

Here to help



A support guide during the cost of living crisis





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1. Bills and energy

Council Tax

Experiencing financial difficulties or on a low income? Working-age residents on low incomes can apply to reduce their Council tax bill by up to 90%.

 hackney.gov.uk/help-paying-your-council-tax; or call: **020 8356 3399**

Water bills

If your household income is below £21,749, you have a large family or water-dependent medical condition, Thames Water may be able to help with their WaterHelp and WaterSure discounts.

 thameswater.co.uk/help/account-and-billing/financial-support; or call: **0800 009 3652**

Heating

Whether you're looking for help to pay your energy bills, or looking to make your home more energy efficient, there's a wide range of financial support available to households in London. These include a boiler upgrade scheme, insulation scheme, Warm Home discount, Winter Fuel payments and more.

 energyadvice.london/financial-support

2. Money and debt


Claim benefits

A benefits calculator can check you are claiming everything you should be.

 entitledto.co.uk

The Council can also check you're receiving all of the benefits to which you're entitled, and help you claim, through the Hackney Money Hub.

If you're not sure about your entitlements, being moved from old style benefits to Universal Credit, or want to get help making a claim, contact the Hackney Money Hub for help.

 Fill out this online form: bit.ly/MoneyHubHackney; visit the Hackney Service Centre, E8 1DY, for support filling it out; or call: **020 8356 3111**

Pension credit

If you are over the state pension age, and on a low income, you can get help for housing benefit, support for mortgage interest payments, Council Tax discount, help with NHS dental treatment, and help with heating costs.

 gov.uk/pension-credit/how-to-claim; or call **0800 99 1234**

Maternity grant

The Sure Start Grant can help if you are expecting your first child. You could be eligible for a one-off payment of £500 to help towards the costs of having a child.

 gov.uk/sure-start-maternity-grant

Childcare costs

There are various types of financial help for families to meet their childcare and other costs. This includes free childcare.

 bit.ly/hackney-childcare

Setting up a bank account

Many benefits, including housing benefits, are paid directly into a bank or credit union account. The Council can help residents access banking facilities.

 hackney.gov.uk/benefits-banking-information-pack or call:
020 8356 3399

NHS Help with health costs

The NHS provides help with health costs for residents on low incomes. This includes support with: NHS prescriptions, NHS dental treatment, sight tests, glasses and contact lenses, travel to receive NHS treatment, and NHS wigs and fabric supports.

Check if you are eligible:

 nhsbsa.nhs.uk/check-if-youre-eligible-help

3. Free activities

Activities for kids and young people

There are dozens of free activities for children and young people every school holiday across Hackney.

The Council also teams up with a number of providers and community services to offer exciting activities and a daily healthy free meal as part of the Holiday Activities and Food programme (HAF).

 bit.ly/half-term-Hackney

You can also sign up to the Young Hackney newsletter for regular things to do for young people:
hackney.gov.uk/newsletters

Free swimming

Under 18s, over 60s, disabled people and their carers can swim for free at Britannia Leisure Centre, Clissold Leisure Centre and Kings Hall Leisure Centre. Disabled people and their carers can also swim for free at London Fields Lido.

 better.org.uk/london/hackney/hackney-free-swimming


Free walking groups

Walkingtogether is a programme of free walks around Hackney.

 hackney.gov.uk/walking

Healthier Together Hackney

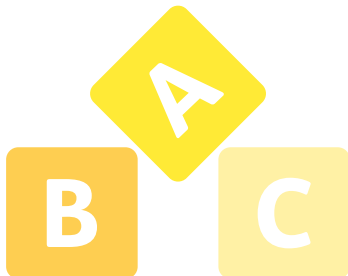
Three-month free gym membership for those managing their weight. You need to be referred by a health or social care professional. The programme is delivered at local Better Gyms.

 better.org.uk/london/hackney/healthier-together-hackney; call **020 3903 7245**; or email: **HTHS@gll.org**

Free cycle training

Cycling can be a cheaper and healthier way to get around. The Council offers free individual or group cycle training sessions.

