

GREENWICH SUPPORTS



MONEY

Emergency Payments
Benefits



ADVICE

Money management
Advice Hubs
SELCE



ENERGY

Priority List
Stay Warm Stay Safe



FOOD

Holiday Meals
Good Food in
Greenwich
Community Meals



Find the latest updates at
royalgreenwich.gov.uk/greenwich-supports


ROYAL *borough of*
GREENWICH

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In this booklet you will find information on how to stay warm and well, and where you can go for support.

If you need help now, call our advisors at Live Well Greenwich for free on **0800 470 4831**.

Opening times are **Monday to Saturday** from **8.30am to 6pm**.

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FINANCIAL SUPPORT THROUGH WINTER



Winter can be a difficult time for our mind and body, it's okay to ask for help.

We want to help you look after yourself and your loved ones.



royalgreenwich.gov.uk/greenwich-supports

This winter we can support you with:

- emergency payments towards essentials to get you through times of hardship
- advice on making sure you get the right benefits, Pension Credit and more
- free advice on keeping fuel bills down
- cash payments to support residents in temporary housing
- an energy efficiency assessment, including support to apply for grants that help improve your home's efficiency through South East London Community Energy Co-op
- free installation of draught excluders and energy saving devices through Stay Warm Stay Safe
- access to good food

Or call the Welfare Rights service on **020 8921 6375** for benefit advice.

The line is open on **Monday, Wednesday and Thursday**, from **10am to 1pm**. Please select option 1 to speak to the Welfare Rights Service.





GETTING SUPPORT WHEN AND WHERE YOU NEED IT

If you are concerned about rising prices, how to deal with rent arrears or need support with a housing issue, in-person support is available through our weekly Advice Hubs across the borough.

If you know someone who needs help, direct them to their local hub.

Find times and locations at royalgreenwich.gov.uk/advicehubs

Or call **020 8921 6375**, for benefit advice on Monday, Wednesday and Thursday, from 10am to 1pm, and select option 1 to be put through.



1. The Forum

Trafalgar Road, SE10 9EQ, Mondays 10am to noon

2. Woolwich Clockhouse Community Centre

Woolwich Dockyard, SE18 5QL, Fridays 9.30am to noon

3. Thamesmead Moorings Social Club, Arnott

Close, SE28 8BG. Wednesdays, 9.30am to 12.30pm. This hub is run by Peabody and funded by the GLA

4. Migrant Hub - Woolwich Common Community Centre

Leslie Smith Square, SE18 4DW, Tuesdays 10.30am to 1.30pm

5. Glyndon Community Centre

Raglan Road, SE18 7LB, Thursdays 10am to noon

6. St Mary's Community Centre

180 Eltham High Street SE9 1BJ, Wednesdays 10am to noon



Budgeting and debt support

You can get free confidential support and advice on your finances from Debt Free Advice. Beyond debt, they can help with tips on saving and budgeting. For advice on rent arrears, utility bills, credit cards and loan debt call the freephone line **0800 808 5700** or visit **debtfreeadvice.com**

Support through children's centres

You can find free or low-cost activities for families with children aged under five at one of our 23 children's centres across the borough.

 **royalgreenwich.gov.uk/childrenscentres**

 **020 8921 6921**

 **fis@royalgreenwich.gov.uk**



Support for people experiencing domestic abuse

Free and confidential support is available for anyone suffering from domestic abuse. From Monday to Friday between 9am and 5pm you can call the Greenwich Domestic Violence and Abuse (GDVA) helpline on **020 8317 8273**.

Further support can be found at the Her Centre in Woolwich. The Her Centre can offer emotional support, legal and practical help or access to a refuge. Call them on **020 3260 7772**.

If you think you or someone close by is at immediate risk of harm, call **999**.



VISIT OUR WELCOMING SPACES

We want to support people with the affects of the cost of living crisis. Welcoming Spaces offer activities, a space to meet new people, get advice and access hot food. Find this and more at **royalgreenwich.gov.uk/welcoming-spaces**



A. African Smile, The Clockhouse Community Centre, Woolwich Dockyard SE18 5QL

B. Caletock Estate, Residents Association, Rothbury Hall, Azof Street, Greenwich, SE10 0EF sponsored by Emergency Exit Arts

C. Charlton Athletic Community Trust, Hawksmoor Youth Hub Bentham Road, Thamesmead SE28 8AS

D. Emmaus, Woolwich Common Community Centre, 17 Leslie Smith Square, Woolwich SE18 4DW

E. Greenwich Coalition for Equality and Human Rights Slade Community Hall, Erindale, Plumstead SE18 2QQ

F. Greenwich Cooperative Development Agency - Woolwich Front Room 105 Powis Street, Woolwich SE18 6JB

G. Javan Coker Foundation, 47 Abbey Grove, Abbey Wood SE2 9EU

H. Roots4Life, The Baker Centre, 245 Footscray Road, Eltham SE9 2EL

I. Samuel Montague Youth Centre, 122 Broad Walk, Kidbrooke SE3 8ND

J. Shrewsbury House Community Centre, Bushmoor Crescent, Shooters Hill SE18 3EG



KEEPING SAFE AND WARM



**SOUTH EAST LONDON
COMMUNITY ENERGY**

Reach out to South East London Community Energy Co-op

You can get free energy advice, including how to reduce your bills, through the South East London Community Energy (SELCE) organisation.

Visit their Energy Advice Cafe at The Woolwich Centre Library, Tuesdays 12noon to 2.30pm.

📄 selce.org.uk/warm-homes-for-less/
☎ 020 4566 5764

Staying safe at home

The Council has a range of information and support to help residents stay safe at home.

