

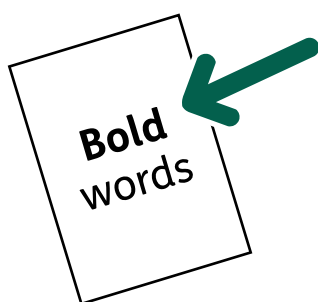
# Support with the Cost of Living



**Easy  
Read**

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In this Easy Read document, hard words are in **bold**. We explain what these words mean in the sentence after we have used them.



Some words are [blue and underlined](#).

These are links that will go to another website which has more information.

# Introduction



This is information from Surrey County Council about the support you can get with **the cost of living**.

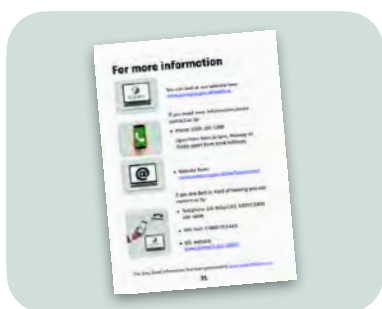
**The cost of living** is how much money you pay for the basic things you need to live, like food and heating your home.



We know that people in Surrey are feeling worried about the cost of living going up.

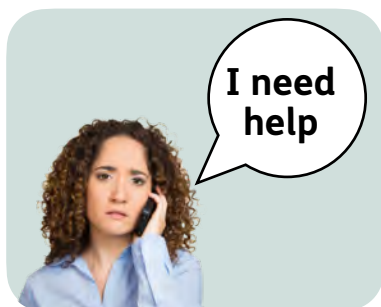


We have made this booklet to tell you about the support you can get from us and other organisations in Surrey.



If you cannot find the support you need, you can contact us using the details on page 31.

# Are you having a lot of problems with money?



If you need money and it is an emergency you can contact Surrey Crisis **Fund**.

A **fund** is money that we can give out to help people who really need it.



This fund is run by us to support people who have no one else to ask for help with money.

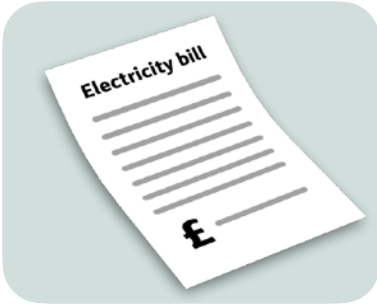
We can help with things like:



- Food and bathroom items.



- Things for your kitchen, like a fridge or washing machine.



- Certain bills, like water or electricity.



- Emergency travel costs for things like hospital appointments and job interviews.

You can find out more information about the Surrey Crisis Fund:

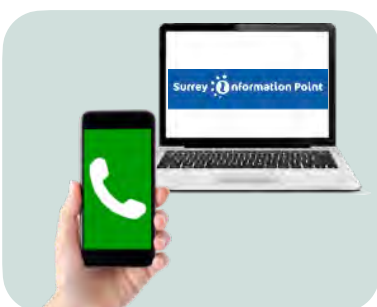


- Website: [www.surreycc.gov.uk/surreycrisisfund](http://www.surreycc.gov.uk/surreycrisisfund)
- Phone: 0300 200 1008.

## Foodbanks



If you are finding it hard to buy food, you can go to a foodbank to get help.



Follow this link to find out where these are: [www.surreyinformationpoint.org.uk](http://www.surreyinformationpoint.org.uk)  
Search for 'foodbanks'.

Or you can call us on 0300 200 1008.

# Help with debts



**Debts** are when you have borrowed money from someone and you need to pay it back. If you are struggling to pay your debts, you can contact Breathing Space.



Breathing Space is a service that gives you support and time to deal with your debts.



You can get extra support if you are getting treatment for a mental health emergency.



Follow this link to find out more:  
[www.surreycc.gov.uk/mentalhealthdebtsupport](http://www.surreycc.gov.uk/mentalhealthdebtsupport)

# Surrey charities



There are charities in Surrey that can help you if you need it.

You can find out about them by:



- Website: [www.surreycc.gov.uk/householdsupportfund](http://www.surreycc.gov.uk/householdsupportfund)
- Phone: 0300 200 1008.

# Support from us



These are some of the ways you can get support from us.

## Warm Hubs



These are friendly places where you can go to have a chat and get a hot drink.



Warm Hubs are open to everyone. You can find out where they are at your local library or by:



- Website: [www.surreycc.gov.uk/welfare](http://www.surreycc.gov.uk/welfare)
- Phone: 0300 200 1008.



