

Cost of living crisis:

A guide to some of the support available in Southwark

Second Edition - September 2022



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The information contained within this handout was checked for accuracy in September 2022. Please call ahead/ check websites before visiting services or sign-posting other people to them.

Contents

Finding support	2
‘Worrying about money’ leaflet & website	2
Southwark Community Support Alliance	2
Local Support Team	3
Food (and essentials)	4
Southwark Food Action Alliance (SFAA)	4
Food pantries	4
Community fridges	5
Olio	5
Food banks	5
Clothes banks	6
Healthy Start	6
Rose Vouchers	6
Southwark’s Food and Fun Holiday Programme	6
Energy	7
Grants to help pay for energy debts	7
Warmer Homes Grants	8
Warmer Homes Advice Service	8
WaterHelp from Thames Water	8
Grants	9
Turn2us	9
Local charities	9
Local membership schemes for older people	10
National funds	11
Grants to support the workforce	12
Housing Association assistance schemes	12

Finding support

If you, or someone you are supporting is struggling financially, there are lots of organisations in Southwark that can help.

The information below can help you find the best advice and support service for the issues you are experiencing.

‘Worrying about money’ leaflet & website

An easy-to-use leaflet and interactive online guide that can help you find the right advice and support in Southwark, including support to maximise your income or access debt advice.

Printed/ PDF leaflets available in English and Spanish.

Online guide available in more than 10 languages!

Online version
available in
10+ languages!

Visit www.worryingaboutmoney.co.uk/southwark

Download printable PDF here <https://ifanuk.org/southwark-cash-first-print>

Request printed leaflets: Administration@CitizensAdviceSouthwark.org.uk

Southwark Community Support Alliance

A joint initiative between Southwark Council, local charities and local NHS (including GP practices). The Community Support Alliance can help you find the right support in Southwark as well as providing essential support such as emergency food parcels and links to trusted food banks.

Online referral form*: https://forms.southwark.gov.uk/showform.asp?fm_fid=1972

Email: CommunitySupportAlliance@southwark.gov.uk

Tel*: 0207 5255 000 (press option 3, followed by option 1)

*Please note: the Community Support Alliance was established during the Covid-19 pandemic to help people that were not able to leave their homes. Information on the website or automated phone message may still refer to Covid-19 support but please be advised that you *can* access support from the alliance for a broader range of issues.

Local Support Team

The Local Support Team is part of Southwark Council. They can support disabled, vulnerable or older adults to maximise their income by:

- conducting a benefits check
- assisting with any welfare benefit applications and claims for Council Tax discounts/exemptions
- signposting to other agencies and Council departments
- offering home visits and outreach appointments if you can't leave home

The team also administers the Southwark Emergency Support Scheme and Hardship Fund.

Local Support Referral Form:

https://forms.southwark.gov.uk/ShowForm.asp?fm_fid=1417

Website: <http://www.southwark.gov.uk/benefits-and-support>

Email: Localsupport@southwark.gov.uk

Phone: 0207 525 2434

Food (and essentials)

Southwark Food Action Alliance (SFAA)

Southwark Food Action Alliance is a group of local organisations that care about good food for all in the borough. Many of its members provide food support to Southwark residents.

The SFAA website has information on low-cost recipes and maps showing where you can learn to grow food and where food support services are located in Southwark.

Some food support services are only for specific groups, such as older adults so do check who the service is for before visiting.

Go to www.southwarkfoodactionalliance.co.uk for more information

Food pantries

Food pantries are membership food shops that can make your money go further. Members can access subsidised groceries including fresh fruit and vegetables and family favourites to stock up the cupboard and fridge.

