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# COST OF LIVING

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Useful contacts and information

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## **Act on Energy Advice Service**

### **Contact details:**

Act on energy advice support Team

0800 988 2881

### **Who we help:**

Single Households, couples and families in all age brackets

### **Location covered:**

Warwickshire, Worcestershire, Coventry, Solihull & Birmingham

### **Service offered:**

Act on Energy offer advice, guidance, and support services to households across the city of Worcester who are at risk or are living in fuel poverty.

Services cover the following:

- Information advice and guidance phone line.
- Home visit service for those most in need
- Help to access grants for energy efficiency measures
- Help to access financial assistance through the household support fund to assist with high energy bills and debt.
- Onward referrals to other services
- Regular face to face events



## **Action for children**

### **Contact details:**

vanessa.cole@actionforchildren.org.uk

### **Who we help:**

Children, young people, and families

### **Location covered:**

Worcestershire (Action for Children cover the districts of Malvern Hills, Worcester City & Wychavon – other providers cover North Worcestershire)

### **Service offered:**

There are 3 family hubs in Worcester City – Saffron (Stanley Road), Tudor Way (Dines Green), Buttercup (Warndon).

Action for Children deliver Parenting support and Community Development. Community Health Connectors can support with emergency funding for families who may be struggling with food/fuel/furniture/school uniform etc. We also run a Fare Share service at Tudor Way Family Hub which distributes food to families in need.

We encourage families who are eligible to apply for Healthy Start scheme, which provides a card to purchase healthy foods and vitamins for free. We also support families for free nursery places.

Starting Well Partnership delivers some free stay and play groups as well as free parenting groups, which supports with children's behaviour and family relationships.



## **Age UK Herefordshire & Worcestershire**

### **Contact details:**

0800 008 6077

### **Who we help:**

Adults 55+

### **Location covered:**

Whole of Herefordshire & Worcestershire and all available to residents of Worcester City

### **Service offered:**

Our information and advice service can provide free independent advice and information to older adults particularly around benefits advice, benefits checks and supported benefits applications.

Home from Hospital team can provide support if you have recently had a stay in hospital. We can provide practical short-term support by way of cleaning, shopping, prescription collecting with the aim of maintaining independence and avoiding a readmission to hospital.

Help at Home is a paid for service costing £19.50 per hour and provides low level domestic support, befriending, meal preparations, shopping etc.



## **Age UK Worcester & Malvern Hills**

### **Contact details:**

01905 724294

### **Who we help:**

Adults 50+

### **Location covered:**

Worcester City

### **Service offered:**

We have trained advisors who assist with advice on benefits, benefit checks, benefit form filling, advice on welfare issues, advice on health & wellbeing, advice on housing issues and information on care & support. We offer telephone appointments, office appointments and home visits where necessary.

Outreach surgeries – the team run outreach surgeries. These are held at locations across the city (as advertised on our website).

Free information guides and factsheets are available online on our website.

We have digital volunteer ambassadors who are available to help with online access.



## **Caring for communities and people**

### **Contact details:**

TeamWorcestershire@ccp.org.uk

### **Who we help:**

Childless Adults who are at risk of eviction having received an Eviction Notice for a Tenancy or License agreement.

### **Location covered:**

Worcestershire

### **Service offered:**

We offer early intervention and possibly avoid the threat of becoming Homeless or in Debt.

Initial assessment of a person's housing situation and support needs with a named Support Worker, who will guide them through their journey into a long-term goal of suitable housing.

A full person-centred package of support, delivered in a prioritised and achievable way over time with Improved Health & Wellbeing. Weekly 'check ins' to ensure individuals are provided with emotional as well as practical support

Maximising income via eligible benefit applications, budgeting support and money management which can include Rent Ready Accredited Training, delivered by their named worker who has received specialist Shelter coaching.

Assistance with grant applications including white goods, carpets, furnishings, travel assistance, deposits and rent arrears.





**the Money  
Advice Service**

## **Citizen's Money Advice Services**

### **Contact details:**

Customer Service Centre 03007906533

### **Who we help:**

Anyone who requires our service

### **Location covered:**

Worcestershire & Herefordshire

### **Service offered:**

Our services aim is to support you to sustain your tenancies through a range of income maximisation information, advice, guidance and support.

Our money advice officers provide budgeting advice, support with welfare benefits, support with grants and support with rent arrears.

Our employment coaches provide support with employment, education and training opportunities through one-to-one guidance, interview skills, CV support, job application, job searching and skills development.

We also offer energy advice covering home energy assessments, tariff check, support with energy debt and advice on using your heating system effectively.



