

Help at hand:

A guide to the support available for Hackney residents during the cost of living crisis



**Financial
help**

**Health and
wellbeing**

**Help with
food and
groceries**

**Energy
bills**

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Household budgets for many people across Hackney are severely under strain due to the cost of living crisis we are facing.

We are seeing the cost of everyday essentials such as food, fuel, and housing rise faster than average incomes - leaving people with tough decisions about how to cover their bills.

These are extremely challenging times for us all. However, Hackney Council is making a package of support available, designed to help those most in need and who are facing the starkest of choices.

On top of the support outlined in this guide, we are ensuring we are working as smartly and effectively as possible across the Council and with our local partners to ensure you get the financial help and support you are entitled to and need, in the quickest and most efficient way.

This includes the Household Support Fund which since April has seen us distributing £2.8 million of Government funding to target support to those in our community struggling with the cost of food, clothing, housing, and energy and water bills. This has seen us provide help to families with children on free school meals, senior citizens living in deprivation and people living in temporary or supported accommodation.

Additionally, we have been supporting community groups and food networks - such as Hackney Foodbank - to further strengthen the assistance on offer to everyone across the borough.

We want to ensure as many residents as possible apply for the benefits they are entitled to, and to work with those struggling to pay their bills to create affordable payment plans.

This booklet is designed to be a practical guide to the support already announced by the Council, Government and others and the additional support with your bills, as well as your health and wellbeing, on offer now or over the coming months.

I urge anyone experiencing any difficulties to use this booklet and to apply for the help they need as soon as possible.



Mayor Philip Glanville



1 Financial support

Support for everyone

Hackney Council website - Up to date information the latest on the financial support available can be found at hackney.gov.uk/hackney-money-help

Council Tax reduction - you can claim a reduction of up to £80 a month on your Council Tax bill if you are experiencing financial difficulties or on a low income.

 To make a claim visit hackney.gov.uk/council-tax-reduction-claim or call **0208 356 3399**. People claiming Universal Credit need to apply separately for this.

Discretionary Hardship Grant - This can help towards the costs of food, utilities, household items, travel, and phone and internet access for those who have suffered a sudden financial shock or face unexpected costs and require emergency help. You must already be receiving Council Tax Reduction and still be in hardship to receive this payment. It is awarded on a case-by-case basis.

 For advice and guidance, call **0208 356 3000** and ask to apply for 'discretionary crisis support'.

You can also find out more and apply at hackney.gov.uk/discretionary-hardship-scheme

Government support on energy

- The Government has announced an Energy Price Guarantee limiting the amount a supplier can charge for a unit of energy. This means from 1 October a typical household will pay no more than £2,500 per year for the next two years.

This is in addition to the £400 payment households will receive under the Government's Energy Bills Support Scheme. This will be credited to your energy bill, and will be paid from October onwards and spread over six months. Direct debit and credit customers will have the money credited to their account, while customers with pre-payment meters will have the money applied to their meter or paid via a voucher.

Support for households on low incomes

Government support - Households on means-tested benefits will have received the first of two cost of living payments from the Government totalling £650. The first instalment of £326 was paid in

July and the second instalment will be made by the Department of Work and Pensions in the autumn.

Energy bills - Those struggling with energy costs may have received additional support through Government-funded grants aimed at helping those who:

- are on low income and not eligible for the £150 Council Tax rebate scheme
- have received the £150 rebate and are on low income.

We have been proactively contacting people on low incomes who may have been able to benefit from this scheme.

Discretionary Housing Payments - these help those experiencing difficulty with housing costs where their rent is not met in full by housing benefit or universal credit and they have a temporary situation which makes it difficult to pay their rent.

 For more information and to apply visit hackney.gov.uk/hackney-money-help

The Mayor of London's Warmer Homes programme - The Mayor of London's Warmer Homes programme provides free heating, insulation and ventilation improvements for low income Londoners who own their own homes or rent privately. Grants

of between £5,000 and £25,000 are available to eligible low income homeowners and private tenants, with funding amounts depending on your existing energy efficiency rating, your tenure and your current fuel type (i.e. gas, electricity, oil or LPG). Applicants need to provide information showing they are (or their tenant is) eligible and details about the property.

 For more information visit www.london.gov.uk/what-we-do/housing-and-land/improving-quality/warmer-homes

Support for disabled residents

If you are in receipt of disability benefits including Personal Independence Payment and Disability Living Allowance, you will receive an additional £150 in September. This is known as the Disability Cost of Living Payment.

Support for pensioners

Winter Fuel Payment - All pension-age residents should be in receipt of the Winter Fuel Payment to help towards heating bills. You will get your payment automatically if you're eligible and either get the State Pension or are in receipt of other social security benefits (not Housing Benefit, Council Tax Reduction, Child Benefit or Universal Credit). An additional £300 will be paid

in November and December to those receiving the benefit.

 For more information on Winter Fuel payments visit www.gov.uk/winter-fuel-payment or call **0800 731 0160**.