Locations	Cost	Opening	Contact
Peckham Pantry , St. Luke's Church, Chandler Way, SE15 6DT	£4.50 per shop for groceries to the value of £15.	Weds 11am–2pm	Contact Temi Okudiya on 020 7277 7075 pantry@pecan.org.uk www.pecan.org.uk/peckham-pantry
Peckham Pantry , 49-53 Peckham Park Road, SE15 6TU	£4.50 per shop for groceries to the value of £15	Mon 9am–4pm Tues 11am–4pm Weds 9am–4pm Thurs 10am–7pm Fri 9am–4pm Sat 9am–3pm	Contact Temi Okudiya on 020 7277 7075 pantry@pecan.org.uk www.pecan.org.uk/peckham-pantry
Borough Food Coop , St. George the Martyr Church, Borough High St., SE1 1JA	Membership is flexible – so you only pay £4.50 when you come	Tues 12-3pm Thurs 10–1:30pm, 1:30-3pm by appointment Sat 1pm–3:30pm, 3:30-4pm by appointment	0207 357 7331 food@stgeorge-themartyr.co.uk www.boroughfoodcooperative.co.uk
Paxton Green Pantry , Unit 32, Seeley Drive, London SE21 8QR	Weekly subscription of £4.50 for a weekly food shop	Tues 1pm-4pm	Pantry@pgtimebank.org
Love North Southwark Food Pantry , SE16		Awaiting details	

Information correct as of September 2022. Please contact before visiting.

Community fridges

Community fridges help people and local businesses share food, rather than letting it go to waste! They are usually open access, so anyone in the community can take food or add food to the fridge.

As they are run by the community, each fridge has different opening times. We have five community fridges in the Southwark area, with more on the way.

Find the nearest community fridge here www.hubhub.org.uk/the-community-fridge

Olio

An app that allows you to connect with people giving away unwanted food for free.

Find out more and download the app here www.olioex.com

Food banks

Food banks can help when there is an urgent need for food but they can't always address the underlying causes. If you or someone you support needs help to afford good food then think about contacting an advice organisation. You can use the [Worrying about Money leaflet](#) or contact the [Community Support Alliance](#). The advice organisation or Community Support Alliance can then arrange a foodbank referral or an emergency food parcel delivery, if needed.

Pecan foodbanks work using a voucher referral system. In order to get help from one of these foodbanks, people need a voucher issued by a local agency before arriving at a centre. For more information email foodbank.support@pecan.org.uk or call 020 7732 0007.

Pecan Locations	Opening times
City Hope Church 121 Drummond Road, SE16 2JY	Wednesday 1pm – 3pm (by appointment only)
Peckham Methodist Church 2 Wood's Rd, SE15 2PX	Monday & Thurs 1pm – 3pm (by appointment only)
Bermondsey Methodist Church Bermondsey Street, SE1 3UJ	Friday 1pm – 3pm (by appointment only)

Spring Community Hub Foodbanks also work on a referral system. For more information visit www.cschub.co.uk/what-we-do, email office@springcommunityhub.org or call 07901617189.

Spring Community Hub Locations	Opening times
Foursquare Church 177 Walworth Road, SE17 1RW	Monday 1pm – 3pm
New Covenant Church 506 to 510 Old Kent Road, SE1 5BA	Tuesday 12noon – 2pm
St Paul's Church 4 Lorrimore Square, SE17 3QU	Wednesday 11:30am – 1:30pm
Spring Community Hub 1 Wilson Road, Modular Building, London, SE5 8LU	Thursday & Friday 10am – 1pm

There are additional foodbanks in the borough, delivered by local charities, faith organisations and community groups.

Clothes banks

Little Village HQ provides clothes for 0 to 5-year-olds arriving or living in London. They are able to provide pre-loved (donated) clothes, nappies and children's essentials.

Organisations or professionals can refer families using this form
<https://littlevillagehq.org/make-a-referral/>

Healthy Start

Healthy Start is a national government scheme set up to improve the health of pregnant women and families on a low-income.

Healthy Start can provide money (via a prepaid card) for pregnant women and families with children aged under 4 who are in receipt of certain benefits to buy healthy foods.

Eligible women and families receive at least £4.50 per week which can be used to buy fruit, vegetables, pulses, cow's milk, and infant formula in retailers who sell these items.

Go to www.healthystart.nhs.uk for more information on how to apply and eligibility

Rose Vouchers

The Rose Vouchers for Fruit & Veg Project helps pregnant women and families with children under 5 years old who live in SE1, SE5, SE15 and SE17 on low incomes or No Recourse to Public Funds (NRPF) to buy fresh fruit and vegetables.

Families can collect vouchers from 7 distribution sites in Southwark and vouchers are worth at least £4 per week. These can be used to purchase fruit and vegetables from local markets in Southwark.

