

COST OF LIVING SUPPORT

HELP WITH MONEY

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

BD Money website has a range of money help tools like a benefits calculator to check what they're eligible for, including Universal Credit. There is also help with utility costs, emergency support and family care advice. 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. <https://bdmoney.co.uk/>

Affordable Loans: Through the council's partnership with Leeds Credit Union affordable loan products are available to anyone who lives or works in Barking and Dagenham. From a Family Loan to help repair a broken washing machine, or a Consolidation Loan to combine several debts into one low-interest payment, there are lots of options available. www.bdmoney.co.uk/partnership-page

Council tax support: Eligible residents aged over 18 can get up to 25 per cent discount on their council tax bill depending on their income, savings, household and circumstances. Residents who are pension age could be eligible for a Council Tax reduction of up to 100 per cent. www.lbbd.gov.uk/council-tax/discounts-and-exemptions

Hardship schemes: Funds to support vulnerable households most in need of help with the rising living and energy costs such as gas, electric, water and food costs. Additional support also includes white goods, winter clothing, essentials for work related costs such as travel and broadband. In exceptional circumstances residents may be able to get help with housing costs where Housing Benefit, Universal Credit Housing element or DHP (Discretionary Housing Payments) awards are not eligible or applicable. www.lbbd.gov.uk/benefits-and-support

Library of Things: residents can borrow useful items like drills, sound systems and sewing machines. There are over 30 useful household, DIY and gardening items to borrow from as little as £1.50 per day. Residents can reserve items online, ready to collect from a self-service kiosk in Barking Learning Centre. People on low incomes will be able to sign up for a Concession Membership which offers 25 per cent off borrowing costs. www.libraryofthings.co.uk/barking

Tax Free Childcare: 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). Residents can find out if they're eligible and sign up at www.gov.uk/tax-free-childcare

Universal Credit: Residents can find out what benefits they could be entitled to and how they can apply. www.bdmoney.co.uk