

Merry Christmas **Barking and Dagenham**



As the festive season approaches, we know this Winter will be tough for many people. We're here to help - find out how the council and our partners can support you with energy costs, money worries, food and your wellbeing.

W lbdd.gov.uk/cost-of-living-support

T [@lbbdcouncil](https://twitter.com/lbbdcouncil)

F [barkinganddagenham](https://www.facebook.com/barkinganddagenham)



**PLUS
INFO ON
HOLIDAY BIN
COLLECTIONS &
RECYCLING SERVICES**

Foreword from the Leader

Hello everyone,

The festive season is here once again. Many of us will be looking forward to spending time with family, friends and loved ones. But it can also be a difficult time of year for some people – if you're on your own or struggling to get by. Our latest booklet includes lots of information about how to get help if you need it – whether it is from the council or from one of our partners in the community.

No one has escaped the cost of living crisis, not even the council. We have had a decade of managing funding cuts and finding new ways to provide services, and there is no let up with this. Things are going to get worse before they get better.

If you are worried about how to make ends meet, or know someone who is, the most important thing is to reach out for help. We've pulled out all the stops and drawn up plans with our

partners in the voluntary sector, local charities, and community and faith groups to do everything we can to support you during these tough times.

We came together with our partners when the pandemic first hit, and we were forced into lockdown in 2020. This meant we were able to get vital supplies and medicines to our most vulnerable residents who were shielding at home.

As we now face the biggest cost of living crisis in 30 years, we've come together again, to create a **Cost of Living Alliance** to offer you easy ways you can access help if you need it - from accessing benefits, emergency cash and low-cost loans, through to signposting you to food banks, warm spaces, and support with mental health – to help you get through.

If you know someone who is struggling, please point them in our direction. It could make all the difference.



This year we're also supporting local radio station Time 107.5 FM's "Give a Child a Christmas" campaign, which asks people to donate money online at gofundme.com/f/time-fm-give-a-child-a-christmas-2022 or you can drop off presents at GBP Estates, 35 Victoria Road, Romford RM1 2LH which will then be distributed to families in need.

Not everyone will be able to, but if you have any spare cash or unused toys or gifts sitting around that would make a great present, please consider donating to the campaign and help bring some



festive magic to people in our borough. You can donate until Thursday 15 December.

You'll also find some helpful information in this booklet about our bin collections and recycling services during the festive period.

Finally, I'd like to take this opportunity to wish you all a very Merry Christmas and a Happy New Year.



Councillor Darren Rodwell
Leader of Barking and Dagenham Council



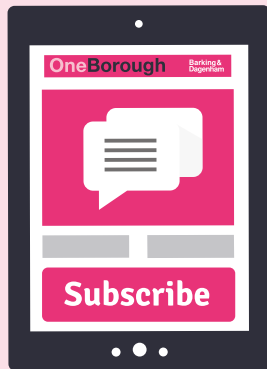
Supporting you through tough times

Over the next few pages, we've shared some examples of the different types of support we can offer you alongside our partners in the voluntary sector, including help with energy costs, money worries, food, or your wellbeing during these tough times.

While we might not have the answer to everything, through our **Cost of Living Alliance**, you can speak to someone in your local area who will be there to

OneBorough newsletter

If you want the latest information about the support we can provide, you can also sign up to our One Borough email newsletter. It's fortnightly and delivers news and information about free events, competitions, ticket giveaways, jobs and training direct to your inbox so don't miss out. Sign up to the newsletter at lbbd.gov.uk/oneborough

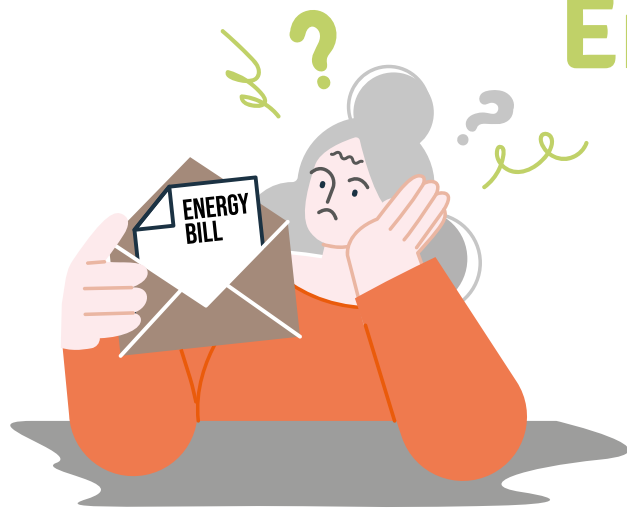


listen and connect you to the help you need. You can pop into any of the council and community partner buildings below to get advice and support.

