



# SUPPORT

## to help you with the cost of living

The cost of living crisis is affecting many of us. In this booklet you'll find some information and organisations who can help you if you're worried about the cost of living including:

- Financial support
- Housing
- Warm spaces
- Budgeting
- Energy saving




# Grants and Benefits

## Universal Credit (UC)

If you already claim benefits or tax credits and are of working age, you could be better off if you move to universal credit.


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

 **0800 328 5644**

## Pension Credit

This is one of the most under claimed benefits by those of pension-age. To check if you, or a family member might be entitled to Pension Credit, visit the [www.gov.uk/pension-credit-calculator](http://www.gov.uk/pension-credit-calculator)

Extra support to help with rising bills will be offered to more than 14,000 Nottinghamshire pensioners who currently receive Pension Credit. Support will be administered through the Household Support Fund.


 **0800 731 0469**

## Nottinghamshire Household Support Fund

Nottinghamshire County Council is administering a support fund on behalf of the Department for Work and Pensions. The fund will support families who receive free school meals. Full details can be found on the Nottinghamshire

County Council website or by contacting their Customer Contact Centre.


 [www.nottinghamshire.gov.uk/business-community/cost-of-living-support/nottinghamshire-household-support-fund-phase-4](http://www.nottinghamshire.gov.uk/business-community/cost-of-living-support/nottinghamshire-household-support-fund-phase-4)

 **0300 500 8080**

## Council Tax Support

If you pay Council Tax and are on a low income you may be able to claim Council Tax Support.


 [www.broxtowe.gov.uk/counciltaxsupport](http://www.broxtowe.gov.uk/counciltaxsupport)

 **0115 917 7777**

## Notts and Lincs Credit Union

The Credit Union provide savings accounts and loans for people living or working in Nottinghamshire, employees of its Payroll Partners and those living in Nottingham Community Housing Association accommodation.

 [www.nottsandlincscu.co.uk](http://www.nottsandlincscu.co.uk)

 **0330 004 0842**






# Budgeting and Debt

## Citizens Advice

Broxtowe Borough Council works closely with Citizens Advice to provide support to residents of the Borough.

 [www.citizensadvicebroxtowe.org.uk](http://www.citizensadvicebroxtowe.org.uk)

 **Adviceline: 0800 144 8848**

 **Textphone: 0800 144 8884**

 **Help to Claim Universal Credit 0800 144 8444**

### Visit:

**Beeston** – Broxtowe Borough Council Offices Mondays, Tuesdays, Thursdays and Fridays, 10.00am until 1.00pm, Drop in.

**Eastwood** – Eastwood Library Mondays and Tuesdays, 9.30am until 12.30pm, Drop in Thursdays, 1.00pm until 4.00pm, Drop in.

**Stapleford** – Stapleford Care Centre Mondays and Tuesdays (pre-booked appointments, call 0115 844 0510). Thursdays, 9.30am until 12.30pm, Drop in.

## Olio Free Food App

You can download the free Olio food app to collect free food from volunteers, donated by supermarkets, which is surplus to their requirements.

## Age UK

Cost of living advice and support from Age UK.


 [www.ageuk.org.uk/information-advice/money-legal/cost-of-living](http://www.ageuk.org.uk/information-advice/money-legal/cost-of-living)

 **National Helpline: 0800 678 1602**

 **Age UK Nottinghamshire: 0115 844 0011**

## Nottinghamshire County Council

Information on cost of living support across Nottinghamshire County.

 [www.nottinghamshire.gov.uk/business-community/cost-of-living-support](http://www.nottinghamshire.gov.uk/business-community/cost-of-living-support)

## GOV UK

See what support is available.

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

 [www.helpforhouseholds.campaign.gov.uk](http://www.helpforhouseholds.campaign.gov.uk)

## Money Advice Service

Free and impartial money advice, set up by government.

 [www.moneyadviceservice.org.uk/en](http://www.moneyadviceservice.org.uk/en)

## Turn2Us


A National Charity who provide financial support to help people get back on track.

 [www.turn2us.org.uk](http://www.turn2us.org.uk)

## Broxtowe's Financial Inclusion Officer

Broxtowe employs a financial inclusion officer who can help you with budgeting, benefits and accessing funding.

**Broxtowe's tenants only.**

 **0115 917 7777**

# Energy Saving

There are things we can all do, no matter what our budget to be more energy efficient – some require an initial cost but many are completely free and can often save you money too.