Household Support Fund - Pensioners receiving Council Tax Reduction, who apply for the Council Tax Energy Rebate will receive an additional £75 payment from our Household Support Fund so could receive up to £255 in total.

 To apply visit hackney.gov.uk/ct-rebate or call **0208 356 3111** between 10am and 4pm Monday to Friday.

Pension Credit - if you are over the State Pension age and on a low income, this gives you extra support with your living and housing costs. If you receive Pension Credit you can also get other help, such as:

- Housing Benefit;
- Support for mortgage interest payments;
- a Council Tax discount;
- a free TV licence if you're aged 75 or over;
- help with NHS dental treatment, glasses and transport costs for hospital appointments;

- help with your heating costs through the Warm Home Discount Scheme;

You can apply for Pension Credit up to four months before you reach the State Pension age. Eligible claims made after you reach state pension age will only be backdated by three months.

 If you have already applied for your state pension you can apply for Pension Credits by visiting apply-for-pension-credit.service.gov.uk/start or by calling **0800 99 1234**.
Textphone: 0800 169 0133.
Relay UK (if you cannot hear or speak on the phone): 18001 then 0800 99 1234.

Good to know

You can also get help with your application by calling us on **0208 356 3111**. We are seeking to identify people who may be eligible for this so if you do receive a text from us it is not a scam. However, if you are concerned and want to check, please call us to check.

Support for Council tenants and leaseholders

Debt/rent arrears - if you are facing debt or rent arrears, do not be tempted to approach a loan shark or take a payday loan. Our staff can help

you manage your accounts and help and advise on benefits and dealing with debt.

 If you are struggling contact us as soon as possible on **0208 356 3100**.

Hackney Resident Sustainment

Team - works with Council tenants at risk of losing their tenancy or lease. Working with partners, they seek to help tenants keep their homes through early intervention. People are referred to the scheme for support. If you feel you benefit from their help speak to the professional advisors you are working with.

 If you are not working with a professional but feel the team can help contact your local housing officer on neighbourhoods@hackney.gov.uk or **0208 356 3330**.

Hackney Financial Inclusion Team

supports Council tenants make the best use of the income and tackle their debt through developing tailored support plans or signposting them to other services who can help.

 If you would like to be referred to the service, contact Income Services on **0208 356 3100**.

Leaseholders - Leaseholders having issues paying their Service Charge or Major Works bills or want to amend

their payment plans should contact our Income Disputes Officers to discuss potential options.

 You can contact the Homeownership Services team on service.charges@hackney.gov.uk or call **0208 356 2299**.

Better Broadband - Through this initiative the Council has worked with broadband providers to ensure packages are on offer to enable people on lower incomes to benefit from full fibre broadband. Once an estate is connected as part of the scheme, the providers will directly advertise broadband services to residents, who can choose whether or not they wish to take up any of the offers available.

 To find out more, visit: www.hackney.gov.uk/broadband



2. Energy costs advice

The London Energy Saving Squad Ltd (LESS) - promotes energy

sustainability and efficiency by giving advice, information and support to residents on their home energy use and carbon footprint. Their staff speak a range of languages so they are able to support Hackney's multicultural communities. They can provide advice on:

- Information on damp, mould and condensation
- Information on ventilation
- Energy top tips
- Information on heating controls
- Bill switching

 Contact LESS' free line on **0800 915 3575**.

Getting the best energy deal - if you pay your energy supplier directly - including through a prepayment meter - for your gas or electricity you have the right to switch suppliers. This could help you get on the most cost-effective energy tariff for you and save you money. Often the new supplier deals with all the admin bits for you. You don't need to worry about an interruption to your energy supply either. You may not even have to switch suppliers to get a better deal - you can call your current

supplier and ask what other deals they can offer.

Priority Services Registers -

Vulnerable residents can sign up to this service with their energy company to ensure they get priority help and support if there is an issue with their supply.

 You can apply to sign up to this register by contacting your supplier or network operator. Information is available in a range of formats including braille, large print or different languages and more information can be found on the Office of Gas and Electricity Markets. (OFGEM) website www.ofgem.gov.uk/getting-extra-help-priority-services-register

Good to know

If you are a Hackney resident, you can call the Hackney energy advice line team on **0800 281 768** (Mon-Fri 9 am to 5 pm) for specialist advice, or you can also use the London Fuel Switch energy switch calculator on www.energylinx.co.uk

British Gas - offer support through their Energy Trust and have grants for customers of both British Gas and other suppliers. For more information see www.britishgasenergytrust.org.uk/grants-available

E-On Next Energy Fund - There are two ways this fund can help and support people. It can either help customers with help paying their bills or to replace broken electrical appliances. See <https://www.eonnextenergyfund.com/> for more information

OVO Energy - offer a range of support. For more information visit www.ovoenergy.com/help/debt-and-energy-assistance

Good to know

Switching to energy-efficient light bulbs (one bulb can save up to £100 over its lifetime) or unplugging devices when not in use (except the fridge) can help reduce your bills. Additionally, if you are on a low income, are over 60, have children under 16, a disability or a health condition, you may qualify for financial and other help to pay your bills from your energy suppliers. Contact LESS who can help you identify any grants that may be available to you.