## **Citizen's Advice Worcester**

### **Contact details:**

Free Phone 0808 2787891

Drop-in advice at our Hopmarket Office Tuesday & Thursday 9:30 am – 12:00 pm

[advice@citaworcester.org.uk](mailto:advice@citaworcester.org.uk)

### **Who we help:**

Our services are available to all.

### **Location covered:**

Worcester and surrounding areas

### **Service offered:**

Our services:

- provide the advice people need for the problems they face
- improves the policies and practices that affect people's lives
- help prevent homelessness through advice, advocacy, practical assistance and support to those in need.

Our services are available to all but are targeted towards the vulnerable and disadvantaged in our community including a deposit guarantee scheme to assist homeless single people access the private rented sector



# Department for Work & Pensions

## **Department for work and pensions**

### **Contact details:**

<https://www.gov.uk/government/organisations/department-for-work-pensions>

### **Who we help:**

All who require our help

### **Location covered:**

Worcestershire

### **Service offered:**

Within DWP alongside our normal signposting we are bringing in partners to our Jobcentres who can help with advice and support around financial and debt issues. This enables access immediate support when attending your JCP appointments.

## **England Illegal Money Lending Team**

### **Contact details:**

reportaloanshark@stoploansharks.gov.uk

### **Who we help:**

Anyone who requires our help

### **Location covered:**

Worcestershire

### **Service offered:**

The team's function is to provide enforcement against illegal money lenders, therefore policing the unregulated market and protecting the very often vulnerable victims from abuse. The team works across and provides enforcement for all local authorities in England.

IMLT will support victims using a tailored, holistic range of support tools to assist victims recover and rebuild their lives with a more financial resilient approach.



## **FareShare**

### **Contact details:**

enquiries@faresharemidlands.org.uk

### **Who we help:**

Anyone who requires help with food or has surplus food to distribute

### **Location covered:**

Worcestershire, Herefordshire & West Midlands

### **Service offered:**

FareShare is the UK's largest food redistribution charity. We work to source and redistribute good quality, in-date surplus food which would otherwise have gone to waste. We turn an environmental problem into a social solution. FareShare Midlands works in partnership with FareShare to directly help charities and communities' groups in the Midlands. Using FareShare within your charity or community project is a great way to prevent food waste and save money whilst getting the food that you need to help the local community.



## **Foodbank**

### **Contact details:**

To obtain a referral to Worcester Foodbank please contact the Citizen's Advice Centre or the service that is providing you with support (e.g., Social Services, Children's Services, Oasis Academy, health services etc.) and they can provide you with a referral voucher.

### **Who we help:**

People in crisis and suffering food poverty.

### **Location covered:**

Worcester

### **Service offered:**

We provide food parcels with food for 10 nutritionally balanced meals designed to last for three days. Our food is non-perishable. However, we also provide fresh sliced bread baked for us by a local artisan baker, spread and cheese slices. We will also provide fresh produce if available. We also offer a range of other products that have been donated to us, but which are not normally packed in our parcels.

Individual Food parcels are designed to reflect size of household, cooking facilities, and dietary restrictions.

Our household cleaning and toiletry parcels provide all that is needed for personal and household hygiene. This typically includes wash powder, washing up liquid, anti-bac cleaner, toilet rolls, shower gel, shampoo, sanitary products etc.

We also provide pet food, typically cat and dog food.



## **Freedom Leisure**

### **Contact details:**

Robert.tyler@freedom-leisure.co.uk

alex.nicklin@freedom-leisure.co.uk

### **Who we help:**

Community leisure for all

### **Location covered:**

Worcester

### **Service offered:**

Encouraging participation and equal access for all. Freedom Leisure's Active Communities Team, offer children and families the opportunity to take part in sport and activities free of charge. Many of these services are located in different parts of the city offering something for all. Freedom Leisure Tennis are also able to provide opportunities for individuals and families to access the newly refurbished tennis courts at both Cripplegate and Gheluvelt Parks for free.

The 3 leisure centres excellent programmes and services which include, a concessionary pricing scheme that supports the needs of the most disadvantaged groups.



## **Good Soil Trust**

### **Contact details:**

info@goodsoil.org.uk

### **Who we help:**

Anyone who needs our help

### **Location covered:**

Worcester

### **Service offered:**

GST has two houses in the city, containing 9 units of accommodation for those wishing to move on from addiction, homelessness and other vulnerabilities. We provide supported living and the opportunity to work on land at a farm in Grimley and to learn new skills via a work programme.

We sometimes have vacancies for single people requiring accommodation and support who want to move on from their vulnerability / addiction / debt. We help them with budgeting, gaining/re-gaining independence, shopping and cooking, learning new skills, improving employability.

