioex.com](http://www.olioex.com)) is an App where you can find free food and household items from other people in local community. You can also find low cost food from local restaurants on **Too Good To Go** ([www.toogoodtogo.org](http://www.toogoodtogo.org))



# Support with mental health

Adults living in Hounslow can call the Mental Health Single Point of Access on **0800 328 4444**. Your GP can also be contacted by phone if you need immediate help.

NHS Direct are available 24 hours a day, 7 days a week on **111**

**Healthy Minds Drop-in Sessions:** Healthy Minds are a team of social workers and social work assistants who support Hounslow residents experiencing mental health difficulties. If you feel anxious, have a low mood, or not feeling yourself, Healthy Minds can offer emotional and practical support. Healthy Minds drop-ins are available at the following places:

Second Thursday of every month: 10am to 12 noon: London Museum of Water & Steam, Green Dragon Ln, Brentford, TW8 0EN.

Third Wednesday of every month: 9.30am to 11.30am: St Paul's Church, Bath Road, Hounslow West, TW3 3DA.

Fourth Thursday of every month: 10am to 12 noon: Riverside Vineyard Church, Air Park Way, Feltham TW13 7LX.

Email: [adultsocialcare@hounslow.gov.uk](mailto:adultsocialcare@hounslow.gov.uk); Tel: **020 8583 3003**

**Hounslow IAPT:** IAPT services are available to anyone who is anxious, unable to sleep, has low mood, or is feeling angry. You can refer yourself or ask your doctor to refer you for help.

You can refer yourself at [www.hounslowiapt.nhs.uk](http://www.hounslowiapt.nhs.uk) or by phone **0300 123 0739**.

Other organisations you may want to contact are:

**Samaritans:** Call **116 123**; Text **07725 90 90 90**; [www.samaritans.org](http://www.samaritans.org)

**ChildLine:** Call **0800 1111**; [www.childline.org.uk](http://www.childline.org.uk)

**Shout:** Text **85258**; Visit [giveusashout.org](http://giveusashout.org)

**CALM:** Call **0800 58 58 58**; [www.thecalmzone.net](http://www.thecalmzone.net)

**Papyrus:** (for under 35s): Call **0800 068 414**; [www.papyrus-uk.org](http://www.papyrus-uk.org)

# Help from Hounslow Council

**Community Solutions** is a new way for the Council to respond early to the needs of local people. They can help in a wide range of ways including befriending, financial support, keeping healthy, skills and employment and mental health support.

[www.hounslow.gov.uk/communitysolutions](http://www.hounslow.gov.uk/communitysolutions)

## Discretionary Local Crisis Payment (DLCP)

This scheme is designed to help households who are facing exceptional stress and family/marital breakdown, and households facing exceptional pressure i.e., partner or child with a disability, replacement of items damaged by a family member with challenging behaviour.

Applications are submitted at: [www.hounslow.gov.uk/info/20058/benefits/1493/discretionary\\_local\\_crisis\\_payments](http://www.hounslow.gov.uk/info/20058/benefits/1493/discretionary_local_crisis_payments).

## Household Support Grant

The Household Support Grant is providing households with payments to help with essentials such as food and utilities.

Application forms are available at: [www.hounslow.gov.uk/info/20004/community\\_and\\_living/2225/household\\_support\\_grant](http://www.hounslow.gov.uk/info/20004/community_and_living/2225/household_support_grant).

They can be emailed to [curevenues@hounslow.gov.uk](mailto:curevenues@hounslow.gov.uk) or mailed to **Client Unit, London Borough of Hounslow, Hounslow House, Bath Road, Hounslow, TW3 3EB.**

## Free School Meals

Your children will be eligible for Free School Meals if you receive one or more state benefits, including Universal Credit. Applications can be made at: [www.hounslow.gov.uk/info/20025/schools\\_and\\_colleges/61/free\\_school\\_meals](http://www.hounslow.gov.uk/info/20025/schools_and_colleges/61/free_school_meals).

If your child attends Springwest Academy, Rivers Academy, Reach Academy, a free school, an independent schools, or an out-of-borough academies you must enquire and apply directly to the school.

# Support organisations

**Shelter** ([www.shelter.org.uk](http://www.shelter.org.uk)) is a charity that helps people in housing need by providing advice and assistance.

**StreetLink** ([www.streetlink.org.uk](http://www.streetlink.org.uk)) exists to help end rough sleeping by enabling members of the public to connect people sleeping rough with local services that can support through its website

If you are registered blind, severely impaired or on pension credits you might be eligible for a **free TV licence**. [www.gov.uk/free-discount-tv-licence](http://www.gov.uk/free-discount-tv-licence)

**Martin Lewis's Money Saving Expert** ([www.moneysavingexpert.com](http://www.moneysavingexpert.com)) website holds a host of information and hints and tips on how to manage your bills.

**Carers UK** ([www.carersuk.org](http://www.carersuk.org)) have information on how to pay your bills.

**Age UK** ([www.ageuk.org.uk](http://www.ageuk.org.uk)) can offer advice on what benefits you might be entitled to and help with energy bills.

**Hounslow Young Carers Project** offers support and advice to young carers, activities in the school holidays, and a weekly youth club.

