

Winter 2024-25



# Help with the cost of living

Need help? Struggling to manage?  
Find out about the support and advice available to you



A stronger, safer, kinder borough



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If you would like any of this information in large print, braille or a different language, call **0800 917 6994** or email **[costoflivingteam@lbhf.gov.uk](mailto:costoflivingteam@lbhf.gov.uk)**

## We are here to help you

As a compassionate council we want to ensure that every resident has access to help and support to tackle the rising cost of living and the worry it causes

We know that gas and electricity bills grow during the colder months and add to the already expensive costs of owning and renting a home.

We are here to help, and we want to make sure that your household is receiving everything you need to keep warm and feel supported.

We have updated this cost-of-living booklet, which is packed full of information about the help on offer for H&F residents.

Help on offer includes:

- Hardship prevention payments of up to £900 for essential living costs
- Help with council tax
- Benefit and debt advice
- Tips for improving your home's energy efficiency
- Grants for school uniforms and free school meals
- Free home care for older and vulnerable residents
- Details on local foodbanks for families and individuals
- Winter support fund.

Our Cost-of-living team is available to help you get the support you need.

And through our work with community groups, residents and local organisations we are offering a huge range of resources.

As a community we are doing everything we can to make sure you have the support you need. Together with our community sector organisations, we are providing support including warm welcomes where you can stay warm, join activities and meet others.

We are working together to make sure no one is left behind.

I hope you find the booklet useful.

Best wishes

**Cllr Rebecca Harvey**  
**H&F Cabinet Member**  
**for Social Inclusion**  
**and Community Safety**



## Someone you can talk to

H&F has a dedicated Cost-of-living support team to help you through this difficult time

They can discuss your current financial circumstances, and provide help and advice with:

- Council tax
- Rent and discretionary housing payments
- H&F's Hardship Fund and other available financial support
- Free school meals
- Clothing grants
- H&F Healthy Homes and other energy support
- Fuel bank vouchers
- Sign posting to budgeting and debt advice.

If you are struggling to heat your home or buy food, we can connect you to local organisations and services within the council that can help. Many of these are listed throughout this booklet.

### For business advice and support

Contact our Business Help Desk for 1-2-1 support by emailing **[business-support@lbhf.gov.uk](mailto:business-support@lbhf.gov.uk)** or call and leave a message on **020 8753 5585**.

Further details can be found at **[lbhf.gov.uk/business/business-connects](https://lbhf.gov.uk/business/business-connects)**

### For council tenants

If you are a council tenant and need advice on benefits, grants, budgeting, or if you are struggling to heat your home or buy food, please call H&F Council's Tenants Welfare Benefits team on **020 8753 5566** or email: **[welfare.benefit@lbhf.gov.uk](mailto:welfare.benefit@lbhf.gov.uk)**

 Help is available for everyone to get the support they need. Just call our Cost-of-living team for free on **0800 917 6994**. Lines are open 8am-6pm, Monday to Friday. Or email: **[costoflivingteam@lbhf.gov.uk](mailto:costoflivingteam@lbhf.gov.uk)**



## Winter support

### Warm, friendly places to go

H&F is supporting local organisations and partners to host Warm Welcomes, with free community-based activities and food in safe, clean, accessible spaces that are open to all.

We are providing funding and support to local community organisations that are participating in the scheme.

For more details about when the scheme is launching, including participating venues, activities and opening hours, please keep an eye on our website.

### H&F Healthy Homes

You could be eligible for **free** energy efficiency improvements, designed to help keep your home warmer and reduce your energy bills.

These include LED lighting, radiator foils, draught-proofing, and help resolving energy bills and to set up manageable repayment plans. To find out more, visit [lbhf.gov.uk/healthy-homes](https://lbhf.gov.uk/healthy-homes) or call the Cost-of-living team.

### Hardship Prevention Fund for 2024/25

You may be able to claim up to £900 from H&F's Hardship Prevention Fund for basics like food, gas and electricity.

The fund is for one-off awards to help households that are struggling to meet day-to-day essential living costs and is designed to provide immediate financial support.

You must be in hardship to be eligible for a payment. More information on who is eligible, what items you can ask for help with, and how to apply can be found on our website. Visit [lbhf.gov.uk/hardship-fund](https://lbhf.gov.uk/hardship-fund)

To find out more, visit our website or call our Cost-of-living team for **free** on **0800 917 6994**. Lines are open 8am-6pm, Monday to Friday. Or email: [costoflivingteam@lbhf.gov.uk](mailto:costoflivingteam@lbhf.gov.uk)





## Help with food and supplies

Nobody should go hungry. Here are a few local organisations that can offer you help with nutritious meals

### **H&F Foodbank**

Open weekly across four locations. Offers free food parcels to residents in need.

**020 7731 3693**

**hammersmithfulham.foodbank.org.uk**

### **Dads House**

Based in Fulham. Dads House offers free food to residents in need upon referral.

**07765 183504**

**dadshouse.org.uk**

### **The Upper Room W12**

Offers free, hot meals every weekday between 4pm and 6pm to anyone in need, with toiletries and clothing often also supplied.

**020 8740 5688**

**theupperroom.org.uk**

### **Barons Court Project**

Day centre for people on low income, or who are homeless and/or vulnerable to mental health issues. Residents in receipt of benefits can buy meals for £1, and showers and laundry services are available for anyone homeless.

**020 7603 5232**

**baronscourtproject.org**

### **Nourish Hub**

Offers hot meals every weekday for a minimum £3 contribution, plus cookery classes.

