

# COST OF LIVING SUPPORT

## HELP WITH ENERGY

### What is the council and its partners doing to support residents?

Many people up and down the country are really struggling, and the situation in Barking and Dagenham is no different.

Times are tough right now, so the Council and community partners are working together to support residents.

From help with sorting finances and making sure people have access to the right benefits, emergency money, and low-cost loans, to linking residents with local food banks and mental health support - there's lots of help available.

While we might not have the answer to everything, residents can speak to someone in their local area who will be there to listen and connect them to support.

### How can residents get support?

- **Face to Face:** through council and community buildings, such as Community Hubs, Libraries and more (see these listed in grid below)
- **Via Telephone:** 020 8215 3000
- **Website:** all of the information below and more, can be found at [www.lbbd.gov.uk/cost-of-living-support](http://www.lbbd.gov.uk/cost-of-living-support)

Face to face sites and locations	Opening times	Christmas opening hours
<b>BLC, Barking Library</b> - 2 Town Square, Barking IG11 7NB	Monday to Thursday 9am to 7pm, Friday and Saturday 9am to 5pm, Sunday 10am to 4pm	Saturday 24 December, 9am – 3am Thursday 29 – Friday 30 December, 9am – 5pm Saturday 31 December, 9am – 3pm Closed 25 – 28 December and Sunday 1 January and Monday 2 January.
<b>Dagenham Library</b> - 1 Church Elm Lane, Heathway, RM10 9QS	Monday to Thursday 9am to 7pm, Friday and Saturday 9am to 5pm	Saturday 24 December, 9am – 3am Thursday 29 – Friday 30 December, 9am – 5pm Saturday 31 December, 9am – 3pm Closed 25 – 28 December and Sunday 1 January and Monday 2 January.
<b>Thames Community Hub</b> - Bastable Ave, Barking IG11 0LG	Monday to Friday 9am to 5pm	Closed 25 – 28 December and Sunday 1 January and Monday 2 January.
<b>Marks Gate Community Hub</b> - Rose Lane, Dagenham RM6 5NJ	Monday to Friday 9am to 5pm	Closed 25 – 28 December and Sunday 1 January and Monday 2 January.

<b>Robert Jeyes Library</b> - Chadwell Heath Community Centre, High Road, Chadwell Heath, RM6 6AS	Monday to Thursday 10am to 5pm	Closed 25 – 28 December and Sunday 1 January and Monday 2 January.
<b>Valence Library</b> - 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	Closed 25 – 28 December and Sunday 1 January and Monday 2 January.
<b>Village Community Hub</b> - (Leys) Wellington Avenue, Dagenham RM10 9XW	Monday to Friday 9am to 5pm	Closed 25 – 28 December and Sunday 1 January and Monday 2 January.
<b>Becontree Community Hub</b> - Stevens Road, Dagenham, RM8 2QR	Monday to Friday 9am to 5pm	Closed 25 – 28 December and Sunday 1 January and Monday 2 January.
<b>Northbury Community Hub at Al Madina Mosque</b> - 1st floor, The Hive, 2 Victoria Road, Barking IG11 8PY	Monday to Saturday 9am to 8pm.	
<b>DABD</b> - 2-48 Parsloes Avenue, Dagenham, RM9 5NU	Monday to Friday 9am to 5pm	
<b>Kingsley Hall</b> - Parsloes Avenue, Dagenham RM9 5NB	Monday to Friday 9am to 5pm	
<b>Thames Life</b> - Riverside Campus, Renwick Road, Barking IG11 0FU	Monday to Friday 9am to 5pm.	
<b>Harmony House</b> - Baden Powell Close, Dagenham, RM9 6XN	Monday to Friday 9am to 5pm	

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

They're places to go to meet up with other people and have a cup of tea to stay warm – so residents don't have to put the heating on as much at home. If they're struggling to heat their home this winter, we'll give them a warm welcome at the sites below.

	Warm spaces	Opening times	Christmas opening times
1	<b>Becontree Community Hub</b> Stevens Road, Dagenham, RM8 2QR. Tel: 020 8724 1830	Monday – Friday, 10am – 4.00pm	Closed 25 – 28 December and Sunday 1 January and Monday 2 January.

	Email: <a href="mailto:becontreecommunityhub@lb.bd.gov.uk">becontreecommunityhub@lb.bd.gov.uk</a>		
2	<b>Barking Learning Centre</b> 2 Town Square, Barking, IG11 7NB. Tel: 020 8724 8725 / 8722 Email: <a href="mailto:libraries@lbbd.gov.uk">libraries@lbbd.gov.uk</a>	Mondays – Thursdays, 9am - 7pm, Friday – Saturday, 9am - 5pm, and Sundays, 10am – 4.00pm	Saturday 24 December, 9am – 3am  Thursday 29 – Friday 30 December, 9am – 5pm  Saturday 31 December, 9am – 3pm  Closed 25 – 28 December and Sunday 1 January and Monday 2 January.
3	<b>Castle Point</b> 163 Bennett's Castle Lane, Dagenham, RM8 3YJ	Monday 10 - 2pm, Tuesday 10- 12pm, Wednesday 10-3pm, Thursday 12 - 3pm, Friday 11am- 2pm  Starting Monday 12 December between 4 - 7.30pm, hot meals, space for homework, board games and crafts available.	Closed 23 December to 9 January
4	<b>DABD</b> <b>Parsloes Avenue Annex site</b> (42-48 Parsloes Avenue, Dagenham, RM9 5NU)	The Parsloes Avenue annex will be open Tuesday, Wednesday and Thursdays from 10am to 3pm Week beginning Wednesday 4 January 2023 until Thursday, 30 March 2023.  Tea and coffee will be available on all days.	
5	<b>Dagenham Library</b> 1 Church Elm Lane, Dagenham, RM10 9QS. Tel: 020 8724 3942 Email: <a href="mailto:libraries@lbbd.gov.uk">libraries@lbbd.gov.uk</a>	Mondays – Thursdays, 10am - 6pm, Fridays and Saturdays, 10am - 4pm	Saturday 24 December, 9am – 3am  Thursday 29 – Friday 30 December, 9am – 5pm  Saturday 31 December, 9am – 3pm  Closed 25 – 28 December and Sunday 1 January and Monday 2 January.
6	<b>Heath Community Hub</b> <b>(William Bellamy)</b> Frizlands Lane, Dagenham, RM10 7HX. Tel: 020 8724 1924	Monday – Friday, 10am – 4pm	Closed 25 – 28 December and Sunday 1 January and Monday 2 January.