3. Water costs support and advice from Thames Water



WaterHelp - If your total household income - including allowances and benefits (including Housing Benefit but excluding disability benefits) - is below £20,111 you could qualify, subject to eligibility checks. Over 6,000 Hackney households have so far qualified, receiving a 50% discount on their entire water bill.

Financial support schemes - As well as discount on bills, Thames Water offer other financial support schemes, including a:

- scheme to cap bills for those on a water meter who either have a water dependent medical condition or three or more children under 19;
- Payment Matching scheme for those who may struggle to pay their older water debt;

- Hardship Fund (courtesy of the Thames Water Trust Fund) that can help the most deprived households with white goods and other support;
- range of payment plans if you are struggling to pay your current bills and / or in arrears.

Priority Services Register - similar to the electricity priority service, this ensures priority help is given to customers with mobility and other challenges or a medical need for water, should there ever be a problem with their supply. Information is available in a range of different ways including braille, large print or different languages and Thames Water also offer a doorstep password service if you are concerned about bogus callers.

Water meters - if you want a water meter contact Thames Water to see if one can be installed. It is not always possible to install water meters in all Hackney Council homes. If a water meter cannot be installed, you can request an Assessed Household Charge tariff. This will base your water bill on the average amount people in similar properties use.

Contacting Thames Water -

Call free phone **0800 009 3652**
between 8am-8pm Monday to
Friday or 8am-1pm on Saturday. You
can also visit their website:

[www.thameswater.co.uk/
helptopay](http://www.thameswater.co.uk/helptopay)

Important information for Council tenants - The Council no longer charges tenants through their rents for water and wastewater services on behalf of Thames Water. This means that Council tenants are now responsible for making payments for their water directly to Thames Water rather than to the Council.

Good to know

By law, Thames Water can't disconnect the water supply of domestic customers even if you owe them money.



4. Help with your food and groceries



Healthy Start Scheme - An NHS scheme supporting people who are more than 10 weeks pregnant or have a child under four, to help to buy healthy food and milk. If you're eligible, you'll be sent a Healthy Start card with money on it that you can use in some UK shops, with credits added to the card every four weeks.

You can use your card to buy:

- plain liquid cow's milk;
- fresh, frozen, and tinned fruit and vegetables;
- fresh, dried, and tinned pulses;
- infant formula milk based on cow's milk.
- You can also use your card to collect Healthy Start vitamins – these support you during pregnancy and breastfeeding; vitamin drops for babies and young children – these are suitable from birth to four years old.

i You can check your eligibility and apply by emailing healthy.start@nhsbsa.nhs.uk, calling **0300 330 7010** or visiting their website services.nhsbsa.nhs.uk/apply-for-healthy-start/

The Rose Vouchers for Fruit & Veg Project - this helps families on low incomes to buy fresh fruit and



vegetables. To be eligible families need to meet the criteria for the Healthy Start voucher scheme. Eligible families receive £3 of Rose Vouchers every week for each child, or £6 if the child is under one year old. The vouchers can be obtained from local children's centres and can be used at Ridley Road Market, single stalls at Hoxton and Well Street, and at the following greengrocers in N16 - Fresh & Fruity at 151 Stamford Hill, Just Ripe in Oldhill Street, and Getters in Dunsmore Road.

Those eligible can collect the vouchers from:

- Comet Children's Centre, 20 Halcomb St, London N1 5RF;
- Linden Children's Centre, 86-92 Rectory Rd, London N16 7SH;
- Lubavitch Children's Centre, 1 Northfield Rd, London N16 5RL;
- Minik Kardes Children's Centre, Balls Pond Rd, London N1 4BW;
- Oldhill Children's Centre, Oldhill St, London N16 6LR;
- Sebright Children's Centre, Haggerston Park, Queensbridge Rd, London E2 8NP;
- Thomas Fairchild Children's Centre, Forston St, London N1 7HA;
- Woodberry Down Children's Centre, Springpark Dr, Woodberry Down, London N4 2NP.

 For more information call **01252 726 171** or visit www.alexandrarose.org.uk/rose-vouchers/



Hackney Foodbank provides emergency food parcels to anyone going through a temporary crisis or those trapped in poverty. They offer practical, immediate relief and can connect you with local organisations who can help with any wider issues you are facing.

 You can contact them on **0207 254 2464** (Monday- Friday 10am-2pm) to talk through your situation. For more information visit their website on hackney.foodbank.org.uk/contact-us/

 You can also call the Council's prioritised emergency food poverty line on **0208 356 3111** as we are a referral agency for Hackney Foodbank.



Community food projects and free meals

There are a number of community food projects offering people access to healthy and affordable food or providing free meals for vulnerable people.

