



Thurrock
cares

Your guide to cost of living support in Thurrock



thurrock.gov.uk

Foreword



Every now and then we all need a helping hand. We have created Thurrock Cares to be that helping hand, here to support you and make sure that you can manage with the cost of living.

There is lots of help out there for families and households who might be struggling. This includes local schemes which can help you with utility bills and household essentials; government help and benefits; the Well Homes initiative that can make your home warmer and cheaper to heat; and local organisations and voluntary groups that can help you make sure you have access to good food, warm clothes and advice on how to save money.

If you are worried about the cost of energy bills, food, clothes and other essentials you are not alone. The cost of living is something which affects all of us, but there is no need to be alone with your worry and stress. The council and our amazing community and voluntary sector partners, are here to make sure you get the help you need.

Our website thurrock.gov.uk/thurrockcares is an excellent starting place to find out what help is available, and please look out for one of our roadshows, or pop along to any of our libraries to find a Warm Space to sit, read or meet friends throughout the cold winter months.

If times feel tough, I hope it's reassuring to know that Thurrock Cares, and that the council and its partners are here to support you.

Councillor John Kent
Leader of the Council

FINANCIAL HELP



If you or someone you are supporting is struggling financially, there are funds and grants in place you can apply for.

The information below can help you find the best advice and support you need.

You can also find all the information you need at thurrock.gov.uk/thurrockcares

Essential Living Fund

thurrock.gov.uk/ELF

The council's Essential Living Fund is here to help vulnerable people who might be struggling.

You can apply for the fund for:

- a bed, settee, wardrobe or table
- furnishings such as carpets, curtains or bedding
- 'white goods' such as a cooker, fridge or washing machine
- household equipment - cooking utensils and small electrical appliances
- fuel connection or re-connection charges
- clothing and footwear
- general living expenses groceries i.e. nappies, toiletries, cleaning or hygiene products, money for pay-as-you-go fuel meters

Discretionary Housing Payment

thurrock.gov.uk/DHP

Discretionary Housing Payment (DHP) is an extra payment to help you pay your rent and other housing costs. It is not a benefit payment, but a separate payment on top of housing benefit.



Council Tax Support

thurrock.gov.uk/support-with-council-tax

Households on low income can get money off their council tax bills through Council Tax Support, including those who receive:

- income support
- job seeker's allowance
- employment support allowance
- pension credit

You can apply online. You do not need to have an account to apply. You will need to provide evidence documents, you will receive a list when you submit an online application.

You can also get help from the government, utility companies and other organisations.

Help from Citizens Advice

Citizens Advice has plenty of guidance to help you find the best support available with your utility bills.

citizensadvice.org.uk/consumer/energy/energy-supply

citizensadvice.org.uk/consumer/water

Citizens Advice are a national charity which is here to help everyone who needs it with practical advice they can really trust. They are entirely independent of the council. Their national charity and network of local charities offer confidential advice online, over the phone, and in person, for free.

citizensadvice.org.uk

T: 0800 144 8848

Help Through Hardship

citizensadvice.org.uk

Citizens Advice and the Trussell Trust have come together to develop a free helpline for people struggling to afford the basics.

T: 0808 208 2138

Anglian Water

anglianwater.co.uk/help-and-advice

You can complete an Extra Care Assessment with Anglian Water to put together a personalised plan. LITE and Extra LITE tariffs are also available for households on low income.

T: 0800 169 3630

Essex and Suffolk Water

eswater.co.uk/bill-help

Essex and Suffolk Water offer a SupportPLUS social tariff to customers on low incomes who pay more than three per cent of their income on water bills.

A discount (up to 50 per cent) is provided to successful applications against the water bill based on circumstances.

esw.watersavingkit.com/

Essex and Suffolk Water provide free water saving kits and water saving advice.