# Libraries



At our libraries you can use computers and the internet for free.



There are lots of events at our libraries and information about the support you can get.



Follow this link to find out more:  
[www.surreycc.gov.uk/libraries](http://www.surreycc.gov.uk/libraries)

# Surrey Information Point

You can search this website to find the care and support you can get in Surrey, including:



- Help with managing your money.



- Making new friends.



- Help with getting out and about in winter.



Follow this link to find out more:  
[www.surreyinformationpoint.org.uk](http://www.surreyinformationpoint.org.uk)

## Looking after yourself



If you have trouble with doing everyday tasks like cooking on your own, you can borrow or buy equipment to help you.



Follow this link to find out more:  
[www.surreycc.gov.uk/adultequipmentandtechnology](http://www.surreycc.gov.uk/adultequipmentandtechnology)

# Getting support from water and energy companies

You can get support from water and energy companies if you:



- Are a **pensioner**.

A **pensioner** is someone who has finished their working life. They are usually over 65 years old.



- Have a long term health condition or disability.



- Have children under the age of 5.



If there is a problem with the water in your home then you can get free support and bottled water.



If there is a problem with your gas or electricity then you will be treated as a priority customer - this means the company will look at your problem faster.



You should contact your water and energy company directly to sign up for this.

## Support for carers



You can find out if you can get any support as an unpaid carer by following this link: [www.surreycc.gov.uk/carersfinancialsupport](http://www.surreycc.gov.uk/carersfinancialsupport)

## Support for veterans

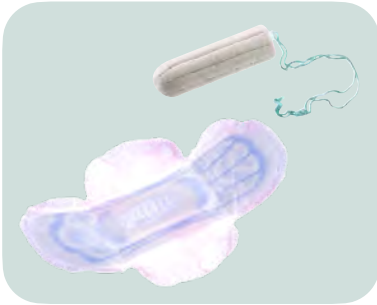


**Veterans** are people who have served in the armed forces in the past.



There is support for anyone who served in the British Armed Forces. Follow this link to find out more: [www.surreycc.gov.uk/armedforces](http://www.surreycc.gov.uk/armedforces)

# Free period products



**Period products** are items that people have to buy when they get their period, like sanitary towels and tampons.



You can get period products for free in places across Surrey.



Follow this link to find out where:  
[www.surreycc.gov.uk/perioddignity](http://www.surreycc.gov.uk/perioddignity)

# Support for families



Here are some ways that you can get support for your family.

## Surrey Family Information Service



This is open to everyone who needs advice or information.



Follow this link to get more information:  
[www.surreycc.gov.uk/fis](http://www.surreycc.gov.uk/fis)

# Club4



This is a free school holiday camp during the longer school holidays.



It is for children aged 5 to 16 who get free school meals because their parents get certain **benefits**.

**Benefits** are money the Government gives to some people to help pay for the things they need to live.



Follow this link to find out more:

[www.activesurrey.com/community/club4](http://www.activesurrey.com/community/club4)

## Free school meals



All school children up to Year 2 can get free school meals.



Children in Year 3 and above can get free school meals if their parents get certain benefits.



If you think your child should get free school meals, contact their school to apply or follow this link:

[www.surreycc.gov.uk/freeschoolmeals](http://www.surreycc.gov.uk/freeschoolmeals)

## School uniform



We have a list of local services that can help you with paying for school uniforms.



Follow this link to find out more:

[www.surreycc.gov.uk/schooluniforms](http://www.surreycc.gov.uk/schooluniforms)



# Early education for 2 year olds



Early years education is a great place for 2 year olds to learn and make friends.



You might be able to get 15 hours of free early education a week.



Follow this link to find out more:  
[www.surreycc.gov.uk/feet](http://www.surreycc.gov.uk/feet)

# Early education for 3 and 4 year olds



All 3 and 4 year olds can get up to 15 hours of free early education a week.



You can find out more about early education for 3 and 4 year olds by following this link:

[www.surreycc.gov.uk/fundedchildcareage3to4](http://www.surreycc.gov.uk/fundedchildcareage3to4)

## Tax-free childcare



**Tax** is money you have to pay to the Government.



You might not have to pay taxes on the first £2,000 that you spend on childcare each year.



You can check if you can get this by following this link:

[www.gov.uk/get-tax-free-childcare](http://www.gov.uk/get-tax-free-childcare)

# Help to lower your energy bills



Here are our top 10 tips for saving money on your energy bills.