Call 0208 326 7044

**Family Nurse Partnership Hounslow** is a home visiting programme for first-time mums aged 19 and under. A family nurse can visit to help you have a healthy pregnancy and enjoy being the best mum you can.

Tel: 020 3771 6060; email: [hrch.familynursepartnership@nhs.net](mailto:hrch.familynursepartnership@nhs.net)

**National Energy Action** ([www.nea.org.uk](http://www.nea.org.uk)) are a national fuel poverty charity that works to ensure everyone is warm and safe in their home.

There are great **libraries** in the local area, including Cranford, Heston, Hounslow, Hanworth, Bedfont, and Feltham all of which are open as warm spaces.

**Feltham Arts Association** ([www.felthamarts.org](http://www.felthamarts.org)) is a charity offering a year-round programme of local community arts in Feltham, Hanworth and Bedfont.

There are several **Tenants and Residents Associations** across the borough ([www.hounslow.gov.uk/info/20047/community\\_and\\_voluntary\\_sector\\_services/1460/get\\_involved\\_in\\_your\\_community](http://www.hounslow.gov.uk/info/20047/community_and_voluntary_sector_services/1460/get_involved_in_your_community))

If you want to volunteer in Hounslow, **Ealing and Hounslow Community Voluntary Service** has a large number of connections for getting involved in the local community ([ehcvs.org.uk/volunteering](http://ehcvs.org.uk/volunteering))

# Support from Government

**The Government has put together some support for people through the current crisis.**

Visit [helpforhouseholds.campaign.gov.uk](https://helpforhouseholds.campaign.gov.uk) for up-to-date information on what support you may be eligible for and for energy saving tips.

## **£400 Energy Bills Support Scheme**

Households will get £400 of support with their energy bills through an expansion of the Energy Bills Support Scheme. This will not be recovered through higher bills in the future. If you pay by direct debit and credit the money will be credited to your account. If you have a pre-payment meter the money will be applied to the meter or paid via voucher.

## **£650 Cost of Living Payment for those on means tested benefits**

Households on means tested benefits will receive a £650 one-off cost of living payment in two instalments. The first should have been paid in July, the second should have been paid in November. You can check if you think you are due a payment at [www.gov.uk/guidance/cost-of-living-payment](https://www.gov.uk/guidance/cost-of-living-payment)

## **£150 Cost of Living Payment for recipients of certain non-means tested disability benefits**

Recipients of certain non-means-tested disability benefits, are eligible for a £150 Disability Cost of Living Payment. This should have been paid in September or October. You can check if you are eligible at [www.gov.uk/guidance/cost-of-living-payment](https://www.gov.uk/guidance/cost-of-living-payment)

**Beware of scams!** If you receive an email, text or phone call asking you to fill in an application form or asking for your bank details do not talk to them or send a reply. For information on cost of living scams visit [www.moneysavingexpert.com/news/2022/07/dwp-cost-of-living-scam-texts-warning/](https://www.moneysavingexpert.com/news/2022/07/dwp-cost-of-living-scam-texts-warning/)

## **£300 Pensioner Cost of Living Payment**

Pensioner households should be receiving an extra £300 this year to help them cover the rising cost of energy this winter. This is paid on top of any other support that a person is entitled to, such as pension credit or disability benefit.

# Support at work

**Trades Union Congress** ([www.tuc.org.uk/join-a-union](http://www.tuc.org.uk/join-a-union)) On average, union members get higher pay, better sickness and pension benefits, more paid holiday, and more control over their shifts. This is because workers join together to negotiate pay and conditions collectively with managers rather than individuals.

**GMB** ([www.gmb.org.uk](http://www.gmb.org.uk)) is a trade union that represents all workers. It has over 500,000 working in all areas.

**UNISON** ([www.unison.org.uk](http://www.unison.org.uk)) is the public services union. It has 1.3 million members who work in the public service industries, both in the public and private sectors.

**Unite the Union** ([www.unitetheunion.org](http://www.unitetheunion.org)) represents workers in Britain and Ireland with members working across all sectors of the economy.

**USDAW** ([www.usdaw.org.uk](http://www.usdaw.org.uk)) is the union of shop, distribution and allied workers. They offer representation and advice to members in a range of workplaces.

**CWU** ([www.cwu.org](http://www.cwu.org)) is the main trade union in the United Kingdom for people working for telephone, cable, digital subscriber line and postal delivery companies.

**Community** ([community-tu.org](http://community-tu.org)) represents workers in a diverse range of sectors, including iron and steel, justice and custodial, domestic appliance manufacturing, textiles and footwear, road transport, betting, the third sector, education and early years as well as the self-employed.

**The Co-operative Party** ([www.party.coop](http://www.party.coop)) is the policy advocacy arm of the cooperative movement. It works closely with the Coop group, including cooperative supermarket, cooperative, funeral care, cooperative schools etc. It advocates the use of cooperative values and principles in society.

# Your notes and questions

# Seema Malhotra MP

Member of Parliament for Feltham and Heston

e: [seema.malhotra.mp@parliament.uk](mailto:seema.malhotra.mp@parliament.uk)

t: 0207 219 8957

 07752 380983

[www.seemamalhotra.com](http://www.seemamalhotra.com)



Sign up to my  
newsletter

Working hard for  
Feltham and Heston

 @seemamalhotra1

 SeemaMalhotraMP

 seemamalhotramp