

# 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
<b>Barking Learning Centre (BLC)</b> 2 Town Square Barking IG11 7NB Telephone: 020 8724 8725 / 8722	Monday to Thursday, 9am to 7pm, Friday and Saturday, 9am to 5pm Sunday 10am to 4pm
<b>Becontree Community Hub</b> Stevens Road Dagenham RM8 2QR Email: <a href="mailto:BecontreeCommunityHub@lbbd.gov.uk">BecontreeCommunityHub@lbbd.gov.uk</a> Telephone: 020 8724 1830	Monday to Friday, 9am to 5pm
<b>Dagenham Learning Centre (DLC)</b> 1 Church Elm Lane Heathway RM10 9QS Telephone: 020 8227 3942	Monday to Thursday, 9am to 7pm Friday and Saturday, 9am to 5pm
<b>Eastbury Community Hub</b> John Smith House Bevan Avenue Barking IG11 9LL	Monday to Friday, 10am to 4pm
<b>Heath Community Hub (previously William Belamy)</b> Frizlands Lane Dagenham RM10 7HX	Monday to Friday, 9am – 5pm

Telephone: 020 8724 1924 Email: <a href="mailto:heathcommunityhub@lbbd.gov.uk">heathcommunityhub@lbbd.gov.uk</a>	
<b>Marks Gate Community Hub</b> Rose Lane Dagenham RM6 5NJ Telephone: 020 8270 4165 Email: <a href="mailto:marksgatecommunityhub@lbbd.gov.uk">marksgatecommunityhub@lbbd.gov.uk</a>	Monday to Friday 9am to 5pm
<b>Northbury Community Hub at Al Madina Mosque</b> First Floor The Hive 2 Victoria Road Barking IG11 8PY	Monday to Saturday 9am to 8pm
<b>Parsloes Community Hub at Kingsley Hall</b> Parsloes Avenue Dagenham RM9 5NB Telephone: 020 8592 1708	Monday to Friday 9am to 4pm
<b>Thames Community Hub (previously Sue Bramley)</b> Bastable Ave Barking IG11 0LG Telephone: 020 8270 6619 Email: <a href="mailto:thamescommunityhub@lbbd.gov.uk">thamescommunityhub@lbbd.gov.uk</a>	Monday to Friday 9am to 5pm
<b>Thames Life</b> Riverside Campus Renwick Road Barking IG11 0FU	Monday to Friday 9am to 5pm.
<b>Village Community Hub (previously Leys)</b> Wellington Avenue, Dagenham RM10 9XW Telephone: 020 8724 1983 Email: <a href="mailto:villagecommunityhub@lbbd.gov.uk">villagecommunityhub@lbbd.gov.uk</a>	Monday to Friday 9am to 5pm
<b>Whalebone Lane Community Hub</b> Chadwell Heath Community Centre High Road, Dagenham RM6 6AS Telephone: 020 8270 4305	Monday, Tuesday and Wednesday, 10am to 5pm Thursday 10am to 7pm

**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 anyone is struggling to heat their home this winter, we'll give them a warm welcome at the sites below.

**Please note, more warm spaces will be added to this list so please check back for the latest locations.**

	Warm spaces	Opening times
1	<b>Barking Learning Centre</b> 2 Town Square, Barking, IG11 7NB. Tel: 020 8724 8725 / 8722	Monday to Thursday, 9am to 7pm, Friday and Saturday, 9am to 5pm Sunday, 10am to 4pm

	Email: <a href="mailto:libraries@lbbd.gov.uk">libraries@lbbd.gov.uk</a>	
2	<b>Dagenham Learning Centre</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>	Monday to Thursday, 10am to 6pm Friday and Saturday, 10am to 4pm
3	<b>Heath Community Hub (formerly William Bellamy)</b> Frizlands Lane, Dagenham, RM10 7HX. Tel: 020 8724 1924 Email: <a href="mailto:heathcommunityhub@lbbd.gov.uk">heathcommunityhub@lbbd.gov.uk</a>	Monday to Friday, 10am to 4pm
4	<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 to Friday, 10am to 4pm
5	<b>Park Centre,</b> Rectory Road Dagenham RM10 9SA	(Main Hall) Monday, Tuesday and Friday 10am to 4pm (Activity Room) Wednesday and Thursday 10 to 4pm
6	<b>Chadwell Heath Community Centre (Robert Jeyes Library)</b> High Road Chadwell Heath, RM6 6AS Tel: 020 8270 4305 Email: <a href="mailto:libraries@lbbd.gov.uk">libraries@lbbd.gov.uk</a>	Mondays to Thursday, 10.30am to 4pm
7	<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 to Friday, 10am to 4pm
8	<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>	Monday to Thursday, 10am to 5pm Saturday, 10am to 4pm
9	<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 to Friday, 10am to 4pm

**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>

**DABD:** DABD are a charity operating across boroughs in East London, including Barking and Dagenham. They can provide support and information relating to energy efficiency and utility bills. Contact them at [energy@dabd.org.uk](mailto:energy@dabd.org.uk)

**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)

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