## Keeping warm

- Turning your thermostat down by just 1°C can save you as much as £80 per year.
- Layer up. Wearing more jumpers, socks and slippers around the house and putting an extra blanket on the bed means you won't be tempted to turn the heating up.
- Close off any unused rooms.
- Bleed your radiators to make sure that they are working as efficiently as possible and if your radiators sit on an outside wall, make sure that it fit some radiator foil behind them to reflect heat back into the room.

## In the kitchen

- Take it slow. To save energy try using a slow cooker to cook throughout the day - they only use about as much energy as a light bulb.
- When you're boiling food in a pan, make sure you only use the amount of water needed to cover the amount of food you're cooking - boiling water you don't need can waste a lot of energy.
- Only fill your kettle up with the water that you need.
- Use glass or ceramic dishes in the oven wherever possible. They retain heat better than their metal counterparts, making them the most energy-efficient option.

- Use the right size pan. Always use a pan which is the right size for the amount of food you are cooking. This means you won't waste energy while heating a bigger surface area than you need.

## Laundry

- Ninety per cent of a washing machine's energy expenditure is spent heating the water, so if you wash your clothes at 30°C you can save a third on your washing bills.
- Hang up your laundry. Air-dry your laundry rather than tumble-drying it, particularly if the weather is warm or windy.
- Save yourself ironing time. Take your clothes out of the dryer before they're completely dry. They'll iron much quicker and you'll use less energy on your drier.

## Save gas and electricity

- Install a smart meter. By clearly indicating where you're spending the most on your energy, you can take steps to cut down usage wherever possible and save money.
- Use LED lightbulbs.
- Don't leave anything plugged in that isn't being used and that includes your mobile phone charger.
- Turn the lights off when you leave a room.





... many things  
you can do are  
completely free

- Put exterior or security lights on timers. Make sure any exterior lights are on a timer or activated by motion so they only come on when needed.
- Take a 4-minute shower. Taking a 4 minute shower opposed to a 10 minute one (depending on the power of your shower) will save you between £94 - £131 per person per year (based on the current price of 34p kWh).
- Insulate the walls. Whether you have cavity walls or solid walls, both can be insulated (or re-insulated) to encourage heat retention. You can also insulate gaps between the floor and skirting boards.
- Insulate hot water pipes. Uninsulated water pipes mean it takes longer for hot water to become hot while it's running. Insulating the pipes will help prevent water wastage.



### Insulation and home improvements

- Insulate the loft. A quarter of your home's heat is lost through the roof as warm air rises, and older properties that already have insulation in place may not have the recommended levels, particularly if it was installed in the 1970s or 1980s.
- Consider solar panels. Having solar panels installed on your house could save you as much as a third on your electricity bills. If you think you may qualify, you can request a free, no obligation home retrofit assessment survey.

# Energy Saving

## Nottingham Energy Partnership Heating Schemes

Nottingham Energy Partnership are offering a number of heating schemes to make sure that your boiler is safe, working properly, and is heating your home effectively. It is estimated that your boiler accounts for 60% of your household energy bill, so by replacing an old inefficient boiler you could save up to £240 on your yearly heating.

 [www.nottenergy.com](http://www.nottenergy.com)  
 **0115 985 9057**

## The ECO Scheme

The Energy Company Obligation (ECO) Scheme is taking applications in Broxtowe.

We are working with E.ON to deliver this scheme. This means eligible households can receive energy efficiency measures such as wall, loft and underfloor insulation, heating controls and low carbon heating systems, worth £1,000s for FREE.

These upgrades can improve your property's EPC rating, keep you warm in Winter and cool in Summer, help reduce your energy usage and significantly reduce heat loss.

If you're a homeowner or you're privately renting, you may be eligible to receive ECO funding if you live in a property with a EPC rating of E, F or G AND receive one of the following benefits:

Income Based Jobseekers Allowance, Income Related Employment & Support Allowance, Income Support, Pension Credit Guarantee Credit, Working Tax

Credit, Child Tax Credits, Universal Credit, Housing Benefit, Pension Credit Savings Credit and in some circumstances or Child Benefit (subject to income caps).

For those not eligible under main ECO criteria, you can still qualify for funding under the Council's ECO "Flex" criteria which one of our advisors will be able to talk you through.

If you think you may qualify, you can request a free, no obligation home retrofit assessment survey.

Apply by email at [retrofit@broxtowe.gov.uk](mailto:retrofit@broxtowe.gov.uk) or call E.ON on **0333 202 4422** quoting reference Broxtowe Borough Council.

## Severn Trent

Severn Trent have a range of financial support schemes to help you with your water bills.

