



SUPPORTING DROITWICH SPA

COST OF LIVING CRISIS

Discover the ways you can get support.
Information for households in Droitwich Spa.



**This booklet has been compiled by Droitwich Spa CVS
Winter 2023**



**Kindly sponsored by
Droitwich United Charities
'Supporting Droitwich Residents'
(Charity Reg No. 205536)**



DROITWICH SPA CVS

FOOD

The cost of living crisis has made it much more difficult for many people to afford food. If this is something you are experiencing, there are several places that offer support.

Your Local Foodbank

Droitwich Spa Foodbank may be able to provide you with a parcel containing three days' nutritionally balanced emergency food. You can contact the local helpline on **07532 130604** which will be answered on Monday, Tuesday, Thursday and Friday between 10.00am-4.00pm.

Alternatively email **info@droitwichspa.foodbank.org.uk**.

Address: Droitwich Spa Baptist Church, Ombersley Street East, Droitwich, WR9 8QS

Opening times: Tuesdays 1.00-3.00pm and Fridays 2.00-4.00pm. You can visit your local food bank for a food parcel, toiletries and other essentials. They can signpost you to access further support.

You must have a referral code to receive a food parcel.

Local Referral Agencies:

Age UK	0800 008 6077 (free of charge)
Citizens Advice	0808 278 7891 (free of charge)
Droitwich Community Pantry	07546 553835
Moving Forward (Westlands residents)	07562 009906
Platform Housing	0333 200 7304
Droitwich CVS	01905 779115
WANDS Children's Centre	01905 827391
Citizen Housing	0300 790 6555

You can also get a voucher code from your GP practice, Social Prescriber, housing officer, school or health visitor.



COMMUNITY FRIDGES AND PANTRIES

Community fridges and pantries operate in Droitwich Spa.

Unlike food banks, you do not need to be referred.

They offer free or low-cost food to people with the aim to stop as much food as possible from going to landfill.

Moving Forward Community Fridge (part of Droitwich Spa CVS)

Provides a selection of fresh produce and dried goods.

Our community fridge is open to everyone, without any eligibility criteria or the need to be referred. Open: Monday, Wednesday and Friday 9.30am-12.00pm (as of January 2024 Wednesday opening will change to 3.00-4.30pm).

Based at: Westlands Community Centre , Meadow Way, WR9 9BF.

For further information please ring: **07562 009906**

Droitwich Community Pantry and Fridge Offer surplus and rescued food to those in the local community. Bags of food are available to purchase at a low cost subject to availability. There is an online booking system through their Facebook page every Sunday at 6.00pm.

For further information please ring: **07546 553835**

Holiday Activities and Food (HAF) During the school holidays, children receiving free school meals and vulnerable families can get a range of support to help with food, finance, activities and more from **Ready Steady Worcestershire**. For more information visit:

<https://www.worcestershire.gov.uk/council-services/childrens-services/virtual-family-hub/ready-steady-worcestershire-holiday>.

If you would like to find out whether a child is eligible for free school please ring Worcestershire County Council on: **01905 763763**.

Healthy Start If you're more than 10 weeks pregnant or have a child under 4, you may be entitled to get help to buy healthy food and milk. You can apply online **<https://www.healthystart.nhs.uk/how-to-apply/>** or call 0300 330 7010.

HOUSING SUPPORT

Wychavon District Council

For residents suffering from extreme, short-term financial hardship Wychavon District Council could offer limited short-term help through their Exceptional Hardship Fund and the Wychavon Discretionary Housing Payment scheme.

Their **Contact Centre** is based in Droitwich Spa Library which is open on Tuesdays between 9.30am–3.30pm.