Information on some of these can be found on the Hackney Foodbank website hackney.foodbank.org.uk/get-help/additional-support-in-hackney/local-places-to-get-free-food/ and include:



Mondays:

Children with Voice - Community Food Hub - Fresh food and essentials. Noon to 2.30pm. De Beauvoir Hub, 85 Downham Road, N1 5TR. Tel: **0203 369 0316**

The Jago - Free food parcels. Noon to 3pm (restarting 5 Sept 2022). 440 Kingsland Road, E8 4AA. Call **07398 146 026** to join WhatsApp group and for additional support

North London Action for the Homeless - Vegetarian 3 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:

Children with Voices - Community Food Hub - Fresh food and essentials. 11.30am to 3pm. CFH Prideaux Hub, 10 Church Crescent, E9 7DL
Tel: **020 3369 0316**

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 to 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 to 1pm Fellows Court Community Centre, 86 Weymouth Terrace, E2 8LR

Gascoyne1 Community Centre - Community lunch. 1pm to 3pm. Gascoyne 1 Community Centre, Gascoyne Road, E9 7FA.
Tel: **07774 930516**.

Connecting all Communities - Food hub, cultural hot meals, healthy eating and free weekly food parcel. Noon to 1pm. 1 Atkins Square, Dalston Ln, Lower Clapton, London E8 1FA. Registration needed, please contact **0203 633 5550** or info@cac-cic.org

Made in Hackney - We will deliver pre-cooked meals to vulnerable families. Deliveries are on Tuesdays and Thursdays. To refer yourself or someone else, fill in the form at madeinhackney.org/services/community-meal-service or call **03337 721826**

Wednesdays:

Gascoyne 2 Seniors' Meal - Chair-based exercise and community lunch. 11am to 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 3 course meal. 6pm-7.30pm. St Paul's Church, Stoke Newington Road, N16 7UE

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

Children with Voices - Community Food Hub - Ready-made meals to collect. Noon to 3pm De Beauvoir Hub, 85 Downham Road, N1 5TR.

Tel: **0203 369 0316**

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

Made in Hackney - We will deliver pre-cooked meals to vulnerable families. Deliveries are on Tuesdays and Thursdays. To refer yourself or someone else, fill in the form at madeinhackney.org/services/community-meal-service

or call **03337 721826**

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 to 2pm St Mary's Centre, Stoke Newington Church Street, N16 9ES

St Mary of Eton Church Hall - Chair-based exercise and community lunch. 11am to 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 - Food hub, cultural hot meals, healthy eating and free weekly food parcel. Noon to 1pm. 1 Atkins Square, Dalston Ln, Lower Clapton, London E8 1FA. Registration needed, please contact **0203 633 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 (restarting 26 August)

Sundays:

Children with Voices - Community Food Hub - Ready-made meals to collect. 1pm to 3pm. CFH Pedro Hub, 175 Rushmore Road E5 0HD.
Tel: **0203 369 0316**

Refugee Community Kitchen Hackney - Hot meal to take away. 7pm-8pm. Outside Bethnal Green Station

Urban Table - Hot meal. 1.30pm to 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 to 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 to 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 Lunch Clubs



Hackney Council for Voluntary Service (CVS) supports a network of lunch clubs which are financially supported by Hackney Council. The lunch clubs aim to improve the health and wellbeing of people aged 55 and over in Hackney and neighbouring boroughs. Their Lunch Clubs offer:

- Nutritious healthy two course lunches at affordable prices (ranges from free of charge to £5)
- Health and wellbeing sessions (e.g. nutritional advice from health professionals, massages)

- Movement and fitness classes (chair-based exercise, Tai Chi, line dancing etc.)
- Leisure activities (Bingo, Mah Jong, Backgammon/Tavla, Karaoke, discussions)
- Local outings, walks and trips to the seaside
- Advice and support services (e.g. signposting)
- Some of the activities may incur a small additional charge to the meal

 For general information about the Hackney Lunch Clubs programme, please contact: Rachel King, Lunch Clubs Development Coordinator Tel: **020 7923 1962** ext **8184** or email: rachel@hcv.org.uk You can also visit www.hcv.org.uk/lunch-clubs/

An Viet Lunch Club (Vietnamese) c/o Hackney Chinese Community Services

28-32 Ellingfort Road
London E8 3PA

020 8986 6171
info@hackneychinese.org.uk
Wing Kong Fung & Yan Ma

Monday, Wednesday, Friday
(9:30am-4:30pm)
Lunch served 12:30-1pm
BOOK AHEAD

Chats Lunch Club (Caribbean)

Clapton Park Methodist Church
99 Chatsworth Road
London E5 0LH

07852-572-096
chatslunchclub@yahoo.co.uk
Velma Bramble

Monday (12-1pm)
chair-based exercise
Thursday (11am-4pm)
coffee/lunch etc.
Lunch served 1:30-2pm
DROP IN

Hackney Caribbean Elderly Organisation (Caribbean)

39 Leswin Road
London N16 7NX

020 7923 3536
info@hackneycaribbean.org.uk
Lullyn Tavares

Tuesday, Wednesday,
Thursday. (10:30am-
3:30pm). Lunch served
1-2pm.**BOOK AHEAD**

