

Here to help



A support guide during the cost of living crisis





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If you are having trouble accessing the links, emails or websites in this guide please contact our Digital Buddies programme so we can help you: **07483 988 710**
Mon-Fri, 9-4pm.



1. Bills and energy

Council tax

Experiencing financial difficulties or on a low income? The Council could reduce your council tax bill by up to £80 a month.

FOR MORE INFORMATION:

Search '**Hackney Council Tax Reduction**' or call
020 8356 3399



Scan me for info
about Council Tax

Water bills

If your household income is below £20,111 you could qualify for a water bill discount. Thames Water also has a scheme to cap bills for certain people, as well as a hardship fund.

FOR MORE INFORMATION:

Contact: **0800 009 3652**
or search '**Thames Water Hardship**'

Heating

The London Energy Saving Squad (LESS) gives advice, information and support on their home energy use and bill switching. LESS can also identify grants that could help you.

FOR MORE INFORMATION:

Call: **0800 915 3575**



2. Money and debt

Emergency funds

Facing severe hardship and have no other source of money? The Council may be able to help if you:

- Have an unexpected emergency and need a small amount of money to help
- Have an ongoing financial issue - such as high rent payments - or if you're struggling to manage debts
- Need essential household items like beds, fridges or cooking equipment

FOR MORE INFORMATION:

Fill out this online form bit.ly/MoneyHubHackney or visit a Hackney library or the Hackney Service Centre, in Reading Lane, Hackney Central, for support filling it out or call: **020 8356 3111**

Debt and money advice sessions

Fair Money Advice provides free debt and money advice sessions at Dalston CLR James Library fortnightly on a Thursday.

FOR MORE INFORMATION:

Book a free appointment and view dates visit hackney.gov.uk/libraries-whats-on or call Fair Money Advice on **020 3475 8811** or email: info@fairmoneyadvice.org



Claim benefits

A benefits calculator can check you are claiming everything you should be. Try [entitledto.co.uk](https://www.entitledto.co.uk). Older people can visit ageuk.org.uk and search 'benefits calculator'. The Council can also check you're receiving all of the benefits to which you're entitled, and help you claim.

FOR MORE INFORMATION:

Fill out this online form bit.ly/MoneyHubHackney or visit a Hackney library or the Hackney Service Centre, in Reading Lane, Hackney Central, for support filling it out or call: **020 8356 3111**

National Databank

The National Data Bank is giving free mobile data to people who can't afford their internet connection.

FOR MORE INFORMATION:

Find out if you are eligible here: bit.ly/national-data-bank

Pension credit

If you are over the state pension age and on a low income, you can get help, such as: housing benefit; support for mortgage interest payments; council tax discount; help with NHS dental treatment; and help with heating costs.

FOR MORE INFORMATION:

Search '**claim pension credit**' or call **0800 99 1234**. Textphone: **0800 169 0133**. Relay UK (if you cannot hear or speak on the phone): **18001** then **0800 99 1234**

Debt or rent arrears

The Council can help you manage your accounts, and deal with debt.

FOR MORE INFORMATION:

Contact: **020 8356 3100**

Maternity grant

The Sure Start Grant can help if you are expecting your first child. You could be eligible for a one-off payment of £500 to help towards the costs of having a child.

FOR MORE INFORMATION:

Search '**Sure Start maternity grant**'

Childcare costs

There are various types of financial help for families to meet their childcare and other costs. This includes free childcare.

FOR MORE INFORMATION:

Search: '**Hackney childcare**'

Prescriptions

If you struggle to pay for your prescriptions, you might be eligible for free prescriptions.

FOR MORE INFORMATION:

Visit: bit.ly/NHS-prescriptions



3. Food and free meals

Free school meals

If you need help with the costs of school meals you may be eligible to claim free meals if you are receiving benefits.

FOR MORE INFORMATION:

Search ‘**free school meals Hackney**’



Scan me for more info about free school meals

From September 2023 all primary school pupils will be offered free school meals for the academic year thanks to investment by the Mayor of London. This year, too, the Council has established a Free School Meals task force, aimed at providing a hot, healthy meal to as many children in poverty as possible in the long-term.