You can also get more information about the support that's available through our Cost of Living Alliance by visiting lbbd.gov.uk/cost-of-living-support or by calling 020 8215 3000 if you'd like to talk through your situation and get more help.

Sites and locations	Opening times
BLC, Barking Library - 2 Town Square, Barking IG11 7NB	Monday to Thursday 9am to 7pm, Friday and Saturday 9am to 5pm, Sunday 10am to 4pm
Dagenham Library - 1 Church Elm Lane, Heathway RM10 9QS	Monday to Thursday 9am to 7pm, Friday and Saturday 9am to 5pm
Thamesview Library - Bastable Ave, Barking IG11 0LG	Monday to Friday 9am to 5pm
Marks Gate Library - Rose Lane, Dagenham RM6 5NJ	Monday to Friday 9am to 5pm
Robert Jeyes Library - Chadwell Heath Community Centre, High Road, Chadwell Heath RM6 6AS	Monday to Thursday 10am to 5pm
Valence Library - Becontree Ave, Dagenham RM8 3HT	Monday 10am to 5pm, Tuesday 10am to 7pm, Wednesday 10am to 5pm, Thursday 10am to 5pm, Saturday 10am to 4pm
Village Community Hub - (Leys) Wellington Avenue, Dagenham RM10 9XW	Monday to Friday 9am to 5pm
Becontree Community Hub - Stevens Road, Dagenham RM8 2QR	Monday to Friday 9am to 5pm
Northbury Community Hub at Al Madina Mosque - 1st floor, The Hive, 2 Victoria Road, Barking IG11 8PY	Monday to Saturday 9am to 8pm
DABD - 2-48 Parsloes Avenue, Dagenham RM9 5NU	Monday to Friday 9am to 5pm
Kingsley Hall - Parsloes Avenue, Dagenham RM9 5NB	Monday to Friday 9am to 5pm
Thames Life - Riverside Campus, Renwick Road, Barking IG11 0FU	Monday to Friday 9am to 5pm
Harmony House - Baden Powell Close, Dagenham RM9 6XN	Monday to Friday 9am to 5pm

Help with Energy



Eileen, 79 from Dagenham

Eileen lives on her own in a council flat in Dagenham. With the rising cost of energy bills over the last few months, she struggled to keep up, and the mounting bills left her really worried. Eileen has some health conditions and keeping warm over the Winter is crucial for her health and wellbeing. She had sleepless nights and was feeling anxious about how she would manage over the coming months.

Through our Cost of Living Alliance, Eileen was supported to claim a Discretionary Energy Rebate as she was struggling to pay her energy and utility bills. Her appliances were also looked at, and the ones that weren't energy efficient were replaced to help her save energy – bringing her bills down.



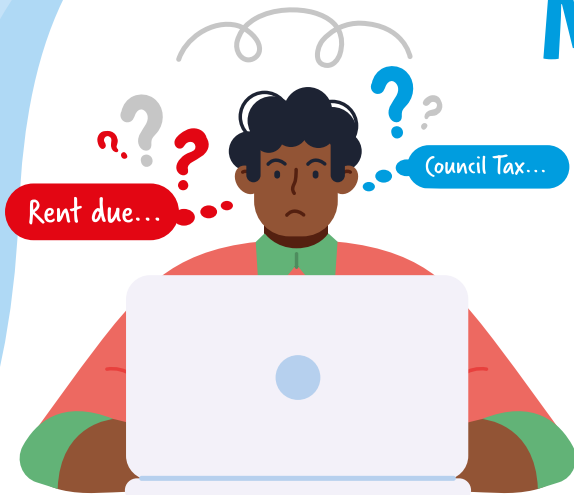
Eileen was supported to claim free water saving devices from Essex and Suffolk Water and she was given help to switch to LED lightbulbs. She was also given some easy energy-saving tips, including turning off lights and switching devices to standby when she didn't need to use them, which all helped to reduce her bills.