**020 7967 1302**

**nourishhub.org.uk**

### **Rose Vouchers**

Helps families with children under five and pregnant women buy fresh fruit and veg from North End Road and Shepherds Bush markets. Check your eligibility for the voucher scheme on the website or ask at our Family Hubs.

**alexandrarose.org.uk/rose-vouchers**

### **Healthy Start Vouchers**

For women more than 10 weeks pregnant, or those with a child under 4, the Healthy Start scheme can help you to buy foods like milk, fruit, vitamins and more. You need to be claiming certain benefits to qualify or be under 18 and pregnant.

**01252 726171**

**gov.uk/healthy-start**

### **Free sharing apps**

You can pick up free (or low cost) household items and unsold food from businesses via apps, including Olio: **olioapp.com** and Too Good To Go: **toogoodto.go.co.uk**

## Grants and funds

There are lots of grants and free, or low-interest loans available. Here are a few you may be eligible for

### Charitable grants

If you need help to purchase white goods or other items, you may be able to apply to a charity for a grant, money, or the item you need and you do not have to pay it back. You can search for charities on websites Turn2Us and EntitledTo, visit [turn2us.org.uk](https://turn2us.org.uk) or [entitledto.co.uk](https://entitledto.co.uk)

Some charities give grants depending on where you live, your occupation, age, disability, or other criteria.

### Family Fund

The Family Fund provides grants for essential items for low-income families raising a Disabled or seriously ill child. Please visit [familyfund.org.uk](https://familyfund.org.uk)

### Dr Edwards & Bishop King's (DEBK)

A local charity that provides support for residents experiencing hardship in the Fulham area. Call **020 7386 9387** or visit [debk.org.uk](https://debk.org.uk)

### DWP interest-free budgeting loans and advance payments

If you receive benefits from the Department for Work and Pensions (DWP) you may be able to apply for a budgeting loan or a budgeting advance payment.

This can go towards the cost of white goods, replacing a broken cooker, or staying in work. It is an interest-free loan and you only pay back what you borrow. Visit [gov.uk/budgeting-help-benefits](https://gov.uk/budgeting-help-benefits)

### Hardship Prevention Fund for 2024/25

Grants are available from H&F's Hardship Prevention Fund for residents struggling to pay their gas, electric and food bills. If you are experiencing severe financial hardship and need immediate help, you may be able to claim up to £900. Please visit [lbhf.gov.uk/hardship-fund](https://lbhf.gov.uk/hardship-fund)



## Help with money worries

If you're struggling with money, you can get free debt advice from these organisations

### Crosslight Advice

Provides free debt advice, budgeting support and money management classes.

**0300 373 1180**

**crosslightadvice.org**

Email: **info@crosslightadvice.org**

### CAP UK

Information and free professional advice to help you make financial decisions, including help with budgeting and cost of living support.

**0800 328 006**

**capuk.org/get-help**

Email: **contact@capuk.org**

### Citizens Advice

#### Hammersmith & Fulham

Free debt advice, information and support.

**0800 808 5700**

**cahf.org.uk/debt-advice-cahf**

### Nucleus Legal Advice Centre

Free legal help for money, welfare, housing and job issues.

**020 7373 4005**

**nucleus.org.uk**

Email: **advice@nucleus.org.uk**

### Council Tax – Ethical Debt collection

H&F aims to work with those who can't pay, through debt restructuring, payment plans and help with grants. Please contact us for help.

### StepChange

Offers debt support and works with you through budget challenges and debt solutions.

**0800 138 1111**

**stepchange.org**

### Money Helper

A national organisation that provides free advice on debts and benefits.

**0800 138 7777**

**moneyhelper.org.uk**

### National Debtline

Provides free impartial debt advice, factsheets and an online budgeting tool.

**0808 808 4000**

**nationaldebtline.org**

### Tax Aid

Free, independent tax advice for people on low incomes when things go wrong.

**0345 120 3779**

**taxaid.org.uk**

### Business Debtline

Provides free, impartial debt advice to small business owners and the self-employed.

**0800 197 6026**

**businessdebtline.org**



# Resolving debt problems

Struggling with credit, in debt or worried about bailiffs? You are not alone. Help is available. Here are some of the ways you can resolve debt problems

## Debt Respite Scheme (or 'Breathing Space')

Under this scheme, residents will be given legal protection from their creditors for 60 days, with most interest and penalty charges frozen, and bailiffs paused. During this time, you can focus on getting advice and support to manage your debts.

## Pro-rata payments

If you are struggling with your debts, including credit cards, store cards and payday loans, you can get free advice on agreeing a repayment plan with your creditors. This includes asking for lower monthly payments based on your disposable income.

## Debt Relief Order (DRO)

A solution for personal debts you can't pay. You apply through an approved debt adviser and must meet certain criteria. A DRO normally lasts 12 months and your debts are then written off. If approved, you stop making payments towards the debts and interest listed during that time.

## Bankruptcy

If the amount you owe is more than the value of your belongings and you cannot pay your debts, you can apply for bankruptcy.

Some debt options such as Debt Relief Orders and bankruptcy will affect things like your credit rating, pensions, life insurance or ability to borrow money. Seek free independent advice to find the best solution.

