

Cost of living Surrey County Council Directory of Support

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For news and updates on support from across the county, please scan the QR code or follow us on social media.



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Introduction

We know that people all across Surrey are feeling the impact of increasing costs and pressure on household budgets.

This Directory of Support is designed to help, by pulling together all the financial and welfare advice on offer in the county.

We hope you will find the information useful.

For financial, welfare and wellbeing support, you can access information on our [online support hub](#).

If you are unable to find the right help and support on these web pages, you can speak with a member of our community helpline team, to talk through your needs and they will help to point you in the right direction for financial, welfare or wellbeing support in Surrey.

0300 200 1008 (9am to 5pm, Monday to Friday, excluding bank holidays) or complete an [online community helpline enquiry form](#).

Calls to 03 numbers from any network will cost no more than those to 01 and 02 numbers and count as part of any call package. The cost of calls per minute depends on the network. Please check with your provider. BT customers may be able to call 03 numbers for free.

Deaf or hard of hearing community

You can contact the helpline by textphone, smartphone app or text message about any of the services in this directory.

Textphone or smartphone app via Relay UK **18001 0300 200 1008**

SMS **07860 053 465**

British Sign Language via [SignLive Video Relay Service](#).

Other formats

If you require this document in an alternative format or language, please contact us on **0300 200 1008**, SMS **07860 053 465**, email contactcentre@surreycc.gov.uk

Are you in financial crisis?

Surrey Crisis Fund

Providing financial help to Surrey residents who have nowhere else to turn in an emergency or following a disaster. It can also provide assistance to set up a home where no other funds or resources are available. This is a discretionary fund run by Surrey County Council and may be able to assist with:

- food and toiletries
- essential white goods and furniture (though they do not provide replacement items)
- certain utilities
- emergency travel costs (hospital appointments, job interviews, etc.)

Other support may be available and this will be considered when you apply.

Am I eligible? For Surrey residents who have nowhere else to turn in an emergency or following a disaster. The fund aims to support people for one occasion and signpost to long-term help to prevent ongoing need.

Further information about the [Surrey Crisis Fund](#) is available online or by calling **0300 200 1008**.

Food banks

If you're struggling to put food on the table, there are a number of food banks and community fridges across Surrey you can turn to.

Am I eligible? For people struggling financially to put food on the table.

Further information is available online on [Surrey Information Point](#) by searching “**foodbanks**” or by calling **0300 200 1008**.

Breathing Space

Gives temporary protection from most types of debt collection.

Am I eligible? Anyone with debt problems can get support and space from creditors. If you are receiving mental health crisis treatment you can get more protection.

Further information about [Breathing Space](#) is available online.

Surrey charities are here to help you

Many charities in Surrey have been given funding to offer you help if you need it.

Am I eligible? Yes, available to all.

Further information about the [household support fund](#) is available online or by calling **0300 200 1008**.

Look out for others

Remember that other people, like older neighbours, friends and family members, may need a bit of extra help and care over the winter period. Check on them when you can. You can also help play a part in your community by [joining up and joining in with others in your local area](#).

General support from us

Warm Hubs

Places within the local community where people can enjoy a safe, warm and friendly environment in which to enjoy a hot drink, social activity, and receive information and advice.

Am I eligible? Yes, it's particularly beneficial to residents in hard to heat homes, those who are isolated, or those worried about their energy bills.

Further information is available on our [online support hub](#). Alternatively, call **0300 200 1008** or visit your local library.

Surrey Libraries

Free access to computers and Wi-Fi in all 52 libraries across Surrey. Providing resources activities and events in suggested locations, including drop in sessions on welfare support and advice.

Am I eligible? Yes, libraries are open to all residents, with or without a library card.

Further information about [Surrey Libraries](#) is available online.

Surrey Information Point

An online directory of care and support options available locally. You can find local support for money management and tackling debts, as well as a host of other services including befriending and help with local transport during winter.

Am I eligible? Yes, available to all.

[Surrey Information Point](#) is available online.

Staying independent

If you have difficulties completing everyday tasks safely and independently, there's lots of equipment to hire or buy, which can make looking after yourself easier.

Am I eligible? Yes, available to all.

Further information about [equipment and technology](#) is available online.

Priority services registers

In the event of a water shortage you can receive free support and bottled water. You can also sign up with your electricity and gas supplier in case of a supply issue so you are treated as a priority customer.