Eileen and her neighbour have started to visit their local warm space at the DABD in Pembroke Gardens, Dagenham, where they enjoy meeting up with other people and having a cuppa to stay warm. Eileen has made some new friends and it means she doesn't need to put the heating on as much at home.



- You can find out more about **warm spaces** near where you live on the back page.
- We want to make sure your home is as warm as it can be this Winter and support you in cutting the cost of heating your home. Eligible residents can benefit from a range of free energy saving measures in their homes as part of our **Cosy Homes scheme**. Find out more at lbbd.gov.uk/cosy-homes-scheme
- Every household is getting £400 off their electricity bill this Winter through the Government's **Energy Bills Support Scheme**. It is paid in instalments automatically through your energy supplier – so you don't have to do anything or contact the council. You can find out more at gov.uk/guidance/getting-the-energy-bills-support-scheme-discount

Help with Money



Ade, 32 from Barking

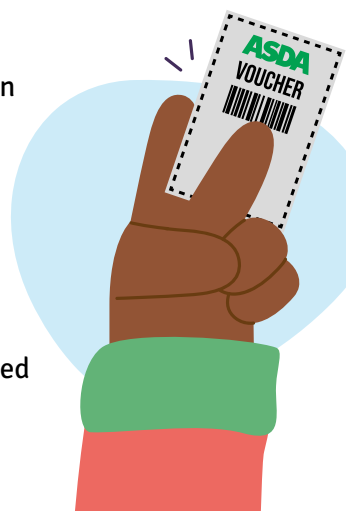
Ade has two children and is a full-time carer for his wife who is disabled.

He fell behind with his rent and Council Tax payments and was really worried about how he was going to make ends meet. Ade was struggling with debt and spent a lot of money paying off interest on his credit card.

Ade was eligible for reduced Council Tax and he's getting support through the Cost of Living Alliance to find out if he could be eligible for a Hardship Fund. He was issued Asda and utility vouchers and registered with a weekly Food Club to help reduce his household costs.

He was also supported to apply for a Blue Badge and a Personal Independence Payment for his wife, which helps with the extra costs of having a disability or long-term health conditions.

Ade has joined the Barking and Dagenham uniform exchange on Facebook, where he can swap his children's school uniform items for free, saving money. He's also borrowing a few handy items from Library of Things at the Barking Learning Centre, rather than having to buy them. Last week he borrowed a drill to repair a broken bed.



Ade and his family have been enjoying some of the free events across the borough including our Summer of Festivals. All of this has helped Ade to get back on track with his bills.

- Visit bdmoney.co.uk if you have money worries. You can get help with utility costs, emergency support or family care advice. The website has great tools like a benefits calculator to check what you're eligible for. BD Money also offers access to affordable loans and savings through its partnership with Leeds Credit Union to help prevent residents from falling victim to high-cost credit providers or illegal loan sharks.
- The **Independent Living Agency** can help if you or someone you care for has a disability and needs help and support. They can offer floating support to help you or the person you care for to remain living independently at home, payroll services to help you employ Personal Assistants and financial management to help with managing benefits. They also offer a cleaning and shopping service and a blitz cleaning service. They're open 8am to 4pm, Monday to Friday and they take referrals through the council's intake team at IntakeTeam@lbbd.gov.uk. Find out more at independentlivingagency.org/contact-us or call 020 8593 6677.
- Working families with children under the age of 11 could save up to £2,000 a year on **childcare costs** (or £4,000 if they have a child with a disability under the age of 17). You can find out if you're eligible for tax-free childcare and sign up at gov.uk/tax-free-childcare