Social tariffs: cheaper broadband and phone packages

ofcom.org.uk/phones-and-broadband/saving-money/social-tariffs

Free mobile calls, texts and data

thurrock.gov.uk/free-calls-and-data

You may be able to benefit from this scheme – also known as 'data gifting' – if:

- you are at least 18 years-old
- you are a Thurrock resident
- you are receiving benefits or on low income
- you can't afford your phone's monthly contract or top-up charges
- you have limited or no access to the internet in the UK, either at home or when away from home
- your mobile device is either 'unlocked' or compatible with a participating company's SIM card. Contact your mobile service provider or ask library staff if you're not sure.

Currently available at Grays, Belhus, Chadwell, Tilbury, Corringham and East Tilbury libraries.

HELP FOR PENSIONERS



Any residents who are above State Pension Age and are on a low income should apply for Pension Credit, which can unlock thousands of pounds of extra support for individuals and couples.

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

If you have been turned down for Pension Credit, but are eligible for other benefits and are worried about the cost of heating your home, you can sign up for Thurrock's Pensioner Winter Support Fund. We have set aside £100,000 from our Government's Household Support Fund allocation, to help older residents who are struggling to heat their homes.

If you need help, apply today for a one-off support payment, through the Essential Living Fund.

thurrock.gov.uk/essential-living-fund/applying-for-an-essential-living-fund



HELP WITH FOOD AND ESSENTIALS

This section lists food pantries, food banks and other kinds of help with household essentials available in Thurrock.

Community Pantries/Fridges

A community pantry offers food to local people who suffer from hunger or do not have enough food to eat. Anyone can use a community pantry.

Aveley Community Hub	High Street, Aveley, RM15 4BX	Monday to Friday 10am to 5pm
Hardie Park Community Food Pop-Up	Hardie Road, Stanford-le-Hope, SS17 OPB	Every day midday to 3pm
Community House	Seabrooke Rise, New Road, Grays, RM16 2DR	Monday, Wednesday and Friday 9am to midday
East Tilbury Library	Princess Avenue, East Tilbury, RM18 8ST	Tuesday and Thursday 10am to 1pm and 2pm to 5pm
Tilbury Hub	Civic Square, Tilbury, RM18 8AD	Monday, Tuesday, Wednesday and Friday 10am to 1pm and 2pm to 5pm
Grays Library	Thameside Complex, Orsett Road, Grays, RM17 5DX	Monday and Thursday 9am to 7pm Tuesday, Wednesday and Friday 9am to 5pm Saturday 9am to 1pm

Purfleet-on-Thames Community Pantry

Based at Purfleet-on-Thames Community Hub, Centurion Way, Purfleet-on-Thames this is available to residents who live in Purfleet-on-Thames. For a small weekly fee they can join as members and access a whole range of benefits.

Find out more and sign-up online yourlocalpantry.co.uk/pantry-listings/purfleet-community-pantry-esssex

T: 07342 469 306

Thurrock Foodbank

thurrock.foodbank.org.uk

Thurrock Foodbank works with referral agencies to identify who is in need of support. To find out more about the agencies that provide vouchers and how you can get help, contact: **Help Through Hardship, T: 0808 208 2138, Monday to Friday, 9am to 5pm.**

St. Mary's Church Hall	St Mary's Church of England, Dock Road, Grays, RM17 6EX	Tuesday 2pm to 4pm
St. John the Baptist Church	Dock Road, Tilbury, RM18 7PP	Tuesday 11am to 1pm
Gateway People's Centre	High Street, Stanford-le-Hope, SS17 0EY	Wednesday 11am to 1pm
Sockets Heath Baptist Church	Sockets Heath, Baptist Church, Premier Avenue, Grays, RM16 2SB	Wednesday 1pm to 2.30pm
St. Francis Centre	St Francis Centre, Somerset Road, Linford, SS17 0QA	Thursday 11am to 1pm
All Saints Church	All Saints Church of England, Foyle Drive, South Ockendon, RM15 5HF	Thursday 11am to 1pm and Saturday 10am to midday
St. Stephen's Church Hall	St Stephen's Church of England, London Road, Purfleet-on-Thames, RM19 1QD	Friday 10am to midday
Emmanuel Church	Emmanuel Church of England, Sleepers Farm Road, Chadwell St Mary, RM16 4TP	Saturday 9.30am to 11.30am
Gates of Praise International Christian Centre	79-83 London Road, Grays, RM17 5YF	Saturday 10am to midday



Necessities UK

necessitiesuk.org

A food and hygiene bank providing emergency food and toiletries to families in need. The main hub is based at The Beehive Resource Centre, West Street, Grays, RM17 6XP.