To register for Rose Vouchers you can either:

Contact one of the partners here: www.1stplace.uk.com/collections

E-mail rosevouchers@1stplace.uk.com

Phone: 020 7740 8070

Southwark's Food and Fun Holiday Programme

Southwark's Food and Fun Holiday Programme supports families during the Easter, summer and winter school holidays to access free, healthy food and fun enriching activities.

It is for children aged between 4 and 16 years old that are eligible for benefits-related free school meals and those with no recourse to public funds.

Children can access a wide range of holiday activities. They also receive a healthy meal and snack each day and recipe-kit boxes over the summer so they can cook nutritious meals at home.

This summer there were over 50 activities taking place across the borough!

Go to www.southwark.gov.uk/foodandfun for more information about past programmes. Details of the winter programme will be published nearer the time. Booking will be essential so keep an eye on the website for more information.

Energy

Grants to help pay for energy debts

Supplier	Link/ contact
British Gas Energy Support Fund	https://britishgasenergytrust.org.uk/grants-available/
Scottish Power Hardship Fund	https://community.scottishpower.co.uk/t5/Help-paying-your-bill/Hardship-Fund/ta-p/53
E.ON Energy Fund	https://www.eonenergyfund.com/
E.ON Next Energy Fund	https://www.eonnextenergyfund.com/
EDF Energy Customer Support Fund	https://www.edfenergy.com/for-home/help-centre/faq/extra-support-when-you-need-it?steps=23147#chapter-23146-3
Bulb Energy Fund	Bulb Energy Fund helpline: 0300 30 30 635
Octopus 'Octo Assist Fund'	https://octopus.energy/blog/struggling-to-pay/
Shell Energy Support Fund	https://help.shellenergy.co.uk/hc/en-us/articles/360001044218-I-m-struggling-to-pay-my-bill-What-should-I-do-

Information taken from <https://www.citizensadvice.org.uk/consumer/energy/energy-supply/get-help-paying-your-bills/grants-and-benefits-to-help-you-pay-your-energy-bills/>

If you or someone you support can't get a grant from your own supplier, then you might be able to get a grant from the British Gas Energy Trust (you don't have to be a British Gas customer). You will need to get debt advice before applying. Use the [Worrying about Money leaflet](#) referenced on Page 2 to find local debt advice services.

If you've already spoken to a debt adviser, you can check if you can get a grant from the British Gas Energy trust here <https://britishgasenergytrust.org.uk/grants-available/>

Warmer Homes Grants

Warmer Homes Grants are available to low-income households who own their property or are private tenants. These grants cover works to improve the energy efficiency of homes, including installing heat pumps, insulation, heating system improvements, draught-proofing and solar energy installations. Eligibility depends on income and energy efficiency of homes. The energy performance of the home needs to be D, E F or G.

Go to www.london.gov.uk/what-we-do/housing-and-land/improving-quality/warmer-homes to make an application.

Warmer Homes Advice Service

The Warmer Homes Advice Service provides advice and support to people who are over 65, on a low income, or with a long-term health condition or disability. Support includes energy efficiency and heating advice, installation of energy saving devices, support for home improvement grant applications, signposting and connecting to other sources of support.

Go to www.charltonafc.com/cact/what-we-do/health-improvement/south-london-healthy-homes

Or call 0808 169 1779 to make a referral or self-refer.

WaterHelp from Thames Water

If you live in a low-income household, Thames Water may be able to discount your bill through WaterHelp. If you qualify, they currently offer a 50% discount on your whole bill. This amount may change in the future. They consider households earning below £20,111 in London boroughs, to be on a low income.

Go to <https://www.thameswater.co.uk/help/account-and-billing/financial-support/waterhelp>

Or call the Extra Care Team on 0800 009 3652.

Grants

Turn2us

Turn2us is a national charity that provides practical help to people who are struggling financially. On the Turn2us website there is an easy-to-use grant search tool that allows you to look for grants that you or the person you support may be eligible for.

Grants are monetary gifts that do not need to be paid back. In some cases, a supporting organisation or professional may need to apply on a person's behalf.

Some examples of local and national grants are included on the next pages. Please note: This is just a small sample. Please use a grant search tool like the one available on the Turn2us website for a fuller picture of the funds available.