Wychavon District Council Housing Team can offer advice and support. You can visit the website for further information on Housing Needs: <https://www.wychavon.gov.uk/housing/housing-for-you>

Phone: **01386 565000** (option 5)

Email: housing.needs@wychavon.gov.uk



Housing Benefits and Council Tax Support

If you are struggling to pay your bills, both in housing association rental or privately rented accommodation, you might be able to claim help to pay rent, get a reduction in your Council Tax or be able to spread the costs across the year. Visit the website:

<https://www.wychavon.gov.uk/benefits-and-council-tax>

Phone: **03004 560 560**

Email: wychavonbens@southworcestershirerevenues.gov.uk

Social Housing

If you are struggling with bills and debts relating to your home you can contact your Housing Officer. Housing organisations offer different levels of support. Platform Housing Group have the largest stock of housing in Droitwich Spa and currently offer grants through their Wellbeing Fund. You can call **0333 200 7304** and ask for their **Successful Tenancies Team**, who will be able to help you. Visit their website at: www.platformhg.com

Household Support Grant

Funding from the Government's Household Support Grant is provided by Wychavon District Council to continue supporting vulnerable households. The purpose of the Household Support Grant is to make sure people who need help accessing food or paying energy bills and other essential costs can still get the help they need.

Examples of support you could receive:

- Food vouchers
- Blankets, bedding or warm clothing
- Boiler service repairs, insulation for hot water tanks.
- Purchase of equipment including fridge, freezer, ovens etc which are linked to reducing energy bills.
- Assistance may include but not limited to broadband or phone bills, essential transport – related costs such as repairing a car, buying a bicycle to get to work or paying for essential fuel (hospital visits).



You can access this Grant from the following organisations:

- Droitwich Spa Foodbank: **07532 130604**
- Droitwich CVS: **01905 779115**
- Droitwich Community Pantry: **07546 553835**
- South Worcestershire Citizens Advice: **01386 712100**
- Platform Housing Group: Online applications only
<https://www.platformhg.com/platform-wellbeing-fund>

Please be aware that these agencies cannot process applications for energy costs and debt. This can be accessed via **Act on Energy**.

Please do not struggle in silence. Support is only a phone call away. Telephone 01905 779115 and one of our friendly team members will signpost to the relevant support.

ENERGY AND BILLS



Does your household . . .

1. Live in the following district council areas – Bromsgrove, Malvern, Redditch, Worcester City, Wychavon, Wyre Forest?
2. Have a combined gross household income of no more than £30,000 per year?
3. Have no household savings? – certain exclusions apply for household's of pensionable age
4. Have someone living with a vulnerability?

If your household satisfies each of the 4 criteria above, you can apply for support through via

<https://www.actonenergy.org.uk/project/worcestershire-hsf/>

What help may be available to you?

Subject to funding and eligibility criteria, this fund could offer qualifying residents across the county of Worcestershire the following:

- Financial support toward current energy and water costs.
- Financial support toward energy and water debts only.
- Assistance to repair, service and replace broken boilers and heating systems.

To find out more you can visit their website: [actonenergy.org.uk](https://www.actonenergy.org.uk)

Or you could call the Act on Energy free advice line on:

0800 988 2881

If you're falling behind with your energy bills, and finding yourself struggling to pay, the best thing to do is contact your supplier as soon as possible. Under rules from regulator Ofgem, your supplier has to help you – usually by negotiating a payment plan that you can afford.



ADDITIONAL BILLS

Water Bills

Severn Trent's **The Big Difference Scheme** offers a reduction on its bills to customers with a household income below **£20,048**.

You could get up to 70% off the average Severn Trent bill if your application is successful. They will assess your household income when you apply and that assessment determines how big a reduction you're able to get.

To find out more about support paying your water bill from Severn Trent you can call them directly on **0345 7500 500**. Or visit their website: **www.stwater.co.uk**

Tips

Age UK have compiled a list of tips to help you save on your water bill:

- **Fix dripping taps or leaks.**
- **Take showers instead of baths**
- **Don't leave the tap running** while brushing your teeth or shaving.
- **Use a washing-up bowl** to do the dishes, rather than rinsing every plate and cup under the tap.
- **Fit a device in your toilet cistern** to minimise the water used in flushing. It can save up to three litres of water with every flush. Ask your water company if it supplies them free of charge.
- **Don't use your washing machine or dishwasher on half-load programmes** – a full load uses less water than two half loads.