There is helpful information on the previous page – including the Citizens Advice website on benefits, debt, housing and more: [citizensadvice.org.uk](https://citizensadvice.org.uk)

Council tenants can also contact our Welfare Benefits team on **020 8753 5566** for support if you require any assistance and advice or email [welfare.benefit@lbhf.gov.uk](mailto:welfare.benefit@lbhf.gov.uk)

If you're on a low income and need help paying your council tax bill, you may qualify for council tax support. Find out more at [lbhf.gov.uk/counciltaxcontacts](https://lbhf.gov.uk/counciltaxcontacts) or call **020 8753 6681**, Monday to Friday, 9am to 5pm.



## Money-saving tips

### Get cheaper energy

You can compare prices at **uswitch.com** or get help and advice from Citizens Advice at **citizensadvice.org.uk/energy**

### Save on water bills

If you pay more than 5% of your income towards your bill, the WaterHelp scheme may provide a 50% discount. Other schemes include the WaterSure and Customer Assistance Funds if you get into debt. Visit **thameswater.co.uk/help**

### Save mobile or broadband costs

Struggling to afford your broadband or phone services? Most providers offer customers a wide range of 'social tariffs' as a safety net. Search 'ofcom social tariffs'.

### Energy-saving tips

An average sized home can save up to £60 a year if you draught-proof windows and doors, £11 a year by not overfilling the kettle, and £65 if you don't put devices on standby. For more tips: **energysavingtrust.org.uk**

### Freecycle furniture

Give and get stuff for free, recycle and reuse unwanted items and save landfill use. Visit **freecycle.org**

### NHS

The NHS Low Income Scheme could help you pay for NHS prescriptions, NHS dental treatment, eyesight tests, glasses, contact lenses and the cost of travelling to receive NHS treatment **lbhf.gov.uk/nhslowincome**

### Hammersmith BID Privilege Card Scheme

Enjoy discounts from local shops and businesses. Visit **hammersmithbid.co.uk**

### Money Saving Expert

Lots of tips and ideas on how to save money and get the best deals, at **moneysavingexpert.com**

### Hammersmith Library of Things

Borrow household items for DIY, cleaning, gardening, entertainment and more, saving you money. Visit **libraryofthings.co.uk**

### H&F Business Support

Help and advice for new and established businesses. Find out more at **lbhf.gov.uk/business-connects**

## Taking control

### H&F's Macbeth Centre

We've got a range of free courses, including **Maths and English** as well as **computer classes**. We offer discounted fees to support residents struggling with the cost of living.

Our **Money Matters** course can teach you how to make informed choices about personal finances and budgeting. You can also learn to feed yourself or your family for less in our **Ready Steady Cook on a Budget** course.

Visit one of our two centres:

**The Macbeth Centre**  
Macbeth Street W6 9JJ

**Uxbridge Road Centre**  
239a Uxbridge Road W12 9DL

Visit [hfals.ac.uk](http://hfals.ac.uk) or phone **020 8753 3600** to enrol.

### The Money Course

A free, simple, effective money skills course. Available online, self-led and in-person in H&F.

**0300 373 1180**  
[themoneycourse.org](http://themoneycourse.org)





## Help with travel

### Blue Badge

Helps people with significant walking difficulties to park close to places they wish to visit. Email us at [bluebadges@lbhf.gov.uk](mailto:bluebadges@lbhf.gov.uk) or call **020 8753 6681**. This line is open Monday to Friday, 9am to 5pm.

### Older Person's Freedom Pass

Allows free travel across London and free local bus journeys nationally. Visit [lbhf.gov.uk/freedompass](http://lbhf.gov.uk/freedompass) or contact London Councils on **0300 330 1433**. This line is open Monday to Friday, 9am to 5pm. For all London residents over the age of 66.

### 60+ Oyster Card

If you are a London resident, aged 60 or over, and not yet eligible for a Freedom Pass, you may be eligible for TfL's 60+ London Oyster Photocard. Search "60+ London Oyster" or call **0343 222 1234**. Line open Monday to Sunday 8am to 8pm.

### Disabled Person's Freedom Pass

Disabled people can travel for free if they are eligible. Email us at [freedompasses@lbhf.gov.uk](mailto:freedompasses@lbhf.gov.uk) or call **020 8753 6681**. This line is open Monday to Friday, 9am to 5pm.

### Taxicard

If you are a Disabled person and need to be picked up at your door, you can travel in designated licensed London radio taxis at a reduced rate (based on eligibility). You will need to apply for this. Call **020 8753 6681** or email [taxicards@lbhf.gov.uk](mailto:taxicards@lbhf.gov.uk)



## Support for older people

If you are an older resident with savings and/or a work pension, you may be able to still qualify for additional financial support

This may include:

- Pension Credit
- Carers Allowance
- Council Tax Support
- Help with housing costs
- Winter Fuel payments (when in receipt of Pension Credit)
- Personal Independence Payments (PIP) or Attendance Allowance (AA)

### Pension Credit (PC)

Pension Credit gives you extra money to help with living costs. You may be entitled even if you own your home, have savings, or a pension.