Open on Mondays, Tuesdays and Fridays from 5.30pm to 7.30pm.

Clothing and other items

Gateway People's Centre

2 High Street, Stanford-le-Hope, SS17 0EY

The centre offers children's and adult's clothing, footwear, toys, toiletries and homeware.

T: 01375 460 164

KEEPING WARM

Warm Spaces

Warm Spaces are safe, welcoming places where you can spend time to stay warm, meet others, and get information and advice on keeping well through the winter.

All of our libraries are hosting Warm Spaces during their opening hours where you can have a space to stay or study and access free Wi-Fi and computers. Jigsaws and board games, plus classes and activities are available at some libraries.

Many of our Sheltered Housing sites are offering Warm Spaces for their residents and members of the public during the colder months. Free hot drinks will be available and you can also take part in an Oomph! activity session (optional) to help keep you active and make new friends. If you have flu or cold symptoms, or feel unwell, please do not attend these Warm Spaces to help us keep our Sheltered Housing residents safe.

Find out more about Warm Spaces including dates, times and venues, at:
thurrock.gov.uk/warmspaces



HELP FOR HOMEOWNERS & PRIVATE TENANTS WITH REPAIRS AND ENERGY EFFICIENCY



Well Homes

Thurrock Well Homes is a scheme to improve the housing conditions and the health and well-being of residents living in private properties.

The Well Homes scheme:

- help to make homes safer by reducing the risk of ill health or accidents
- puts residents in touch with health and lifestyle services that can improve quality of life – for example, help to stop smoking, free health checks, healthier drinking habits, weight management, vaccinations, adaptations, social groups, family support making life easier with more independence

Advice can be given on:

- keeping your home warm, dry and well maintained
- fire safety/free smoke detectors
- help with heating repairs, loft and cavity insulation
- help to carry out repairs/insulate for home owners
- help to deal with your landlord if you are a private tenant if they are carrying out repairs
- health and lifestyle services listed above

thurrock.gov.uk/well-homes

Financial Inclusion – aims to improve health, wellbeing, finances and energy efficiency of the home for homeowners and private tenants.

- advice on how to make your home more energy efficient and save money on fuel bills, including help to change your energy supplier or current energy contract
- help to check you're getting the benefits to which you're entitled
- debt management

Contact: fi.privatehousing@thurrock.gov.uk

Private Housing

If your landlord or agent is not dealing with repairs when you report a problem, you can tell us using this link

thurrock.gov.uk/private-housing-assessments/private-housing-service-request

You should have contacted your landlord regarding these matters already and given them an opportunity to carry out repairs before contacting the service.

We work with landlords to make sure your home is free from serious health and safety hazards so you can remain in the property.



PRE-LOVED HOUSEHOLD ITEMS



The Reuse Partnership

A Thurrock-based charity with a wide range of good quality pre-loved furniture and household items for sale at affordable prices. Including furniture, white goods and paint.

TRUP

Unit 34, Thames Industrial Estate,
Princess Margaret Road, East Tilbury,
RM18 8RH

Showroom open Tuesdays and Thursdays 10am to 4pm

T: 01375 846 702

Freegle

The idea of Freegle is to recycle by giving away rather than throwing away.

ilovefreegle.org/explore/ThurrockFreegle

Freecycle

Membership is free. Help unwanted items to find a new home.

freecycle.org

Charities

Charities may also be able to offer you help:

charisgrants.com

turn2us.org.uk





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