



**RHACC**

Richmond and Hillcroft  
Adult Community College

Richmond  
CVS 

# COST OF LIVING SUPPORT GUIDE



**RHACC and RCVS** have joined forces to collate some vital information for students and local residents in these challenging economic times. In this booklet you will find guidance and contact details for many local organisations and initiatives to help with the cost-of-living crisis. From help with fuel, food or debt advice to details on how to access free courses or access grants for vital goods or services, we hope this can be a handy resource for those in need in our local community or those who care for them.



# GENERAL HELP

**Richmond Council Cost of Living Hub** provides information and support available on a range of topics including household bills, family and child care, food, and health and care costs. [www.richmond.gov.uk/services/cost\\_of\\_living\\_hub](http://www.richmond.gov.uk/services/cost_of_living_hub)

**Help for Households** brings 40+ government support schemes and their eligibility together in one place. [www.helpforhouseholds.campaign.gov.uk/](http://www.helpforhouseholds.campaign.gov.uk/)

**Citizen Advice Richmond** call support all residents living in the borough of Richmond. Call *0300 330 2114* (Mon-Fri 10 - 4pm), they can provide support across every aspect of advice work including benefits, welfare and housing and support relating to fuel and utility costs. Email via a form: [www.citizensadvicerichmond.org/get-advice/email-us/](http://www.citizensadvicerichmond.org/get-advice/email-us/) Organisations can refer clients directly: [www.citizensadvicerichmond.org/referral-page/](http://www.citizensadvicerichmond.org/referral-page/)

**Richmond AID** can support people with long term health conditions, disabilities or carers. Call *020 8831 6464* (Mon-Fri 10-4pm) or email [advice@richmondaid.org.uk](mailto:advice@richmondaid.org.uk) [www.richmondaid.org.uk](http://www.richmondaid.org.uk)

**Kingston Household Support Fund** RBK have re-opened the household support fund for applications. Individual residents or families in Kingston (or those placed in temporary accommodation outside of the borough by the council) are eligible to apply for support that will alleviate financial hardship that is detrimental to health and well-being. Examples given include food and fuel costs and boiler and white good repairs. A maximum of £500 is available and professionals can apply on behalf of their client. Please note this is not an emergency payment. Those in urgent need should contact the RBK contact centre *0208 547 5000* or e-mail [householdsupportfund@kingston.gov.uk](mailto:householdsupportfund@kingston.gov.uk)

**South West London Law Centres** offer free and independent legal advice on social welfare issues including housing, debt, immigration and employment. [www.swllc.org](http://www.swllc.org) *0208 767 2777*

**The Mayor of London's Cost of Living Hub** brings together a range of information, advice and signposting across all aspects of the costs of living crisis such as help with paying your bills and help in a crisis. The information is clear and accessible and links to both regional and national charities. [www.london.gov.uk/programmes-strategies/communities-and-social-justice/help-cost-living?utm\\_campaign=&utm\\_content=&utm\\_term=](http://www.london.gov.uk/programmes-strategies/communities-and-social-justice/help-cost-living?utm_campaign=&utm_content=&utm_term=)

# FUEL

**Richmond Winter Warmth Home Service – Wandsworth and Richmond Assessment Points (WRAP)** Thinking Works is an award winning not- for profit company, helping to tackle fuel poverty and create a sustainable and more energy efficient future. It has been commissioned by Richmond Council to support residents to reduce their bills, apply for grants to support them and to ensure that their appliances are as safe as efficient as possible. The service is open to all residents, including families with children, with some groups such as those 65+ and children and people with disabilities prioritised. There are 2 services available:

## **Crisis Support – by phone**

- Fuel vouchers – for those with a prepay meter
- Emergency heating repairs (homeowners only)
- Referrals for insulation and heating grants (via Sustainable Warmth and Warmer Homes 3, and subject to available funding)
- Support applying to the Household Support Fund (where available)
- 

## **Standard Support – by home visit**

- FREE carbon monoxide detector (CO alarm)\*
- FREE LED bulb x2
- FREE radiator reflector panels for 3 radiators on external walls\*
- Specialist advice on lowering your heating bills whilst keeping warm
- Advice on energy and water bill tariff discounts including the 50% Water Help discount and the Warm Home Discount (where available)
- Assessments for grants for insulation and heating works\*\*
- Referrals for benefit checks
- Advice on health and wellbeing services in the borough
- Referrals for FREE smoke alarm

Professionals can make a referral (with the client's consent) or residents can self-refer.