	Email: <a href="mailto:heathcommunityhub@lbbd.gov.uk">heathcommunityhub@lbbd.gov.uk</a>		
7	<b>London Riverside Church</b> (Side Entrance) Parsloes Ave, Dagenham RM9 5PT	Every Thursday in December, January and February, 11am – 1pm	Closed Thursday 29 December
8	<b>Marks Gate Community Hub</b> Marks Gate Community Centre, Rose Lane, Marks Gate, RM6 5NJ. Tel: 020 8270 4165 Email: <a href="mailto:marksgatecommunityhub@lbbd.gov.uk">marksgatecommunityhub@lbbd.gov.uk</a>	Monday – Friday, 10am – 4pm	Closed 25 – 28 December and Sunday 1 January and Monday 2 January.
9	<b>Northbury Community Hub</b> Al Madina Mosque, 1st floor, The Hive, 2 Victoria Road, Barking, IG11 8PY Tel: 020 8478 8526	Monday – Sunday, 9am - 7pm	
10	<b>Park Centre,</b> Rectory Road Dagenham RM10 9SA	(Main Hall) Monday, Tuesday and Friday 10am - 4pm (Activity Room), Wednesday and Thursday 10 - 4pm	
11	<b>Robert Jeyes Library</b> Chadwell Heath Community Centre, High Road Chadwell Heath, RM6 6AS Tel: 020 8270 4305 Email: <a href="mailto:libraries@lbbd.gov.uk">libraries@lbbd.gov.uk</a>	Mondays – Thursday, 10.30am – 4.00pm	Closed 25 – 28 December and Sunday 1 January and Monday 2 January.
12	<b>Thames Community Hub,</b> Bastable Avenue, Barking, IG11 0LG. Tel: 020 8270 6619 Email: <a href="mailto:thamescommunityhub@lbbd.gov.uk">thamescommunityhub@lbbd.gov.uk</a>	Monday – Friday, 10am – 4pm	Closed 25 – 28 December and Sunday 1 January and Monday 2 January.
13	<b>Valence Library</b> Becontree Avenue, Dagenham, RM8 3HT. Tel: 020 8270 6864 Email: <a href="mailto:libraries@lbbd.gov.uk">libraries@lbbd.gov.uk</a>	Mondays – Thursday, 10am - 4pm Saturdays, 10am - 3pm	Closed 25 – 28 December and Sunday 1 January and Monday 2 January.

14	<b>Village Community Hub</b> 215 Wellington Drive, Dagenham, RM10 9XW. Tel: 020 8724 1983 Email: <a href="mailto:villagecommunityhub@lbbd.gov.uk">villagecommunityhub@lbbd.gov.uk</a>	Monday – Friday, 10am – 4pm	Closed 25 – 28 December and Sunday 1 January and Monday 2 January.
----	--	-----------------------------	--

**Cosy Homes Scheme:** offers eligible residents FREE energy saving measures including cavity, loft and external wall insulation, air source heat pumps and solar PV panels.

<https://www.lbbd.gov.uk/housing/home-energy-upgrades>

**Energy Bills Support Scheme:** every household is getting £400 off their electricity bill this Winter through the Government’s Scheme. It is paid in instalments automatically through energy suppliers – so residents don’t have to do anything or contact the council.

[www.gov.uk/guidance/getting-the-energy-bills-support-scheme-discount](http://www.gov.uk/guidance/getting-the-energy-bills-support-scheme-discount)

**Reduce water bills:** There are lots of free water saving devices which can help cut bills from Essex and Suffolk Water at <https://esw.watersavingkit.com/>

**Hardship schemes:** Residents can check if they’re eligible for additional support based on their income, including things like utilities (gas, electric, water), food and wider essential costs connected with utilities (such as boiler servicing and repairs – owner occupiers only). Selected household goods essential for cooking and provision of food (cookers, fridges, freezers, pans, utensils) or other related essentials that can support reducing the cost of living can also be considered.

<https://www.lbbd.gov.uk/benefits-and-support/discretionary-hardship-support/hardship-payment-schemes>

**Warm Homes Discount:** Residents could get £150 off their electricity bill for winter 2022 to 2023 under the Warm Home Discount Scheme. The money is not paid directly to residents - it’s a one-off discount on their electricity bill, between October 2022 and March 2023. Residents may be able to get the discount on their gas bill instead if their supplier provides them with both gas and electricity and they’re eligible. Residents can contact their supplier to find out. [Warm Home Discount Scheme: Overview - GOV.UK \(www.gov.uk\)](#)

[www.gov.uk](https://www.gov.uk)