

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
Barking Learning Centre (BLC) 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
Becontree Community Hub Stevens Road Dagenham RM8 2QR Email: BecontreeCommunityHub@lbbd.gov.uk Telephone: 020 8724 1830	Monday to Friday, 9am to 5pm
Dagenham Learning Centre (DLC) 1 Church Elm Lane Heathway RM10 9QS Telephone: 020 8227 3942	Monday to Thursday, 9am to 7pm Friday and Saturday, 9am to 5pm
Eastbury Community Hub John Smith House Bevan Avenue Barking IG11 9LL	Monday to Friday, 10am to 4pm
Heath Community Hub (previously William Belamy) Frizlands Lane Dagenham	Monday to Friday, 9am – 5pm

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

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 based in Barking Learning Centre and Dagenham Learning Centre are equipped with technology to help remove barriers to digital technology many people with disabilities face.

Free Laptop borrowing scheme: Residents aged 65+ can borrow a laptop for free for up to 6 weeks from the Barking Learning Centre.

More information about all of the above can be found at: lbbd.gov.uk/digital-barking-and-dagenham.