Help with Food

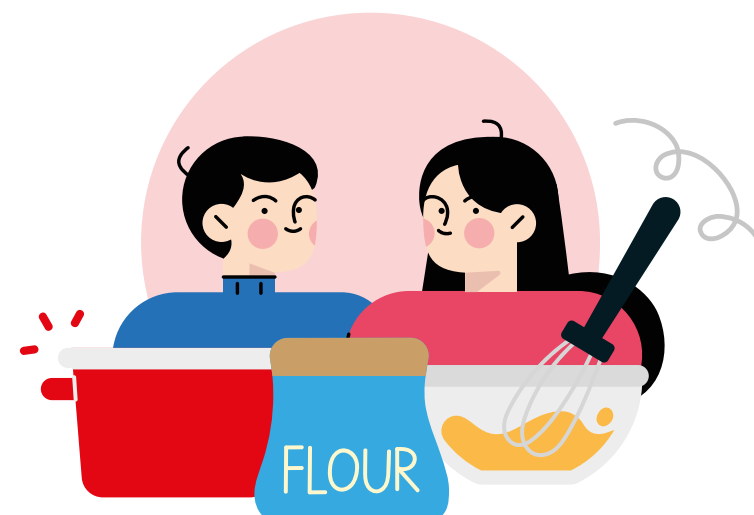


Danika, 24 from Marks Gate

Danika is a single mum of two and works part-time as a customer services assistant in a supermarket. With the rising cost of heating, food and everyday essentials, she's been struggling to make ends meet and needs help with food costs.

As Danika is on a low income, she joined a Community Food Club, offering £20 worth of weekly shopping for free, which has been a lifeline for her. Danika's two children, Ivan (five) and Andrea (six) are also being given free school meals which is helping.

Over the summer holidays, Ivan and Andrea took part in the Holiday Activity and Food (HAF) Programme, where they enjoyed filmmaking, dance and cookery workshops and were also given nutritious hot meals



each day. The HAF programme is free for children who meet eligibility criteria and Ivan and Andrea are looking forward to participating in the programme again over the Christmas holidays!

- **Food banks** across the borough can provide emergency food parcels if you're temporarily unable to provide for yourself. To use some of them, you need to get a voucher to receive a food parcel, so please check with them before you visit. Find out more at bdcollective.co.uk/food-bank-network

If you're pregnant or have a child under four years old, you could get Healthy Start food vouchers to help buy some basic foods.

- Lots of community and voluntary sector partners also run **Community Food Clubs**, which offer free and discounted meals, food packages, food supplies and household goods.
- A range of **free Christmas holiday activities** are available for young people who are eligible for free school meals - from podcasting and football to arts and crafts, there's something for everyone and each activity includes a free nutritious hot meal. Find out more, including how to apply at lbbd.gov.uk/free-holiday-activities

Help with Wellbeing



Ranveer, 55 from Dagenham

After two years of living alone during the Covid pandemic, Ranveer was struggling with his wellbeing. He often felt lonely and didn't feel motivated to go out, spending lots of time at home.

Ranveer started to visit his local Community Hub, which helped him to connect and meet more people. He's now doing a weekend IT course and has joined a local community litter-picking group. He really enjoys getting out in the fresh air and working with other local people to help make things better in his neighbourhood.



Ranveer has also made some new friends while taking part in free wellbeing activities at Kingsley Hall's LIVEWELL Centre. Together, they've gone on to enjoy lots of free borough activities like the Guy Fawkes Lantern Parade, which took place in November.



- Harmony House CIO run a range of groups that can **help isolated and lonely residents** to make new friends and feel better connected, helping to make you feel safer and more independent. The groups provide lunch, refreshments, creative activities and games, skill sharing, informative talks, and entertainment. Harmony House CIO is based at Baden Powell Close, Dagenham RM9 6XN and you can contact them on 020 8526 8200 or email enquiries@hhd.org.uk.

- **Every One Every Day** is a local charity which has five community spaces across the borough that residents can access for free - everyone is welcome to attend a range of workshops and activities. If you want to find out more about what fun things are happening this Winter, from cooking to social events, then check out their website weareeveryone.org

Help with Getting Connected



Mira (71) and Dylan (68) from Barking Riverside

Mira and Dylan are both retired and are keen gardeners. Like many people in the borough, they have been struggling with the rising cost of food, petrol, energy and everyday household items.

They have smart mobile phones but aren't very comfortable using them, and they're on pay-as-you-go mobile tariffs as they sometimes can't afford to pay for their online mobile data. They often feel a bit overwhelmed by new technology and have struggled to find out what help and support is available for them with rising household costs.

Mira and Dylan have started to regularly visit their local Community Hub, where they can access free WiFi. At the Hub, as they were eligible, they were supported to sign up to the Digital Bank, which provided them both with 20GB per month of phone data and free calls and texts for up to six months.