Hackney Chinese Community Services (Chinese)

28-32 Ellingfort Road
London E8 3PA

020 8986 6171
info@hackneychinese.org.uk
Wing Kong Fung & Yan Ma

Monday, Wednesday, Friday
(9:30am-4:30pm)
Lunch served 12:30-1pm
BOOK AHEAD

Hackney Cypriot Association (Cypriot)

5 Balls Pond Road
London N1 4AX

0207 254 7920
hackneycypriotassoc@gmail.com
Cemile Goksan

Tuesday, Wednesday,
Thursday. (9am-5pm)
Lunch served 12-2pm
DROP-IN

Halkevi (Turkish, Kurdish)

31-33 Dalston Lane
London E8 3DF

07958-685-135
halkeviuk@googlemail.com
Yashar Ishmailoglu,
Devrim Yesiltas

Monday, Wednesday
(12-3pm). Lunch served
12:30-2pm. **DROP-IN**

Holly Street Luncheon Club (General)

331 Queensbridge
Road, London
E8 3LA

020 7923 1282
HS.LunchClub@aol.com
Nerine O'Connor

Monday, Wednesday, Friday
(9am-2pm). Lunch served
12:30-2pm. **BOOK AHEAD**

Lunch Up, Woodberry Down Luncheon Club (General)

Redmond Community
Centre, Kayani Ave,
Woodberry Down
London N4 2HF

07804-693-461
lunchup347@gmail.com
Lydia Batchelor

Tuesday. Lunch served 12:30-
2pm. **BOOK AHEAD**

Nightingale Luncheon Club (General)

19 Olympus Square
Nightingale Estate
London E5 8DS

020 8985 1309
noreen.nightingaleclub@gmail.com
Denise Northfield

Monday to Friday
(9:30am-1:30pm)
Lunch served 12-1:30pm
BOOK AHEAD

North London Muslim Community Centre, Elderly Social Club (Muslim, South Asian)

66-68 Cazenove Road
London N16 6AA

020 8806 1147 ext 4
admin@nlmcc.org.uk
Javed Isrolija

Weds 2pm (men)
Tues 2pm (women)
Lunch served - varies
BOOK AHEAD
(membership)

VLC Pho Club (Vietnamese)

Centre 151
151 Whiston Road
London E2 8BN

020 7739 3650
vietnamlaocambodia@yahoo.co.uk
Cam Tu Phan

Wednesday, Saturday
(10:30am-1pm)
Lunch served 12-1pm
DROP-IN

Good to know

We can support you in setting up a regular community meal or other regular food-related activities at your nearest community hall.



Contact the Council's Resident Participation team on

020 8356 7845 or email us at get.involved@hackney.gov.uk

Supermarket schemes

Morrisons - Kids eat free with one adult meal - when you purchase one adult meal costing over £4.99, you can get a child's meal free. It applies only to children aged 16 and under and it excludes all café specials. Kids' meals also include a piece of fruit and Tropicana Kids Orange or Apple drink or bottle of water. No end date has been announced for this deal.

Asda - Kids eat for £1 in the cafe

- You can get a kids hot or cold meal for just £1 in Asda cafes. The Kids Eat for £1 deal is available all day long until 31st December 2022

Sanitary products - If you are struggling with the cost of sanitary products you can go to any Morrisons customer service desk and ask for a package for 'Sandy' or a 'period product pack' to be given a free discreet envelope with sanitary products. For more information visit

www.morrisons.co.uk

OLIO Phone App - this is a free mobile phone app connecting neighbours with each other and volunteers with businesses so that surplus food can be given away for free rather than being left to go off or be thrown away.

More information can be found at olioex.com/

Cooking projects



Bags of Taste Hackney - Want to learn how to cook easy and low-cost tasty recipes? Bags of Taste Hackney offers qualifying residents a free, delivered, ingredients bag and course materials, containing the food for 7 meals (3 recipes) and all materials required to participate in their 2-week course.

 To find out more and register, call
Phone/text/Wapp **07788 651 042**
or email hackney@bagsoftaste.org

COMMUNITY



Shoreditch Trust's Community Kitchen - Free facilitated cook and eat groups

- Group cook and eat sessions, bringing people together to prepare and eat a meal together, taking part in discussions and activities on nutrition and cooking topics.

 For bookings and information, contact food@shoreditchtrust.org.uk or call **07541 032639**.

Made in Hackney - Free Community Cooking Sessions - This local community food kitchen runs free community cooking classes accessible to everyone with ingredients provided and often there are leftovers to take home, as well as donated surplus fruit and veg. The classes provide an opportunity to meet other people in your community with themes including cooking on a budget, bread making, healthy baking and international cuisines. Classes are suitable for people of all abilities.

