

Elmbridge Borough Council

cost of living support



A booklet of financial and welfare advice for Elmbridge residents dealing with increasing costs.

You can find more info and advice at:
elmbridge.gov.uk/cost-of-living-support



Elmbridge
Borough Council

Financial support



Citizens Advice can give you free advice on debt, benefits, housing, employment and more:

- For residents of **Claygate, Cobham, Esher, Hinchley Wood, Molesey and Thames Ditton**:
Telephone: 01372 464 770
Email: bureau@eshercab.org.uk
Drop-in advice sessions at Cobham Centre for the Community, first Wednesday of the month, 10.30am-12.30pm.
- For residents of **Hersham, Walton and Weybridge**:
Telephone: 0808 278 7887
Email: advice@caew.org.uk
Drop-in sessions at Hersham Centre for the Community, first three Wednesdays of the month, 10am-12pm.
Older Persons Advisory Service (for over 60s) at Weybridge Centre for the Community, Mondays 9.30am-12pm.

CHEER (Concern and Help for East Elmbridge Retired) – supports residents over the age of 65 with benefits advice and can provide home visits. Call 07732 310 907.

Breathing Space is a government debt respite scheme which can give you protection from creditor action for up to 60 days, including freezing interest and charges. Call 0800 138 1111 for more info.

Foodbanks can provide support to residents who are in a food crisis. Contact Citizens Advice or CHEER who can make a referral to your local foodbank.

There are also **Community Fridges** where residents can donate or collect surplus food:

- Lower Green Community Centre, Recreation Ground, Farm Road, Esher, KT10 8AU. Open Monday to Friday, 9.30am-4pm.

If you are worried about becoming homeless, you can contact the Council's **Housing Options Team** for advice on 01372 474 590.

Rentstart is a homeless charity working in Elmbridge. They offer prevention advice to people who are vulnerably housed and house and support those who are homeless. They also provide practical help on how to find rental housing. Call 01372 477 167, email hello@rentstart.org or visit www.rentstart.org for more information.

Walton Charity provides grant funding to individuals and families in Elmbridge who needs financial assistance for essential furniture, transport and training, or activities for children and young people. Referrals must come through Citizens Advice or social services.

Walsingham Care provides support to Elmbridge Residents over 60 experiencing financial hardship, with grants to support the rising cost of living. Applications must be submitted through a professional referee such as a social worker, GP, Citizens Advice, health practitioner, member of the clergy or housing association officer.

Reduce your fuel bills



Action Surrey is an advice service whose trained advisors can assist you to find ways to save money on your fuel bills. They can also check if you are eligible for grants to help make your home more energy efficient, which will help reduce costs. Call them on 0800 783 2503

If you are of pensionable age, have a long-term medical condition or a disability, you can sign up for the **Priority Services Register**. In the event of a power cut, your energy provider will then support you with text alerts, home visits and help with medication and medical equipment.

To sign up, contact UK Power Network on 0800 169 9970

Mental health support



Mind Matters Surrey provides talking therapies to anyone over 17 registered with a Surrey GP, who is experiencing depression, anxiety or stress. Group and one-to-one therapy is offered via telephone and online. Call 0300 330 5450 for more info.

The **NHS Crisis Helpline** is available 24 hours a day, 7 days a week and is staffed by trained advisors who can support you if you are in a mental health crisis. Call 0800 915 4644 or text 07717 989 024.

Catalyst Community Connections provide telephone support and online activities for people with mental health, drug and alcohol problems in West Elmbridge (Walton, Weybridge and Hershaw). Call 01483 590 150 or SMS 07909 631 623.

Mary Frances Trust provide a range of online and in-person support groups and activities to support residents with mental health difficulties. Call 01372 375 400 for more info.

Samaritans are here to listen to anyone who is experiencing mental health problems. Call 116 123.

Independent living support



If you need some support with everyday tasks, there are local services that can help:

Surrey County Council's Adult Social Care Team provide short and long term assistance to help people maintain their independence. This includes personal care as well as wider support to help people engage with their communities. Call 0300 200 1005 for more info.

Care And Repair Elmbridge provide home adaptations to help you live more independently. From grab rails and wheelchair ramps to level access showers. They can also assist you to apply for financial assistance to pay for any work. CARE also runs a handyman service to carry out minor repair jobs in and around the home. For more info, call the CARE Team on 01372 474 645.

