

Cost of living crisis

Information pack



Lambeth

Overview

In 2023, Lambeth Council announced a Response Plan to support residents with the cost of living crisis in 2023/24.

This plan focuses on residents who are least financially resilient and/or people whose circumstances make them more vulnerable to the impact of rising costs, for example because they are disabled, a carer or a lone parent.

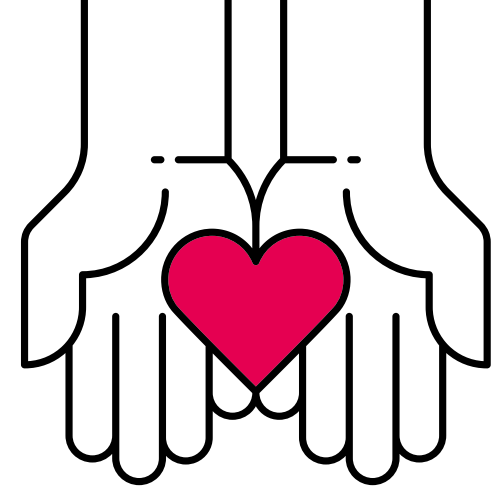
This pack is designed to signpost residents to services to help them with increases to the cost of living. The services are mapped against the responses' four objectives:

- **Responding to urgent need**
- **Minimising costs**
- **Maximising incomes**
- **Building financial resilience and managing debt**

This leaflet covers the following:

- **How to find the right support**
- **Responding to urgent need**
- **Minimising costs**
- **Maximising incomes**
- **Building financial resilience and managing debt**
- **Who to contact**

How to find support



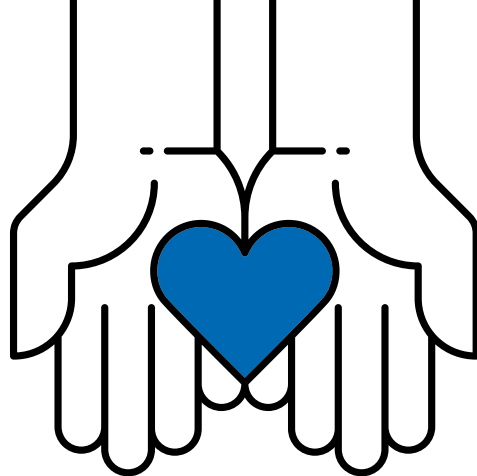
Lambeth's Cost of Living Crisis webpage lists practical and financial support for residents who are impacted by the increasing cost of living.

For further information visit our website
www.lambeth.gov.uk/costofliving



SCAN ME

Responding to urgent need



Lambeth Larder

Lambeth Larder connects 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: <https://www.lambethlarder.org/>

For emergency food: <https://www.lambethlarder.org/emergency-food>

Food Banks

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 page 13).

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

Emergency Support Scheme

Lambeth's Emergency Support Scheme, can support residents who are 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.

To qualify for the scheme residents must:

- If you have received a targeted payout you can apply every 6 months.
- If you have not received a targeted payout you can apply every 3 months.

Visit www.lambeth.gov.uk/ess

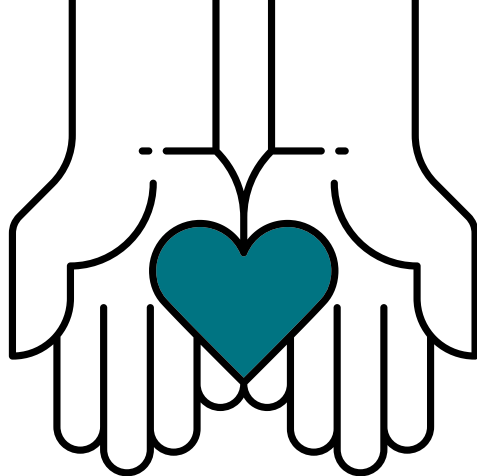
Day Centres in the borough for homeless residents and those in need

Lambeth's day centres all provide emergency food as well as advice services for residents and homeless people. The below centres are accessible for homeless people and in some instances 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 5.30pm - 6.30pm	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
Brixton Soup Kitchen	Free hot food and drink for all	297-299 Coldharbour Ln, London SW9 8RP	Monday to Friday 1pm-4pm	https://brixtonsoupkitchen.com/

If you, or someone you know are rough sleeping, you can access support services by contacting Streetlink on www.Streetlink.org.uk or 0300 500 0914

Minimising costs



Financial Support for Energy Bills

Residents can access grants from their supplier usually on their websites.

If this is unavailable, 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.

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

Citizens Advice Extra Help Unit

Citizens 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.

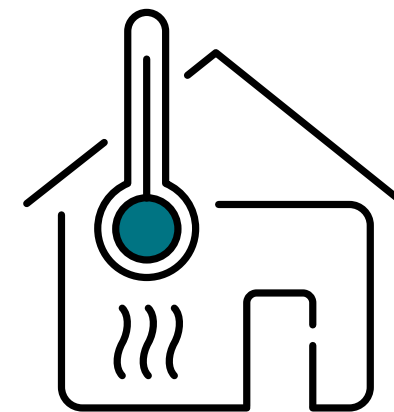
Fuel Bank Foundation

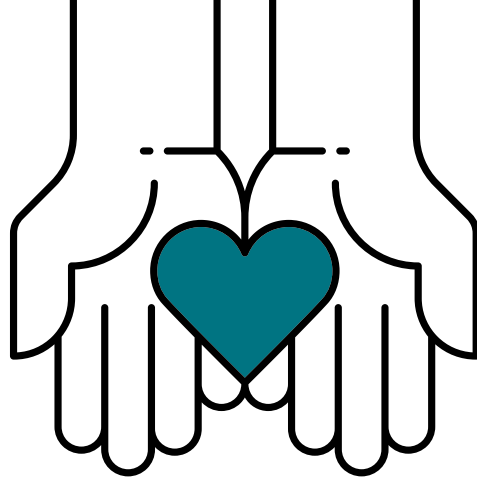
The Housing Support Team have fuel vouchers to support those in need including residents receiving welfare benefits, care leavers, pensioners, and residents in high arrears and at risk of eviction.