**The South West London Energy Advice Partnership (SWLEAP)** [www.swleap.org.uk](http://www.swleap.org.uk) provides free, friendly and impartial advice to help residents manage their energy bills. It offers energy advice to anyone having difficulty with fuel cost, with the aim to reduce their bills, and connect them with grants and other energy saving measures. The support can be provided via home visits, by e-mail or phone. To find out how they can help call 0800 086 2706 or e-mail [susan@hbitatsandheritage.org.uk](mailto:susan@hbitatsandheritage.org.uk)

**The Scope Disability Energy Support Service** helpline offers free energy and water advice to disabled people, helping them to manage their utility needs. The service is open to any disabled person or households where one or more disabled person lives (England and Wales) The support includes:

- Managing water and energy debt
- Accessing benefits, grants and trusts
- Free fuel vouchers (conditions apply)
- Support registering with the Priority Services Register

The service is provided via e-mail or by telephone. [www.scope.org.uk/disability-energy-support](http://www.scope.org.uk/disability-energy-support)

**A Green Homes Grant of up to £10k** is available to borough residents with a household income of less than £30k who live in a property with an Energy Performance Certificate (EPC) of DEF or G. The funding is managed by LBRUT and will support the installation of energy efficient and low carbon heating improvements to the home. Homeowners and landlords are eligible. For more information and a helpful video visit [www.richmond.gov.uk/news/press\\_office/campaigns\\_and\\_events/climate\\_emergency/green\\_homes\\_grant/about\\_green\\_homes\\_grant](http://www.richmond.gov.uk/news/press_office/campaigns_and_events/climate_emergency/green_homes_grant/about_green_homes_grant) (Please note this is different to the Government Green Homes Grant Voucher which closed to applications on the 31st March 2021).

**Thames Water** have a helpful page on their website that looks at a variety of options if you are in debt or struggling to pay your water bill, including financial assistance available. [www.thameswater.co.uk/help/account-and-billing/financial-support](http://www.thameswater.co.uk/help/account-and-billing/financial-support)

**The Mayor of London's Warmer Homes programme** offers grants of up to £5k-£25k to make homes warmer, greener and cheaper to run. The grant scheme for individual homeowners or private tenants who are on low income or qualifying benefits will support

- Heat pumps
- Insulation for walls, lifts and floors
- Heating system improvement or repairs
- Draught proofing
- Solar energy installations

Grants of £5k-£25k are available and dependent on existing energy efficiency rating, tenure, and fuel type.

# FOOD PROVISION

**Richmond Food Bank** In order to get help from the Richmond Food Bank you need to get a food bank voucher provided by a local referring agency. You can call or e-mail the foodbank to talk through your situation and put you in touch with a relevant local agency [www.richmondfoodbank.org.uk](http://www.richmondfoodbank.org.uk) e-mail [foodbank@vineyardcommunity.org](mailto:foodbank@vineyardcommunity.org) 0208 894 00274. Alternatively you can phone Citizens Advice Richmond who are a local food bank voucher agency 0300 330 2114

**The Real Junk Food Project** offers weekly café sessions and food surplus hubs in St Margaret's and Hampton using surplus fresh food from local businesses. It operates a pay what you can scheme, no referral is necessary, and you do not need to pay anything. They have sessions at

- The ETNA Centre in St Margaret's Mon/Wed/Friday 11.30 – 1.30pm (Community Café and Food Surplus Hub)
- Outside Noble Green Wines Hampton Hill Tuesday 11-12pm (Food Surplus Stall)
- Linden Hall, Hampton Thursday 11.30-1.30 (Food Surplus Stall and Takeaway Café)

They do not operate on public holidays. For more information [triftpwickenham.com](http://triftpwickenham.com)

**Surplus 2 U** is a project managed by RAID to distribute surplus food donated by local suppliers, building on the relationships they built up and utilised so effectively last year. The food stall is open on a weekly basis every Wednesday 11am -12.30pm outside the RAID offices. No referral is necessary. DAAC 4 Waldegrave Road Teddington. [www.richmondaid.org.uk/](http://www.richmondaid.org.uk/)