 [www.stwater.co.uk/my-account/help-when-you-need-it/help-with-paying-your-bill](http://www.stwater.co.uk/my-account/help-when-you-need-it/help-with-paying-your-bill)  
 **0345 7500 500**

## Green Doctors

Green Doctors are trained energy-efficiency experts that help Broxtowe residents stay warm, stay well, and save money on household bills. They offer free, impartial advice to help people to take control of their bills, reduce waste in the home, and access other services and initiatives available.

 [greendoctor@groundworknottingham.org.uk](mailto:greendoctor@groundworknottingham.org.uk)






# Housing

## Housing Benefit

If you are pension-age and live in rented accommodation and are on a low income you may be able to claim help with your rent via Housing Benefit.


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

 **0115 917 7777**

## Discretionary Housing Payments

If you rent your property and your rent is not covered in full by Housing Benefit or the Housing Element of Universal Credit, the council has limited funding to support some shortfalls via our Discretionary Housing Payment scheme.


 [www.broxtowe.gov.uk/discretionaryhousingpayment](http://www.broxtowe.gov.uk/discretionaryhousingpayment)

 **0115 917 7777**

## Housing Options

If you need other housing advice or are homeless or at risk of being made homeless, the Housing Options Team can provide help and support.

 [www.broxtowe.gov.uk/housingadvice](http://www.broxtowe.gov.uk/housingadvice)

 **0115 917 3439**

## Call B4 You Serve

Free landlord and tenant mediation service provided by Broxtowe Borough Council for people in private rented accommodation at risk of eviction. Landlords and tenants can self-refer by email **CB4YS@Derby.gov.uk** or call **01332 255428**

 [www.dashservices.org.uk](http://www.dashservices.org.uk)

To extend and enhance the Council's existing support to help local people manage the cost of living, some projects have been funded by the UK Government through the UK Shared Prosperity Fund.

This includes:

- CAB Financial Resilience Project.
- Groundwork Green Doctor Project.
- Support to local food banks and food clubs.
- Citizens Advice Days of Action project.
- Supporting distribution of this leaflet to people who may not have online access.



# Food Banks

Many foodbanks operate a voucher or referral scheme.

Please discuss with the foodbank if they require a voucher. Further information on vouchers and how to obtain one [www.eastwestnottingham.foodbank.org.uk/get-help/foodbank-vouchers](http://www.eastwestnottingham.foodbank.org.uk/get-help/foodbank-vouchers).



## Beeston:

### Broxtowe Community Projects

32 High Road, Chilwell NG9 4AE

Thursday 10:00am – 1:00pm

Saturday 10:30am – 12:30pm


To request a food parcel complete this short form with your food preferences <https://forms.gle/u6ifw2wBwpW6R-NuJ7> and then contact us via email [broxtowe.cp@gmail.com](mailto:broxtowe.cp@gmail.com) or text/phone **07434 664 174**.

### Hope Nottingham

Hope House, Boundary Road, NG9 2RF

Mon, Wed, Thurs 9:30am -12noon and

Sat 9:30am – 10:30am

 **0303 040 1110**

 <https://eastwestnottingham.foodbank.org.uk/locations/>

### Harvest Community Haven

154 Queens Road, Beeston NG9 2FF

Saturdays 10:00am – 12:00noon

## Chilwell:

### St Barnabas Church


NG9 4HU

Monday Food Club 1:00pm – 3:00pm  
(excluding Bank Holidays)

Membership and weekly fee apply

Tuesday Foodbank 2:00pm – 4:00pm

 [www.stbarnabas-inhamnook.co.uk/hopehub](http://www.stbarnabas-inhamnook.co.uk/hopehub)

 **0303 040 1110**

### Phoenix Community Foundation

Inham Nook Recreation Ground (Pavilion)

NG9 4GQ

Wednesday and Thursday 4:00pm – 6:00pm

 [phoenixcommunityfoundation@gmail.com](mailto:phoenixcommunityfoundation@gmail.com)

## Brinsley:

### The Brinsley Foodbank

Parish Hall NG16 5BY

Wednesdays 10:00am -12noon

Additional information through Facebook.

 [www.facebook.com/p/Brinsley-Food-Bank-100064504881937/](https://www.facebook.com/p/Brinsley-Food-Bank-100064504881937/)

## Eastwood:

### Eastwood Volunteer Bureau

Wellington Place NG16 3GB

For more information & eligibility call in on Fridays between 9:30am and 12:30pm.

 **01773 535 255**







# Warm Spaces

These welcoming spaces at the heart of our communities, offer somewhere for residents to go to keep warm and meet other people.