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
- Be 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.





Support for council tenants on communal heating

The council recognises rises in communal heating have impacted council tenants. As part of our response to the cost of living crisis, the council is providing eligible residents with a £900 discount for their heating and hot water. All residents eligible for this support will have had these funds added to their bank account.

The criteria for the support is below:

- Lambeth council tenants
- Impacted by recent increases in communal heating and hot water charges
- In receipt of Housing Benefit and/or Council Tax Support
- Not eligible for central government Cost of Living payments during 2023/24 (totalling £900)

Free period products

Residents identified as being particularly in need will receive letters to order free period products directly to their doors. Those who also require period products can access them at any public buildings in the borough including libraries and leisure centres

Free School meals

Residents on low incomes, 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:

www.lambeth.gov.uk/fsm

To apply for free school meals, the resident should contact their child's school directly, even if out of borough.

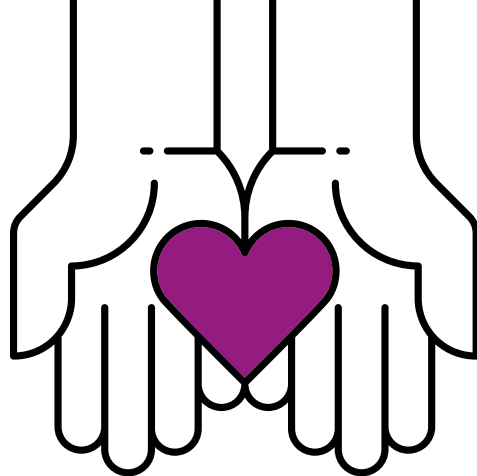


As part of our response to the cost of living crisis, the council is offering support to households in receipt of free school meals during the holidays from July 2023 – June 2024. We have expanded the criteria to help as many low-income families as possible.

Households with a child at a Lambeth primary school who do not currently receive free school meals but receive Council Tax Support or Discretionary Housing Payment from Lambeth Council can now receive this support.

Eligible residents will receive vouchers worth £20 per week for each child. All eligible residents will have received a letter informing them of their eligibility.

Maximising incomes



Post Office Payouts

Residents identified as being particularly in need of additional support this winter will be receiving a letter that can be exchanged for cash or bank transfer at their local Post Office.

These letters have 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 costofliving@lambeth.gov.uk

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 from your retailers who sell these items.

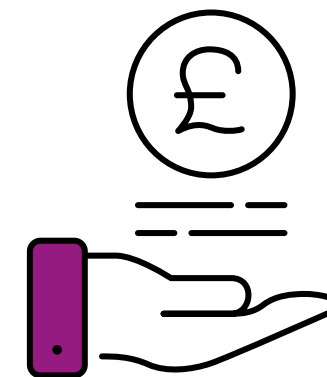
An application form for Healthy Start Food Vouchers can be found at www.healthystart.nhs.uk or accessed through the resident's midwife.

Grant Finding and help with income increase

There are several websites that can support residents with finding appropriate grants and maximising their income to help with increases in food and energy bills, as well as with training and employment support.

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

- Turn2Us:**
<https://grants-search.turn2us.org.uk/>
EntitledTo:
<https://bit.ly/3VDcY7s>
LightningReach:
<https://www.lightningreach.org/application-portal>



Grants for Residents in Housing Associations

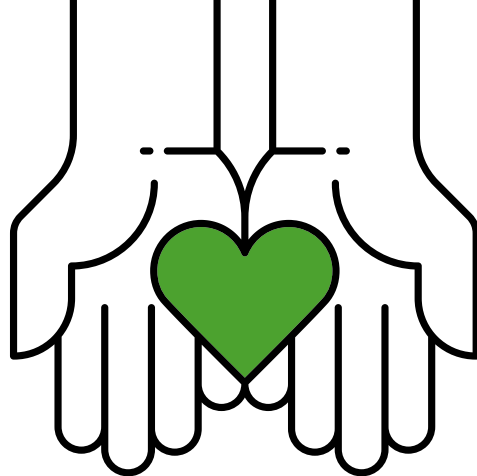
Many housing associations offer hardship grants and support to tenants in need. If an individual is a housing association tenant, encourage them to get in touch to establish what support is available.

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.

Building financial resilience and managing debt



Local Advice Services

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

Referrals can be made by calling the above telephone numbers.

Every Pound Counts

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

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

Services supporting vulnerable residents can refer to the team by completing an application form available on www.lambeth.gov.uk/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

Connecting Communities

An 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**

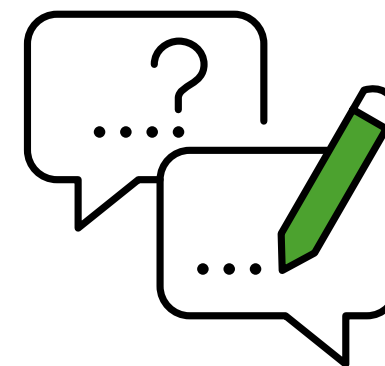
Lambeth Adult Learning

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 Job Entry Targeted Support

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

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



MYcommunity Gateway

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

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

Contact



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