**Food for Thought** is a community project based on Heathfield Recreation Ground in Whitton TW2 6EG, near to Heathfield School, and Heathfield Children's Centre . It distributes surplus food that otherwise would have gone to landfill from supermarkets, independent food outlets and restaurants. It is open to anyone. No charge is made, although you can make a donation. The stall operates on Thursday 14.30 to 16.30pm and Saturday 11.30 – 13.30. Bring a carrier bag. [www.food-for-thought-heathfield-webnode.com](http://www.food-for-thought-heathfield-webnode.com)

**Richmond Soup Kitchen** Every Wednesday and Thursday 5-6pm outside St John the Divine Richmond TW9 2NA, a short walk from Richmond station. Free takeaway soup and hot drinks and sandwiches for anyone in need (2nd November – 27th April 23)

**The Warm Soup Club** at Mortlake Hall provided by Mortlake Community Association offers a warm space, simple lunch and access to computers and the internet every Wednesday and Thursday from 12-3pm. Everyone welcome. Mortlake Hall Mullins Path, Mortlake SW14 8EZ

**Hounslow Community Foodbox** For those working with London Borough of Hounslow residents this is a referral community food provider which can provide a food parcel for those in need. Referral partners include Hounslow Council, schools , GPs and Hounslow Citizen Advice. Clients cannot self-refer but if they need help in finding a referral partner they can contact Oonah Lacy at Hounslow Food Box on [07719891787](tel:07719891787) or the office on [07719891787](tel:07719891787) or by e-mail [info@hounslowfoodbox.org.uk](mailto:info@hounslowfoodbox.org.uk). Food Box does not limit the number of times you can request a food parcel, but your referral partner does need to complete a new form each time. The food box provides enough for one week, and needs to be collected from Brentford. Opening hours for both referrals and collection are Tue-Friday 10-1pm and Saturday 10-12pm. The Food Box is closed on Sundays and Mondays. [www.hounslowfoodbox.org.uk/how-to-get-help/how-to-get-a-food-parcel/](http://www.hounslowfoodbox.org.uk/how-to-get-help/how-to-get-a-food-parcel/)



# GRANTS

**Richmond Parish Lands Charity** benefitting those living in TW9/TW10/SW13 & SW14 offer grants to individuals for household essentials including white goods. Applications can only be made through a referral agency such as social services, a local charity, housing provider or school. For more information please visit [www.rplc.org.uk/](http://www.rplc.org.uk/)

**The Barnes Fund** benefits those living in the postcode area SW13. They offer an individual grants programme covering food and household essentials. Applications can only be made through a referral agency such as social services, or local charity. For more information [www.thebarnesfund.org.uk/](http://www.thebarnesfund.org.uk/)

**The Hampton Fund** benefit area is Hampton Hill, Hampton Wick, Hampton, Teddington, Twickenham and Whitton. They operate an individual grants programme for household essentials, utility costs and funding for school trips and school uniform. To be eligible it is likely you will need to meet one of the following criteria [www.hamptonfund.co.uk](http://www.hamptonfund.co.uk)

- Be on a low wage
- In receipt of state benefits
- Receive help with your rent or council tax
- You live on a pension

[www.hamptonfund.co.uk](http://www.hamptonfund.co.uk)

## SUPPORT FOR PARENTS OR CARERS

**The Hampton Wick United Charity** provides educational grants to residents in need living in of Hampton Wick and Teddington and their dependants under 25. You must have lived in the benefit area for at least 12 months. The education grants can be used towards

- School uniform
- Travel to and from school
- Travel to and from college
- Academic books
- School and field trips

[www.hwuc.org](http://www.hwuc.org) Contact [jerry@stjohnshamptonwick.org](mailto:jerry@stjohnshamptonwick.org) 0208 977 7733



**Skylarks** is a local charity that provides support and advice for families who have children with any additional needs or disabilities. They are a registered referrer for the BBC Children in Need Emergency Essentials Scheme, which provides grants for essential items and equipment. For more information about the scheme [www.familyfundservices.co.uk/emergency-essentials/](http://www.familyfundservices.co.uk/emergency-essentials/) For more information about Skylarks services [www.skylarks.charity](http://www.skylarks.charity) e-mail: [info@skylarks.charity](mailto:info@skylarks.charity)

