

Alternative Sources of Advice and Assistance

This leaflet contains information regarding other organisations that may be able to help you if you are in need of;

- Advice regarding Benefits, debts etc
- Assistance with food, gas, electricity and goods, but you are not eligible under the Welfare Grant Scheme

Advice

CAB – Benefit Advice

The citizens' advice bureau can ensure you are receiving all the correct benefits. For telephone advice call 08444 111 444, alternatively the local office is located on Kennedy Way, Yate, BS37 4DQ and further advice can be found on their website - <http://www.southgloscab.org.uk/get-advice/>

Debt Advice

North Bristol Advice

Advice on Welfare Benefits. Customers should bring proof of income and any paperwork related to the matter they would like to discuss.

- **Patchway One Stop Shop** Mondays 10am to 12 midday*
- **Kingswood One Stop Shop** Wednesdays 9.30am to 12 midday*

* From 1 April 2017 the North Bristol Advice service is by appointment only. Alternatively advice can be provided by telephone or online. Please call 0117 9515751 or visit www.northbristoladvice.org.uk

Talking Money

Provides free independent debt advice, energy advice and financial education.

- **Kingswood One Stop Shop** every Thursday 9.30am to 12.30pm
- **Yate One Stop Shop** every Thursday 2pm to 4pm

Customers will be seen on a first come, first service basis

Housing Benefit

Contact the Housing Benefit Department at South Gloucestershire Council to make an application or discuss a claim. 01454 86 8002



Housing Advice

Information is available from our Home Choice team about your Housing options, you can call them on 01454 868005 or visit one of our one stop shops for further advice.

Let's Talk

The website, "Charis Grants" offers information regarding the various grants and benefits that are available to support those struggling with household energy debt. This website is located at: <https://www.charisgrants.com>

Help with Food, Gas and Electricity

Food Banks

There are a number of Food Banks available throughout South Gloucestershire. Vouchers can be collected by visiting the relevant One Stop Shop. Below is a list of days and times when the foodbanks are open including where you can collect a voucher from.

- Monday 11am-1pm at The Bourne Family Project, Waters Road, Kingswood – Vouchers can be collected from Kingswood One Stop Shop
- Monday 10am-12pm at St James Church, Romney Avenue, Lockleaze – Vouchers can be collected from Patchway One Stop Shop
- Tuesday 2pm-4pm at The Candle shop, Station Road, Yate – Vouchers can be collected from the Yate One Stop Shop
- Wednesday 1pm-3pm at Revive Charity Shop, Filton Avenue, Filton – Vouchers can be collected from Patchway One Stop shop
- Thursday 1pm-3pm at Ebenezer Church, 286 Filton Avenue, Horfield - Vouchers can be collected from Patchway One Stop shop
- Thursday 3pm-5pm at The Greenway Centre, Doncaster Road, Southmead - Vouchers can be collected from Patchway One Stop shop
- Friday 10am-12pm at The Candle shop, Station Road, Yate – Vouchers can be collected from Yate One Stop Shop
- Friday 10am-12pm at Resound (new church) Blackhorse Road, Mangotsfield – Vouchers can be collected from Kingswood One Stop Shop
- Friday 12:30pm -2:30pm at Fishponds Baptist Church, Downend Road, Fishponds - Vouchers can be collected from Kingswood One Stop Shop
- Friday 2pm-4pm at Thornbury Baptist Church, Gillingstool, Thornbury – Vouchers can be collected from either Kingswood or Yate One Stop Shop



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 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.

Contact: wild.goose@inhope.uk / 07941 414425

Wild Goose Café Opening Times;

	Mon	Tues	Wed	Thur	Fri	Sat	Sun
Breakfast	09:30-10:30	Closed*	09:30-10:30	09:30-10:30	09:30-10:30	Closed	Closed
Engagement Support	10:30-11:30		10:30-11:30	10:30-11:30	10:30-11:30		
Lunch	12:00-13:30	Closed**	12:00-13:30	12:00-13:30	12:00-13:30	Closed	Closed

St. Monica's Trust

If you have: a physical disability or long-term physical health problem; live in Bristol South Gloucestershire, North Somerset or Bath and North East Somerset; have a low income and limited savings; and are over 40 years of age; then you may be eligible for a short-term grant from St. Monica's Trust.

You can download an application form at: www.stmonicastrust.org.uk/supporting-communities/community-fund or alternatively you can contact them by telephone on 01179494003.

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>

British Gas Energy Trust

The British Gas Energy Trust provides financial support to individuals and families who are struggling to pay off their gas and/or electricity debts. You do not have to be a British Gas customer to benefit from this scheme.

Applicants must:

- Receive money advice before applying
- Have a net income below £13,260 per year
- Demonstrate exceptional/multiple vulnerabilities within households

The easiest way to apply for a grant is online at: <https://www.britishgasenergytrust.org.uk/Home/HowCanWeHelp>. The website also provides a search facility where you can find details of your nearest local adviser who can help and advise you on completing an application.

Please note that other energy companies such as Npower, OVO, E.on, EDF and SSE (Southern Electric) all have their own individual energy funds. However these Funds are only available to the company's customers.