Turn2Us Grant Search
Go to <https://grants-search.turn2us.org.uk/>
to search for grants

Local charities

Funder	Funding available	Contact Details
Mary Minet Trust	Small local grant-making charity for residents of Southwark or Lambeth who have a medical condition or disability which includes mental health as well as physical disabilities. Covers adults, including older adults, and children. Average grants are £250-£350, and on occasion up to £500.	Email for application and consent form: admin@maryminettrust.org.uk Tel (text only): 07982 451 082
Newcomen Collett Foundation	Small local charity that supports the education of young people under the age of 25 to pursue courses in arts, music, dancing etc, or who want to undertake tertiary education or apprenticeships. Applicants must have been resident in Southwark for at least 2 years.	Web: https://www.newcomencollett.org.uk/individuals.html Telephone: 020 7407 2967 Email: GrantOffice@NewcomenCollett.org.uk
St Olave's & St Saviour's School Foundation	Awards for students under 25 in Southwark undertaking higher/further education, apprenticeships or other direct educational activities. Consideration will also be given to young people wanting to pursue courses in the arts, music, dancing etc. Examples of past grants include: a laptop, printer, books, educational materials, travel expenses, expenses associated with vocational training, musical instruments etc.	Web: https://www.stolavesfoundationfund.org.uk/individuals/index.html Telephone: 0207 401 2871 Email: grants@stolavesfoundation.co.uk

St George the Martyr Charity	Grants for persons in hardship, need or distress living in the former Metropolitan Borough of Southwark (roughly Borough, Bankside, Walworth and Newington). Applicants must have low income, with household savings under £8k. Grants may be awarded for a wide variety of items and services, but not for rent, mortgage or council tax payments. For persons under 55, grants are limited to £1,500 and a referral must come from a public or voluntary sector organisation. Applicants must have already applied to the Council's Emergency Support Scheme.	Web: www.stgeorgethemartyrcharity.com Telephone: 020 7407 2994 Email: visitor@stgeorge1584.org.uk Persons 55+ can be signposted directly to the Charity. Under 55s require a referral from a public/ VCSE org. The form is available from the Charity. When contacting the Charity about a potential grant, always include the person's postcode and date-of-birth.
Surrey Dispensary (also administered by St George the Martyr Charity)	Small grants for items, services or facilities to support people with disabilities or ill health. Applicants must live in the former Metropolitan Boroughs of Southwark or Bermondsey (roughly Borough, Bankside, Walworth, Newington, Bermondsey and Rotherhithe). Direct applications are not accepted; only referrals from public and voluntary sector agencies. For an application to be considered, there must be a plausible link between any item or service requested and the applicant's physical, mental or emotional health condition.	A referral form is available from the St George the Martyr Charity website. https://www.stgeorgethemartyrcharity.com/surrey-dispensary When contacting the Charity about a potential grant, always include the person's postcode
Blind Aid	Small grants (typically up to £300) for visually impaired Londoners on low incomes for essential items to help maintain independence e.g. gadgets, white goods, accessible computers, domestic items. Grant applications must be made by employees of a statutory organisation or registered charity.	Web: https://www.blindaid.org.uk/our-services/grants/ Telephone: 020 7403 6184 Email: enquiries@blindaid.org.uk
Mayor of Southwark's Common Good Trust	Grants for Southwark residents or those with links to the area that are in need of financial or material assistance, particularly those with a disability, mental health need, old age or ill health. Grants are for specific household items that need replacement. Applications accepted from individuals or supporting organisations (but a home visit may be required if application submitted by individual).	Web: https://mscgtrust.org/ Email: mscgtrust@gmail.com

Local membership schemes for older people

Funder	Funding available	Contact Details
Southwark Charities	Southwark residents aged 55+ that are in need can apply to become a member of Southwark Charities. Benefits can include participation in a programme of annual activities and social events, cash gifts and holidays.	To apply for membership, complete & return the application form at: http://www.southwarkcharities.co.uk/join-our-community/becoming-a-member/ Tel: 020 7593 2000

