

Help with the cost of living

A handy guide to help build financial
resilience in South Gloucestershire



 Freephone **0800 953 7778**

 www.southglos.gov.uk/CostofLiving


South Gloucestershire
Council

Delivering with you



Financial support from South Gloucestershire Council

-  We may be able to help with emergency and long-term grants and support if you are struggling with financial pressures. Help is available whether or not you are in receipt of benefits.

 Visit a **One Stop Shop**
Monday-Friday 9am-4.30pm

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Accessing benefits for the first time

-  Universal Credit is a working age benefit for people on a low income or who are out of work. Pension credit is available for those over state pension age on low income. Applicant applications are made directly through the DWP.

 **www.gov.uk/universal-credit**

 **Freephone** Universal Credit
0800 328 5644

Citizens Advice offer a help to claim service  **www.citizensadvice.org.uk/help-to-claim** or call
Freephone  **0800 144 8 444**

 **www.gov.uk/pension-credit/how-to-claim**

 **Freephone** Pension Credit
0800 99 1234

-  If you are of pension age or live in supported accommodation, Housing benefit can help to pay part or all of your rent if you're on a low income.

 **www.southglos.gov.uk/claim-housing-benefit**

-  If you're on a low income, Council Tax Reduction could help pay your council tax bill.

 **www.southglos.gov.uk/apply-for-council-tax-reduction**

 **Phone 01454 868002**

Already on benefits and your circumstances change?

-  If you are already receiving benefits and your income drops or increases, or if there is a change in your household members, you must notify the department you are claiming from immediately (i.e. the Department for Work and Pensions and/or South Gloucestershire Council). They will then reassess how much you are entitled to receive.

 **Phone 01454 868002**

 **www.southglos.gov.uk/change-of-circumstances**

Citizens Advice

-  Free and confidential advice on a range of areas including benefits, employment, debt, energy issues and housing to help you find the way forward.

 Freephone **0808 278 7947**

 **www.southgloscab.org.uk**

North Bristol Advice Centre

-  Free and independent advice and support. Debt and welfare benefits specialists, including representation at appeal.

 **0117 951 5751**

 **www.northbristoladvice.org.uk**

Talking Money

-  Free and independent advice on debt, energy debt, benefits and income maximisation.

 **Freephone 0800 121 4511**

 **www.talkingmoney.org.uk**

Bristol Law Centre

-  Free legal advice in specialist areas of social welfare law, and also represents clients in court.

 **0117 924 8662** between 9.30am-4.30pm to discuss the help you need

 **www.bristolawcentre.org.uk**

Employment & training



Job centre

-  Support in finding employment and applying for benefits.

 **Freephone 0800 169 0190**

 **gov.uk** for job centres and employment support

Adult Community Learning

-  The community learning and skills service team at South Gloucestershire Council provides free adult learning opportunities for eligible adults to improve their skills and qualifications including Functional Skills English, Maths, Digital Skills and ESOL.

 **www.southglos.gov.uk/community-learning**

 **01454 864613**

Skills Connect

-  For employment and skills support, whether you're in work or unemployed, Skills Connect has different programmes for adults and young people. Free 1-2-1 coaching and advice is available and you can access Future Bright, Youth Guarantee, We Work for Everyone and many other programmes through Skills Connect.

 **www.skillsconnect.org.uk**

 **skills.connect@southglos.gov.uk**

Food support



Food banks

- i** Short-term emergency support with food during a crisis. Most food banks need a referral, you cannot just show up. Apply for a foodbank voucher by visiting a councils One Stop Shop.

 www.southglos.gov.uk/oss

Or call the 'Help through Hardship' helpline delivered by The Trussell Trust and Citizens Advice.