Even though free meals are coming from September it is still really important you register for free meals (if you are eligible) as this will allow your school to claim important extra funding

that will benefit your child.

Schools get extra funding, known as the ‘Pupil Premium’, for every child registered as eligible for a free school meal if their parents are receiving benefits.

Supermarkets

Supermarkets including Asda, Sainsbury’s and Morrisons are offering discounts and offers.

FOR MORE INFORMATION:

Find out more: bit.ly/help-for-households

Food banks

Hackney Foodbank provides emergency food parcels to anyone going through a temporary crisis or those trapped in poverty.

FOR MORE INFORMATION:

Call them on **020 7254 2464** (Mon-Fri, 10am-2pm).

Food projects

There are a number of community food projects offering people access to free or low cost, healthy meals.

MONDAYS:

The Jago

Free food parcels. Noon to 3pm.
440 Kingsland Road, E8 4AA.
Call **020 7683 0438**

North London Action for the Homeless

Vegetarian three course meal.
Noon to 1pm. St Paul's Church,
Stoke Newington Road, N16 7UE

Idia's Community Kitchen

Hot breakfast, tea and coffee with a variety of bakery items and sandwiches to take away. 10am-1pm. Fellows Court Community Centre, 86 Weymouth Terrace, E2 8LR

St Monica's Parish Food Shelter

Free hot meals, 6pm-7pm. St Monica's Church, 19 Hoxton Square, N1 6NT

TUESDAYS:

Stokey Community Food Shop

Fresh food and essentials. Noon to 2.30pm. Our Lady of Good Counsel Church, 24 Bouverie Road, N16 0AJ

St John Soup Kitchen

Fresh food and essentials, and a hot meal. 6.30pm-8.30pm.
2A Gloucester Drive, N4 2LW

Idia's Community Kitchen

Hot breakfast, tea and coffee with a variety of bakery items and sandwiches to take away. 10am-1pm. Fellows Court Community Centre, 86 Weymouth Terrace, E2 8LR

Gascoyne1 Community Centre

Community lunch. 1pm-3pm.
Gascoyne 1 Community Centre,
Gascoyne Road, E9 7FA.
Tel: **07774 930 516**.

Connecting all Communities

Food parcels and hot meals served/delivered. 9am-2pm.
Banister House, Homerton High Street, London, E9 6BN.
Registration needed, please contact **020 3633 5550** or info@cac-cic.org

Made in Hackney

Pre-cooked meals delivered to vulnerable families. Deliveries are on Tuesdays and Thursdays. To refer yourself or someone else call **03337 721 826**

WEDNESDAYS:

Gascoyne 2 Seniors' Meal

Chair-based exercise and community lunch. 11am-2pm. Gascoyne 2 Community Hall, Wick Road, E9 5AY. Tel: **07482 320 992**

Lighthouse

Drop-in Lunch. Noon to 2pm. SAINT, St Luke's Church, Homerton Terrace, E9 6RT

North London Action for the Homeless

Vegetarian three course meal. 6pm-7.30pm. St Paul's Church, Stoke Newington Road, N16 7UE

Connecting all Communities

Healthy lunch service and wellness exercise sessions. 9am - 2pm. Whitmore Community Centre, 2-4 Phillipp St, Whitmore Estate, London N1 5NU. Registration needed, please contact **0203 633 5550** or info@cac-cic.org

THURSDAYS:

2nd Chance Café

Soup and cakes. Pay what you can. 11am-2pm. St Mary's Centre, Stoke Newington Church Street, N16 9ES

Foodcycle Hackney

Free community meal. 12.30pm. New Kingshold Community Centre, 49 Ainsworth Road, E9 7LP

Lighthouse

Drop-in Lunch & Activities noon to 2pm. SAINT, Shoreditch Church, Shoreditch High Street, E1 6JN

Made in Hackney

Pre-cooked meals delivered to vulnerable families. Deliveries are on Tuesdays and Thursdays. To refer yourself or someone else call **03337 721 826**

FRIDAYS:

Idia's Community Kitchen

Groceries including fresh and tinned foods to take away, and a hot meal. Noon to 1.30pm. Fellows Court Community Centre, 86 Weymouth Terrace, E2 8LR. £3 donation payable with cash or card which will contribute towards their running costs. Please bring your own carrier bags.