 For more information visit madeinhackney.org/ or call **0208 442 4266**

They have also produced a Thrifty Feasts booklet that gives tips on how to shop and eat better and for less. It also includes easy recipes that are good for people and the planet
static.madeinhackney.org/pdfs/MIH-Thrifty-Feasts-II-Recipe-Book.pdf



Easy Chilli no Carne (serves 4)

Ingredients

400g can red kidney beans	55p
200g chopped vegetables (celery, carrot, peppers, mushrooms)	20p
400g can tomatoes	35p
750ml low salt vegetable stock	15p
1 onion	16p
2 cloves garlic	6p
4 tablespoons tomato puree	24p
1 tablespoon olive oil	5p
1 teaspoon ground cumin	5p
1 teaspoon cayenne pepper	5p
1 teaspoon smoked paprika	5p
Juice of a lime	30p
Fresh coriander to garnish	35p
2 tablespoons olive oil	5p
Brown rice, pasta or cous cous (cooked to packet instructions)	60p

TOTAL

£3.21

Method

1. Heat the olive oil in a saucepan, add the onion (chopped) and gently cook for 5 minutes on a medium heat or until softened.
2. add all the chopped vegetables, chopped garlic and spices. stir and cook for 5 minutes.
3. add the tomato puree, tinned tomatoes, vegetable stock and kidney beans. stir gently to combine everything.
4. Bring to the boil, cover pan and simmer for about 30 minutes or until the veg have cooked.
5. Cook the rice, pasta or cous cous to packet instructions.
6. add the lime juice a little at a time whilst tasting. Garnish with chopped coriander.

5. Help with your health and wellbeing

Free exercise and sport

Free swimming in Hackney - Under 18s, over 60s, disabled people and their carers can swim for free across the borough, all year round 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 see www.better.org.uk/london/hackney/hackney-free-swimming

Walkingtogether - is a programme of weekly and monthly walks around Hackney, delivered in partnership with the Ramblers. There are limited spaces on each walk and its based on a first come first served basis. Some walks are restricted to older people or those who are managing certain health issues such as diabetes or a stroke.



To register or check the walks available visit hackney.gov.uk/walking or call **0208 356 3111**.

Good to know

A regular 10 minute brisk walk can make you feel better in many ways – it can boost your energy, lift your mood, and help people with lower back pain or at risk of high blood pressure. It can reduce your risk of serious illnesses like heart disease and type 2 diabetes. Start with a 10 minute brisk walk a day and then see if you can gradually build up to more.

Healthier Together Hackney - The programme offers weight management and physical activity to support people in achieving their personal goals of losing weight or becoming more active. To join, people need to be over 18 and either a Hackney resident or registered with a Hackney GP. They can be referred to the service by their consultant, GP, practice nurse or any other health or social care professional who will need to complete a referral form.



For more information on the Healthier Together Hackney service please contact us on **0203 903 7245** or HTHS@gll.org

The New Age Games programme -

New Age Games is a sport and physical activity programme for Hackney residents aged 50 and over. It can help you increase the amount of exercise you do and sustain it, contributing to a healthy lifestyle.



Check for the latest programme of activities by calling our prioritised support line on **0208 356 3111** or checking their website on hackney.gov.uk/new-age-games

Good to know

Regular physical activity can reduce your risk of breast cancer by up to 20 %, dementia, depression and colon cancer by up to 30 %, cardiovascular disease by up to 35 %, type 2 diabetes by up to 40 % and hip fractures by up to 68 % (Public Health England).

East London NHS Foundation Trust Neighbourhood Mental Health Team

East London 
NHS Foundation Trust

What is your Neighbourhood Mental Healthteam?

Your Neighbourhood Mental Health Team is made up of different professionals who work together with you to think about the difficulties you have identified and would like support with.

We offer support with mental health, physical health and social care needs whilst taking into account your individual, cultural and spiritual needs. This might include psychological therapy, medication and/or support in accessing community-based organisations.

We recognise there are many factors that contribute to maintaining good mental health.

We are now offering a range of services from the neighbourhood that can help you with:

Mental Health

Physical Health

Employment

Housing

Leisure Activities

Relationships- Partner/Family/
Friendships

Personal Safety

Medication

Daily living practical help e.g. carer support, meetings

Drug & Alcohol support

Finances- e.g. support in accessing personal health budgets & benefits

Neighbourhood Mental Health Teams

Your Neighbourhood Mental Health Team offers non-urgent support. Call between Mon-Fri, 9am -5pm or email to arrange a call back from our team in the next few days.

Contact Tel: **020 3222 8003**

Email: **elft.CH-
neighbourhoodMHteams
@nhs.net**

For help in a crisis please contact:

NHS 111

Call for help if you have an urgent medical problem and unsure of what to do: Contact Tel: **111**

City & Hackney 24hr Crisis Line

For people of any age who requires urgent help with their mental health.

Contact Tel: **0800 073 0006**

Crisis Cafe

Drop in for a cuppa in a safe and supportive space when struggling or not coping with life.

Open 6-9pm, Monday to Friday; 12-4pm on Saturday and Sunday

Contact Tel: **07393 762 366**



6. Support with employment and skills

Hackney's Adult Learning Service

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

 Many of the courses are free. Find out more at opportunities.hackney.gov.uk/find-a-course/ or call **0208 356 5055** or email iag@hackney.gov.uk.