1. Make sure that air or wind is not coming through your windows or doors.



2. Only shower for 4 minutes at the most.



3. Try not to use a tumble dryer to dry your clothes.



4. Put **insulation** around your hot water tank if you have one.

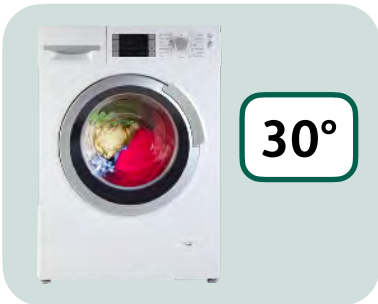
**Insulation** is material that keeps heat in.



5. Switch off your electrical items at the plug when you are not using them.



6. Do not overfill your kettle, just boil the water that you need.



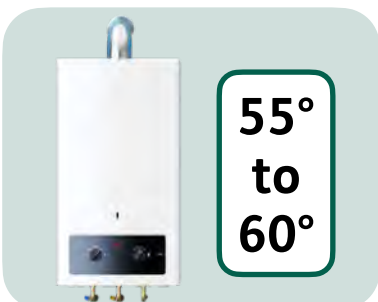
7. Wash your clothes at 30 degrees and try to do one less wash a week.



8. Turn off lights when you do not need them on.



9. Have a shower instead of a bath at least once a week.



10. Turn your boiler's temperature down to 55 to 60 degrees.

# Money to make your home warmer



If your **household income** is less than £30,000 you could get help to make your home warmer.

**Household income** is how much everyone living with you earns added together.



Follow this link to find out more:  
[www.actionsurrey.org](http://www.actionsurrey.org)

## LoCASE Grant



This is money for businesses and charities to help make sure their buildings use less energy.

Find out more by:



- Website: [www.locase.co.uk](http://www.locase.co.uk)
- Email: [lowcarbon@surreycc.gov.uk](mailto:lowcarbon@surreycc.gov.uk)

# Energy Advice Tool



An online service will soon be available to help you understand and manage how you use energy.



Find out more by following this link:  
[www.surreycc.gov.uk/welfare](http://www.surreycc.gov.uk/welfare)

# Leave the car at home



Walking or cycling on shorter journeys can help you save money and is good for your health.



Find out more by following this link:  
[www.surreycc.gov.uk/activejourneys](http://www.surreycc.gov.uk/activejourneys)

# Support for health and mental wellbeing



We know that the cost of living can have a bad effect on many people's physical and mental health.

Below are services that can support you with this.

## Healthy Surrey



This is information and advice about being healthy.

Find out more by following this link:  
[www.healthysurrey.org.uk](http://www.healthysurrey.org.uk)

## Mindworks Surrey



This is a mental health and wellbeing service for children and young people.



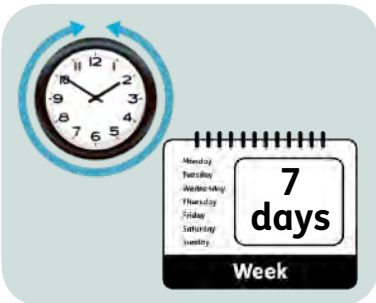
You can find out more by following this link:  
[www.mindworks-surrey.org](http://www.mindworks-surrey.org)

If you need urgent mental health support, please call 0800 915 4644.

# NHS Mental Health support



If you are having urgent mental health problems and need to talk to someone, please call 0800 915 4644 or text 07717 989 024.



The line is open 24 hours a day, 7 days a week.

## Pharmacies



Pharmacies are also called chemists. They can give you advice about less serious health problems before they get worse.



Follow this link to find your nearest pharmacy:  
[www.nhs.uk/service-search/pharmacy/find-a-pharmacy](http://www.nhs.uk/service-search/pharmacy/find-a-pharmacy)



# NHS 111



This is a phone line which gives health advice.

It is open 24 hours a day, 7 days a week.

You can contact NHS 111 by:

- Website: [www.111.nhs.uk](http://www.111.nhs.uk)
- Phone: 111.



In an emergency always call 999.

## COVID-19 and flu vaccinations



A **vaccination** is an injection or jab that helps to stop you from being ill with a certain illness.



You can protect yourself and others from flu and COVID-19 by getting these vaccinations.



You can get the vaccinations if you:

- Are over 50.



- Have a health condition that means you find it harder to fight illnesses.



- Are pregnant.



- Are a carer.



- Are a health worker.



- Are a social worker.