The GST arranges for churches to provide food for those on the street / vulnerable people on a Saturday night through the Street Feeding Station





## **Growbaby**

### **Contact details:**

wvcgrowbaby@gmail.com

### **Who we help:**

Families with children under 5 years old

### **Location covered:**

Worcester and surrounding areas

### **Service offered:**

We provide clothing and equipment for children aged 0 -5 years free of charge to families in need.



## **Here to help**

### **Contact details:**

01905 768053

Monday to Thursday 9.00am to 5.00pm and Friday 9.00am to 4.30pm.

### **Who we help:**

Anyone who requires are assistance

### **Location covered:**

Worcestershire

### **Service offered:**

We signpost to support, information and guidance. Eg budgeting, food banks etc

We have a directory where residents can search for support and services in their area.

Our advisors can help to support individuals to maintain independence.

Our volunteers can help with tasks such as shopping and collecting medicine which may mean residents do not have to pay for care prematurely.

We can signpost to support in the school holidays such as HAF.

Residents and professionals can also find out more info on our website: [Here2Help](#) | Worcestershire County Council



## **Hope Church**

### **Contact details:**

info@hope-church.org.uk

### **Who we help:**

Local churches working together and anyone that visits

### **Location covered:**

Worcester

### **Service offered:**

We offer friendship, a listening ear and hope. Help with the feeling of social isolation and mental health issues due to anxiety. Practical help can sometimes be provided. As the café grows, we are planning to develop a hub, signposting people to a range of local services from Foodbank to Money advice, utility help to housing advice, the latter in partnership with a local Housing Association.

As a church we also offer prayer support, spiritual guidance, and hope regardless of people's situation, age, disability, gender, race, religion or sexual orientation, expressing the love of God to all.



## **Like U**

### **Contact details:**

leszek@likeu.org.uk

### **Who we help:**

Migrants

### **Location Covered:**

Worcester

### **Service offered:**

Hardship Support service provides a freshly cooked meal to around 50 of our beneficiaries. It happens twice a week, each Wednesday and Saturday. We are also collecting food for them from our local stores like: Aldi, Tesco, or M&S. We have already reached the limit of our hot meals' capacity.



## Lyppard Hub

### Contact details:

info@lyppardhub.co.uk <mailto:enquiries@faresharemidlands.org.uk>

### Who we help:

All

### Location covered:

Warndon Parish and surrounding Worcester areas

### Service offered:

Tea and Support: Dementia Friends support session - Free session offering social support and signposting for those with dementia and their carers. No booking required.

Community Café: Opening Thursdays only from September. Small charge for food and drink.

Bereavement Journey: Free 6 Week course Supported by St Nicholas Church

Gardener exchange - Free to attend social group operates 3rd Friday in the month

Book club - Free to attend social group operates 1st Friday in the month

Walking group - Free walking group. Weekly Thursdays

Youth Club: - Free to attend for high school ages young people Tuesdays and Thursdays in school term time. Booking essential and completed parental consent form required.



## **Maggs Day Centre**

### **Contact details:**

01905 25027

### **Who we help:**

People experiencing Homeless and any individuals who may require our help.

### **Location covered:**

Worcester

### **Service offered:**

Free breakfast to rough sleepers. Free of charge clothing and household items (depending on donations).

One to one support sessions for everyone to assist with benefits and housing issues, this includes advice, referrals, and signposting.

Maggs offers professional drop-in services including doctor, dentist, optician, and podiatrist. We also hold coffee mornings twice a week to encourage social interactions for those who may feel isolated and lonely.



## **Oasis Warndon Community Hub**

### **Contact details:**

CommunityHub@oasiswarndon.org

### **Who we help:**

Families and the wider community

### **Location covered:**

Worcester

### **Service offered:**

Oasis Warndon Community Hub is open Monday-Friday 9:00 am - 3.30 pm.

Situated in WR4, Oasis Warndon Community Hub offers Group activities, drop-in sessions and 1-2-1 support services, alongside its Food provision services.

With twice weekly coffee mornings, an after-school dinner club, Family activity sessions, community pantry model, environmental group as well as toddler groups for the under 5's.

The aim is to offer all members of the community somewhere inclusive, safe, welcoming, and warm to access food, support and make connections. Many of our groups support to help people combat isolation.

Oasis Warndon Community Hub also offers a preloved uniform service for Oasis Academy Warndon.