Hackney Works - a free employment support service helping Hackney residents to see what their job goals are, helping people with their CVs, job applications, interview preparation and finding suitable work placements, apprenticeships and employment. For more information call **0208 356 5700** or email hackneyworksinfo@hackney.gov.uk

Good to know

The Council's Adult Learning and the Resident Participation teams are working together to bring courses to community halls across the borough. If you would like to talk about bringing community classes to your nearest hall, call the Resident Participation team on **0208 356 7845** or email us at get.involved@hackney.gov.uk

Other useful links

 To view current job opportunities in and around Hackney opportunities.hackney.gov.uk/

To register for support with job search: app.opportunities.hackney.gov.uk/clients/new

To find out about training opportunities: opportunities.hackney.gov.uk/learn/

To subscribe to the Council's e-newsletters for more information hackney.gov.uk/newsletter

7. Helping others

Volunteer Centre Hackney -

Community organisations supporting vulnerable residents and families in need are always looking for volunteers. If you have any spare time you could volunteer to support a local initiative - helping you gain confidence and skills, meet new people and make a difference in your community. If you can give some of your time, whether it's a few hours a week or one day a month, contact Volunteer Centre Hackney on **0207 241 4443** or visit www.vchackney.org/volunteer

Digital Buddies - If you have basic digital skills and a few free hours each month, you could help support other people in your local community become more confident with using computers and getting online. We are looking for people to volunteer to become a Digital Buddy. Accredited training is provided.

 If you are interested call **07483 988 710** or email jackie.eastham@hackney.gov.uk

Train as a Walkingtogether walk leader -

To help us to encourage, engage and increase physical activity levels amongst our residents, we are seeking volunteers aged 16 or over who are friendly, approachable, enthusiastic and reliable. Training is provided and is a mix of online and face to face learning..

 To find out more and apply contact get.involved@hackney.gov.uk.

Hackney Council's Resident

Participation Team - the team works with residents living in Hackney Council homes to develop and run activities for the whole community on our estates and in our community halls. Among the activities that we hold are youth activities, exercise classes, community meals, computer and English lessons, crafts activities and gardening projects, with small grants available.

 If you live in a Hackney Council home and want to find out more or have an idea for a project that could help improve your community, call **0208 356 7845** or email get.involved@hackney.gov.uk

8. Getting additional help and advice

Support Services advice

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 visit the Hackney Council website at find-support-services.hackney.gov.uk/ You can also call our prioritised support line on **0208 356 3111**



Advice in Hackney website - provides information on where people can get help and advice on a range of issues including housing, employment, debt, immigration, welfare benefits or any other special legal or general problem.

 To find out more and search for the support needed visit www.hackneyadvice.org.uk/ or call **0208 985 5236**

Shoreditch Trust

Community Navigation Network (Shoreditch Trust) - is a group of voluntary organisations who support people finding the best way forward for their wellbeing, including individual, family support and advice.

 For more information, contact **0203 559 9234** or connect@shoreditchtrust.org.uk

General advice



Citizens Advice Hackney - Citizens Advice Hackney can help provide independent advice and offer telephone advice and limited face-to-face pre-booked appointments.

You can contact them on **0203 855 4472** or **0203 880 2023**, Monday to Friday 10 am to 4 pm - or you can also call the nationwide Citizens Advice Consumer Helpline for free on **0808 223 1133**.

Cost of Living Hub - The Mayor of London has set up a Cost of Living Hub to help people across the capital access information, financial support and advice to help manage household finances.

 More information can be found here www.london.gov.uk/what-we-do/communities/help-cost-living

Cost of living crisis survival guide - MoneySavingExperts and MoneySavers have created a guide with more than 90 ways to save on energy, broadband, TV streaming, furniture, water, council tax, food, fuel and more.

 You can find this guide here: www.moneysavingexpert.com/family/cost-of-living-survival-kit/

Government information about support available can be found at costoflivingsupport.campaign.gov.uk/

Benefits advice

You can speak to Citizens Advice Hackney about making sure you are receiving the benefits you are entitled to - and you can also find out more about benefits at gov.uk/browse/benefits

Housing advice

Hackney Housing Advice Contact Line - Provides advice on housing options based on your circumstances including:

- assistance with keeping your home - for example mediating with your landlord or your family member
- help to prevent you from becoming homeless
- support to help you move into privately rented home
- advice if you need supported housing

 Call **0208 356 2929** or from 6pm call **0208 356 2300**.

Shelter - Provides free independent advice, support & guidance on any housing or homelessness issues.

 For advice call **0344 515 1540** or email email: londonservices@shelter.org.uk. For more information visit www.England.shelter.org.uk

Legal advice



Hoxton Trust - offers free legal advice on a variety of issues including welfare, benefits, debt, housing, employment, consumer and education issues. They also offer drop-in sessions at their office and in some GP surgeries in Hackney.