**The London Diocesan Board - City and Diocese Voluntary Schools Fund** provides grants to schools and individuals to support pupils in need of financial help. Priority is given to applications to support the cost for individuals of school journeys, day trips and music tuition. There are 8 Church of England Schools in Richmond and 5 in Hounslow [www.ldbs.co.uk/our-schools/](http://www.ldbs.co.uk/our-schools/) They accept applications from schools and individuals, and the next deadline for school journeys happening in Spring 2023 is 31st October 2022. [www.ldbs.co.uk/grants-for-school-journeys/](http://www.ldbs.co.uk/grants-for-school-journeys/)

**Is your child eligible for Free School Meals?** Many families are entitled to free school meals but do not claim them. The process is simple and your application will be processed in 2 days. As well as the benefit of a hot nutritious meal every day, the school benefits by receiving £900 per child (known as the pupil premium) which is used to offer increased opportunities, equipment and books to support pupil learning. For more information and to apply [www.richmond.gov.uk/services/children\\_and\\_family\\_care/schools\\_and\\_colleges/welfare\\_and\\_support/pupil\\_and\\_student\\_finance/free\\_school\\_meals](http://www.richmond.gov.uk/services/children_and_family_care/schools_and_colleges/welfare_and_support/pupil_and_student_finance/free_school_meals)

**Early Education Funding and 30 Hours Childcare Offer.** These pages from AfC set out the various entitlements available to fund early years children in nursery and childcare places. If you are unsure what might be relevant for you give the AfC Family Information Service a call. [www.kr.afcinfo.org.uk/pages/community-information/information-and-advice/where-to-apply-for-childcare](http://www.kr.afcinfo.org.uk/pages/community-information/information-and-advice/where-to-apply-for-childcare)

**Tax Free Childcare for working parents** HM Revenue and Customs (HMRC) provides tax-free childcare for children aged up to 11, or 17 if the child has a disability. This can be used to help pay for accredited holiday clubs, childminders or sport activities. Working parents can open an online account at any time and the government will pay £2 for every £8 that gets paid towards a childcare provider via the online account. This is capped at £500 every 3 months, or £1,000 if the child is disabled. Parents and carers can check their eligibility and register for Tax-Free Childcare via GOV.UK.

# DEBT ADVICE

**Crosslight** provides debt and money advice, and is part of the Community Money Advice Network of debt advice agencies and have an office in Twickenham. It supports people to combat debt and hardship caused by the burden of unmanageable debt and lack of financial capability [www.crosslightadvice.org](http://www.crosslightadvice.org)  
0207 052 0318

**The Money and Pensions Advice Service** is an arms-length body sponsored by the DWP. It offers impartial money and pensions guidance, backed by government and free to use 0800 138 7777. Advice available includes family and care finance, pensions and retirement, debt, and finding extra financial support. [www.moneyandpensionservice.org.uk/](http://www.moneyandpensionservice.org.uk/)

**Step Change** is a national debt charity offering comprehensive non- judgemental debt advice helping people who have debt problems take back control of their finances. Whatever the situation, they look for practical solutions that help to improve it. Their helpline is open Mon – Fri 8-8pm and Saturday 8-4pm 0800138 1111, and there are a range of online options as well [www.stepchange.org](http://www.stepchange.org)

*Advice and support to access grants, financial and debt management advice and welfare and benefits support is available for everyone from Citizens Advice Richmond (CAR) and from Richmond AID for people with disabilities, long term health conditions and carers.*

**Cost of Living Support** Kingston Council have collated a range of support, advice and signposting information to support Kingston residents affected by the costs of living crisis. Resources include a "Worrying About Money" leaflet which signposts to a range of support including help for migrants with no recourse to public funds. Much of the information is universal, regardless of whether you are a Kingston resident or not, and may be helpful to explore options for people you are working with from either borough. [www.kingston.gov.uk/costoflivingsupport](http://www.kingston.gov.uk/costoflivingsupport)