Some of the spaces may also offer refreshments and activities, as well as information on how to reduce bills and access support.


At the time of going to print, the following venues offered warm spaces at various times of the week. Please check individual venues for up to date details or visit [www.broxtowe.gov.uk/costofliving](http://www.broxtowe.gov.uk/costofliving).

## Stapleford:

### Montrose Court Church Foodbank

4 Montrose Court, NG9 8LJ


Monday and Wednesday 9:30am – 12:00noon

 **0303 040 1110**

### The Haven Church

Wadsworth Road, NG9 8BD

Tuesday and Friday 10:00am – 11:30am

 **0303 040 1110**

### Chayah Development Project

Church Street, NG9 8GA

Thursdays 10:00am – 2:00pm

 **info@chayahgroup.co.uk**

### Broxtowe Youth Homeless

Church St, NG9 8DE

Emergency parcels for 16 to 25 year olds in crisis

contact us either by telephone **0115 939 6760** or social media.

 **<https://linktr.ee/broxtoweyouthhomelessness>**

## NG9

- **HOPE Nottingham** NG9 2RF
- **Pasture Church** NG9 8GQ
- **Beeston Methodist Church** NG9 1EH
- **Middle Street Resource Centre** NG9 2AR
- **The Church at Montrose** NG9 8LJ
- **St Barnabas Church** NG9 4HU

## NG16

- **Newthorpe Baptist Church** NG16 2DL
- **Eastwood Baptist Church** NG16 3EP
- **Rumbletums Cafe** NG16 2NH
- **Basil Russell Park** NG16 1DT
- **St Mary's Church** NG16 3BS
- **Our Lady Of Good Counsel RC Church** NG16 2AQ



# Mental Health Support

Money worries can impact on your mental wellbeing. If you are concerned about your mental health, or you are worried about the mental health of a relative or someone you care for, the first thing to do is speak to your GP. They will help you decide what support is needed.

## You can also get support from:

- Samaritans – **116 123**
- Anxiety UK – **03444 755 744** / Text **07537 416 905**
- Rethink – **0300 5000 927**
- Mind **0300 123 3393** / Text **86463**
- Every Mind Matters **www.nhs.uk/every-mind-matters**
- NHS **www.nhs.uk/mental-health**


## Nottinghamshire Help Yourself

The Nottinghamshire Help Yourself website provides information about useful support and organisations to help you.

 **www.nottshelpyourself.org.uk**

## Eastwood Wellbeing Hub


Citizens Advice, Nottinghamshire Mind and Eastwood Volunteer Bureau are in partnership to provide support and free, confidential advice for people experiencing poor mental health.

 **01773 768 863**

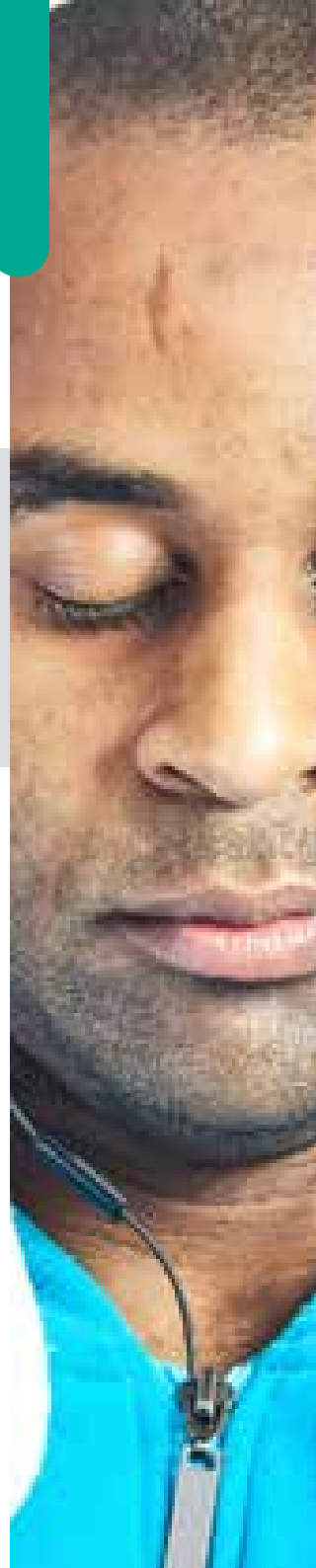
## Talking Therapies

NHS Nottinghamshire Talking Therapies provide a range of support to thousands of people to help them to improve their mood and find ways to manage. If you're ages 17 and a half years or over and registered with a GP in Nottingham, Bassetlaw, or Nottinghamshire they can help you find tools you need to get life back on track.

