

Resource Sheet for Cost of Living and Energy Crisis

Section 1. Options for help and advice –

Help with Energy Bills-

The government is currently giving all households £400 off energy bills spread over six months from 1st October 2022 to 31st March 2023. This is being automatically taken off your electricity bill. If you have a pre-payment meter this should be given as a voucher.

This money does not need to be repaid. Please be aware that the government has announced that the scheme will be reduced after 1st April 2023.

Other help with money-

Other additional help from the government includes up to £650 grants for energy bills support for people on benefits.

Bury Council can provide additional help in some circumstances. This includes emergency grants, help around free school meals and vouchers in some circumstances. The latest information on local and national support available to residents in the borough is available at <https://www.bury.gov.uk/hardshiphelp> which has sections on energy bill support and dealing with money worries Residents can also access cost of living support by calling 0161 253 5400. The local Citizens Advice will also be able to help with advice.

Mortgages and Debt-

Debt can happen to anyone. Free advice and support can help you find ways to manage your debts and reduce how much you pay each month.

With interest rates rising more people are struggling to pay for their mortgage. If you are in this situation speak to your mortgage lender in the first instance.

The local Citizens Advice will also be able to help with advice.

Section 2. Warm Hubs

- **Heaton park Methodist Church Halls** - This pay as you can warm space café is offering tea, coffee, and simple refreshments beside its food pantry. Top of Heaton Street, M25 1HX (Tues 3pm-5pm and Thurs 9am-11am).
- **Church Lane Community Centre** - Every week is different – a social chat, coffee and cake, also community brunch every other week which costs no more than £3. Church Lane, Prestwich M25 1AJ (Every Tuesday 1pm – 3pm).
- **St Gabriels Community Room, St Gabriels Church** - Brew and a chat. 8 Bishops Road, Prestwich, Manchester M25 0HT (Every Monday 10:30am-1pm).

Citizens Advice – Bury and Bolton

Free, independent and confidential advice. Offers specialist services in benefits, money advice, debt, housing, community care and immigration.

Referral via website: <https://www.cabb.org.uk/>

Freephone advice line: 0808 278 7804 (Mon-Fri, 10am-4pm).

For Universal Credit support: 0800 144 8444

Bury Council Revenues and Benefits-

This team provides a service that incorporates several areas of support which require us to look at financial difficulty and determine if any of our discretionary payment schemes are appropriate. Please see links below:

- **Crisis payments/Support fund:** <https://www.bury.gov.uk/burysupportfund>
- **Resettlement grants:** <https://www.bury.gov.uk/burysupportfund>
- **Discretionary Housing Payment:** <https://www.bury.gov.uk/discretionarypayments>
- **H&CT Discretionary council tax payment:**
<https://www.bury.gov.uk/discretionarypayments>

Household support fund: 0161 253 5400 or
<https://www.bury.gov.uk/householdsupportfund>

Section 3. More Local Contacts -

- **Manchester Credit Union** – Provides low-cost loans subject to affordability 0161 231 5222 <https://manchestercreditunion.co.uk/loans/our-loans>
- **SafeNet**- Provides advice, support and emergency accommodation for those affected by domestic violence and abuse 0300 3033 581
- **Achieve Bury** – Provides support including addressing wider issues which can prevent or slow down recovery. 0161 271 0020
- **Homelessness and Housing Options** – Assessment of entitlement to housing for people who are, or liable to be, homeless 0161 253 5537
<https://www.bury.gov.uk/index.aspx?articleid=14273>
- **Getting Help Line** – Confidential helpline to support people experiencing difficulties with their mental wellbeing. 0161 464 3679 Mon-Sat 8am-8pm
- **Age UK Bury** – Support with pension age benefit applications, and advice on issues impacting older people. 0161 763 9030 <https://www.ageuk.org.uk/bury/>
- **Eagles Wing** – Handles applications to the Migrant Destitution fund for eligible people living in Bury. Email sue.k.arnall@gmail.com
- **Christians Against Poverty**- Free debt and budgeting help from a friendly team run through the local church network. Help you to find the best way out of debt, work out a budget for you, and walk with you every step of the way. Supports anyone regardless of their faith. Tel: 0800 328 0006 for appointments (Mon-Thurs, (9:30am-5pm and Fri 9:30am-3:30pm)

Section 4. Reducing your Energy Use –

Advice on keeping warm and saving energy. Bury Council has an excellent list of low and no cost ways to reduce your energy usage

(<https://www.bury.gov.uk/index.aspx?articleid=10920>).

Another good place to get impartial advice about keeping warm are Age UK

(<https://www.ageuk.org.uk/>)

- **Electricity Priority Services Register –**
- If you are vulnerable and worried about keeping warm in a power cut you should put your name down for priority support with the Priority Services Register at Electricity NW (<https://www.enwl.co.uk/>).
- **Groundwork Greater Manchester –**
- Groundwork's Energyworks team is working across Greater Manchester to help you become warmer and improve your homes, providing energy saving advice and home improvement options. Tel: 0800 090 3638 (Mon-Thurs 9am-5pm and Fri 9am-12pm)
Online referral: www.gmpa.link/Groundwork
- **Local Energy Advice Partnership –**
- You can also contact the Local Energy Advice Partnership. This is a free service that offers help and support to keep you warm and reduce your energy bills.
<https://applyforleap.org.uk/>
- **Warm and Well –**
- Energy efficiency advice 0800 500 3076 <https://warmandwell.co.uk/>
- **Energy Saving Trust –**
- Energy efficiency advice 0800 444 202 <https://energysavingtrust.org.uk/>
- **National Energy Action –**
- Advice and support on paying energy bills 0191 261 5677 <https://www.nea.org.uk/>

Section 5. Other Support –

- **Money Saving Expert –**
- Online advice on your rights and ways to save money on bills, insurance fines and claims <https://www.moneysavingexpert.com/>
- **Which? –**
- Specific online advice on saving money during the cost of living crisis
<https://www.which.co.uk/topic/cost-of-living>
- **Business in the Community –**
- Advice and toolkits to help small businesses <https://www.bitc.org.uk/>
- **Step Change –**
- Debt charity offering free advice and money management 0800 138 1111
<https://www.stepchange.org/>
- **Turn2Us –**
- Provide information and financial support 0808 802 2000
<https://www.turn2us.org.uk/> <https://benefits-calculator.turn2us.org.uk/>
- **MoneyHelper –**
- Advice to help improve your finances 0800 138 7777
<https://www.moneyhelper.org.uk/en>

Cuckoo Lane, Whitefield, Manchester M45 6TE
Telephone 0161 773 9554 Fax 0161 798 8327
Email heatonpark@bury.gov.uk



- **Scope –**
 - Information and support for disabled people 0808 800 3333
<https://www.scope.org.uk/>
- **Royal British Legion –**
 - Grants to help members of the armed forces community with rising energy bills
<https://www.britishlegion.org.uk/>
- **Universal Credit Enquiry Line –**
 - 0800 328 5644
- **Pension Credit Enquiry Line –**
 - 0800 99 1234
- **The Samaritans –**
 - Phone for free anytime 354 days a year 116 123