# EMPLOYMENT

**Richmond Workmatch**, an LBRUT service, supports people to access local jobs and training. It gives access to jobs across Richmond, Wandsworth and Kingston, and provides training for borough residents to increase their employability. More information at [www.richmondworkmatch.org](http://www.richmondworkmatch.org)

**Choice Support Richmond and Wandsworth** support residents with disabilities 18+ to find work including people with learning difficulties, those affected by mental ill health, sensory impairment, physical disability and autism. They provide pre-employment support and support when you get a job. *0203 697 7134*  
[randwemployment@choicesupport.org.uk](mailto:randwemployment@choicesupport.org.uk)

**Constructing South London** is a collaboration between the mayor's construction academy and the South London Partnership to connect people to jobs, training and skills in the construction industry. Its activities and the support available include Richmond. For more information Home | Local jobs for local people  
[constructingsouthlondon.co.uk](http://constructingsouthlondon.co.uk)

**Transform Work Life** is a new series of seminars delivered by Richmond libraries aimed at developing knowledge of your personal and professional skills. Over six in person interactive seminars participants will learn skills and sell knowledge that will enhance employability, and encourage potential transformation in your work and life situation. The course is free to Richmond residents and applicable wherever you are on your employment journey, be that your first job, or looking to make a career change. [www.richmond.gov.uk/transform\\_work\\_life](http://www.richmond.gov.uk/transform_work_life)

**Step Up South London (SSL)**, delivered by Groundwork London works with young people who are termed NEETS (Not in Education, Employment or Training). They cover Croydon, Merton, Sutton, Kingston and Richmond areas and we are based in Croydon. SSL offers a range of support to young people 16 – 24 years old to improve their skills and increase their access to employment and vocational training. The following are eligible:

- In care or leaving care
- Who are homeless or at risk of homelessness
- Lone parents
- Problem debt over £1000
- Young carers
- Substance Misuse
- Criminal Activity

Their free services include peer mentoring, short courses and skills packages, access to literacy, numeracy and ESOL support and interview skills and work experience. For more information contact Henriett Kovacs, Project Support Officer  
*M: 07549018970 / E: [Henriett.Kovacs@groundwork.org.uk](mailto:Henriett.Kovacs@groundwork.org.uk)  
[www.groundwork.org.uk/projects/step-up-south-london/](http://www.groundwork.org.uk/projects/step-up-south-london/)*

**Room for Work** is a local charity that specialises in helping mature job seekers 40+ with previous work experience ranging from administrative to professional and managerial roles. Their free 12-week course supports learners to understand current job searching methods, write an effective CV, practice competency-based interviews, develop their speaking skills and much more. Interested participants can register for the next course at [www.roomforwork.org/](http://www.roomforwork.org/)

## OTHER

**Twickenham Living Room** provided by Twickenham Salvation Army offers a warm welcome space every Tuesday 4-7pm May Road TW2 6QW just off Twickenham Green

**Mobile Data** The O2 Christmas Sim card- 7GB of free data O2 are giving away 1 million GB of free data to support those in need this Christmas If you need help staying connected you can redeem 7GB of PAYG data for yourself or someone else in need, simply by providing a phone number. One code will be issued per mobile number. Even if you are not with O2 you can order a Free O2 Christmas Sim Card and redeem a voucher – instructions on the website under FAQ. O2 are part of the National Data Bank, a network of over 650 organisations. It provides free mobile data, texts and calls to people in data poverty. <https://www.o2.co.uk/national-databank>

**The LBRUT Private Sector Housing Team** investigates complaints relating to private rented housing conditions and repairs and sub- standard housing, and will pursue in court landlords failing to act responsibly towards their tenants. The team is a shared service with Merton and can be contacted at 0208 545 3025 [privatehousing@merton.gov.uk](mailto:privatehousing@merton.gov.uk)

**Richmond Stop Smoking Service** offers help, advice and access to stop smoking medications to all smokers who live or work in the Richmond area Help to stop smoking - London Borough of Richmond upon Thames

# SUPPORT FOR CARERS

**Richmond Carers Centre** is commissioned by the council to provide support for carers across all aspects of caring, and support for the carers health and well-being [www.richmondcarers.org/](http://www.richmondcarers.org/)