St George the Martyr Charity	<p>Membership of the Charity is open to anyone who</p> <ul style="list-style-type: none"> • Has reached State Pension Age • Lives within our Area of Benefit (roughly Borough, Bankside, Walworth and Newington). • Is on relatively low income and has relatively little savings <p>Members may enjoy free social opportunities (coach outings, theatre trips, holidays and a Winter Party), home care services (hairdressing and nail care) and a Christmas Hamper or gift voucher. We also provide regular charitable payment of £85, three times a year to Members who have lived in the Area of Benefit continuously for five years or more.</p>	<p>For more information go to www.stgeorgethemartyrcharity.com/membership</p> <p>Email: visitor@stgeorge1584.org.uk</p> <p>Tel: 020 7407 2994</p>
Camberwell Consolidated Charities	<p>The Charity provides financial help to those in most need, in receipt of the minimum State Pension/ on a low income and aged over 65. The area of benefit covers the old parish of Camberwell, Peckham and Dulwich. Grants are paid twice per year directly into a bank account (usually for life if you continue to qualify).</p>	<p>Download an application form from www.camberwellconsolidated.org.uk</p> <p>Email: camberwellconsolidated@gmail.com</p> <p>Write to: Clerk to the Trustees c/o HfM Tax & Accounts, 180 Piccadilly, London W1J 9HF</p> <p>Tel: 07931464882</p>

National funds

Funder	Funding available	Contact Details
Glasspool	<p>Small grants for household items & essential clothing e.g. bedding, white goods, clothing, furniture. Applications must be submitted by a relevant supporting agency (e.g. council or VCS). Organisations must register on GrantsPlus to submit applications. GrantsPlus opens to new applications every Monday at 11am. It closes once they have received as many applications as they can fund that week</p>	<p>Website: https://www.glasspool.org.uk/grants/grants</p>
Samaritan Fund (London Catalyst)	<p>Provides small petty cash funds to health, social work and advice teams so they can offer immediate assistance to people in an emergency. The team holds the petty cash fund and distributes small one-off grants to individuals as required.</p>	<p>Apply for a petty cash fund via online application form: https://formapply.formstack.com/forms/samaritanapplicationform</p>
Percy Bilton	<p>Support for individuals in financial need who have a disability or severe mental health need, or who are 65+ on low income, for basic household items including white goods, single beds, flooring and clothing vouchers.</p>	<p>Website: https://www.percy-bilton-charity.org/</p> <p>Email: information@percyliltoncharity.org</p> <p>Tel: 020 8579 2829</p>
Family Fund	<p>Support for families across the UK who are raising a disabled or seriously ill child or young person aged 17 or under</p>	<p>Website: https://www.familyfund.org.uk/</p>

Grants to support the workforce

Some charities have been established by members of a particular profession to support others in the profession who may be experiencing hardship. We have shared a few examples below but you can find a wider range of occupation-related grants using the Turn2us Grant Search.

Funder	Funding available	Contact Details
Social Workers Benevolent Trust	The Social Workers' Benevolent Trust offers financial help to social workers and their dependents in times of hardship, for example when experiencing sickness, bereavement, family difficulties or sudden catastrophe	Website: www.swbt.org Call: 07593819562 Email: info@swbt.org
Healthcare Workers Foundation	If you are a healthcare worker experiencing financial difficulty and can show that you need help with a specific cost, we can provide a grant of up to £1,000 to cover this cost. The purpose of this grant is to directly fund a specific item or service for applicants who are struggling financially and cannot afford to cover this particular expense.	Website: https://healthcareworkersfoundation.org/financial-support/ Call: 0203 576 0374 Email: support@healthcareworkersfoundation.org
Teaching Staff Trust	Teaching Staff Trust provides financial support to people working (or who have retired from working) in education of under-19s for five years or more. We aim to make a real difference when the unexpected happens by reducing the financial impact of bereavement, serious ill health or injury, relationship breakdown, loss of home or loss of income.	Website: https://www.teachingstafftrust.org.uk/ Call: 01322293822 Email: enquiries@teachingstafftrust.org.uk

Housing Association assistance schemes

Many housing associations offer hardship grants and support to tenants in need. If an individual is a housing association tenant encourage them to get in touch to establish what support is available.

If residents live in a Southern Housing Group property they may be able to access a range of support including; grants, money advice and benefits support, employment, training and digital support. Please email community.investment@shgroup.org.uk or visit www.southern360.org.uk/investing-in-communities for more information and to self-refer.