 For more details, contact them on **0207 613 4174** or reception@hoxtontrust.org



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.

 New clients can call their advice line on **0208 985 5236** between 10am and noon Monday-Thursday, and listen for the options available.

Praxis - provides free immigration advice - including to residents with No Recourse to Public Funds - over the phone on Wednesday afternoons from 2pm to 4pm and on Thursday mornings from 10am to 12.30pm.



For more information call **020 7749 7608 / 020 7749 7605** or visit www.praxis.org.uk

Good to know

Calling advice lines and other services may incur charges. 0800 and 0808 numbers are free from landlines and mobiles. Standard rates apply for 01, 02 and 03 numbers, but these numbers may be included in your phone package.

9. Helpful contacts

Hackney Council money and advice line

0208 356 3111

Hackney Council Crisis Support Scheme

0208 356 3000

Hackney Council housing and repairs emergencies

0208 356 3691

Hackney Resident Participation Team

0208 356 7845 or email get.involved@hackney.gov.uk

Hackney Housing Advice Contact Line

0208 356 2929
or from 6pm call **0208 356 2300**

Reporting Scams

If you think you have been a victim of fraud, report it to Action Fraud by calling **0300 123 20 40** or by visiting www.actionfraud.police.uk.

City and Hackney 24 Hour Mental Health Crisis Helpline

Confidential expert advice and guidance on freephone **0800 073 0006**

London Energy Saving Squad

(LESS) - freephone **0800 915 3575**

Citizens Advice Hackney

0203 855 4472 (Monday to Friday, 10 am to 4 pm)

Hoxton Trust

0207 613 4174 (legal advice)

Hackney Foodbank

0207 254 2464
(Monday to Friday, 10 am to 2 pm)

Thames Water

free phone **0800 009 3652** (8 am-8 pm Monday to Friday, or 8 am-1 pm on Saturdays)

National Gas Emergency

If you smell gas or are worried about gas safety - Call the National Gas Emergency number on **0800 111 999** at any time, day or night.

Emergency Services - If you are seriously concerned about your own health or safety or that of others, call the emergency services on 999. Those who are deaf, hard of hearing or speech impaired can call the 999 textphone on 18000. If it is not a life-threatening emergency, you can call the NHS on 111, the Police on 101 and the local Fire Service on **0208 555 1200**

If you would like to find out what this document says please tick the appropriate box, put your name, address and phone number at the bottom of this page and return it to the address below.

Bengali

এই দলিলে কি লেখা আছে সে সম্পর্কে যদি আপনি জানতে চান তাহলে অনুগ্রহ করে উপযুক্ত বাঞ্ছা টিক দিন, এই পাতার নীচে আপনার নাম, ঠিকানা ও ফোন নম্বর লিখুন এবং এটি নীচের ঠিকানায় ফেরত পাঠান।

Somali

Haddii aad jeclaan lahayd in aad ogaato waxa dokumentigani sheegayo faclan calaamadi godka ku haboon, ku qor magacaaga, cinwaanka iyo telefoon lambarkaaga boggan dhankiisa hoose ka dibna ku celi cinwaanka hoose.

French

Si vous désirez connaître le contenu de ce document, veuillez cocher la case appropriée et indiquer votre nom, adresse et numéro de téléphone au bas de cette page et la renvoyer à l'adresse indiquée ci-dessous.

Spanish

Si desea saber de lo que trata este documento, marque la casilla correspondiente, escriba su nombre, dirección y número de teléfono al final de esta página y envíela a la siguiente dirección.

Kurdish

Ger hun dixwazin bizanibin ku ev dokument çi dibêje, ji kerema xwe qutika minasib îşaret bikin, nav, navnîşan û hejmara telefona xwe li jêrê rûpel binivîsin û wê ji navnîşana jêrîn re bişînin.

Turkish

Bu dökümanda ne anlatıldığını öğrenmek istiyorsanız, lütfen uygun kutuyu işaretleyerek, adınızı, adresinizi ve telefon numaranızı bu sayfanın alt kısmına yazıp, aşağıdaki adrese gönderin.

Polish

Jeśli chcesz dowiedzieć się, jaka jest treść tego dokumentu, zaznacz odpowiednie pole, wpisz swoje nazwisko, adres i nr telefonu w dolnej części niniejszej strony i przeslij na poniższy adres.

Vietnamese

Nếu bạn muốn biết tài liệu này nói gì hãy đánh dấu vào hộp thích hợp, điền tên, địa chỉ và số điện thoại của bạn vào cuối trang này và gửi lại theo địa chỉ dưới đây.

Urdu

اگر آپ یہ جاننا چاہتے ہیں کہ دستاویز میں کیا لکھا ہے تو ازراہ کرم مناسب باکس میں صحیح کا نشان لگائیے اور اپنا نام، پتہ اور فون نمبر اس صفحہ کے نیچے لکھئے اور اسے نیچے دیئے گئے پتہ پر واپس بھیج دیجئے۔

Chinese

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