 **www.notts-talk.co.uk**

 **0333 188 1060**

 **notts.iapt.admin@notts-talk.co.uk**






### Be U Notts

Provides early mental health and emotional wellbeing support for children and young people, and their parents / carers. Be U Notts will accept self-referrals, parent / carer referrals, and health care, social care, education, and community referrals via:

 [www.beusupport.co.uk](http://www.beusupport.co.uk)

 **0115 708 0008**

### Mental health advice and help for young people in Nottingham and Nottinghamshire

If you are aged under 18 and need support with your emotional health and wellbeing, visit the NottAlone website.

 [www.nottalone.org.uk](http://www.nottalone.org.uk)

## Mental Health Crisis

Crisis Sanctuaries are a free service, offering support, information and guidance to anyone 18 years or older in or nearing a mental health crisis. In Broxtowe, the Crisis Sanctuary is based at Nottinghamshire Mind, 318 High Road, Chilwell, Nottingham, NG9 5EG.

Please call **0330 822 4100** from 4pm until 11pm, available every day of the year.

 [www.nottinghamshirecrisissanctuaries.tv](http://www.nottinghamshirecrisissanctuaries.tv)

For other medical advice and support contact your GP or visit [www.111.nhs.uk](http://www.111.nhs.uk).

# Broxtowe Borough Council

## Useful addresses and telephone numbers

### COUNCIL SERVICES

Council Offices, Foster Avenue, Beeston, NG9 1AB

Kimberley Depot, Eastwood Road, Kimberley, NG16 2HX

All above offices Tel 0115 917 7777 [www.broxtowe.gov.uk](http://www.broxtowe.gov.uk)

**COUNCIL HOUSING REPAIRS** Daytime and out of hours **Tel 0115 917 7777**

### OTHER USEFUL SERVICES, ADDRESSES & TELEPHONE NUMBERS

Citizens Advice Broxtowe  
Council Offices  
Foster Avenue, Beeston  
NG9 1AB

Citizens Advice Broxtowe  
Library & Information Centre  
Wellington Place, Eastwood NG16 3BG

Tel 01773 768 363  
[www.citizensadvicebroxtowe.org.uk](http://www.citizensadvicebroxtowe.org.uk)

Nottinghamshire County Council  
Tel 0300 500 8080

Age UK  
Tel 0800 169 6565

Consumer Direct  
Tel 08454 040506

Midlands Women's Aid  
Tel 0300 302 0035

NHS Advice  
24 hour Nurse & Health Advice  
Tel 111

Eastwood Volunteer Bureau  
Wellington Place (rear of Library)  
Eastwood, Nottingham NG16 3BG  
Tel 01773 535 255

The Helpful Bureau  
Carnegie Civic and Community Centre, Warren  
Avenue, Stapleford, Nottingham NG9 8EY  
Tel 0115 949 1175

Nottinghamshire Police  
(Non-emergencies)  
Tel 101

Crimestoppers  
Tel 0800 555 111

ہمیں اس لیفلٹ میں سہولتوں کے بارے میں مزید جاننے کے لیے 0115 917 7777 پر  
میرے سے رابطہ کریں۔

如果您需要此清單以其他形式或文字編成，請撥電話 0115 917 7777 與我們  
聯絡。

آگے آپ جاننا چاہتے ہیں کہ یہ لیفلٹ آپ کا اردو زبان میں کیا ہے  
تو براہ کرم اپنی آواز 0115 917 7777 پر دہرائیں۔

If you need this leaflet in other formats or  
languages contact us on 0115 917 7777

### TYPETALK - TEXT DIRECT

Typetalk's purpose is to bring the benefits of the telephone network to deaf, deafblind, deafened, hard of hearing and speech-impaired people.

Managed from a state-of-the-art centre, Typetalk's highly trained operators understand the special requirements of its customers and provide a warm, friendly service in complete confidentiality.

For Broxtowe Borough Council telephone 18001 0115 917 7777.



### Follow Broxtowe with social media

Keep up-to-date with the latest Council news, jobs and activities in your area by following Broxtowe Borough Council on your favourite social networking sites or sign up to the email alerts.

[www.broxtowe.gov.uk/socialmedia](http://www.broxtowe.gov.uk/socialmedia)



Broxtowe  
Borough  
COUNCIL

POWERED BY  
**LEVELLING  
UP**



Funded by  
UK Government

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