

Winter Resilience and Cost of living support

from BCP Council and partners

Cost of living support



- As the cost-of-living increases, it is important to be aware of the **benefits, payments and support options** available to you from BCP Council and our partners
- There are local and national schemes that can help you with **rent, food, energy** and more

Citizens Advice BCP



- Worried? Need Advice? Get free advice from experts for benefits, housing, relationships and many more
- Citizen's Advice BCP has a **Community Advice Vehicle** which offers a community outreach service
- For venues and times of where you can drop by for support:
- Visit citizensadvicebcp.org.uk/cav/
- Or call **0808 2787 939**

Household Support Fund food and fuel vouchers

- **Short term** financial support for local households
- Food and fuel vouchers may be available for eligible residents
- Visit Citizens Advice BCP's website:
citizensadvicebcp.org.uk/hsf/
- Or call **0808 2787 939**



Worried about Money?

This leaflet has been put together by a number of partner agencies. It directs you to financial help and advice.

[Worried about Money?](http://worryingaboutmoney.co.uk)
[\(worryingaboutmoney.co.uk\)](http://worryingaboutmoney.co.uk)

Worrying about money?

Support is available in Bournemouth, Christchurch and Poole



Three steps to find options and places to get help

Step 1: What's the problem?

I suddenly have no money

- Lost job or reduced hours
- Money stopped
- Lost money
- Unexpected expense
- Disaster (e.g. flood or fire)
- Relationship breakdown
- Sanctioned (see option: 5)

See options 1 2 6

My money doesn't stretch far enough

- Deciding between food, fuel, and mobile credit
- Low income
- Zero hours contract
- Statutory Sick Pay too low
- Facing redundancy
- Not sure if eligible for support
- Change of circumstance

See option 1 2

I have debt

- Rent or Council Tax
- Gas and electricity
- Payday loans
- Owe friends or family
- Benefit repayments

See option 3

I am waiting on a benefit payment or advance

- New claim for benefit
- Payment delayed
- Waiting for decision

See options 1 4

Energy and household bills support



- residents may be eligible for more than they think
- Ridgewater Energy / Local Energy Advice Partnership (LEAP) scheme provides advice and assistance:
 - loft and cavity wall insulation grants
 - Energy Advice Home visit to advise on ways to reduce their bills, access energy saving advice, and in some instances provide a new boiler
 - [LEAP Home Visit | Ridgewater Energy](#)
- call 01202 612726 / Info@ridgewaterenergy.co.uk
- visit bcpcouncil.gov.uk/costofliving/ to find out more

Dorset & Wilts Fire and Rescue Service – Safe and Well visits

- free Safe & Well visit and advice
 - can include home visit and the provision of smoke and carbon monoxide detectors
 - residents can self-refer, or referrals via a family member or professional
 - call FREE on 0800 038 2323 (leave a message and someone will call you back), or
 - visit www.dwfire.org.uk/safe-and-well-visits
- #Save Safely winter campaign
 - www.dwfire.org.uk/safety/save-safely/



Access to Food Partnership

A vision for Bournemouth, Christchurch and Poole where everyone can feed themselves, and their family, nutritious food, all of the time.

www.bcpCouncil.gov.uk/accesstofoodpartnership



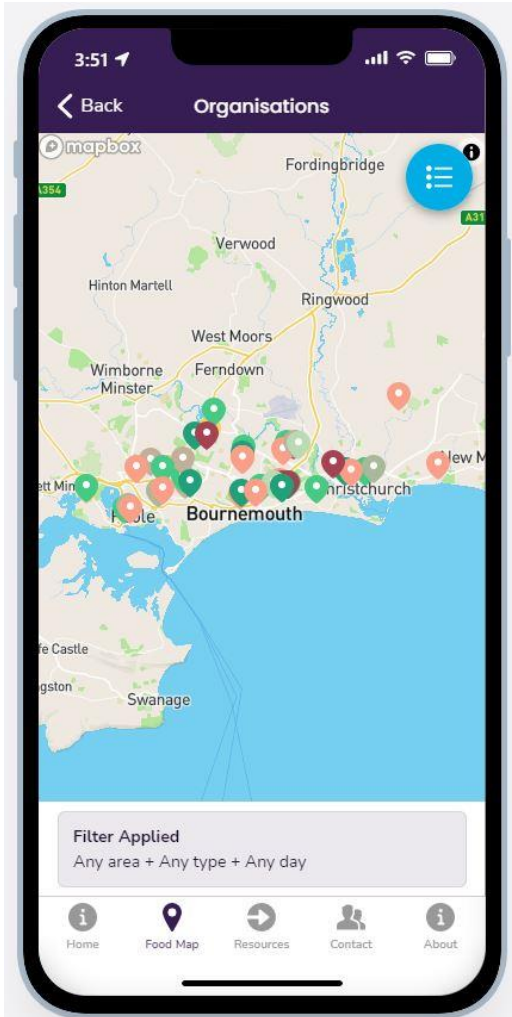
Worried about food?

- **Foodbanks** – Providing emergency food parcels and other support through their community hubs
- **Social Supermarkets and Pantries** – Making your money go further with subsidised shopping
- **Community Fridges** – Reducing food waste through public fridges stocking free food
- **Community meals** – Coming together at various venues for a Hot meal and a friendly welcome



BCP Access to Food map

- This map shows the variety of **community food support** available in your area and how you can access it
- Download the map onto your phone by visiting bcpcouncil.gov.uk/accesstofoodmap
- Or scan the QR code below



Warm welcome spaces

- We have venues across Bournemouth, Christchurch and Poole that you can visit to **keep warm and feel welcomed**, meet others, join activities and get a warm drink or meal
- Visit our website for the list of venues:
bcpcouncil.gov.uk/warmwelcomespaces/
- Or pop into your **local library or Family Hub** for more information





Family Information Directory

Family information service helps with a range of matters relating to family life. If you are a parent, grandparent or carer and have a question we are here to help.

Family Information Directory or 01202 093131

[Family Information Directory \(bcpcouncil.gov.uk\)](http://bcpcouncil.gov.uk)

If you're looking after someone We are here for you!



Talk to us if a friend or relative relies on your help for everyday tasks.
You could benefit from:

- Support and advice
- Regular newsletters
- Carers' discount card
- Carers' events
- Respite breaks
- Carers Choir



For more information, get in touch:



www.crispweb.org



01202 128787



carersupport@bcpcouncil.gov.uk

Health and wellbeing support



- Support and information is available if you are worried about your health and wellbeing during this time
- You can self-refer to Dorset mental health support through 'Steps2Wellbeing': steps2wellbeing.co.uk/
- Dorset Mind is a charity that provides a variety of support options across Dorset: dorsetmind.uk/
- You can find a full list and details of organisations at [Health and wellbeing \(bcpcouncil.gov.uk\)](https://bcpcouncil.gov.uk/health-and-wellbeing)



#TogetherWeCan



Thank you

**For further information please pick
up a leaflet from reception or
call into your local library**



#TogetherWeCan

