

# 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](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	Monday to Friday, 9am – 5pm

RM10 7HX 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

**BD Money offers help with finances.** In just ten minutes, residents can complete an income maximisation calculation on the website, with people finding on average over £1,300 of benefits they are entitled to. There is also help with getting free grants, home costs and bills and family care advice. <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](http://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](http://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](http://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](http://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](http://www.gov.uk/tax-free-childcare)

**Personal Debt support:** Debt Free Advice are a charity working in the borough to support people with personal debt, such as credit cards, pay day loans and more. This includes supporting people to get breathing space from their repayments. They are based in the Barking Learning Centre. <https://debtfreeadvice.com/find-advice-centre/barking-learning-centre>

**Citizen's Advice Barking and Dagenham:** residents of Barking and Dagenham can speak to Citizen's advice for help with the cost of living, Universal Credit claim support and information on consumer rights. [bdcab.org.uk](http://bdcab.org.uk)