## **Onside**

### **Contact details:**

Accesshub@onside-advocacy.org.uk

### **Who we help:**

Services target specific needs. Please check our website for details for each individual service

<https://www.onside-advocacy.org.uk/>

### **Location covered:**

Worcester

### **Service offered:**

Through our range of services ONSIDE connect with dozens of people living in Worcester every day. Where staff identify needs outside the boundaries of their service, they signpost and refer people to other services and support including benefits support and housing agencies. Our wellbeing and mental health support services can provide support to people experiencing stress or anxiety as a result of the cost-of-living crisis.

ONSIDE operates an Access Fund to provide funding for small, one-off items such as a train ticket to an appointment, a hot meal, a tie for an interview or a donation towards counselling services etc. for people already receiving support from any of our services





## **Platform Housing**

### **Contact details:**

0333 200 7304

### **Who we help:**

5,700 homes in Worcester

### **Location covered:**

Worcester

### **Service offered:**

Platform customers can access support through our Successful Tenancies team and can apply for financial support through our Wellbeing Fund.

Weekly face-to-face sessions are held across the city, offering support from Platform and partner organisations, including with employability.

Free community events, activities and initiatives.

We offer funding through our Community Chest to partners to run projects that benefit our communities.

**READY STEADY**  
WORCESTERSHIRE



## **Ready Steady Worcester**

### **Contact details:**

01905 846707

### **Who we help:**

Primary & Secondary age children who are eligible for free school meals.

### **Location covered:**

Worcestershire

### **Service offered:**

The Holiday Activities and Food (HAF) Programme offers free holiday provision to children in receipt of Free School Meals and families during Easter, summer and Christmas school holidays.



THE COMMUNITY ENGAGEMENT CHARITY

## **ROC (Redeeming Our Communities) Worcester**

### **Contact details:**

Jerry@roc.uk.com

### **Who we help:**

Churches across Worcester

### **Location covered:**

Worcester City

### **Service offered:**

ROC Worcester does not provide any services as such, being about communication and coordination between statutory, voluntary, business, charity and faiths sectors; bringing people of good will together to improve people's quality of life.

However, we are supported by a number of churches in the city and these churches provide many different services. These include many different charities (e.g. Foodbank, Grow Baby, Two Pennies etc) as well as free drop in cafes for refreshment and support



# Rooftop

Housing Group

## **Rooftop Housing**

### **Contact details:**

01386 420 800

Money advisors, income officers and neighbourhood officers.

### **Who we help:**

Anyone referred to our organisation

### **Location covered:**

Worcester

### **Service offered:**

Rooftop tenants only.

We assist with purchasing items such as white goods, carpet, bus pass to get to work, school uniforms, dental work, computer, mobile phone.

Engagement with Money advisors is mandatory, and they will look at a benefits MOT for potential eligibility to maximise income and budgeting support.



## **Salvation Army**

### **Contact details:**

worcester@salvationarmy.org.uk

### **Who we help:**

Anyone who requires our service

### **Location covered:**

Worcester

### **Service offered:**

We have our Donation Centre which is open Mon-Sat 9-5. We have limited supplies of food for food parcels and already hand out a regular number every week. We provide a high quality but low cost 'luncheon club / activity centre' on a Wednesday morning for seniors. We have a city centre location and are willing to be involved in joint initiatives specifically designed to help. We have a network of services available through third parties and also the global 'Salvation Army'.



**St Paul's**

## **St Pauls Church**

### **Contact details:**

info@stpaulschurch.co.uk

### **Who we help:**

Anyone who requires are help

### **Location covered:**

Worcester

### **Service offered:**

We give out food vouchers, support and encourage people in accessing laptops and making online applications for help, help improve language skills, signpost to other organisations and above all offer friendship/pastoral care ensuring people are not alone.



## **St Pauls Hostel**

### **Contact details:**

admin@stpaulshostel.co.uk

### **Who we help:**

Single households who are experiencing homelessness

### **Location Covered:**

Worcestershire

### **Service Offered:**

Provision of emergency accommodation for households



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## Stonewater

### **Contact details:**

01202 319 119

### **Who we help:**

Any

### **Location covered:**

Worcestershire

### **Service offered:**

All new homes are built with Air Source Heat Pumps, Ground Source Heat Pumps and solar panels to be more energy efficient and reduce customers' bills.

We also provide flexible working spaces to enable homeworking in all new homes. This is crucial as research we commissioned by Inside Jobs, identified that almost a quarter of low-paid earners say that 'lack of space' is a real challenge to them when working from home.

For our older homes Stonewater will soon be launching a Centre of Excellence for zero-carbon development and retrofit with Greenoak to find innovative ways to not only reduce our carbon impact but simultaneously keep our customers' bills lower.

We work with the Longleigh Foundation offering individual grants to our residents for Hardship, Crisis and Education, Training & Employment. In 2021-2022 Longleigh provided 704 grants at a value of £555,139, many of those were taken up by Stonewater residents.