 hackney.gov.uk/cycle-training



Help at Libraries


Hackney Libraries

Free to visit, open to everyone and have free wifi. Most also have study spaces and are open until 8pm and they all run free activities for toddlers, children, adults and families.

 lovehackney.uk/regular-activities

Community Library Service

If you or someone you know can't access your local library due to illness, a disability or caring responsibilities, the Community Library Service can deliver books, audio books, e-books, DVDs, CDs and jigsaws to your home. It is free and users receive a visit every four weeks.

hackney.gov.uk/community-library-service; call: **020 8356 4577**; or:  **020 8356 4831**; or email: **home.visitlibrary@hackney.gov.uk**

Need a warm coat?

From November to February, residents can pick up a coat or donate a coat for someone who needs one at one of Hackney's Kind Coat Libraries: Homerton, Shoreditch, Stamford Hill, Dalston CLR James, Hackney Central and Clapton.

lovehackney.uk/libraries-warm-welcome



4. Jobs and training

Hackney Works employment support

The Council has a team which helps people find apprenticeships and employment; as well as help with CVs, job applications, and interview preparation.

 opportunities.hackney.gov.uk;
call: **020 8356 5700**; or email:
hackneyworks@hackney.gov.uk

You can also sign up to the Hackney Works employment newsletter for regular updates on jobs and training:
hackney.gov.uk/newsletters

Adult learning

If you are 19 and over you could benefit from one of the many courses run in Hackney by qualified teachers who will help you achieve your goals. Improve your English, maths, or digital skills, gain a qualification to enhance your career, or develop your personal skills.

Family-friendly courses are also available where you and your children can learn new skills together.

 opportunities.hackney.gov.uk/learn;
call: **020 8356 5055**; or
email: iag@hackney.gov.uk



Volunteering

Learn new skills, meet new people and help others in need by volunteering.

 vchackney.org/volunteer; or call:
020 7241 4443

5. Housing costs and homelessness


Rent

People experiencing temporary difficulty paying their rent can apply for a discretionary housing payment.

 bit.ly/MoneyHubHackney or call: **020 8356 3111**.


Housing options and advice

The Council can help prevent homelessness and help people find settled housing.

 hackney.gov.uk/housing-options; call: **020 8356 2929**; or call: **020 8356 2300** after 5pm.


Tenancy advice

Confidential advice for tenants experiencing tenancy problems.

 Email: neighbourhoods@hackney.gov.uk; or call: **020 8356 3330**.

Homeownership advice

There is help for homeowners having issues paying their service charge or major works bills or those who want to amend their payment plans.

 hackney.gov.uk/leaseholders-and-freeholders; email: service.charges@hackney.gov.uk; or call: **020 8356 2299**.

6. Food and free meals

Free school meals and holiday benefits

If you need help with the costs of school meals you may be eligible to claim free meals if you are receiving benefits.

Although all primary school children in state-funded schools in London are currently receiving free school meals, thanks to the Mayor of London's pledge, families who are eligible for free school meals still need to register to ensure they receive all the benefits they are entitled to. The schools will then receive pupil premium funding, worth £1,455, for each child.

Registering will also ensure families receive other benefits they may be entitled to, like food vouchers during the holidays, and access to the holiday activity fund.

 education.hackney.gov.uk/content/apply-free-school-meals

Food banks

Hackney Foodbank provides emergency food parcels to anyone going through a temporary crisis or those trapped in poverty.

 hackney.foodbank.org.uk; or call: **020 7254 2464** (Mon-Fri, 10am-2pm).

Food projects

There are a number of community food projects offering people access to free or low cost, healthy meals.

 hackney.foodbank.org.uk/local-places-to-get-free-food

Lunch Clubs

The lunch clubs offer low cost meals and activities for residents aged 55 and over, and some also cater for younger residents too.

 hcvs.org.uk/lunch-clubs

Council-funded lunch clubs

An Viet Foundation & Hackney Chinese Community Services (Vietnamese)

£5 for members 55+; £6 for members under 55; £8 for non-members.
Annual membership £10

BOOK
AHEAD!