**Richmond and Kingston Crossroads Care** provides support for carers and cared for including parents of children with disabilities and those that care for relatives with dementia. They provide 1:1 support in the home to enable the carer to have a break, and a number of group activities across the borough including Men who Care, The Caring Cafe for people with dementia, and a Saturday childrens club which includes young carers who have disabilities. [www.crossroadscareruk.org/](http://www.crossroadscareruk.org/)

**RUILS:** is run by and for disabled people and supports disabled children and adults. They offer information advice, advocacy and activities across all aspects affecting disabled people including housing and benefits. They have a range of information and resources to support people to understand systems and what is available and have recently updated their Bridging the Gap resource, co-produced with people living with mental illness <https://www.ruils.co.uk/media/3014/rbtg3-online-v3.pdf> They also run the boroughs social prescribing service that reduces isolation and enhances health and well-being by matching callers to support available locally. Referral to social prescribing needs to be via their GP. [www.ruils.co.uk](http://www.ruils.co.uk) 0208 831 6083 [info@ruils.co.uk](mailto:info@ruils.co.uk)

**RB Mind** provide a range of support and advice for those affected by mental ill health including their Carers In Mind Service [www.rbmind.org/support-for-adults/carers-in-mind/](http://www.rbmind.org/support-for-adults/carers-in-mind/)

A number of the neighbourhood care groups provide activities and lunches, and safe and relaxed spaces to socialise. I would particularly highlight **Singing for the Brain** at Elleray Hall <https://www.ellerayhall.org/> and a number of other venues across the borough

Advice and support to access grants, financial and debt management advice and welfare and benefits support is available for everyone from Citizens Advice Richmond (CAR) and from Richmond AID for people with disabilities, long term health conditions and carers.

### **Citizen Advice Richmond**

Citizen Advice Richmond call support all residents living in the borough of Richmond. Call 0300 330 2114 (Mon -Fri 10 - 4pm) They can provide support across every aspect of advice work including benefits, welfare and housing and support relating to fuel and utility costs. Email via a form on the website: [www.citizensadvicerichmond.org/get-advice/email-us/](http://www.citizensadvicerichmond.org/get-advice/email-us/)

Organisations can refer clients directly using a form on the CAR website: [www.citizensadvicerichmond.org/referral-page/](http://www.citizensadvicerichmond.org/referral-page/) [www.citizensadvicerichmond.org/](http://www.citizensadvicerichmond.org/)

**Richmond AID** can support people with long term health conditions, disabilities or carers. Call 020 8831 6464 (Mon -Fri 10 -4pm) or email [advice@richmondaid.org.uk](mailto:advice@richmondaid.org.uk) [www.richmondaid.org.uk](http://www.richmondaid.org.uk)

**Richmond Council Cost of Living Hub** provides information and support on a range of topics including household bills, family and child care, food, and health and care costs. It also has a wide range of information about other support services available in the borough [www.richmond.gov.uk/services/cost\\_of\\_living\\_hub](http://www.richmond.gov.uk/services/cost_of_living_hub)



# CARERS' HUB

Are you an un-paid carer?

RHACC's Carers' Hub provides a range of affordable, accessible activities and services for carers that help carers to:

- Improve wellbeing, stay connected, meet people and make friends.
- Plan for the future by accessing careers information, advice and guidance, and vocational training.
- Access to a range of services in our Learning Resource Centre.

## **THE CARERS' HUB INCLUDES:**

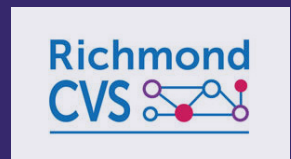
- Choose one free leisure/ wellbeing course per term from a list of specified courses.
- Access to our Learning Resource Centres at Parkshot and Hillcroft enabling use of our IT and WiFi, with support from the LRC team.
- Join digital workshops for free, to learn about staying safe online including using Zoom/WhatsApp, social media etc.
- We may be able to arrange for the person you care for to join a course at RHACC at the same time as your course.
- Online learning options so you can learn from home or from our LRC.
- Laptop loan available if you're studying on a vocational course.
- Receive information, advice and guidance, with our qualified careers advisor about possible career and volunteering options.

[www.rhacc.ac.uk/carers-hub](http://www.rhacc.ac.uk/carers-hub)





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