They also began to get help from trained Digital Champions who have supported them to get online and find the information and support they need. The Digital Champions helped Mira and Dylan to apply for Council Tax support and renew their Freedom Passes.



- For **help getting online**, please visit your local library. To access free data, you can self-refer by visiting Barking Learning Centre or Dagenham Library, or email libraries@lbbd.gov.uk.
- Look out for our brand new **Digital Inclusive Zones** which will be a space where you can access digital technology with support from our teams - coming soon in the new year.
- Harmony House CIO has a group called Silvernet, which provides **computer clubs** for the elderly - they're based at Baden Powell Close, Dagenham RM9 6XN and you can contact them on 020 8526 8200 or email enquiries@hhd.org.uk.

Christmas and New Year bin collections and recycling services

Keep a look out for our bin crews and street cleaning teams over the festive period, as they'll be out collecting your rubbish and keeping our borough's streets tidy!

You can help them by recycling as much as you can and cutting down on the amount of rubbish you put out.

Our staff will be working as hard as ever to ensure things run smoothly, and this year there will be the following changes to your bin collection dates over the festive period.

Christmas bin collections

If your normal collection date is...	This festive period your collection will be on...
Monday 26 December 2022	Tuesday 27 December 2022
Tuesday 27 December 2022	Wednesday 28 December 2022
Wednesday 28 December 2022	Thursday 29 December 2022
Thursday 29 December 2022	Friday 30 December 2022
Friday 30 December 2022	Saturday 31 December 2022
Monday 2 January 2023	Tuesday 3 January 2023
Tuesday 3 January 2023	Wednesday 4 January 2023
Wednesday 4 January 2023	Thursday 5 January 2023
Thursday 5 January 2023	Friday 6 January 2023
Friday 6 January 2023	Saturday 7 January 2023

From **Monday 9 January 2023**, your bin collections will return to normal.

Remember to:

- Check your bin collection day over the festive period.
- Leave your bins by the boundary of your property by 6am on your collection day (only put bins on the street if you don't have a front garden or drive).
- Put your rubbish inside your wheelie bin with the lid closed shut.

Jingle all the way to the recycling bin!

Our recycling rates increased by 6% over the last year and we're recycling more now than ever before! This Christmas, you can help increase this by:

1. Not buying metallic, foil, glossy or glittery wrapping paper. None of this can be recycled, sadly.
2. Recycling your Christmas cards and envelopes (except any that are glittery).
3. Recycling any cardboard packaging from online deliveries. If you can't fit it in your recycling bin, place it next to the bin – recycling is the only extra rubbish our bin crews will take.

Are you recycling everything you can at home?

Don't forget, you can recycle all of the things below in your brown bin, or in your blue Eurobin if you live in a flat with communal bins:

- Paper and thin card
- Plastic bottles
- Cans and tins (make sure they're rinsed)
- Glass bottles and jars (rinsed clean)
- Mixed plastics such as yoghurt pots and margarine tubs (rinsed clean)
- Empty aerosol cans and clean aluminium foil
- Paperback or hardback books (if they're not good enough for the charity shop – but please remove any plastic sleeves and hardback covers before recycling them)
- Thick cardboard should be flattened and put next to your brown.

Save food and save money



We know Christmas usually means plenty of food and drink, but with energy and food costs at an all-time high, cutting down on waste is not only good for the environment – it's good for your finances too.

Save money and buy what you need when you need it and try to cut down on the amount of food that ends up in the bin.

Whether you're looking for leftover recipes or food storage tips, find out more at lovefoodhatewaste.com

Recycle your real Christmas tree



We don't collect real Christmas trees, but when the fun is over, you can take them to be recycled at the car parks below on the following dates:

Date, time and location
Thursday 5 January 2023, 9am to 3pm, in Barking Park car park (South Park Drive entrance)
Friday 6 January 2023, 9am to 3pm, at St Chads Park (West Road entrance)
Saturday 7 January 2023, 9am to 3pm, in Central Park car park (Rainham Road North entrance)

You can also take your Christmas trees to Frizlands Lane tip, but please remove tinsel, decorations and stands before you drop off your trees.

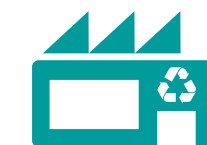
Disposing of your tired plastic Christmas trees



If your plastic Christmas tree can't be reused next year, you can put it in your grey general waste bin, but only if it fits and the lid closes shut. If it's too big for your bin, you can take it to one of our Reuse and Recycling Centres (tips) for free, or you can get it collected with our bulky waste collection service.