28-32 Ellingfort Road,
E8 3PA

020 8986 6171
info@hackneychinese.org.uk

Monday, Wednesday,
Friday. 12.30-1pm

Chats Lunch Club (Caribbean)

£5 lunch only; £6 lunch + exercise class. Annual membership £20 optional.

DROP
IN!

Clapton Park
Methodist Church,
99 Chatsworth Road,
E5 0LH

07852 572 096
chatslunchclub@yahoo.co.uk

Thursday,
1.30-2pm

Hackney Caribbean Elderly Organisation (Caribbean)

£5 for lunch. Annual membership £15.

BOOK
AHEAD!

39 Leswin Road,
N16 7NX

020 7923 3536
info@hackneycaribbean.org.uk

Tuesday, Wednesday,
Thursday, 1-2pm

Hackney Cypriot Association (Cypriot)

£5 for lunch. No annual membership fee.

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IN!

5 Balls Pond Road,
N1 4AX

0207 254 7920
hackneycypriotassoc@gmail.com

Tuesday, Wednesday,
Thursday, Friday,
12-2pm

Halkevi (Kurdish/Turkish)

Free lunch for members. £5 for non-members. Annual membership £20.

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IN!

31-33 Dalston Lane,
E8 3DF

020 7249 8855
halkeviuk@googlemail.com

Monday and
Wednesday, 12.30-2pm

Holly Street Luncheon Club (General Food)

£4.50 for lunch. Membership fee £1 taken weekly.

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AHEAD!

Marie Lloyd Centre, 329-331
Queensbridge Road, E8 3LA [07831 583 343
HS.LunchClub@aol.com](mailto:HS.LunchClub@aol.com)

Monday, Wednesday,
Friday, 12.30-2pm

Lunch Up, Woodberry Down (General Food)

£4.90 for lunch. No annual membership fee.

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AHEAD!

Redmond Community Centre, Woodberry Down,
N4 2HF [07804 693 461](tel:07804693461) or [020 8802 7580](tel:02088027580) Tuesdays, 12.30-2pm

Nightingale Luncheon Club (General Food)

£4 for lunch. Annual membership £20.

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19 Olympus Square,
Nightingale Estate,
E5 8DS [020 8985 1309](tel:02089851309)
noreen.nightingaleclub@gmail.com

Monday-Friday,
12-1.30pm

North London Muslim Community Centre (Muslim/South Asian)

£100 annual membership which covers all lunches for the year. (membership only)

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AHEAD!

66-68 Cazenove Road,
N16 6AA [020 8806 1147](tel:02088061147)
info@nlmcc.org.uk

Men: Tuesday, 1.45-4pm
(summer) or 1.15-
3.30pm (winter). Ladies:
Wednesday, 1-3pm

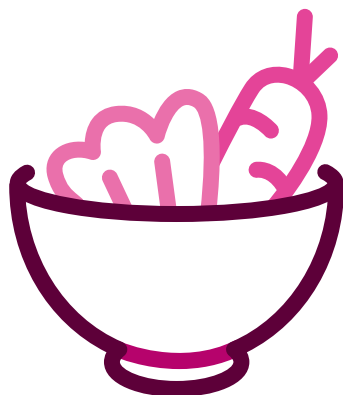
Centre 151– VLC Pho Club (Vietnamese)

£5 for members; £7 for non-members. Annual membership £10.

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IN!

Centre 151,
151 Whiston Road,
E2 8GU [020 7739 3650](tel:02077393650)
vietnamlaocambodia@yahoo.co.uk

Wednesday and
Saturday, 12noon-1pm



Non-Council-funded Lunch clubs for over 55s

Uprising Community Club

Lunch £6, annual membership £25.

The Ark Suite, Cricketfield
Road, E5 8NS

07939 452 497
uprisingcommunityclub@gmail.com

Monday, 11am-3pm

Monday Munch

Seated exercise at 11am, free lunch 12-1pm.

Frampton Park Baptist
Church, Frampton Park Road,
E9 7PQ

christine.mueller@framptonpark.org.uk Monday, 11am-4pm

Gascoyne 1 Lunch Club

Free three-course meal.

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IN!