Am I eligible? If you are of pensionable age, have a long term medical condition or disability, or have children under the age of five. Contact your utility companies directly to be put on their register.

Support for carers

Carers often miss out on entitlements which may be available to them.

Am I eligible? You are a carer if you look after someone who is ill, frail or disabled and you are unpaid.

Further information about [support for carers](#) is available online.

Support for veterans

There are a number of ways for the Armed Forces community to access help and support.

Am I eligible? Available to anyone who has served in the British Armed Forces, including those who undertook National Service. To find out more, download the Forces Connect app.

Further information about [support for veterans](#) is available online.

Free period products

In partnership with charity Binti International, free period products are available in selected locations across Surrey.

Am I eligible? Yes, available to all for free collection and donation in 52 Libraries in Surrey.

Further information about [free period products](#) is available online.

Help to reduce your fuel bills

Sustainable warmth grant

Funding to make your home warmer and more energy efficient which will help lower bills.

Am I eligible? For residents with a household income of less than £30,000.

Further information about [applying for the sustainable warmth grant](#) is available online or by calling **0800 783 2503**.

LoCASE Grant

Grant funding of up to £20,000 (up to 40% of eligible costs), to implement energy efficiency measures and reduce energy costs and carbon footprint.

Am I eligible? Small and medium-sized businesses and charities can apply.

Further information about the [LoCASE Grant](#) is available online or by emailing lowcarbon@surreycc.gov.uk

Energy Advice Tool

To help you understand and manage your energy use. Providing tailored options to help with reducing energy use, finding free or part funded schemes to make your home more energy efficient and signposting you to debt relief grants.

Am I eligible? Yes, available to all.

The Energy Advice Tool will be available on our [online support hub](#).

Leaving the car at home

Opting to walk or cycle on shorter journeys can benefit your health and save on fuel costs.

Am I eligible? Yes, available to all.

Further information about [walking and cycling](#) is available online.

Top 10 savings to help you reduce your energy bills*

* Estimated annual savings for an average household. Source: Energy Saving Trust.

1. **£125** - draught-proof windows and doors
2. **£95** - keep shower time to just four minutes
3. **£70** - avoid using the tumble dryer
4. **£70** - insulate your hot water cylinder
5. **£65** - switch appliances off standby mode
6. **£43** - don't overfill the kettle and fit an aerator onto your tap
7. **£34** - wash at 30°C and do one less wash a week
8. **£25** - turn off lights when not needed
9. **£20** - swap one bath a week for a shower
10. **£70** - set your boiler's flow temperature between 55 - 60 degrees **

** Source: The Heating Hub.

Support for families

Surrey Family Information Service

Providing advice, support and information on a range of subjects.

Am I eligible? Yes, support and advice for everyone.

Further information about the [Surrey Family Information Service](#) is available online or by calling **0300 200 1004** (Mon - Fri, 9am - 5pm).

Club4

Free school holiday camps running during the longer school holidays, offering healthy food and fun activities.

Am I eligible? For children aged 5-16 who receive benefit-related free school meals.

Further information about [Club4](#) is available online.

Free school meals

Free school meals for primary and secondary pupils.

Am I eligible? All infant pupils are entitled to free school meals. Children in Year 3 and above are eligible if their parents receive one or more qualifying benefits. If you think your child may be entitled to a free school meal, contact your school to apply or refer to our online information about [free school meals](#).

School uniform

We have a list of local services that can support with school uniform costs.

Am I eligible? If you are worried about school uniform costs, the Family Information Service provides suggestions and services that can offer [support for school uniform costs](#).

Funded early education for two year olds (FEET)

Early years settings are wonderful places for children to learn, make friends and have fun. Eligible families can receive up to 15 hours of funded early education and childcare a week for 38 weeks a year.

Am I eligible? Information about [funded early education for two year olds](#) is available online.

Funded early education and childcare for three and four year olds

In England all three and four year olds are entitled to up to 15 hours of funded early education and childcare a week for up to 38 weeks a year.

Am I eligible? This is a universal offer and is available to all children.

Further information about [funded early education and childcare](#) for three and four year olds is available online.

Tax-free childcare

Up to £2,000 a year of tax-free childcare is available to help lower costs.