Help with Goods

Bristol Charities

Bristol Charities help people in need, hardship or distress, those suffering from ill health and carers who have limited means. If you live within 10 miles of Bristol City Centre then you may be eligible to apply for funding for goods including white goods (washing machines, fridges/freezers, electric cookers), small electrical equipment (vacuums and microwaves), carpets, furniture and other support.

Applications need to be made online by a sponsor who is usually a professional such as a social worker, support worker, health professional or similar support agency.

<https://www.bristolcharities.org.uk/grants>

Gloucestershire Society

The Gloucestershire Society can provide grants of money to people in difficulty, usually up to approximately £150. You must have been a resident within



Gloucestershire (defined as Bristol north of the river Avon, South Gloucestershire and Gloucestershire) for a minimum of two years, and have a recognised need.

The recognised need would usually be where an applicant is in need of money for things like basic furniture and bedding, for a cooker repair, for an item to care for a child or keep them safe.

You would need to apply through an agency, for example via a Support Worker.

Buttle UK

This organisation provides small grants for items such as beds and bedding, cookers, washing machines and fridge freezers, kitchen equipment and baby equipment to young people aged 20 or under who live independently with little or no support from their family, and to children or young persons in a family.

Applications must be made by a support worker and can be made online.

<https://www.buttleuk.org/need-support>

St. Monica's Trust

If you have a physical disability or long-term physical health problem, live in Bristol, South Gloucestershire, North Somerset or Bath and North East Somerset, have a low income and limited savings and are over 40 years of age, then you may be eligible for a gift of an amount of money from St. Monica's Trust. Gifts are intended to help with items such as disability related items or adaptations, domestic applications (for example washing machines or cookers) and furniture and flooring.

You can download an application form at: www.stmonicatrust.org.uk/supporting-communities/community-fund or alternatively you can contact them by telephone on 01179494003.

Glasspool Trust

This charity makes small grants to individuals in need, to help them over a short term crisis. The type of items awarded may include items such as: white goods (such as a cooker, washing machine or fridge/freezer); beds and bedding; essential household items; clothing and baby needs; travel expenses for hospital visits etc.; contributions towards equipment and adaptations for people with disabilities where there has been an occupational health therapist recommendation; vocational materials and training where there is clear evidence of an employment offer; driving lessons/tests where there is clear evidence of an employment offer; flooring where there is an exceptional circumstance for people with disabilities; and educational computer equipment/television where there is a permanent or substantial disability/illness.

Please note that applications to this charity must be made by an organisation such as a charity or the Citizens Advice Bureau.

<http://www.glasspool.org.uk/>

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.

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

The National Benevolent Charity

The National Benevolent Charity makes one-off payments to single people, couples and to families for necessities such as white goods, furniture, clothing etc. Exceptionally, it can make weekly payments for a limited period to supplement a meagre income. Please note however that processing applications can take some time and the Charity cannot help with emergency funding.

In order to qualify for financial help from The National Benevolent Charity a person must:

- be in receipt of all available state benefits and have applied to any trade or professional charity or charities that support any medical condition to which they may suffer;
- have been resident in the United Kingdom for not less than 24 months;
- if under state retirement age, be in exceptional circumstances such as in receipt of long term sickness benefits personal independence payments;
- have no assets (excluding their home);
- have a disposable income after certain expenses have been disregarded (e.g. rent, council tax) of less than what is needed to provide a basic standard of living.

All income is taken into consideration including PIP and attendance allowance, applications should be supported by one or more referees, for example; doctor, nurse, social worker, local clergyman, advice worker, etc.

Applications can be made online using their online form. <http://natben.org.uk>

Other charities / assistance available

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.

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/>

Sure Start Maternity Grant

This is a one off payment of £500 to help towards the costs of having a child.

You usually qualify for the grant if both of the following apply:

- you're expecting your first child, or you're expecting a multiple birth (such as twins) and have children already
- you or your partner already get certain benefits

You must claim the grant within 11 weeks of the baby's due date or within 6 months of the baby's birth. You do not have to pay the grant back and it will not affect your other benefits or tax credits. For more information please visit <https://www.gov.uk/sure-start-maternity-grant>

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.

To apply, please call the Healthy Start Scheme on 0845 607 6823.

School Clothing Grant

You can contact South Gloucestershire Council's Children and Young People Information Service regarding an Essential School Clothing Grant. The telephone number for this department is 01454 868008.

If your application to the School Clothing Grant is refused for any reason, please do come back to us and we will reconsider your application.

Affordable Sources for Purchasing Items

Salvation Army Shop Filton (31-39 Gloucester Road North)

This shop sells items including furniture, household items, clothing, books and toys. Opening times are 9.00am – 5.00pm, Monday – Saturday. Delivery of items bought is offered.

The Reuse Shop (Thornbury Sort It Centre. BS35 3UT)



Currently shut, to be reviewed August 2021

This shop sells reusable items that have been brought to the Sort It Centre, such as furniture, bikes, crockery etc. Opening times are 8.30am – 1.00pm; 1.30pm – 4.15pm, Monday – Sunday.

The Compass Project

The Compass Project shops sell second hand goods, vintage clothes and used furniture. There are two locations;

Gloucester Road Store, 361-363 Gloucester Road (Goods, clothes and furniture); opening times are 9.30am – 5.30pm Monday – Saturday.

Staple Hill Store, 58a-60 Broad Street (Second hand furniture); opening times are 9.30am – 5.00pm Monday – Sunday.