Gascoyne 1 Community
Centre, Gascoyne Road,
Hackney Wick, E9 7FA

07774 930 516
info@gascoynecommunitycentre.org

Tuesday, 1-2pm

Gascoyne 2 Lunch Club

Free friendly community meal.

Gascoyne 2 Hall,
Wick Road, E9 5AY

07482 320 992

Wednesday, 12-1pm

The Posh Club, Hackney

Enjoy a tongue-in cheek 40s style lunch with performances. £10.

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AHEAD!

St Paul's Church Hall, Stoke
Newington Road, N16 7UY

07366 541 903
theposhclub.co.uk/tickets

Wednesday, 12-3pm

All Ages Community Cafe

Affordable, veggie lunch, coffee & cake. Free or donate £3.50.

The Old School
Rooms, Round Chapel,
E5 0PU

fiona@theroundchapel.org.uk

Thursday, 12-2pm

Afro Carib Seniors

Refreshments, drinks and bingo.

Afridac Centre,
243 Lower Clapton Road,
E5 8EG

07852 769 120

Last Thursday of the
month, 12-2pm

Irish Elders Lunch Club

A two-course meal plus tea. £3.

Irish Elders Cultural Centre,
St Thomas More Hall,
9 Henry Road, N4 2LH

020 7428 0471
caroline@irishelders.org.uk

Thursday, 1-3.30pm

Carib Eats Canteen

Free

Northwold Community
Centre, Northwold Estate,
E5 9SA

07958 060 947
caribeatslondon@gmail.com

Friday, 12-3pm,
meal at 1pm

Friday Lunch Club, Hackney Showroom

Free lunch club, term time only.

**DROP
IN!**

4 Murrain Road,
Kings Crescent Estate,
N4 2BN

020 3095 9747
hello@hackneyshowroom.com

Friday, 12-2pm

Prideaux House Lunch Club

For over 55s wanting to get out and socialise over a two-course meal. £5.

10 Church Crescent, E9 7DL 020 986 6000

Friday, 12-3pm

Hope at Morningside Community

Chair-based exercise 11am-12.30pm. Bingo after lunch. Free.

Morningside Community
Centre, Cresset Road, E9 6SJ

07958 771 953
info@hopeatmorningside.org

Friday, 1-2pm

St Mary of Eaton Community Club

Seated exercise class at 11am, followed by a three-course lunch. All welcome. Free.

Eastway, Hackney,
E9 5JN


Polly.Mann@WickAward.co.uk

Friday, 12-2pm


Help for families and those who are pregnant

Healthy Start Vouchers

People who are more than 10 weeks pregnant or have a child under four, can get help from the NHS to buy healthy food and milk.

 You can check your eligibility and apply by visiting:
bit.ly/healthy-start-Hackney;
or calling **0300 330 7010**

Other help available


 Free vitamins for pregnant people and new mothers: hackney.gov.uk/healthy-start

Rose vouchers enable pregnant people and those with children under four to obtain fresh fruit and vegetables from local shops and markets.

 alexandrarose.org.uk; or call **01252 726 171**.

7. Additional help and advice

City and Hackney 24hr Mental Health Crisis Helpline

 For free, confidential, expert advice and guidance, call: **0800 073 0006**

Scams


If you think you have been a victim of fraud, report it to Action Fraud

 actionfraud.police.uk; or call: **0300 123 20 40**

Legal advice


Hoxton Trust

Hoxton Trust offers free legal advice on a variety of issues including welfare, benefits, debt, housing, employment, consumer and education issues.


 hoxtontrust.org/legal-advice; call: **020 7613 4174**; or email: reception@hoxtontrust.org

Hackney Community Law Centre

Hackney Community Law Centre provides free and independent legal advice and representation to people living, working or studying in Hackney.

 hclc.org.uk; or call the advice line: **020 8985 5236** between 10am-12pm, Monday-Thursday.

Accessibility statement

 If you require this document in a different format, please email: consultation@hackney.gov.uk

We will consider your request and get back to you in the next five working days.

View this information in another language online using a web browser translator at: hackney.gov.uk/hackney-money-help