2nd Chance Café

Soup and cakes. Pay what you can. 11am-2pm St Mary's Centre, Stoke Newington Church Street, N16 9ES

St Mary of Eton Church Hall

Chair-based exercise and community lunch. 11am-1pm St Mary of Eton Church Hall, Eastway, E9 5JA (entrance on Wick Road). Tel: **07482 320 992**

Woodberry Aid Community Shop

Fresh food and essentials. Noon to 2pm. Unit A, Hartingtons Court, Coster Avenue, N4 2WQ

Connecting all Communities

Hot drinks, food parcels, hot meals and games. 9am-2pm. Whitmore Community Centre, 2-4 Phillipp St, Whitmore Estate, London N1 5NU. Registration needed, please contact **020 3633 5550** or info@cac-cic.org

Hackney Showroom

Friday Lunch Club - Free community meal for those aged 60+. Noon to 2pm. 4 Murrain Rd, Finsbury Park, London N4 2BN

SATURDAYS:

Rise 365 & Made Up Kitchen

Six bags worth of fresh groceries including bread and cakes, tins, fresh fruit and vegetables, meat/fish and more for £10. Every Saturday 1pm-4pm. Kingsmead Community Centre, 9A Kingsmead Way, London E9 5QG

SUNDAYS:

Refugee Community Kitchen Hackney

Hot meal to take away. 7pm-8pm. Outside Bethnal Green Station

Urban Table

Hot meal. 1.30pm-3pm
Round Chapel Old School Rooms,
CPURC, 2 Powerscroft Road
E5 0PU

Akwaaba

Hot meal available every second Sunday of the month at Sunday social centre for migrants. 2pm-5pm. Stoke Newington Secondary School and Sixth Form, Clissold Road, N16 9EX. All migrants welcome!

Idia's Community Kitchen

Groceries including fresh and tinned foods to take away, and a hot meal. 3pm-5pm. Fellows Court Community Centre, 86 Weymouth Terrace, E2 8LR. £3 donation payable with cash or card which will contribute towards their running costs. Please bring your own carrier bags.



Community lunches

There is a network of 12 lunch clubs in Hackney run by community organisations, supported by Hackney Council. They offer low cost meals and activities for residents aged 55 and over. For more information contact the lunch clubs directly:

- **An Viet Foundation** (Vietnamese), 28-32 Ellingfort Road, E8 3PA, **020 8986 6171**
- **Chats Lunch Club** (Caribbean), 99 Chatsworth Road, E5 0LH, **07852-572-096**
- **Hackney Caribbean Elderly Organisation** (Caribbean), 39 Leswin Road, N16 7NX, **020 7923 3536**
- **Hackney Chinese Community Services** (Chinese), 28-32 Ellingfort Road, E8 3PA, **020 8986 6171**
- **Hackney Cypriot Association** (Cypriot), 5 Balls Pond Road, N1 4AX, **0207 254 7920**
- **Halkevi** (Kurdish/Turkish), 31-33 Dalston Lane, E8 3DF, **020 7249 8855**
- **Holly Street Luncheon Club** (General), 331 Queensbridge Road, London E8 3LA, **020 7923 1282 / 07831-583-343**

- **Hot Line Meals Lunch Club** (Jewish/Kosher), Schonfeld Square Care Home, N16 0QQ (for residents only), **020 8800 0414**
- **Lunch Up, Woodberry Down Luncheon Club** (General), Redmond Community Centre, Kayani Ave, Woodberry Down, N4 2HF, **020 8802 7580 / 07804-693-461**
- **Nightingale Luncheon Club** (General), 19 Olympus Square, Nightingale Estate, E5 8PL, **020 8985 1309**
- **North London Muslim Community Centre** (Muslim/South Asian), 66-68 Cazenove Road, London N16 6AA, **020 8806 1147 ex4**
- **Centre 151 – VLC Pho Club** (Vietnamese), 151 Whiston Road, E2 8GU, **020 7739 3650**

Healthy Start Vouchers

People who are more than 10 weeks pregnant or have a child under four, can get help from the NHS to buy healthy food and milk.

