

Alternative Sources of Assistance with food and gas/electric

This leaflet contains information regarding other organisations that may be able to help you if you are in need of assistance with food, gas and electricity but you are not eligible under the Welfare Grant Scheme.

This leaflet also contains information about other welfare organisations that may be able to assist you financially, depending on your circumstances.

Food

Household Support Fund

The Household Support Fund helps people who are struggling to:

- buy food;
- pay energy and water bills; and
- cover other essential costs linked to energy and wider essentials.

For information about this scheme and to apply online, please visit: [Household support fund | BETA - South Gloucestershire Council \(southglos.gov.uk\)](https://www.southglos.gov.uk/your-council/household-support-fund)

Food Banks

There are a number of Food Banks available throughout South Gloucestershire. In order to request a voucher please call the Welfare Team on 01454 868899 or visit the relevant Council One Stop Shop office indicated below:

- The Bourne Family Project, Waters Road, Kingswood – Kingswood One Stop Shop
- St James Church, Romney Avenue, Lockleaze –Patchway One Stop Shop
- The Candle shop, Station Road, Yate – Yate One Stop Shop
- Revive Charity Shop, Filton Avenue, Filton – Patchway One Stop shop
- Ebenezer Church, 286 Filton Avenue, Horfield - Patchway One Stop shop
- The Greenway Centre, Doncaster Road, Southmead - Patchway One Stop shop
- Resound (new church) Blackhorse Road, Mangotsfield –Kingswood One Stop Shop
- Fishponds Baptist Church, Downend Road, Fishponds - Kingswood One Stop Shop



- Thornbury Baptist Church, Gillingstool, Thornbury –Kingswood or Yate One Stop Shop

Family Food 4 Free, Yate

If you are struggling to purchase food you can attend Family Food 4 Free at Poole Court, Poole Court Drive, Yate, BS37 5PP (behind Morrisons). You are asked to make a minimum donation of £1 for a basket of food. If attending Family Food 4 Free in Yate, please do not park in the Poole Court car park. Please bring your own bags and do not queue until no more than 5 minutes before the opening times, which are detailed below:

Tuesdays – 1pm to 2.45 pm

Fridays – 10am to 11.45am

The Wild Goose

The Wild Goose drop-in Centre provides free hot meals, shower facilities, clothing and toiletries four days and six nights a week for those in extreme poverty and need.

The centre is located at 32 Stapleton Road, Easton, Bristol BS5 0QY.

The Centre serves as a hub in signposting to appropriate voluntary and council services.

The Centre also:

- Provides breakfast and lunch four days a week for those in extreme poverty and need.
- Hosts advisory sessions about housing, finance, employment, health, citizens' rights, alcohol and drug issues in partnership with local statutory and voluntary organisations.
- Hosts a weekly medical clinic (the 'wet clinic') for street drinkers;
- Provides appropriate work and support for volunteers; and
- Engages with young people and schools to increase awareness of homelessness issues and to raise support for inHope.

How to Contact: Email: wild.goose@inhope.uk; phone: [0117 4057116](tel:01174057116) or drop-in (open Mon/Wed/Thus/Fri 9.30 am to 15.00 pm) during opening times.

Gas and Electricity

Warm Home Discount Scheme

For those on low-income or Guaranteed Credit element of Pension Credit.



Eligible applicants will receive a one off £140 payment towards their electricity bill to cover the winter months from September-March.

Applications should be made directly to their energy provider.

Payment is made directly to the supplier and can be for both pre-paid and direct debit customers. Customers can re-apply annually.

The list of participating energy providers can be found at:

<https://www.gov.uk/the-warm-home-discount-scheme/energy-suppliers>

Further information about the scheme and eligibility criteria is here:

<https://www.gov.uk/the-warm-home-discount-scheme/low-income>

E-On Next Energy Fund (UK)

The aim of the E.ON Next Energy Fund is to help E.ON Next customers who are experiencing financial hardship and struggling. They help with paying gas and electricity bills through grants, helping individuals to become financially stable and to get back control of their finances.

Applications are open to individual customers of e-on and can be submitted at any time.

<https://www.eonnextenergyfund.com/>

EDF Customer Support Fund (UK)

The EDF Customer Support Fund awards grants to vulnerable customer households. It aims to provide customers with a fresh start and financial stability. It can help households stay out of fuel debt and better able to afford ongoing energy costs. Applications can be submitted at any time.

<https://www.edfenergy.com/for-home/help-centre/faq/extra-support-when-you-need-it?steps=23147#chapter-23146-3>

British Gas Energy Support Fund (UK)

The Trust has launched a new energy support fund to help the most financially vulnerable British Gas customers who are struggling to pay their energy bills. This fund has been set up in response to the increasing cost of living and rising inflation, including Ofgem's most recent price cap increase. Through the fund eligible British Gas customers with fuel debt of £250 to £750 can apply for grants to help pay their energy bills over the coming months.

The fund will remain open until all the money invested has been awarded.