Referenced from www.ageuk.org.uk

KEEPING WARM

Heat the human not the home

Save energy and stay warm.



Heat things up

Have you considered finding warmth from other items you can have in the house?

- Electric heated blanket
- USB gloves and socks
- Electric heat pad
- Heated insoles
- Hot water bottle
- Microwaveable wheat bag
- Reusable hand warmers
- Electric footwarmer



Although you need to make an initial purchase, most of these items work out to be cheaper to run per hour each use than turning the heating on!

Eating

Eat regularly and have at least one hot meal a day. The NHS says eating regularly will help keep you warm, and says you should have one hot meal a day. It also recommends drinking hot drinks regularly.

If you're not able to cook, or want something a bit quicker, a cheap alternative is 'Cup a Soup' style sachets.



Layers

Make sure you have enough layers on to keep you warm!

Layer 1: The base layer

This is the first layer, which sits directly against your skin. It should be close-fitting to lock in heat. Try to avoid cotton if possible, as it traps moisture and will cool you down over time.

Layer 2: The mid layer

Wearing a second layer will help trap warmth your base layer hasn't managed to keep in. You could opt for a second T-shirt, and wear a fleece or jumper as your mid layer.

Layer 3: The outer layer

If you're not warm enough in your base and mid layer, you could add an extra jumper or jacket over the top. A padded, insulated jacket would be a good option.



Tips brought to you from
www.moneysavingexpert.com.



Droitwich Social Spaces

Organisations are offering you a warm welcome and where possible will be FREE or a small donation.

Sunday

- **Cuppa, Cake & Chat Monthly**
2nd Sunday of month 2.30-4.30pm
St. Vincent de Paul, Sacred Heart Catholic Church Hall, WR9 8AZ

Monday

- **Community Breakfast Club**
Weekly 10am-12pm
Westmead Day Centre, WR9 9LG
- **Community Meal**
For dates call 01905 773258
Sacred Heart Catholic Church Hall, WR9 8AZ
- **The Welcome Space**
Weekly drink & chat 10.30am-12.30pm
Droitwich Baptist Church, WR9 8QS
- **Ruby Mondays**
Letter writing group 1st Mon of month
10am-12pm, Droitwich Library, WR9 8DQ

Tuesday

- **Tuesdays Together**
Offering a light lunch and hot drinks
Weekly 12-2pm
St. Andrew's Parish Centre, WR9 8DY

Droitwich Library

In addition to regular opening hours, the Libraries Unlocked service provides extended opening hours Mon-Sat 8am-8pm to work, study, read or just meet friends. Simply upgrade your membership to access this service.

Wednesday

- **Friendship Group**
Weekly 10am-12pm
The Salvation Army, WR9 0AB
- **Coffee and Company**
Weekly (term-time only) 1-2pm
Westlands Community Centre, WR9 9BF
- **Coffee Morning**
Weekly 10.30am-12pm
Droitwich Methodist Church, WR9 8AN
- **Coffee Mates**
2nd Wednesday of month 2-4pm
Droitwich CVS, The Old Library WR9 8QS
- **Craft, Games and Chat**
4th Wednesday of month 2-4pm
Droitwich Methodist Church, WR9 8AN

Thursday

- **Drop-in Coffee and Games**
Weekly 10am-12pm
Emmanuel Church, WR9 8PQ
- **Friendship and Games**
Weekly 10am-12pm
The Salvation Army, WR9 0AB



Friday

- **Mr. Corbett's Coffee Stop**
Weekly 10.30-11.30am
Droitwich Library, WR9 8DQ

VARIOUS CARE HOMES IN DROITWICH ARE HOSTING REGULAR EVENTS OPEN TO THE COMMUNITY, VISIT DROITWICH CVS AT THE OLD LIBRARY CENTRE TO FIND OUT MORE

FURTHER SUPPORT

Worcestershire County Council have created a page for residents who are currently struggling with rising living costs. You can visit it to find out what help and support is available to you.