 **Freephone 0808 208 2138**

Healthy Start

- i** If you're pregnant or have a child under 4, this scheme can help you buy milk, infant formula, fruit and vegetables, and get free vitamins. You need to be claiming certain benefits to qualify. Speak to your health visitor, GP or family hub about how to apply.

 www.healthystart.nhs.uk

Community meals

- i** South Gloucestershire community meals, which is sometimes called 'meals on wheels', is a meal delivery and welfare check subscription for residents who have difficulty preparing food or need help to have regular, cooked meals.

 **01454 865996**

 [www.southglos.gov.uk/
communitymeals](http://www.southglos.gov.uk/communitymeals)



Free School Meals

i Universal Infant Free School Meal (UIFSM)

All children in reception, Year 1 and 2 can have free school meals.

Free School Meals (FSM)

Apply for FSMs from when your child is in reception if you receive qualifying benefits as this will give your child free meals throughout their education until the age of 16.

You could also be entitled to other support for your child's learning through the Holiday Activities and Food scheme and Pupil Premium for their school

 [www.southglos.gov.uk/
freeschoolmeals](http://www.southglos.gov.uk/freeschoolmeals)



Homechoice

-  The council offers free and impartial advice and support to people who are homeless, or threatened with homelessness. Support is also available if you are being harassed by your landlord, or threatened with unlawful eviction. The team also manage the housing register and lettings process for people who want to move into social housing.

 **01454 868005**

 **homechoice.southglos.gov.uk**

Shelter

-  Shelter are a national charity who help those who are struggling with poor housing or homelessness with impartial advice, support, and legal services.

 **Freephone 0808 800 4444**

 **www.england.shelter.org.uk**

Privately Rented Housing Advice and Support

-  This site offers support for both owners and tenants of privately rented housing, including multiple occupancy housing. It gives advice around safety measures, waste & recycling and disputes.

 **[www.southglos.gov.uk/
advice-for-private-tenants](http://www.southglos.gov.uk/advice-for-private-tenants)**

Warm and Well

-  This service provides free energy efficiency advice to all householders and landlords, including grant funding to eligible residents on behalf of South Gloucestershire Council.

 **Freephone 0800 500 3076**

 **www.warmandwell.co.uk**

Lendology

-  South Gloucestershire Council works in partnership with Lendology CIC to provide eligible homeowners with loans for essential home repairs. Terms and conditions apply.

 **Freephone 0800 953 7778**

 **[www.lendology.org.uk/partner/
south-gloucestershire-council](http://www.lendology.org.uk/partner/south-gloucestershire-council)**



Other support



One You South Gloucestershire

- i** Our friendly team can provide telephone and/or email support to enable you to build your healthier future and work towards goals such as manage your weight, quit smoking, move more, improve your wellbeing or drink less.

 **01454 865337**

 **oneyou.southglos.gov.uk**

Age UK South Gloucestershire

- i** A range of local services including Activity Day Centres, Advice & Information including benefits guidance, Befriending, Walking groups, Digital Inclusion and Home from Hospital.

 **01454 411 707**

 **www.ageuk.org.uk/southgloucestershire**

Community Welcome Spaces

- i** There are more than 50 Community Welcome Spaces across South Glos. that offer hot drinks, activities and support, find one near you on our directory.

 **www.southglos.gov.uk/community-welcome-spaces**

Southern Brooks

- i** Food bank vouchers, mental health and wellbeing support, and much more.

 **01174 034 238**

 **www.southernbrooks.org.uk**



Next Link Domestic Abuse Services

- i** Providing local domestic abuse support services to adult and child survivors. This includes safe accommodation and support in the community.

☎ Freephone 0800 470 0280

🌐 www.nextlinkhousing.co.uk

Safe Link ISVA Service

- i** Providing support to adult and child survivors of sexual violence. Independent sexual violence advisors offer emotional and practical support, including support reported to the police if wanted.

☎ 0333 323 1543

NHS Talking Therapies

- i** Free and confidential, practical NHS therapies to help those who are feeling low, worried or stressed. They support common mental health issues rather than those in crisis so you do not need a GP referral and can contact them directly.