Please don't be tempted to dump it on the street, it's absolutely not fair on other people and our cameras could be watching – you could receive a £400 fine and end up on our Wall of Shame! lbbd.gov.uk/wallofshame

Frizlands Lane tip opening times



If you need to visit Frizlands Lane Reuse and Recycling Centre, Rainham Road North RM10 7HX, take a look at their festive opening times:

Thursday 22 December 2022	7.30am to 4.15pm
Friday 23 December 2022	7.30am to 4.15pm
Saturday 24 December 2022	7.30am to 3.45pm
Sunday 25 December 2022	Closed
Monday 26 December 2022	Closed
Tuesday 27 December 2022	8am to 4pm
Wednesday 28 December 2022	7.30am to 4.15pm
Thursday 29 December 2022	7.30am to 4.15pm
Friday 30 December 2022	7.30am to 4.15pm
Saturday 31 December 2022	7.30am to 4pm
Sunday 1 January 2023	Closed
Monday 2 January 2023	8am to 4pm

You can also drop off household waste items for free at places like Jenkins Lane and other tips in Havering and Redbridge – get full details on our website. To use any of the centres you will need to bring either your current Council Tax bill or driving licence showing your current address.

Christmas bulky waste collections



You can get large items collected with a bulky waste collection for a small fee. Book your collection on our website – please note we won't be collecting on Monday 26 December and Monday 2 January. Monday collections will resume from Monday 9 January and you can still book online for another date. And don't forget, you can use our Bulky Waste collection service for old cookers, fridges, freezers, washing machines, tumble dryers and dishwashers. See what else we pick up and book a collection at lbbd.gov.uk/bulky-waste

Warm spaces for you

Together with our local partners, we've created a network of warm spaces across the borough for you, including in some of our Community Hubs.

They're places you can go to meet up with other people and have a cup of tea to stay warm, so you don't have to put the heating on at home. If you're struggling to heat your home this winter, we'll give you a warm welcome at one of the warm spaces below.

Barking Learning Centre - 2 Town Square, Barking IG11 7NB	Monday to Thursday 9am to 5pm Friday, Saturday, Sunday 10am to 4pm
Northbury Community Hub at Al Madina Mosque - 1st floor, The Hive, 2 Victoria Road, Barking IG11 8PY	9am to 7pm every day
Thames Community Hub (Sue Bramley) - Bastable Avenue, Barking IG11 0LG	Monday 10am to 1pm, Tuesday 12.30pm to 4pm Friday 9.30am to 12 noon
Dagenham Library - 1 Church Elm Lane, Dagenham RM10 9QS	Monday 10am to 4pm, Tuesday 12.30pm to 4pm Wednesday 10am to 4pm, Thursday 2pm to 4pm
Heath Community Hub (William Bellamy) - Frizlands Lane, Dagenham RM10 7HX	Tuesday 1pm to 3pm
Castle Point - 163 Bennett's Castle Lane, Dagenham RM8 3YJ	Monday 10am to 2pm, Tuesday 10am to 12 noon Wednesday 10am to 3pm, Thursday 12 noon to 3pm
Village Community Hub (Leys) - Wellington Avenue, Dagenham RM10 9XW	Monday 10am to 3pm, Tuesday 12.30pm to 3.30pm Wednesday 9.30am to 11.30am Thursday 12 noon to 3pm, Friday 12.30pm to 3pm
Park Centre (Main Hall) - Rectory Road, Dagenham RM10 9SA	Monday, Tuesday and Friday 10am to 4pm (Activity Room) Wednesday and Thursday 10am to 4pm
DABD - Pembroke Gardens, Dagenham RM10 7YP	Tuesday to Thursday 10am to 3pm
Marks Gate Community Hub - Rose Lane, Chadwell Heath RM6 5NJ	Monday 5.30pm to 8pm
London Riverside Church (side entrance) - Parsloes Avenue, Dagenham RM10 9YN	Thursday 11am to 1pm (closed Thursday 29 December)

More warm spaces will be available in the coming weeks and full details will be available at lbdd.gov.uk/cost-of-living-support



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