FOR MORE INFORMATION:

You can check your eligibility and apply by emailing: healthy.start@nhsbsa.nhs.uk; calling **0300 330 7010**; or visiting bit.ly/healthy-start-Hackney

Rose vouchers

Rose vouchers help families on low incomes buy fresh fruit and vegetables. To be eligible, families need to meet the criteria for the Healthy Start voucher scheme.

FOR MORE INFORMATION:

Call: **01252 726 171** or
[www.alexandrarose.org.uk/
rose-vouchers/](http://www.alexandrarose.org.uk/rose-vouchers/)

Lidl

Pick up a 5kg veg box for £1.50. You can find them by the checkout area, subject to availability.

Too Good To Go

The app lets you buy and collect 'Magic Bags' filled with surplus food at a reduced price from cafes, restaurants, hotels, shops and manufacturers. You can set an address radius.

FOR MORE INFORMATION:

Visit: toogoodtogo.co.uk

Olio

The app provides a platform for you to share unwanted food and other items with your community or to pick up leftover goods from stores or catering suppliers for free.

FOR MORE INFORMATION:

Visit Olioex.com

NoWaste

The app allows you to scan receipts and barcodes, log your weekly shop, make lists of what you already have, plan meals and receive automatic reminders about when food items are going to expire.

FOR MORE INFORMATION:

Visit nowasteapp.com

Second Chance cafe

Pay as much as want cafe at Second Chance cafe in Stoke Newington.

FOR MORE INFORMATION AND OTHER PROJECTS:

Visit: [2ndchancecafe.co.uk/
ourprojects](http://2ndchancecafe.co.uk/ourprojects)

4. Free activities

Activities for kids and young people

Free activities every half term across Hackney.

FOR MORE INFORMATION:

visit: bit.ly/half-term-Hackney You can also sign up to the Young Hackney newsletter for regular things to do for young people here: hackney.gov.uk/newsletters

Swimming

Free swimming in Hackney: Under 18s, over 60s, disabled people and their carers can swim for free at Britannia Leisure Centre, Clissold Leisure Centre and Kings Hall Leisure Centre. Disabled people and their carers can also swim for free at London Fields Lido.

FOR MORE INFORMATION:

Search '**Hackney free swimming**'

Walking groups

Walkingtogether is a programme of weekly and monthly walks around Hackney. First come, first served. Some walks are restricted to older people or those who are managing health issues such as diabetes or a stroke.

FOR MORE INFORMATION:

For more, visit: hackney.gov.uk/walking or call **020 8356 3111**

Healthier Together Hackney

Three-month free gym membership for those managing their weight. You need to be referred by a health or social care professional. The programme is delivered at local Better Gyms and includes information and support with nutrition, physical activity and healthy lifestyle advice.

FOR MORE INFORMATION:

For more information, call **020 3903 7245** or HTHS@gll.org

Free cycle training

Cycling can be a cheaper and healthier way to get around. The Council offers free individual or group cycle training sessions.

FOR MORE INFORMATION:

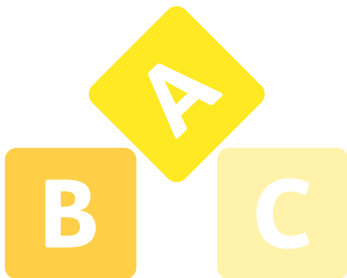
Visit: hackney.gov.uk/cycle-training

Hackney Libraries

Free to visit, open to everyone and have free wifi. You can use them to read books, charge your phone, and browse the internet. Most also have study spaces and are open until 8pm in the evening and they all run free activities for toddlers, children, adults and families.

