

COST OF LIVING SUPPORT GUIDE

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 RM10 7HX Telephone: 020 8724 1924 Email: heathcommunityhub@lbbd.gov.uk	Monday to Friday, 9am – 5pm
Marks Gate Community Hub Rose Lane Dagenham	Monday to Friday 9am to 5pm

RM6 5NJ Telephone: 020 8270 4165 Email: marksgatecommunityhub@lbbd.gov.uk	
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

HELP WITH MONEY

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

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

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

HELP WITH FOOD

Free Christmas holiday activities are available for young people who are eligible for free school meals. Includes podcasting and football to arts and crafts, and more. There's something for everyone and each activity includes a free nutritious hot meal. www.lbbd.gov.uk/free-holiday-activities

Free school meals: All children in reception, year 1 and year 2 in state funded schools in England are eligible for free school meals. If your child is aged 11 to 16, they are also eligible if in receipt of certain benefits. www.lbbd.gov.uk/benefits-and-support/free-school-meals-pupil-premium

Food banks across the borough can provide emergency food parcels if a resident is temporarily unable to provide for themselves. To use some of them, a voucher is required to receive a food parcel, so check it's best to check before visiting a location. See full list below.

Community Food Clubs led by community and voluntary sector partners offer free and discounted meals, food packages, food supplies and household goods. Residents can get more information at one of the face to face community hub venues above. See full list below or visit www.lbbd.gov.uk/community-food-clubs

Food Banks and Community Food Clubs			
1	<p>Al Madina Mosque Food Club, Lunch Club and Community Kitchen 2 Victoria Road, Barking, IG11 8PY</p> <p>Fridays, 3.30pm to 4.30pm Telephone: Christina Rowe on 0208 478-8526</p>	2	<p>Darul Ummah Goresbrook Food Bank 36 Maple Stead Road, RM9 4XR</p> <p>Saturdays, 2pm to 4pm Telephone: Sana Sajid on 07401 328066</p>
3	<p>Barking Food Bank (Trussell Trust) Elim Church, 93 Axe Street, Barking, IG11 7LZ</p> <p>Daily 5pm to 6pm Telephone: Lloyd Cheshire on 07444 794 257 or Pastor Obi on 07507648948</p>	4	<p>Castle Point Lunch Club 163 Bennett's Castle Lane, Dagenham, RM8 3YJ</p> <p>Monday to Thursday, 9am to 3pm Fridays, 9.30am to 2pm Telephone: Teah or Sally on 0208 227 1927</p>
5	<p>Church Elm Hub Food Club Dagenham Library 1 Church Elm Lane, RM10 9QS</p> <p>Thursdays and Fridays, 11am to 1pm Telephone: Elyse on 07577 067373</p>	6	<p>Dagenham Food Bank The Beacon, 104 New Rd, Dagenham RM9 6PE</p> <p>Wednesdays and Saturdays, 11am to 1pm Telephone: Bukky on 07940 496790 or Moji on 07983 431070</p>
7	<p>Dagenham Food Bank (Trussell Trust) Living Hope Centre, Old Dagenham Methodist Church, Rainham Road South, RM10 8YB</p> <p>Tuesday 5pm to 6pm Telephone: 0208 595 0122</p>	8	<p>Dagenham Food Bank (Trussell Trust) Flowing Rivers Centre 112 Broad Street, RM10 9HP</p> <p>Thursdays, 5.30pm to 7pm Telephone: 07985 585996</p>
9	<p>Dagenham Ummah Welfare Trust Food Bank 5 Newett Rd, RM8 2XT</p> <p style="color: red;">Currently closed – reopens 2024</p>	10	<p>Heath Community Hub Food Bank Frizlands Lane, RM10 7HX</p> <p>Wednesdays, 2pm to 4pm Telephone: Jessie Nicholson on 0208 227 2001</p>
11	<p>Hope Family Trust Food Bank Beaver Centre, Unit 1 Selinas Lane, Dagenham, RM8 1QH</p> <p>Thursdays, 2pm to 4pm Telephone: 0208 617 0660 / 07507 648 948 Email: admin@hopefamilyuk.org</p>	12	<p>Hope Family Trust Food Bank (Trussell Trust) United Reformed Church, Mill Lane, Chadwell Heath, RM6 6RS</p> <p>Tuesdays and Thursdays, 10am to 12pm Telephone: Fummi Ikele on 07454 726061</p>
13	<p>Hope Family Trust Food Bank (Trussell Trust) Holy Family Catholic Church Centre, Oxlow Lane, RM9 5XJ</p> <p>Sundays, 1pm to 3pm</p>	14	<p>Hum Dum Lunch Club / Food Parcels Ripple Centre, 121 Ripple Rd, Barking, IG11 7PB</p> <p>Saturdays, 1pm to 2pm Telephone: Nighat Bhola on 07917 454786</p>