If you start receiving PIP or AA, this may help you to qualify for PC even if you previously were not entitled to it. It is a benefit that may enable you to receive help with eligible housing costs, council tax support and receive a Winter Fuel Payment. You may also be able to get help with housing costs even if you don't receive Pension Credit. Visit [lbhf.gov.uk/benefits](https://www.lbhf.gov.uk/benefits) call **020 8753 6681** or email [benefits@lbhf.gov.uk](mailto:benefits@lbhf.gov.uk)

### Support at home

If you are, or know, an older resident who would like an 'at home' occupational health check or free home care, please visit [lbhf.gov.uk/homecare](https://www.lbhf.gov.uk/homecare)

### Hardship Support Fund

Our Hardship Support Fund is a one-off grant of up to £900 for residents who need help. Find out more [lbhf.gov.uk/hardship-fund](https://www.lbhf.gov.uk/hardship-fund)

### Silver Socials

Our Silver Socials are fun, free meet-ups for older residents who are feeling lonely or vulnerable. These regular socials include bingo, raffles, dancing, live music and refreshments. To find out more, visit [lbhf.gov.uk/silver-social](https://www.lbhf.gov.uk/silver-social)

### H&F's Big Christmas Lunch

Our annual Christmas Day Lunch is back for up to 500 older residents who would otherwise be celebrating alone. It includes free transport, live music and gifts. Visit [lbhf.gov.uk/bigchristmaslunch](https://www.lbhf.gov.uk/bigchristmaslunch)



## Disability benefits

If you or someone you know is a Disabled person, or has a long-term health condition, you may be entitled to receive disability benefits

Disability benefits can be claimed from the Department for Work and Pensions (DWP) even if you work, have savings or are in full-time education. Here are some of the under-claimed Disability benefits:

### Disability Living Allowance (DLA)

For children aged up to 16 years old. The child must need extra care, attention and/or supervision, or have long-term mobility problems and/or difficulty getting around. Conditions can include ADHD, asthma, eczema or autism. Call **0800 121 4600** or visit [gov.uk/disability-living-allowance-children](https://gov.uk/disability-living-allowance-children)

### Personal Independence Payments (PIP)

For adults over 16 to state pension age. You can qualify if you need help with daily living, for example, getting washed, cooking, taking medication, or if you have difficulties with mobility. Call **0800 917 2222** or visit [gov.uk/pip](https://gov.uk/pip)

### Attendance Allowance (AA)

For people over state pension age who need help with care, attention, or supervision from another person, and who are not already receiving PIP or DLA. Call **0800 731 0122** or visit [gov.uk/attendance-allowance](https://gov.uk/attendance-allowance)

Conditions that could help you qualify for DLA, PIP or AA include long-term conditions such as arthritis, asthma, heart problems, cancer, bowel or bladder incontinence, Crohn's disease, depression, PTSD, epilepsy, and dementia.

It's not the condition or impairment itself, but the help you need and the difficulties you experience due to how it affects you that counts.

If you are unsuccessful, seek free advice from a welfare rights adviser about appealing the DWP decision. [gov.uk/browse/benefits](https://gov.uk/browse/benefits)

Qualifying for one of these benefits may entitle you to other benefits including Carers Allowance, Pension Credit, or help with your Housing Costs. It may also mean you are exempt from the benefits cap. There is helpful information on the Citizens Advice website on benefits, debt, housing and more. [citizensadvice.org.uk](https://citizensadvice.org.uk)

### Cinema Exhibition Card

If you are awarded one of these benefits with a daily living or care element, you can apply for a Cinema Exhibition Card. This enables a Disabled cinema guest to receive a free ticket for someone to go with them when they visit a participating cinema.

Find out more here: [ceacard.co.uk](https://ceacard.co.uk)



### Facilities Grant

If you are a Disabled person, you may be able to get a grant to adapt your home to improve accessibility. The maximum grant is up to £30,000. Find out more at: [lbhf.gov.uk/disabled-facilities-grant](https://lbhf.gov.uk/disabled-facilities-grant)

### Free Home Care

If you are Disabled or need help with day-to-day tasks including assistance with medication, support with eating and drinking, and personal care, apply for our free home care service.

H&F is the only council in the country to provide this for free. Visit [lbhf.gov.uk/assessments-care](https://lbhf.gov.uk/assessments-care)





## Other help on offer

### New-style contributions-based benefits

If you recently had to stop working due to unemployment or sickness, you may be able to claim new-style contributions-based benefits. These are based on your National Insurance contributions. Any savings you have are ignored. Learn more at [gov.uk/jobseekers-allowance](https://gov.uk/jobseekers-allowance) and [gov.uk/employment-support-allowance](https://gov.uk/employment-support-allowance)

### Universal Credit (UC)

UC is replacing benefits such as income support, employment support and job seekers allowance (although some people are still receiving these). It pays towards daily living and housing costs.

People who are unemployed, unwell, or working on low incomes can apply. Extra money can be paid if you are a Disabled person, a carer, or pay childcare costs. Seek free benefits advice before claiming. Visit [gov.uk/universal-credit](https://gov.uk/universal-credit)

### Carers Allowance

For people who provide care 35 hours per week to an adult or child that is in receipt of DLA, PIP, or AA. Visit [gov.uk/carers-allowance](https://gov.uk/carers-allowance)

### Maternity Support

If you are not entitled to statutory maternity pay from your employer, you may be entitled to Maternity Allowance for up to 39 weeks, more details at [gov.uk/maternity-allowance](https://gov.uk/maternity-allowance)

### Sure Start Maternity Grant

Provides £500 for people receiving benefits who are having their first child. Visit [gov.uk/sure-start-maternity-grant](https://gov.uk/sure-start-maternity-grant)

### Healthy Start Scheme

Pregnant women, or those who have a child aged up to four, may qualify for the scheme to help buy essentials. Find out more at [find-government-grants.service.gov.uk/grants/healthy-start](https://find-government-grants.service.gov.uk/grants/healthy-start)