FOR MORE INFORMATION:

More: hackney.gov.uk/libraries



Help at Libraries Community Library Service

If you or someone you know can't access your local library due to temporary or permanent illness, a disability or caring responsibilities, we can deliver books, audio books, e-books, DVDs, CDs and jigsaws to your home. The Community Library Service is free and users receive a visit every four weeks.

FOR MORE INFORMATION:

Register at hackney.gov.uk/community-library-service call us on **020 8356 4577** or **020 8356 4831** or email us at home.visitlibrary@hackney.gov.uk

Need a warm coat?

Pick up a coat or donate a coat for someone who needs one at one of our Kind Coat Libraries: Stoke Newington, Homerton, Shoreditch, Stamford Hill, Dalston CLR James, Hackney Central and Clapton.

FOR MORE INFORMATION:

More: lovehackney.uk/libraries-warm-welcome

5. Jobs and training

Employment support

The Council has a team which helps people find work placements, apprenticeships and employment; as well as help with CVs, job applications, and interview preparation.

FOR MORE INFORMATION:

Call: **020 8356 5700**; or email: **hackneyworksinfo@hackney.gov.uk**

Current job opportunities: **bit.ly/Hackney-jobs**

Adult learning

If you are 19 and over you could benefit from one of the many courses run at various locations across the borough by qualified teachers who will help you achieve your goals. Family-friendly courses are also available where you and your children can learn new skills together.

FOR MORE INFORMATION:

Call: **020 8356 5055**; or email **iag@hackney.gov.uk**.

Volunteering

If you would like to help other residents cope with the emotional, mental and physical challenges presented by the cost of living crisis, you could become a volunteer.

FOR MORE INFORMATION:

You can register with Volunteer Centre Hackney on **020 7241 4443** or visit **www.vchackney.org/volunteer**.



6. Housing costs and homelessness

Rent

People experiencing temporary difficulty paying their rent can apply for a discretionary housing payment.

FOR MORE INFORMATION:

Visit: bit.ly/MoneyHubHackney or call: **020 8356 3399**.

Housing options and advice

The Council can help prevent homelessness and help people find settled housing.

FOR MORE INFORMATION:

Go to: hackney.gov.uk/housing-options; Call: **020 8356 2929**; Or **020 8356 2300** after 6pm.

Tenancy problems

If Council tenants experience tenancy problems, talk to us and we can help.

FOR MORE INFORMATION:

Contact your local housing officer on: neighbourhoods@hackney.gov.uk or call: **020 8356 3330**.

Leaseholders problems

We can help leaseholders having issues paying their service charge or major works bills or those who want to amend their payment plans.

FOR MORE INFORMATION:

Email: service.charges@hackney.gov.uk or call: **020 8356 2299**.



7. Additional help and advice

City and Hackney 24 Hour Mental Health Crisis Helpline

FOR MORE INFORMATION:

Confidential, expert advice and guidance on freephone
0800 073 0006

Hackney Council website

If you need help and advice at any time, there is a handy guide of local organisations that may be able to help you with different things

FOR MORE INFORMATION:

Visit the Hackney Council website at bit.ly/Hackney-support You can also call our prioritised support line on
020 8356 3111

Scams

If you think you have been a victim of fraud, report it to Action Fraud

FOR MORE INFORMATION:

Call **0300 123 20 40** or by visiting: www.actionfraud.police.uk.

Legal advice

Hoxton Trust

Hoxton Trust offers free legal advice on a variety of issues including welfare, benefits, debt, housing, employment, consumer and education issues.

FOR MORE INFORMATION:

For more details, contact them on **020 7613 4174** or reception@hoxtontrust.org



Hackney Community Law Centre

Hackney Community Law Centre provides free and independent legal advice and representation to people living, working or studying in Hackney. Services include advice and support with debt, housing, welfare benefits, immigration and visa issues.

FOR MORE INFORMATION:

New clients can call their advice line on **020 8985 5236** between 10am and noon Monday-Thursday.

Here to help



Accessibility statement.

If you require this document in a different format, please email consultation@hackney.gov.uk

We will consider your request and get back to you in the next five working days.