

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

Face to face 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
Thames Community Hub - Bastable Ave, Barking IG11 0LG	Monday to Friday 9am to 5pm
Marks Gate Community Hub - 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

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
1	Becontree Community Hub Stevens Road, Dagenham, RM8 2QR. Tel: 020 8724 1830 Email: becontreecommunityhub@lbbd.gov.uk	Monday – Friday, 10am – 4.00pm
2	Barking Learning Centre 2 Town Square, Barking, IG11 7NB. Tel: 020 8724 8725 / 8722 Email: libraries@lbbd.gov.uk	Mondays – Thursdays, 9am - 7pm, Friday – Saturday, 9am - 5pm, and Sundays, 10am – 4.00pm
3	Castle Point 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.
4	DABD Parsloes Avenue Annex site (<u>42-48 Parsloes Avenue, Dagenham, RM9 5NU</u>)	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	Dagenham Library 1 Church Elm Lane, Dagenham, RM10 9QS. Tel: 020 8724 3942 Email: libraries@lbbd.gov.uk	Mondays – Thursdays, 10am - 6pm, Fridays and Saturdays, 10am - 4pm

6	Heath Community Hub (William Bellamy) Frizlands Lane, Dagenham, RM10 7HX. Tel: 020 8724 1924 Email: heathcommunityhub@lbbd.gov.uk	Monday – Friday, 10am – 4pm
7	London Riverside Church (Side Entrance) Parsloes Ave, Dagenham RM9 5PT	Every Thursday in December, January and February, 11am – 1pm
8	Marks Gate Community Hub Marks Gate Community Centre, Rose Lane, Marks Gate, RM6 5NJ. Tel: 020 8270 4165 Email: marksgatecommunityhub@lbbd.gov.uk	Monday – Friday, 10am – 4pm
9	Northbury Community Hub Al Madina Mosque, 1st floor, The Hive, 2 Victoria Road, Barking, IG11 8PY Tel: 020 8478 8526	Monday – Sunday, 9am - 7pm
10	Park Centre, Rectory Road Dagenham RM10 9SA	(Main Hall) Monday, Tuesday and Friday 10am - 4pm (Activity Room), Wednesday and Thursday 10 - 4pm
11	Robert Jeyes Library Chadwell Heath Community Centre, High Road Chadwell Heath, RM6 6AS Tel: 020 8270 4305 Email: libraries@lbbd.gov.uk	Mondays – Thursday, 10.30am – 4.00pm
12	Thames Community Hub, Bastable Avenue, Barking, IG11 0LG. Tel: 020 8270 6619 Email: thamescommunityhub@lbbd.gov.uk	Monday – Friday, 10am – 4pm
13	Valence Library Becontree Avenue, Dagenham, RM8 3HT. Tel: 020 8270 6864 Email: libraries@lbbd.gov.uk	Mondays – Thursday, 10am - 4pm Saturdays, 10am - 3pm
14	Village Community Hub 215 Wellington Drive, Dagenham, RM10 9XW. Tel: 020 8724 1983 Email: villagecommunityhub@lbbd.gov.uk	Monday – Friday, 10am – 4pm

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

Energy Bill Support Scheme Alternative Funding: Households who haven't received their £400 energy bill support may now be eligible to apply via the Government's Energy Bills Support Scheme Alternative Funding. The scheme is open for households, who don't have a contract with an energy supplier, to receive a one-off lump sum. Find out more and apply before Wednesday 31 May

<https://www.gov.uk/government/news/900000-more-households-to-benefit-from-400-of-government-energy-bill-support>

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 \(www.gov.uk\)](#)