## Child Benefit

If you have a child/children aged under 16, or under 20 years old in full time non-advanced education, you can claim child benefit for each child. Eligibility is based on your household income. Visit [gov.uk/child-benefit](https://gov.uk/child-benefit)

## Online benefit calculators

Always seek advice before claiming benefits to ensure you are claiming the right benefit for your situation. There are also a number of benefit calculators that can help you, visit [turn2us.org.uk](https://turn2us.org.uk) or [entitledto.co.uk](https://entitledto.co.uk)



## Prescription Prepayment Certificate (PPC)

If you work and have to pay for your NHS prescriptions, you can reduce costs by purchasing an NHS Prescription Prepayment Certificate (PPC): [gov.uk/get-a-ppc](https://gov.uk/get-a-ppc)

If you need help due to the menopause you could purchase an HRT Prescription Prepayment Certificate for your hormone replacement therapy medicine to save you money. Find out more at [lbhf.gov.uk/NHS-HRT-certificate](https://lbhf.gov.uk/NHS-HRT-certificate)



## Children and young people

Support for families includes help with childcare costs and free activities in our libraries, Family Hubs and children centres across the borough

### Free school meals and school clothing allowance

Free school meals and school clothing allowance is available to families who receive certain benefits. Apply via our website [lbhf.gov.uk/benefits/student-benefits-and-grants](https://lbhf.gov.uk/benefits/student-benefits-and-grants)

### Help with childcare costs

There are different ways you may be able to qualify for help with your childcare.

#### Free childcare

If you are working, you can apply for free childcare:

- 15 hours a week if your child is 9 months to 2 years old
- 30 hours a week if your child is 3 to 4 years old

Find out more at [gov.uk/apply-free-childcare-if-youre-working](https://gov.uk/apply-free-childcare-if-youre-working)

#### Tax-free childcare

Depending on whether you or your partner are working, you may be eligible for a tax free payment for each of your children to help with the costs of childcare.

You can use it to pay for approved childcare, childminders, nurseries and nannies, after school clubs and play schemes. You can get tax-free childcare at the same time as 15 or 30 hours free childcare if you're eligible for both. Visit [gov.uk/tax-free-childcare](https://gov.uk/tax-free-childcare)

#### Help with childcare costs from Universal Credit

Working families may get up to 85% of childcare costs paid back to them through Universal Credit. There is no minimum to the number of hours a person needs to work. [gov.uk/guidance/universal-credit-childcare-costs](https://gov.uk/guidance/universal-credit-childcare-costs)



## Free holiday activities

H&F runs free activities for children and young people, with a free meal, across the holidays and half term breaks. Visit [lbhf.gov.uk/holiday-activities-and-food-programme](https://lbhf.gov.uk/holiday-activities-and-food-programme)

## Family Hubs

Help and support for families including children and young people with SEND (Special Educational Needs and Disabilities). You can find our three hubs at:

- Old Oak Family Hub and Community Centre, White City, W12 0AP
- Tudor Rose Family Hub, Fulham, SW6 5PG
- Stephen Wiltshire Centre, Fulham, SW6 6JR

[lbhf.gov.uk/familyhubs](https://lbhf.gov.uk/familyhubs)



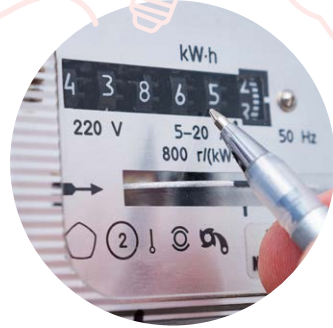
## Children's Centres

There are also a range of activities for under-5s in local children's centres:

- Cathnor Park Children's Centre, 1 Melina Road, W12 9HY
- Edward Woods Community Centre, 60-70 Norland Road, W11 4TX
- Flora Gardens Children's Centre, Dalling Road, W6 0UD
- Tudor Rose Children's Centre, Tudor Rose Building, SW6 5PG
- Masbro Brook Green Children's Centre, 49 Brook Green, W6 7BJ
- Masbro Children's Centre, 87 Masbro Road, W14 0LR
- Old Oak Community & Children's Centre, 76 Braybrook Street, W12 0AP
- Randolph Beresford Early Years Centre, 4 Australia Road, W12 7PH
- Ray's Playhouse, 247 Stependale Road, SW6 2PR
- Shepherds Bush Families Project, The Sulgrave Club, 287 Goldhawk Road, W12 8EU



## Help with energy costs



### Run out of gas or electricity? Fuel Vouchers may help

Your energy supplier should give you temporary credit if you can't top up. If you are on a pre-payment meter or just struggling to heat your home, you may be eligible for Fuel Payment Vouchers.

To find out more, call our Cost-of-living team for free, 8am to 6pm, Monday to Friday, on **0800 917 6994**.

### Warm Home Discount Scheme

You could get £150 off your electricity bill this winter. It is a one-off discount and is not paid to you. You may qualify if you are on a low income or pension credit. Contact your supplier to find out or check the government website for details: [gov.uk/check-if-youre-eligible-for-warm-home-discount](https://www.gov.uk/check-if-youre-eligible-for-warm-home-discount)

### Energy efficiency grants

The government has grant funding available for owner occupiers, landlords and private rented residents for energy efficiency works, such as insulation and boiler upgrades. Schemes include the Energy Company Obligation, Great British Insulation Scheme, and Boiler Upgrade Scheme.