Website: <https://www.worcestershire.gov.uk/council-services/communities/cost-living-support>

DEBT AND BUDGETING

Two Pennies is an independent local money advice agency based in Angel Place in Worcester, supporting people across Worcestershire. This is a free service helping people who are having problems with debt.

Phone: **01905 27001**

Email: adviser@twopennies.org.uk

Step Change Provide free, confidential and expert debt advice. They recommend the best solutions for your circumstances and can also campaign on your behalf. You can also use their online support service, please visit their website for more information:

<https://www.stepchange.org> (open 24 hours, 7 days a week).

Phone: **0800 138 1111**

Turn2Us A national charity providing practical information and support to end financial insecurity.

Speak to the Turn2us Helpline for support on filling out the Benefits Calculator or for help with a Grants Search by completing the online form: <https://www.turn2us.org.uk/about-us/contact-us>.

Money Helper can offer help and guidance on how to make your money go further. You can use the Money Helpers online tools, calculators and budget planners. Visit their website to start learning the best ways to manage your money:

<https://www.moneyhelper.org.uk/en/money-troubles/cost-of-living>



AGE UK

Herefordshire and Worcestershire's Services

Benefit and Entitlement Checks

Age UK Herefordshire and Worcestershire can ensure that your household maximises its income. They can assist you with benefit calculations and support you with any benefit applications.

Support from Age UK is available to people aged over 50 years.

Contact their Referral hub at **0800 008 6077**

or you can email them at: **referralhub@ageukhw.org.uk**

Information and advice drop-in clinics

They hold free information & advice clinics where you can speak directly with a trained advisor. To chat with someone about a range of issues such as benefits/income, later life planning, navigating care options and more you can drop into their **Droitwich Clinic**.

Location: Droitwich Library, Victoria Square, Droitwich, WR9 8DQ

When: Every third Monday of the month – 10.30am-12.30pm.

For further information visit their website:

www.ageuk.org.uk/herefordshireandworcestershire/



CITIZENS ADVICE

South Worcestershire

Citizens Advice can offer, free and confidential support with:

- Benefits
- Pensions
- Money advice, energy tariffs and debt
- Employment advice
- Housing issues
- Family issues
- Relationships
- Community/home support
- Social care options
- Immigration

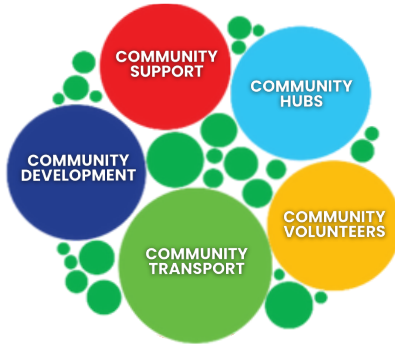
Contact them to find out more through their advice line on:

0808 278 7891, available Monday-Friday from 10.00am-4.00pm.

Visit their website: **www.citizensadvice.org.uk**

To arrange an appointment call: **01386 712100** or email **enquiries.wychavon@citizensadvice.org.uk**

Droitwich Spa CVS



Here to support you.

As an independent charity we are passionate about making a **positive difference** to the lives of people in Droitwich Spa with the aim of encouraging a **vibrant, strong and caring community**. We provide a variety of services which enable local residents to **connect with others, maintain their independence and improve their wellbeing**.
If you'd like to find out more about our services please contact us.



Main Office: 01905 779115



admin@droitwichcvs.org.uk



www.droitwichcvs.org.uk



**The Old Library Centre, 65 Ombersley Street East,
Droitwich Spa, WR9 8QS**



Droitwich CVS: <https://www.facebook.com/dcvscommunity>

Moving Forward: <https://www.facebook.com/movingforwardonwestlands>

This booklet has been compiled by Droitwich CVS.

Information was correct at time of printing (sourced November 2023)

The Old Library Centre, 65 Ombersley Street East, Droitwich Spa, Worcestershire WR9 8QS.

Company No 3897969 Charity Reg No 1080042

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