<https://britishgasenergytrust.org.uk/grants-available/>



The British Gas Energy Trust (England, Scotland and Wales)

The British Gas Energy Trust provides help and advice to households in England, Wales and Scotland struggling with money and energy debt. This includes free resources to help make sure households are getting the support and benefits they may be entitled to as well as a direct access energy debt programme – that awards grants to households that remove energy debt, fund emergency fuel credit and provide boiler replacements. **This support is available no matter who the energy supplier is.**

<https://britishgasenergytrust.org.uk/>

OVO Energy Fund (UK)

The OVO Energy Fund is a fund that helps people who've fallen behind with their energy payments to OVO. To qualify, individuals need to be in receipt of one of the following: Income Support, Job Seekers Allowance, Pension Credit, Employment and

Support Allowance, or Universal Credit (but only if not working). In addition to qualify the energy debt on the energy account needs to be at least £150 and the annual household income is £16,190 or less.

<https://www.ovoenergy.com/help/debt-and-energy-assistance>

Scottish Power Hardship Fund (UK)

Because some customers have difficulties paying their bills due to low income or other circumstances, ScottishPower has a Hardship Fund to help them get their energy payments under control. The Fund can help by clearing or reducing arrears by crediting a customer's ScottishPower energy account. To qualify, individuals need to be in receipt of one of the following: Income Support, Job Seekers Allowance, Pension Credit, or Employment and Support Allowance.

<https://community.scottishpower.co.uk/t5/Extra-Help/Hardship-Fund/ta-p/53>

Octopus Energy - Octo Assist Fund (England & Wales)

Octopus have setup a £15 million fund to help customers who are worried about paying for their energy over the winter. They are able to help through giving client's access to funding, applying for the Warm Home Discount, providing energy efficiency advice, and signpost to other organisations.

They can also help with energy debts by deferring payments for a short term, working directly with the client on a repayment plan, adjusting payment methods to what works best, and signposting to debt advice organisations.

<https://octopus.energy/blog/struggling-to-pay/>

Warm and Well

Warm and Well's trained energy advisers give free energy efficiency advice that will help you stay warmer and healthier in your home. This ranges from simple changes



you can make, to helping you access grants for insulation or providing information about renewable technologies. They can help you to reduce your energy bills, switch your energy tariff or supplier, and help you find local installers and tradespeople. They may be able to offer you a free home energy visit.

For more information or advice, please call one of their advisors on [0800 500 3076](tel:08005003076).

Other Schemes offering help with essential living costs

St. Monica's Trust

If you are aged 50 or over, have a physical disability, long-term physical health problem or mental health problem; live in Bristol, South Gloucestershire, North Somerset or Bath and North East Somerset; have a low income and limited savings; then you may be eligible for a short-term grant from St. Monica's Trust. A short-term grant is a monthly payment of £110 that is designed to help you through a crisis. This is usually awarded for an average of three to six months.

You can download an application form at: [Funding for Individuals - St Monica Trust](#) or alternatively you can contact them by telephone on [01179494003](tel:01179494003).

Friends of the Elderly - Grants for Older People (England & Wales)

Friends of the elderly provide support for older people affected by loneliness and grants for those living on a low income. Through the Grants for Older People programme they provide grants of up to £400 to older people who are of/over state pension age and have savings of less than £4,000. Funding is currently being provided through four schemes: Home Essentials to help with the cost of replacing everyday items, small home repairs and mobility adaptations; Digital Connection to help older people get online; **Financial Support to help with unexpected bills; and Essential Living Costs including clothing, food, medicines and books.** Applications must be made via a third-party Referral Agent such as charities, local authority and social services representatives.

This grant is open to applications. Applications can be submitted at any time.

<https://www.fote.org.uk/our-charity-work/grants-2/>

The Talisman Trust

The fund assists individuals in the UK who the trust consider as "going short". Please note that applications must be made by the Citizens Advice Bureau, a social worker or another charitable organisation that is supporting you. Please be aware that applications can take up to 4 weeks to be processed.

<http://www.talismancharity.org/>



Turn 2 Us

To find further information about other funds that are available to you in your area you may wish to carry out a grants search. This can be completed on the Turn2Us website: <https://grants-search.turn2us.org.uk/>

Other assistance available

Warm packs

South Gloucestershire Council are giving out packs of supplies to help you keep warm. These are for families, single adults and pensioners who are struggling to heat their homes to 18°C. They are available at all [our libraries](#) and [One Stop Shops](#), but please note that they are subject to availability.

Baby Bank Network

This is a charity that can take referrals through agencies and organisations that are in contact with vulnerable families to make sure that they are provided with items to ensure their babies' basic needs are met. [Baby Bank Network](#)

Healthy Start Vouchers

Healthy Start is a scheme that provides free vouchers every week to spend on milk, plain fresh and frozen fruit and vegetables, and infant formula milk. They can also provide free vitamins. You could qualify if:

- You are in receipt of benefits
- You are pregnant, or have children under the age of four
- If you are not in receipt of benefits, but are pregnant and under 18 years of age.

To apply, please call the Healthy Start Scheme on [0300 3307010](tel:03003307010) or email: healthy.start@nhsbsa.nhs.uk.

[Get help to buy food and milk \(Healthy Start\)](#)