There is plenty to learn from:

- fire safety
- spotting scams
- dangerous toys and fake goods
- how to avoid trips and slips
- how to stay safe from thieves

📄 royalgreenwich.gov.uk/safety-at-home

Stay Warm Stay Safe

Stay Warm Stay Safe provides extra support for residents who may be at risk during winter. You should also get in touch with us if you have concerns about a friend or neighbour who is struggling.

Call **0800 470 4831** to talk to an advisor.

📄 royalgreenwich.gov.uk/staywarm

Add yourself to the priority list for water, electricity and gas

If you or someone you know needs a little extra support, they can be added to the Priority Services Register for water, electricity and gas. You are eligible if you:

- have reached state pension age
- are disabled or have a long-term medical condition/ recovering from an injury
- have a mental health condition
- are pregnant or have young children

- need to use medical equipment that requires a power supply
- would struggle to answer the door or get help in an emergency

You can speak to your electricity and gas supplier using the contact information found on your most recent bill.

For water, visit: **thameswater.co.uk/help/extra-care/priority-services**





FEEDING YOU AND YOUR FAMILY



Food On Our Doorstep

Join a local food club

Family Action, a UK charity, is working to ensure no child or young person is left hungry in our borough through local food clubs available for an annual membership of £1. The membership can be paid on your first visit.

Food On Our Doorstep allows you to get £15 worth of food for your family for just £3.50 each week.

- **Valley Central Community Hub**, The Valley, Floyd Road, Charlton, SE7 8BL on Fridays 1pm to 3pm
- **Eltham Green Community Church**, 542 Westhorpe Avenue, Eltham SE9 6DH on Fridays 10am to 12noon
- **Jubilee Centre**, Lytton Strachey Path, Thamesmead SE28 8DU on Fridays 11am to 1pm

✉ Londonfoodclubs@family-action.org.uk
 💻 family-action.org.uk



Free community meals

Once a month you can join the Good Food in Greenwich Community Kitchen for a free home-cooked meal and the chance to meet new people. Run

by volunteers with support from GCDA and the Council, all are welcome to attend and there is no need to book.

All venues are wheelchair friendly. Dates and times can be found at royalgreenwich.gov.uk/greenwich-food-programmes

☎ **020 8269 4886**



Support for you and your baby

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.

If you're eligible, you'll be sent a Healthy Start card with money on it that you can use in some UK shops. We'll add your benefit onto this card every 4 weeks.

You can use your card to buy:

- Plain liquid cow's milk
- Vegetables
- Fresh, dried, and tinned pulses
- Infant formula milk based on cow's milk

You can also use your card to collect Healthy Start vitamins and vitamin drops for babies and young children.

Call **030 330 7019** or check healthystart.nhs.uk/



Holiday Food and Fun



If your child is aged between four and 16, and receives or is eligible for benefits-related free school meals, they can come along to one of our free holiday clubs this winter and get a filling meal each day too!

For more information visit royalgreenwich.gov.uk/holidayfoodandfun

Holiday Meals

Free, nutritious food is available for all children and young people in our borough during the school holidays.

Just turn up and tuck in! Find your local at royalgreenwich.gov.uk/holidaymeals



LOOKING AFTER YOUR HEALTH AND WELLBEING

Visit your local pharmacy

If you need clinical advice or medicines for minor health concerns, such as coughs, colds, upset stomach, aches and pains, you can visit your local pharmacy.

Many are open late and at weekends and you do not need an appointment. If your symptoms are more serious, pharmacists can make sure you get the help you need.

Make sure you order repeat prescriptions in good time, especially when services are due to be closed over the holiday period.

Register with your primary care team

If you're not already registered with a GP, you can register for free and access a range of healthcare services and benefits. You do not need proof of address, immigration status, ID or NHS number.

Your local primary care team is not just GPs. It is made up of local specialists who are ready to

help and support you with your health and wellbeing including pharmacists, physiotherapists and more.

You can also have your appointment by telephone or video appointment.

Find out more at selprimarycare.co.uk





Get winter strong

COVID-19 and flu spread more quickly in winter and can cause serious illness. Vaccines are the most effective way to boost our immunity and protect ourselves.

Check to see if you're eligible for your free flu or COVID-19 vaccine at selondonics.org/winter-vaccinations/



Move more

Moving more is easier than you think, even as the weather gets colder. If you build it into your daily routine, you'll keep active without even realising.

Even a short walk in the fresh air can make both your body and mind feel good.

 greenwichgetactive.com



Drink less

If you are worried about your drinking, you can get support to cut down your alcohol use.

For information on alcohol awareness, and support visit doyouknowwhentostop.co.uk or call the VIA line on 0300 303 4552.



Get help with your mental health

Due to the cost of living crisis, more people are struggling with their mental health. If you are struggling, help is out there.



livewellgreenwich.org.uk/lookafteryou
0800 470 4831



Stop smoking

For help quitting, call our smoking service on **0800 470 4831** or text – 'QUIT' to **60060**.

 livewellgreenwich.org.uk/stop-smoking

Research shows you are three times more likely to quit smoking for good when you have support.



Find all this support and more



Useful numbers

Live Well Greenwich
080 0470 4831

Welfare Rights Service
020 8921 6375

Advice hubs
020 8921 6375

Families Information Service
020 8921 6921

Greenwich Domestic Violence and Abuse line
020 8317 8273

Free & confidential help for drug and alcohol, call VIA
030 0 303 4552

Sign up to be a Community Champion at
royalgreenwich.gov.uk/communitychampions

