

## Food Support

### Redcar Area Foodbanks

You will need a referral to secure a foodbank voucher and access a food bank. Referrals can be provided by Citizens Advice. GPs and Social Care professionals can also support you with a referral.

To get a referral and access a foodbank voucher, you can call 0800 144 8848 / 01642 030000 to speak to Citizens Redcar and Cleveland (Monday – Friday, 9am – 5pm).

Visit: [redcararea.foodbank.org.uk](http://redcararea.foodbank.org.uk)

You can find a map of local foodbanks on our website: [www.redcar-cleveland.gov.uk/cost-of-living-support/food-banks](http://www.redcar-cleveland.gov.uk/cost-of-living-support/food-banks), or alternatively call 01642 774774 for more info.

### Affordable Groceries

A number of organisations provide low cost groceries in Redcar and Cleveland.

### Community Grocery Redcar

Redcar Baptist Church, Park Avenue, Redcar, TS10 3LJ

Tel: 01642 925511 or visit [communitygrocery.org.uk/redcar](http://communitygrocery.org.uk/redcar)

### Hope for East Cleveland Community Grocery

Hope Church East Cleveland, High Street, Loftus, TS13 4HW.

Contact: [hope4eastcleveland@gmail.com](mailto:hope4eastcleveland@gmail.com)

### In Harmony Food Revolution

145 High Street, Redcar, TS10 3DQ

Visit: [www.inharmonyfoodrevolution.com](http://www.inharmonyfoodrevolution.com)

## Home and Energy

### The Tees Valley Warm Homes Fund

If your home has never had a central heating system before, you may be eligible for a free central heating installation from the Tees Valley Warm Homes Fund.

Tel: 01642 526100

### Home Upgrade Grant

Some funding available to improve energy efficiency in private/rented homes, subject to the eligibility criteria. Permission will also be required from your landlord if you are in private rented accommodation.

Tel: 01642 771289

Visit: [www.redcar-cleveland.gov.uk/housing/home-upgrade-grant](http://www.redcar-cleveland.gov.uk/housing/home-upgrade-grant)

### Cleveland Fire Brigade – Stay Safe and Warm

In an emergency, they can offer a free home assessment and borrow equipment such as heaters and thermal blankets. Advice can be offered for managing fuel bills.

Tel: 01429 874063

### Middlesbrough Environment City

Providing affordable warmth and similar advice to residents, following direct approaches or referrals from agencies including RCBC.

Tel: 01642 579820

## More Information

For more useful information, visit the Cost of Living Support directory on our website: [www.redcar-cleveland.gov.uk/cost-of-living-support](http://www.redcar-cleveland.gov.uk/cost-of-living-support) or visit the government 'Help for Households' website: <https://helpforhouseholds.campaign.gov.uk/>



# Cost of Living Support



this is Redcar & Cleveland

## Benefits and Financial Advice

### R&C Welfare Rights

Welfare Benefit advice, including benefit eligibility checks and support with benefit applications. Visit [www.redcar-cleveland.gov.uk/benefits-and-support/welfare-benefits](http://www.redcar-cleveland.gov.uk/benefits-and-support/welfare-benefits) for more information or contact us on 01642 771166.

### Redcar and Cleveland Money Advice

Provided by the Council and partners and aiming to ensure you have access to financial information, advice and support covering:

- Benefit Entitlement and Disputes
- Affordable Housing
- Accessing Community Banking
- Improving Digital Skills
- Accessing Community Banking
- Planning for Retirement
- Budgeting Support
- Help with Utilities

To register, visit: <https://redcar-cleveland-self.achieveservice.com> or call 01642 771166

### Other Useful Contacts

#### R&C Citizens Advice Bureau

Confidential advice online, over the phone and in person for free. Tel: 0800 144 8848 or visit [citizensadvicecra.org.uk](http://citizensadvicecra.org.uk)

#### StepChange Debt Charity

A free, flexible debt advice charity. Tel: 0800 138 1111 or visit [www.stepchange.org](http://www.stepchange.org)

#### South Tees Community Bank

Offering services to those in financial distress who may be turned away from a traditional bank. Tel: 0191 2767 963.

Visit: [www.southteescommunitybank.org.uk](http://www.southteescommunitybank.org.uk)

Email: [admin@moneywise.org.uk](mailto:admin@moneywise.org.uk)

#### South Bank Credit Union

Tel: 01642 463700

Email: [info@southbanksavingscu.co.uk](mailto:info@southbanksavingscu.co.uk)

## National Support

### Energy Helpline

Price comparison advice service that ensures energy switching is swift, simple and hassle free.

Tel: 0800 074 0745

(Monday to Friday - 9am to 8pm,  
Saturday and Sunday - 9am to 5pm)

### National Energy Action

Working to ensure everyone in England, Wales and Northern Ireland is warm and safe at home.

Tel: 0800 304 7159

(Monday to Friday – 10am to 12noon)

### Simple Energy Advice

Impartial and independent advice surrounding energy bills and services.

Tel: 0800 444 202

(Monday to Friday – 8am to 8pm,  
Saturday and Sunday - 9am to 5pm)

### Age UK Advice Line

Information that is up-to-date and reliable, aimed at and accessible to older people and their families.

Tel: 0800 678 1620 (Every day - 8am to 7pm)

### Citizens Advice Consumer Helpline

Independent advice on how to reduce energy costs and keep a warm home.

Tel: 0808 223 1133

(Monday to Friday - 9am to 5pm)

### Debt Advice Foundation

Charity offering free, confidential support and advice to anyone worried about loans, credit and debt.

Tel: 0800 043 40 50

Helpline is open Monday to Friday 8am to 6pm.

### National Debt Line

Charity for debt, budgeting, financial advice and information over the phone or online.

Tel: 0808 808 4000 or visit

[www.nationaldebtlines.org](http://www.nationaldebtlines.org) for more info.

### Northumbrian Water

If you are on a low income, they may be able to reduce your bill by up to 50%.

To find out more, contact 0345 733 5566 or visit [www.nwl.co.uk/supportplus](http://www.nwl.co.uk/supportplus)

## Warm Spaces

This winter, many people are worried about the cost of heating their homes. To support residents, the Council, local businesses and organisations have opened up spaces for you to keep warm - with some including offers such as:

- Free Hot Drinks
- A range of Free Activities
- Family specific spaces with free toys and books

To find more info, you can visit our website which has a map of all the listed warm spaces, details about what they can offer, and contact details: [www.redcar-cleveland.gov.uk/cost-of-living-support/warm-spaces](http://www.redcar-cleveland.gov.uk/cost-of-living-support/warm-spaces), or alternatively call 01642 774774 for more info.

We are updating this list with new warm spaces often, so keep checking!

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