Community Alarm provide a 24-hour monitoring service to help you live safely at home, with a wearable alarm unit, or equipment such as smoke alarms or fall detectors, which allow the monitoring team to alert family or emergency services. Find out more from the Community Alarm Team on 01372 474 560.

HomeSupport Elmbridge provide domestic services to adults with a long-term illness or disability, from cleaning and shopping services to bathing and befriending services. They are funds available to support residents in severe financial need. Call the HSE Team on 01932 267 128.

Warm hubs



Warm Hubs are places you can go to keep warm and get free advice on local support services. Many hubs also offer hot food and drink, as well as programmes of activities.

The hubs are open to anyone in the community who needs help and support.

All Elmbridge Warm Hubs and their opening times are listed below:

- **Claygate Centre for the Community**, Elm Road, Claygate, KT10 0EH. Monday to Friday - 9.30am-3.30pm
Free tea or coffee from 10am-2pm.
Advice on local support services available 10am-2pm.
- **Cobham Centre for the Community**, Oakdene Road, Cobham, KT11 2LY. Monday to Friday - 9.30am-3.30pm
Free tea or coffee from 10am-2pm.
Advice on local support services available 10am-2pm.
- **Cobham Library**, The Cedar Centre, Cedar Road, Cobham, KT11 2AE. Tuesday to Saturday - 9.30am-5pm
- **Friends Meeting House**, 3 Claremont Lane, Esher, KT10 9DP
Monday 10am-4pm
- **Hersham Centre for the Community**, 7 Queens Road, Hersham, KT12 5LU. Monday to Friday - 9.30am-3.30pm
Free tea or coffee from 10am-2pm.
Advice on local support services available 10am-2pm.

- **Lower Green Community Centre**, Farm Road Recreation Ground, Esher, KT10 8AU. Monday to Thursday 9.30am-4pm
- **Molesey Centre for the Community**, Bishop Fox Way, West Molesey, KT8 2AS. Monday to Friday - 9.30am-3.30pm
Free tea or coffee from 10am-2pm.
Advice on local support services available 10am-2pm.
- **St Nicholas Church**, Summer Road, Thames Ditton, KT7 0QQ. Tuesday: 9.30am-2pm, Thursday: 9.30-11.30am (parent and toddler)
- **Thames Ditton Centre for the Community**, Mercer Close, Thames Ditton, KT7 0BS. Mondays and Thursdays 9.30am-3.30pm
Free tea or coffee from 10am-2pm.
Advice on local support services available 10am-2pm.
- **Walton Centre for the Community**, Manor Road, Walton-on-Thames, KT12 2PB. Monday to Friday - 9.30am-3.30pm
Free tea or coffee from 10am-2pm.
Advice on local support services available 10am-2pm.
- **Walton Library**, The Heart Centre, 54 Hepworth Way, Walton-on-Thames, KT12 1GH. Monday, Wednesday, Thursday and Friday: 9:30am-5:30pm, Tuesday: 9:30am-7pm, Saturday: 9:30am-5pm, Sunday: 11am-5pm
- **Weybridge Centre for the Community**, Churchfield Place, Weybridge, KT13 8BZ. Monday to Friday - 9.30am-3.30pm
Free tea or coffee from 10am-2pm.
Advice on local support services available 10am-2pm.

Specialist support



Action for Carers provide financial advice to carers across Surrey. They can support you to make sure you are receiving all the assistance you are entitled to. Call them on 0303 040 1234.

Elmbridge Dementia Services gives advice and support to residents living with dementia, their carers and friends. As well as providing social clubs and support groups, they can advise you on what financial support you could be claiming. Contact them on 01372 474 547.

The **Veterans Support Association** provides support for current and ex-servicemen and women across the borough. They are also working with local foodbanks to provide food crisis support. Contact them on 07902 125 508.

General support



Surrey County Council's Community Helpline can point you in the right direction for financial, welfare or wellbeing support across Surrey. Contact them on 0300 200 1008.

You can also find more information on all the services mention in this leaflet on our website: [elmbridge.gov.uk/cost-of-living-support](https://www.elmbridge.gov.uk/cost-of-living-support)