🌐 www.vitahealthgroup.co.uk/nhs-talking-therapies

☎ Freephone 0333 200 1893



Community Support and Integration Hubs

- i** Alongside ACH and the Care Forum provide support in hubs for all refugees, people seeking asylum, Ukrainian guests and hosts and people from Hong Kong on BN(O) visas. Weekly sessions offer advice around housing, health & wellbeing, employment and benefits.

✉ hubenquiries@julianhouse.org.uk

☎ 0117 3327960

**🌐 [www.southglos.gov.uk/
community-and-living/
immigration-and-asylum](http://www.southglos.gov.uk/community-and-living/immigration-and-asylum)**

Convo (formerly known as SignLive) is a free app which connects people to a qualified online British Sign Language interpreter.

🌐 convo.io



This leaflet provides information about financial, housing, food and other support available in South Gloucestershire. If you would like this information in a different format, for example: Braille, audio format, large print, computer file or a language other than English, please contact:

☎ Freephone 0800 953 7778

ARABIC - توفر هذه النشرة معلومات حول الدعم المتعلق بالجوانب المالية والإسكان وبالغذاء وأنواع الدعم الأخرى المتاحة في جنوب جلوسسترشاير. إذا كنت ترغب في الحصول على هذه المعلومات بتنسيق مختلف، على سبيل المثال: مطبوعاً بطريقة برايل، تنسيق صوتي، طباعة بأحرف وخطوط كبيرة، ملف كمبيوتر أو لغة أخرى غير الإنجليزية، فيرجى الاتصال على الهاتف: **0800 953 7778**

CHINESE TRADITIONAL - 本傳單介紹英格蘭南格洛斯特區所提供財務、住居、食物和其他支援的資訊。如您需要此資訊其他格式的文本，例如：點字、音訊格式、大字體印刷、電腦檔案或英文以外語言，請撥以下電話號碼聯絡：**0800 953 7778**

DARI - این صفحه معلومات در مورد پول، مسکن، غذا و سایر کمک‌ها در ساوت گلاسترشاير ارائه می‌دهد. اگر می‌خواهید این معلومات را به شکل دیگری دریافت کنید، مانند بریل، صوتی، چاپ درشت، فایل کمپیوتر یا زبان دیگر، لطفا تماس بگیرید: **0800 953 7778**

PASHTO - دا پاڼه د جنوبي گلوسترشاير په سيمه کې د پيسو، کور، خوراک او نورو مرستو په اړه معلومات ورکوي. که تاسو دا معلومات په بل ډول غواړئ، لکه بریل، غږيز (آډيو)، لوی چاپ، د کمپیوتر فایل یا بله ژبه، مهرباني وکړئ اړیکه ونیسئ: **0800 953 7778**

POLISH - Niniejsza ulotka zawiera informacje na temat pomocy finansowej, mieszkaniowej, żywieniowej i innej dostępnej pomocy w South Gloucestershire. Jeśli chcesz otrzymać te informacje w innym formacie, na przykład: w alfabecie Braille'a, formacie audio, dużym druku, pliku komputerowym lub w języku innym niż angielski, prosimy o kontakt pod numerem tel: **0800 953 7778**

ROMANIAN - Acest pliant oferă informații despre asistență financiară, pentru locuință, alimente și alte tipuri de asistență disponibile în South Gloucestershire. Dacă doriți aceste informații într-un alt format, de exemplu: Braille, format audio, tipărire cu caractere de mari dimensiuni, fișier de computer sau o altă limbă decât engleza, vă rugăm să apelați la numărul de telefon: **0800 953 7778**

UKRAINIAN - Ця брошура містить інформацію про фінансову, житлову, продовольчу та іншу підтримку, доступну в Південному Глостерширі. Якщо ви бажаєте отримати цю інформацію в іншому форматі, наприклад: шрифтом Брайля, у аудіоформаті, великим шрифтом, у вигляді комп'ютерного файлу або іншою мовою, окрім англійської, будь ласка, звертайтеся за телефоном: **0800 953 7778**