## **University of Worcester access to learning fund**

### **Contact details:**

Money Advice team, email first point or phone 01905 54 2551.

### **Who we help:**

Home and EU students Studying at the University of Worcester or on a University of Worcester course at a partner college

### **Location Covered:**

Worcester university students

### **Service Offered:**

The access to learning fund provides non repayable grants to assist students that are suffering financial hardship. The grants are means tested.

The fund can support students that are experiencing financial hardship for any reason including any that have a risen as a result of increased costs such as utility costs, travel and food.



## **University of Worcester Support Staff**

### **Contact details:**

<https://www2.worc.ac.uk/personnel/>

### **Who we help:**

University of Worcester Staff Support

### **Location Covered:**

Worcester University

### **Service offered:**

Personal financial planning advice from an independent advisor; a workshop for staff to attend during working hours.

Awareness raising of the discounts available to staff through an employee benefits package; this includes some large national supermarkets, and cycle and car purchase schemes using salary sacrifice

Updating and reminder of the discounts available from local retail and hospitality businesses through the BID

Inviting staff to sign up for Lift share as a way to save commuting costs; this is a free service available to anyone as a driver and/or passenger

Providing tools for budget management on webpages

Some financial support for staff to undertake qualifications, using fee waivers and apprenticeship levy

Collections for local food bank to support others



## **Worcester Bid**

### **Contact details:**

info@worcesterbid.com

### **Who we help:**

Business support

### **Location covered:**

Worcester City Centre

### **Services offered:**

Business training

Cost saving schemes for utilities, merchant fees etc...

Reducing carbon footprint – eco-friendly packaging, lighting support / advise forums



Worcester community garden  
*a great place to grow*

## **Worcester Community Garden**

### **Contact details:**

admin@worcestercommunitygarden.org.uk

### **Who we help:**

Those who enjoy fresh air, physical activity, using their existing skills, learning new skills and making new friends.

### **Location covered:**

All – Mainly Worcester and the surrounding areas

### **Service offered:**

We teach and encourage our volunteers to grow food in their own gardens as well as on site, using sustainable, organic and no-dig practices. This is supplemented by a calendar of teaching events on related topics delivered by experts in their field.

Working on the garden has helped several regular volunteers move back into full time employment. We also aim to help our volunteers to build new and stronger relationships both within their families and within their peer groups



## **Worcester Community Trust**

### **Contact details:**

01905 453453

### **Who we help:**

Families, Children & Young people, older adults, Working and adults and women.

### **Location covered:**

Worcester

### **Service offered:**

Worcester Community Trust provide a range of services that support individuals and families experiencing financial hardship/challenges with Cost of living. All our hubs are open between 9am-4pm every weekday.

We provide opportunities for social connection through a series of group activities and coffee drop in's.

We run and support 3 breakfast clubs, snack & chat and a soup club at either free or highly subsidised rates for anyone in the local community to access.

We deliver after school and youth activities for children ages 5-16 which provide respite for parents and also provides food and snacks to all that attend, during school holidays we deliver a range of family and young people focused activities as well as running a summer playscheme across 6 of our hubs which are free to attend for those in receipt of pupil premium.



## **Worcester Play Council**

### **Contact details:**

worcesterplaycouncil@gmail.com

### **Who we help:**

Children up to 16

### **Location covered:**

Worcester

### **Service offered:**

We provide free play events in parks and public open green spaces in the city of Worcester. We place an emphasis on the areas of highest need in the city. It is an essential requirement for healthy growth, helping to develop, physical, mental, and social skills. We can help families to provide their children with play and social interaction, at no cost.



WORCESTER CITY  
PRIMARY CARE NETWORK

## **Worcester Primary Care Network**

### **Contact details:**

david.mcdowell4@nhs.net

### **Who we help:**

All who require our help

### **Location covered:**

Worcester

### **Service offered:**

We run groups providing peer support to those who are in financial difficulty or fuel poverty.

We will also be provide enhanced access to appointments. The services include access to GP's and other clinicians, group based sessions and services such as physio, podiatry, mental health and diabetes. The well-being team will play a vital role in offering group-based sessions and advice to those in need. Offering appropriate and targeted sessions for the population of Worcester on benefits, fuel grants and access to other charities and services.



## **Yellow Scarf**

**Contact details:**

info@yellowscarf.org

**Who we help:**

EU citizen

**Location covered:**

Worcestershire

**Service offered:**

Assistance to all EU citizens living who have Mental Health Problem and Substance and Behaviour Misuse.

Specialising in gambling addiction and mental health support.