Small and medium businesses and charity organisations can apply for the SME grant. To check your eligibility, contact your energy supplier or email:

**handfhealthyhomes@groundwork.org.uk**





### Hardship fund energy grants

If you are in debt to your energy supplier, you might be able to get a grant to help pay it off.

Firms offering hardship fund grants include: British Gas, EDF, Shell, Octopus, E.ON Next, Ovo Energy Trust and Scottish Power. Check with your supplier.

If you can't get help from your fuel provider, you could still qualify for a grant from the British Gas Energy Trust:

**[britishgasenergytrust.org.uk](http://britishgasenergytrust.org.uk)**

### H&F Healthy Homes

Our H&F Healthy Homes bespoke service helps vulnerable residents lower their energy bills with free energy efficiency measures through a Green Doctors service and advice. Our experts can help with grant applications, home visits, energy and fuel debt

advice, and more. To book a free consultation with Groundwork, call **0300 365 3005** or visit **[london.greendoctors.org.uk](http://london.greendoctors.org.uk)**

For questions and to access support email **[handfhealthyhomes@groundwork.org.uk](mailto:handfhealthyhomes@groundwork.org.uk)**

### Priority Services Register

The register is a free service offered throughout the energy industry to support customers in need.

It provides priority support in the event of an emergency or power cut and additional support in case you get into arrears or debt with your fuel costs. Contact your energy supplier, or visit: **[ofgem.gov.uk](http://ofgem.gov.uk)**

### Help from the Mayor

The Mayor of London's website has useful tips and suggestions to help people struggling: **[lbhf.gov.uk/mayorcoltips](http://lbhf.gov.uk/mayorcoltips)**

## Help with homelessness

### Are you at risk of eviction?

If your landlord tries to evict you without going to court or threatens your services (gas, electricity or water), you can get free legal advice from H&F Law Centre on **020 3880 1727** or Shelter on Freephone **0808 800 4444**.

If you are at risk of losing your home or are already homeless, visit our advice page and get help now: **lbhf.gov.uk/housing/homelessness**

If you have become homeless suddenly and have not had time to make alternative arrangements, please visit **lbhf.gov.uk/emergency-housing**

Or if you become homeless outside office hours, you can call the council emergency night and weekend housing service on **020 8753 4200**.

### Street Link for Homeless People

If you are or know someone that is sleeping rough, please contact Street Link on **0300 500 0914** or make a report online: **thestreetlink.org.uk**. This alerts a local team who will check the reported location and attempt to make contact.

If you are or are about to rough sleep, please visit our website for more information: **lbhf.gov.uk/rough-sleepers**

If you think the person you are concerned about is in immediate danger or needs urgent care, please call **999**.



## Organisations providing homelessness support

### H&F Rough Sleeper Service (Thames Reach)

Offers advice and support to help rough sleepers find pathways off the streets.

**020 3617 6070**

**thamesreach.org.uk**

Email: **H&FRSS@thamesreach.org.uk**

### H&F Refugee Support Team

Helps refugees, asylum seekers and people from abroad.

**lbhf.gov.uk/refugees-and-asylum-seekers**

### The Upper Room W12

Provides services including weekday meals, job club, employability skills and workplace certifications.

**020 8740 5688**

**theupperroom.org.uk**

### Barons Court Project

Offers showers, laundry, clothing, meals, one-to-one support and more.

**020 7603 5232**

**baronscourtproject.org**

### Glass Door

Emergency winter night shelter in H&F and caseworker support. You can call or register online:

**020 7351 4948**

**glassdoor.org.uk/night-shelters** or **glassdoor.org.uk/daytimesupport**

### Shelter

Help with housing or homelessness advice.

**Freephone 0808 800 4444**

**england.shelter.org.uk**

### Centre Point

Supporting young people who are at risk of homelessness.

**centrepoin.org.uk**





## Help with housing

### Responsible landlords

If you're renting privately, your landlord is required to keep your appliances working, make sure water, gas and electricity are supplied, and fix any problems such as damp or mould. If your landlord isn't doing this, and if you need help, ask us to inspect your home. We can instruct your landlord to put things right. Call **020 8753 1081** or email **psh@lbhf.gov.uk**. Visit **lbhf.gov.uk/private-tenants-rights**

### Support for Mortgage Interest (SMI)

If you are a homeowner, you may qualify for government help with interest payments on your mortgage or loans for repairs and/or improvements. You'll need to repay with interest when you sell or transfer ownership. Visit **gov.uk/support-for-mortgage-interest**



### Support with your private landlord

For advice and information for private tenants and landlords on housing rights and responsibilities, repairs and maintenance, financial help with housing costs, safety and security in the home, visit **lbhf.gov.uk/housing/private-housing**

### Noise and nuisances

If you are experiencing noise and nuisance, the council may be able to investigate and intervene if there is a statutory breach. To find out how to report nuisances including noise, odour and excessive light, visit **lbhf.gov.uk/environment/noise-and-nuisance**





## Community wellbeing

### Drug and Alcohol Wellbeing Service (DAWS)

Offers a wide range of advice, support and help for residents overcoming drug and alcohol related issues.

**020 8746 0303**

**[turning-point.co.uk/hammersmith-fulham](https://turning-point.co.uk/hammersmith-fulham)**

### Pharmacy Stop Smoking Service

Access free stop smoking support and advice at select pharmacies.