Am I eligible? Information about [tax-free childcare](#) including eligibility is available online.

Local and national support

The Government has provided various payments to those who are eligible. Further information about [Help for Households](#) is available online.

Universal Credit advice

Supports you if you are on a low income or out of work by providing you with a monthly payment to help with your living costs.

Search ‘**understanding universal credit**’ on [GOV.UK](#)

Call **0800 328 5644** or textphone **0800 328 1344** (Mon - Fri, 8am - 6pm).

Help with your income

Personalised job support is available through job help, tax relief and work-related expenses.

Search ‘**job help**’ on [GOV.UK](#)

Help with managing finances

Free, confidential money help that is quick, easy to use and backed by the Government.

Am I eligible? Yes, available to all.

Further information about [help with managing finances](#) is available online.

Citizens Advice

Can give free advice on benefits and other financial support online, by phone or in person.

[Advice and details of your local Citizens Advice branch](#) is available online.

Call **0800 144 8848** or, if you can’t hear or speak on the phone, textphone or smartphone app via Relay UK **18001 0800 144 8884**.

District and borough council support

Find support in your local area including housing benefit and council tax support.

[Support from Elmbridge Borough Council](#)

[Support from Epsom & Ewell Borough Council](#)

[Support from Guildford Borough Council](#)

[Support from Mole Valley District Council](#)

[Support from Reigate & Banstead Borough Council](#)

[Support from Runnymede Borough Council](#)

[Support from Spelthorne Borough Council](#)

[Support from Surrey Heath Borough Council](#)

[Support from Tandridge District Council](#)

[Support from Waverley Borough Council](#)

[Support from Woking Borough Council](#)

Health and mental wellbeing

We know that the cost of living crisis could have a damaging impact on many people's mental and physical health, especially over the winter months. There's a range of support and information to help you through these difficult times.

Healthy Surrey

Online [information and advice to help you stay well](#). Find self-help tips and services for yourself, or a child, friend or relative.

Am I eligible? Yes, anyone in Surrey can access support.

Mindworks Surrey

A [mental health and wellbeing service for children and young people](#).

Am I eligible? Available to all children and young people in Surrey, aged 5-18.

For those in crisis, call **0800 915 4644**.

NHS Mental health crisis support

A local helpline for you to speak to a friendly and well-trained member of staff if you've reached breaking point.

Am I eligible? Children and adults can access this support.

For more support: Call the crisis helpline, 24 hours a day, 7 days a week on **0800 915 4644** or text **07717 989024**.

Pharmacies

Can help with minor health concerns before they get worse.

Am I eligible? Yes, available to all. It is often easier to get the help and advice you need without having to book and go to your GP or A&E.

[Find your nearest pharmacy online](#).

NHS 111

A 24/7 service offering round-the-clock information and advice.

Am I eligible? Yes, available to anyone with urgent health problems which are not life threatening.

Use [NHS 111 online](#), the **NHS app** or call **111**. In an emergency always call **999**.

COVID-19 booster and flu vaccinations

Your flu and COVID-19 vaccines are two of the most important things you can get to protect yourself from becoming seriously ill and to keep others safe this winter.

Am I eligible? Yes, if you are aged 50 and over, have certain health conditions, are pregnant, a carer, frontline health worker or a social worker.

More information about [COVID-19](#) and [Flu](#) is available online. Alternatively, speak to your GP or local pharmacy.

Staying safe

Common household appliances used for heating and cooking can produce carbon monoxide (CO) if they're badly fitted or poorly maintained. Symptoms of CO poisoning are flu-like and can be hard to detect. To keep you and your loved ones safe from the poisonous gas, have your appliances serviced by a Gas Safe Registered engineer each year. Don't forget to test your CO alarm regularly to check if it's working, requires new batteries or needs replacing. If you suspect that you have a carbon monoxide leak in your property, call the National Gas Emergency line on **0800 111 999**.

Be aware of scams

Cost of living scams can include fake energy rebate texts, offers of loans, too good to be true prices, and false home improvement claims to cut your bills.

Be wary of unexpected phone calls, texts, pop up adverts online, emails and knocks on the door. More [advice about scams](#) including how to report a fraud or scam, get a free no cold calling or scams sticker pack, or enquire about a free call blocker device is available online. Alternatively, you can call **0300 123 2329**.