

COST OF LIVING SUPPORT

HELP WITH GETTING CONNECTED

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

Face to face sites and locations	Opening times	Christmas opening hours
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	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.
Dagenham Library - 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.
Thames Community Hub - Bastable Ave, Barking IG11 0LG	Monday to Friday 9am to 5pm	Closed 25 – 28 December and Sunday 1 January and Monday 2 January.
Marks Gate Community Hub - Rose Lane, Dagenham RM6 5NJ	Monday to Friday 9am to 5pm	Closed 25 – 28 December and Sunday 1 January and Monday 2 January.

Robert Jeyes Library - 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.
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	Closed 25 – 28 December and Sunday 1 January and Monday 2 January.
Village Community Hub - (Leys) Wellington Avenue, Dagenham RM10 9XW	Monday to Friday 9am to 5pm	Closed 25 – 28 December and Sunday 1 January and Monday 2 January.
Becontree Community Hub - Stevens Road, Dagenham, RM8 2QR	Monday to Friday 9am to 5pm	Closed 25 – 28 December and Sunday 1 January and Monday 2 January.
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	

National Databank: Eligible residents can access up to six months of free mobile data.

Free wi-fi: there is a full list of sites across the borough where residents can access and use free wifi and computers.

Digital courses are available for anyone who wants to learn skills to get online and digital support sessions are also available at the Adult College.

Digital champions are volunteers trained to help residents get online. Whether it's help using an iPad or support to fill out an online form – they're on hand.

Digital Inclusive Zones are coming soon and will be a space where residents can access digital technology with support from our teams.

More information about all of the above can be found at: <https://www.lbbd.gov.uk/adult-social-care/digital-barking-and-dagenham/computers-internet-access-and-wi-fi>