15	Kingsley Hall Social Supermarket/Cafe Kingsley Hall, Parsloes Avenue, Dagenham, RM9 5NB Monday to Friday, 9am to 4pm Telephone: Zaphira on 0208 592 1708	16	London Riverside Church Food Bank Parsloes Avenue, Dagenham, RM9 5PT Monday to Friday, 9am to 5pm Sunday, 10am to 12pm Telephone: Megan Charles/Sandra Smith on 0208 593 2241
17	Marks Gate Community Hub Food Club/Community Kitchen Rose Lane, Marks Gate, RM6 5NR Wednesdays, 11am to 1pm Telephone: Mary on 0208 270 4165	18	Marks Gate Relief Project Community Kitchen/Community Food Club Community Supermarket/Cooking Workshop Rose Lane, Marks Gate, RM6 5NR Monday to Friday
19	Power House Community Network Food Bank Unit 4, 280 Oxlow Lane, Dagenham, RM10 8LP Tuesday, 10am to 1pm 020 8517 5827 admin@phim.org.uk www.phcn.org.uk	20	St Thomas Food Pantry Burnside Road/Haydon Road, RM8 2PA Mondays, 1pm to 3pm Telephone: 208 598 9179
21	Thames Community Hub Food Bank Bastable Avenue, Barking, IG11 0LG Fridays, 12pm to 2pm Telephone: Adele or Molly on 0208 270 6619	22	The Shed Food Bank 522 Goresbrook road, RM9 4XA Thursdays, 12pm to 2pm Telephone: Father Leigh on 07955 88795
23	The Source Food Bank Barking Learning Centre, IG11 7NB Monday to Friday, 11.30am to 1.30pm Telephone: Anne or Bill on 0208 594 2404	24	Salvation Army 240 Ripple Road, Barking, IG11 7DJ Monday to Friday, 9.30am to 11.30am and 2pm to 3.30pm

See more food support at www.lbbd.gov.uk/cost-living-support/help-food

HELP WITH ENERGY

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	Barking Learning Centre 2 Town Square, Barking, IG11 7NB. Tel: 020 8724 8725 / 8722 Email: libraries@lbbd.gov.uk	Monday to Thursday, 9am to 7pm, Friday and Saturday, 9am to 5pm Sunday, 10am to 4pm
2	Dagenham Learning Centre 1 Church Elm Lane, Dagenham, RM10 9QS. Tel: 020 8724 3942 Email: libraries@lbbd.gov.uk	Monday to Thursday, 10am to 6pm Friday and Saturday, 10am to 4pm
3	Heath Community Hub (formerly William Bellamy) Frizlands Lane, Dagenham, RM10 7HX. Tel: 020 8724 1924 Email: heathcommunityhub@lbbd.gov.uk	Monday to Friday, 10am to 4pm
4	Marks Gate Community Hub Marks Gate Community Centre, Rose Lane, Marks Gate, RM6 5NJ Tel: 020 8270 4165 Email: marksgatecommunityhub@lbbd.gov.uk	Monday to Friday, 10am to 4pm
5	Park Centre, Rectory Road Dagenham RM10 9SA	(Main Hall) Monday, Tuesday and Friday 10am to 4pm (Activity Room) Wednesday and Thursday 10 to 4pm
6	Chadwell Heath Community Centre (Robert Jeyes Library) High Road Chadwell Heath, RM6 6AS Tel: 020 8270 4305 Email: libraries@lbbd.gov.uk	Mondays to Thursday, 10.30am to 4pm
7	Thames Community Hub, Bastable Avenue, Barking, IG11 0LG. Tel: 020 8270 6619 Email: thamescommunityhub@lbbd.gov.uk	Monday to Friday, 10am to 4pm
8	Valence Library Becontree Avenue, Dagenham, RM8 3HT. Tel: 020 8270 6864 Email: libraries@lbbd.gov.uk	Monday to Thursday, 10am to 5pm Saturday, 10am to 4pm
9	Village Community Hub 215 Wellington Drive, Dagenham, RM10 9XW. Tel: 020 8724 1983 Email: villagecommunityhub@lbbd.gov.uk	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

HELP WITH WELLBEING

Thames Ward Winter Support Pop Ups : Working with local people, health organisations, community charities and the council (LBBB), Care City have come up with some ideas to support you including benefits and grants that you may be entitled to and tips on how to stay warm in the colder months. These free, fun, interactive events are open to everyone and offer opportunities to ask questions, learn from each other, share skills and food. <https://www.carecity.org/join-our-winter-support-community-events/>

Harmony House CIO run a range of groups that can help isolated and lonely residents to make new friends and feel better connected, helping to make them feel safer and more independent. The groups provide lunch, refreshments, creative activities and games, skill sharing, informative talks, and entertainment. **020 8526 8200 | enquiries@hhd.org.uk**

Housing and Homelessness: Residents can get information about how to avoid becoming homeless or what to do if they are homeless. Call 020 8724 8323, Monday to Friday 9am to 4pm, or email housingadvice@lbbd.gov.uk

Kingsley Hall's LIVEWELL Centre: Residents can access a number of free and discounted wellbeing activities at Kingsley Hall. Everyone is welcome Monday to Friday, 9am to 4pm. Kingsley Hall, Parsloes Avenue, Dagenham RM9 5NB. Email or phone for weekly timetable: info@khccc.com | 07951 895 889

Community mental health support: Barking and Dagenham Access and Assessment team is a service for adults aged 18 to 65 that need to access community mental health services in the borough. They provide an initial mental health assessment and will refer or signpost to other mental health services or organisations or offer brief intervention for a time limited period. <https://www.lbbd.gov.uk/adult-social-care/mental-health/community-mental-health-services>

Talking Therapies Barking & Dagenham: A free NHS service which offers help to learn new ways to cope with everyday pressures or unexpected events. They offer talking therapies including Cognitive Behavioural Therapy, Counselling for Depression, Couples Therapy, Dynamic Interpersonal Therapy, EMDR, and Interpersonal therapy. They also offer groups and courses to learn ways to cope with low mood, anxiety and more. <https://www.lbbd.gov.uk/adult-social-care/mental-health/therapy-and-counselling>

HELP WITH GETTING CONNECTED

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 are spaces where residents can access digital technology with support from our teams.

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