You can find out more by following these links.

COVID-19:  
[www.nhs.uk/coronavirus](https://www.nhs.uk/coronavirus)

Flu:  
[www.nhs.uk/flu vaccine](https://www.nhs.uk/flu vaccine)

# Support from other organisations



These are some other organisations that you can get support from.

## Help for households



The Government has given out different payments to help people.



You can find out more about these by following this link:  
[helpforhouseholds.campaign.gov.uk](https://helpforhouseholds.campaign.gov.uk)

## Advice about Universal Credit



You can get Universal Credit if you do not earn much in your job or if you do not have a job.

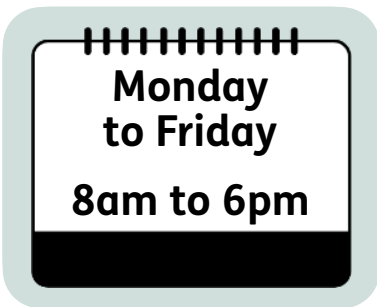


Follow this link to get advice about Universal Credit:  
[www.gov.uk](http://www.gov.uk)  
Search for 'understanding universal credit'.



To find out more, contact us by:

- Phone: 0800 328 1344.
- Textphone: 0800 328 1344.



Phone lines are open Monday to Friday, from 8am to 6pm.

## Help with how much you earn



You can get support to help with your job and paying taxes.



Follow this link:  
[www.gov.uk](http://www.gov.uk)  
Search for 'job help'.

# Help with managing your money



You can get free advice about money that is quick and easy to use.



Follow this link:

[www.moneyhelper.org.uk](http://www.moneyhelper.org.uk)

## Citizens Advice



This service gives free advice about benefits and gives other support for managing your money.

You can contact them by:

- Website: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)
- Phone: 0800 144 8848.



If you can't talk or hear on the phone, you can use Relay UK: 18001 0800 144 8884.

# Support from your local district or borough council

Follow the links below to find advice and support in your local area, including for housing benefit and council tax support.



## Elmbridge

[www.elmbridge.gov.uk/cost-of-living-support](http://www.elmbridge.gov.uk/cost-of-living-support)



## Epsom and Ewell

[www.epsom-ewell.gov.uk/residents/cost-living-crisis](http://www.epsom-ewell.gov.uk/residents/cost-living-crisis)



## Guildford

[www.guildford.gov.uk/costoflivingsupport](http://www.guildford.gov.uk/costoflivingsupport)



## Mole Valley

[www.molevalley.gov.uk/cost-of-living](http://www.molevalley.gov.uk/cost-of-living)



## Reigate and Banstead

[www.reigate-banstead.gov.uk/cost-of-living](http://www.reigate-banstead.gov.uk/cost-of-living)



**Runnymede**

[www.runnymede.gov.uk/cost-living](http://www.runnymede.gov.uk/cost-living)



**Spelthorne**

[www.spelthorne.gov.uk/support](http://www.spelthorne.gov.uk/support)



**Surrey Heath**

[www.surreyheath.gov.uk/additional-support](http://www.surreyheath.gov.uk/additional-support)



**Tandridge**

[www.tandridge.gov.uk/support](http://www.tandridge.gov.uk/support)



**Waverley**

[www.waverley.gov.uk](http://www.waverley.gov.uk)



**Woking**

[www.woking.gov.uk/costofliving](http://www.woking.gov.uk/costofliving)

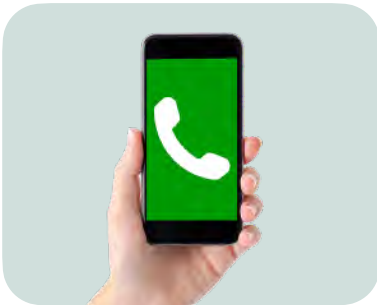


# For more information



You can look at our website here:

[www.surreycc.gov.uk/welfare](http://www.surreycc.gov.uk/welfare)



If you need more information please contact us by:

- Phone: 0300 200 1008.

Open from 9am to 5pm, Monday to Friday apart from bank holidays.



- Website form:

[www.surreycc.gov.uk/welfarecontact](http://www.surreycc.gov.uk/welfarecontact)

If you are deaf or hard of hearing you can contact us by:



- Textphone (via Relay UK): 18001 0300 200 1008.

- SMS text: 07860 053 465.

- British Sign Language (BSL) website:

[www.surreycc.gov.uk/bsl](http://www.surreycc.gov.uk/bsl)

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