**[lbhf.gov.uk/stopsmokingsupport](https://lbhf.gov.uk/stopsmokingsupport)**

### Targeted Stop Smoking Support

Targeted support for those at higher risk of smoking-related harm, including pregnant residents, those with a mental health diagnosis, and those involved with criminal justice services.

**0300 123 1912**

**[turning-point.co.uk/stop-smoking-hf](https://turning-point.co.uk/stop-smoking-hf)**

### Resilience Integrated Substance Use & Sexual Health Service

Resilience is a free wellbeing service for young people under 25 in H&F. It supports young people with drug and alcohol misuse, sexual health, relationships, and emotional wellbeing.

**0330 303 8080**

**[turning-point.co.uk/services/resilience](https://turning-point.co.uk/services/resilience)**

### CNWL Club Drug Clinic

A free and confidential NHS service for people aged 16 and over who are experiencing problems with recreational drugs.

**020 3317 3000**

**[clubdrugclinic.cnwl.nhs.uk](https://clubdrugclinic.cnwl.nhs.uk)**

Email: **[clubdrugclinic.cnwl@nhs.net](mailto:clubdrugclinic.cnwl@nhs.net)**





# Mental health support and wellbeing

## Andy’s Man Club

A men’s suicide prevention charity, offering free-to-attend peer-to-peer support groups. Weekly in-person peer support groups for men 18+.

**30 Blacks Road,  
Hammersmith, W6 9DT  
andysmanclub.co.uk**

## The Listening Place

Face-to-face support in H&F for those struggling with suicidal thoughts. Walk in or call.

**020 3906 7676  
listeningplace.org.uk**

## Mind (Hammersmith & Fulham)

Offers emergency support for many mental health concerns, including depression and anxiety.

**020 8571 7454  
hfehmind.org.uk**

## Samaritans

If you are going through a difficult time, you can call and a Samaritan will listen to you and help you talk through your concerns, worries and troubles. 24/7, every day.

**freephone: 116 123  
samaritans.org**



## NHS Talking Therapies

A range of free talking therapies for H&F residents 18+.

**194 Hammersmith Road, W6 7DJ  
0300 123 1156  
westlondon.nhs.uk/handf-  
talking-therapies**

## Rethink Mental Illness

Working to make sure everyone severely affected by mental illness has a good quality of life.

**0121 522 7007  
rethink.org**

## Active Minds

Free wellbeing activity sessions for H&F residents (18+), fully inclusive and dementia-friendly, encouraging creativity, conversation and physical activity.

**lbhf.gov.uk/active-minds**

## West London NHS Trust

The West London Trust single point of access phone line is open 24 hours a day, 7 days a week, 365 days a year. They have a range of mental health services listed online.

**0800 328 4444  
18001 0800 328 4444  
(for typetalk support)  
westlondon.nhs.uk/our-services/  
adult/mental-health-services**

### Public health services on offer

The health and wellbeing of residents is a top priority of H&F Council. Visit our webpage to find information on children's health, how to protect your health, mental health support and sexual health services.

[lbhf.gov.uk/health-and-care/public-health](https://lbhf.gov.uk/health-and-care/public-health)

### Waythrough

Offers workshops, employment support, sign posting and more. This service is available to registered individuals in primary care and secondary mental health care. It also welcomes self-referrals.

**0330 008 3808**

[waythrough.org.uk](https://waythrough.org.uk)

### Wellbeing and Recovery College

A training and resource centre which develops and delivers tools to support wellbeing and self-management of mental health difficulties.

**020 8483 1456**

[westlondon.nhs.uk/our-services/adult/mental-health-services/recovery-college](https://westlondon.nhs.uk/our-services/adult/mental-health-services/recovery-college)

### Wellbeing West London

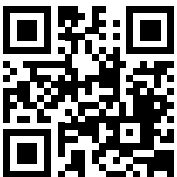
Resource to find groups and services in your local area.

[wellbeingwestlondon.org.uk](https://wellbeingwestlondon.org.uk)

## Let's talk

Reach out to us if you're feeling low, there are services that can offer advice and assistance.

[lbhf.gov.uk/reach-out](https://lbhf.gov.uk/reach-out)





## Support for residents worried about domestic abuse

In H&F, we take everyone's safety seriously and know the impact of domestic abuse. We work closely with partners to provide support and refuge. If you or someone you know is experiencing violence or harassment please reach out

### **Violence against women and girls**

H&F offers financial support to local specialist services through the Angelou Partnership. It can provide confidential help, advice and support to women and girls aged 13+ affected by domestic or sexual violence and abuse.

**Freephone 0808 801 066**

**[angelou.org](https://www.angelou.org)**

Email:

**[angelou@advancecharity.org.uk](mailto:angelou@advancecharity.org.uk)**

### **Report Street Sexual Harassment**

We have introduced a public space protection order making Street Sexual Harassment an offence. If you have been a victim of street harassment in H&F, please do let us know and we can offer support by referring you to specialist support services.

**[lbhf.gov.uk/crime/law-enforcement-team/women-s-safety](https://www.lbhf.gov.uk/crime/law-enforcement-team/women-s-safety)**

Email: **[streetharassment@lbhf.gov.uk](mailto:streetharassment@lbhf.gov.uk)**

### **National Stalking Helpline**

If you are concerned that you are being stalked by a stranger or by someone you know, seek urgent support.

**Freephone 0808 802 030**

**[suzylamplugh.org](https://www.suzylamplugh.org)**

### **National Domestic Abuse Helpline**

A confidential 24-hour helpline.

**Freephone 0808 2000 247**

**[nationaldahelpline.org.uk](https://www.nationaldahelpline.org.uk)**

### **National LGBT domestic abuse helpline**

A national helpline that provides support.

**Freephone 0800 999 5428**

**[galop.org.uk](https://www.galop.org.uk)**

### **Men's Advice Line**

A helpline for male victims of domestic abuse.

**Freephone 0808 8010 327**

**[mensadviceline.org.uk](https://www.mensadviceline.org.uk)**

### H&F Victim Support

Free, confidential help for victims of crime, their family, friends and anyone else affected. You don't have to report a crime to the police to get their help and support at any time. They're not a government agency or the police.

**0808 16 89 111**

**victimsupport.org.uk**

### CrimeStoppers

An independent charity that helps people speak up and stop crime anonymously.

**crimestoppers-uk.org**

### H&F Police Community Safety Unit (CSU)

The CSU investigates hate crimes in H&F. Officers are specially trained to help.

**020 8246 2828**

If you are in immediate danger, call the police on **999**.





## Local partners who can help

Keep an eye on our website to learn more about our new online services directory coming soon, **H&F Community Compass**. It'll host details of community groups that support residents across H&F.

### **Action on Disability**

Advice for Disabled people across employment, welfare benefits and more.

**020 7385 2098**

**aod.org.uk**

### **Age UK**

Over 50? Find advice and information, day services, befriending service and more.

**020 7386 9085**

**ageuk.org.uk**

### **Bishop Creighton House**

Tackles social isolation via home visits, calls, walks and classes.

**020 7385 9689**

**creightonhouse.org**

### **Citizens Advice**

#### **Hammersmith & Fulham**

Offers free, confidential advice on benefits, debt, housing and energy bills. It also hosts free digital skills training and English Language classes.

**Freephone 0808 278 7832**

**cahf.org.uk**

### **Crosslight Advice**

Offers debt, budgeting and money management support.

**020 7052 0318**

**crosslightadvice.org**

### **H&F Law Centre**

Free legal advice on housing, homelessness, employment law and immigration.

**020 3880 1727**

**hflaw.org.uk**

### **H&F Works**

Help with CVs, internships, new jobs and more.

**020 8753 1800**

**hfworks.lbhf.gov.uk**

### **The Masbro Centre**

Provides services and activities to local residents, including the Masbro Elders Project.

**020 7605 0800**

**upg.org.uk**

### **The Brunswick Club**

Educational and leisure services and facilities for those aged from 7 to 19 years.

**bcfyp.co.uk**

**Solidarity Sports**

Fulham-based charity improving the wellbeing of children through fun activities.

**07947 758 634**

**solidaritysports.org**

**Nubian Life**

Provides day support to people of African Caribbean heritage and those with health conditions.

**nubianlife.org.uk**

**Sands End Arts & Community Centre**

An arts centre and local community café.

**seacc.uk**

**Sobus**

Provides support with training, community organising, networking and office space for community and voluntary groups.

**020 7952 1230**

**sobus.org.uk**

**West London Welcome**

Community-based refugee and migrant centre.

**westlondonwelcome.com**

**Naz**

Naz provides sexual health and HIV prevention and support services to Black, Asian and Minority Ethnic and LGBTQ+ communities in London.

**020 8741 1870**

**naz.org.uk**

**SASH (Support and Advice on Sexual Health)**

The service provides support, information and advice on sexual health.

**020 7851 2955**

**sashlondon.org**

**Tiny Happy People**

This helpful online resource offers advice and information, and activities to support children’s learning.

**bbc.co.uk/tiny-happy-people**

**WEST Youth Zone**

Offers 20 activities each night, ranging from media to skating.

**westyouthzone.org**

**Free events in H&F**

Throughout the year, we have a jampacked calendar of free events. Including our CommUnity Day party, Black History Month 365, Refugee Week, Women’s History Month, LGBT History Month, H&F’s Big Christmas Day Lunch and Play Streets across the borough.

Sign up to receive weekly news updates: **lbhf.gov.uk/events**





Information correct  
at time of printing

**!** This booklet is available online in more than 100 different languages.

**Arabic:** هذا الكتيب متوفر بأكثر من 100 لغة مختلفة.

**Chinese:** 这本小册子有 100 多种不同语言版本。

**Filipino:** Ang buklet na ito ay makukuha sa higit sa 100 iba't ibang wika.

**Italian:** Questo opuscolo è disponibile in più di 100 lingue diverse.

**Persian:** این جزوه به بیش از 100 زبان مختلف موجود است.

**Polish:** Ta broszura jest dostępna w ponad 100 różnych językach.

**Portuguese:** Este livreto está disponível em mais de 100 idiomas diferentes.

**Somali:** Buugan yar ayaa lagu heli karaa in ka badan 100 luqadood oo kala duwan.

**Spanish:** Este folleto está disponible en más de 100 idiomas diferentes.

**!** If you would like any of this information in large print, braille or a different language, call **0800 917 6994** or email **costoflivingteam@lbhf.gov.uk**

We can help if you're struggling with the cost of living.

Call us for free on **0800 917 6994**

Email **costoflivingteam@lbhf.gov.uk**

Or visit **lbhf.gov.uk/costofliving**



## Hammersmith & Fulham Council

As a compassionate and financially efficient council, we have funded a programme of support to help residents including free home care and help with council tax.

The UK Government provides funding for some of our Household Support Funded projects.