

GREENWICH SUPPORTS



MONEY: **PAGE 3**

Emergency Payments
Benefits



ADVICE: **PAGE 4 TO 7 AND PAGE 13**

Health and wellbeing
Advice Hubs
SELCE



ENERGY **PAGE 8 TO 9**

Priority List
Stay Warm Stay Safe



FOOD **PAGES 10 TO 13**

Holiday Meals
Good Food in
Greenwich
Community Meals



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

WHAT IS GREENWICH SUPPORTS?

We understand the pressures many households are facing, from soaring bills and housing worries to the everyday costs of childcare, health and leisure.



That is why Greenwich Supports brings together one-stop access to a wide range of help, including financial advice, housing support, discounted utility and transport options, family and childcare grants, free and low-cost activities, and much more.

Whatever your need, there are practical, local options in this booklet to help you stay warm, secure, active and connected.

First things first, you might be missing out on extra money or support. Even if you're working, you could still get help with things like rent, childcare, or bills when you are struggling.

Use an online benefits checker to see what you could claim, it's quick and easy to use:

 royalgreenwich.gov.uk/benefit-calculator

If you're not sure or need help, ask for advice.

You can call Live Well Greenwich for free, friendly support. Call for free on 0800 470 4831.

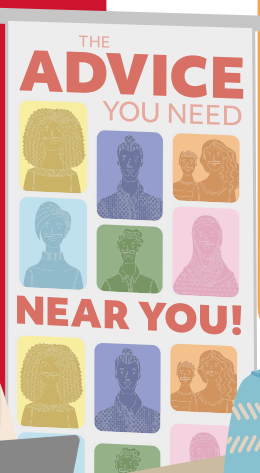
Opening times are **Monday to Saturday from 8:30am to 6pm.**

You can also visit our website for more information on what support is available:

 royalgreenwich.gov.uk/greenwich-supports

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.



FINANCIAL SUPPORT

If you're facing money worries or struggling to cover essential costs, there are different types of help available depending on your situation.

Our Emergency Support Scheme

If you don't have enough money for essentials like food, gas, or electricity, you may be able to get help through the Emergency Support Scheme.

This can include supermarket vouchers, help with fuel top-ups, or essential household items such as a cooker or fridge if yours has broken and you can't afford to replace it.

You don't need to be on benefits to apply, but you must live in the Royal Borough of Greenwich and show that you're facing serious financial hardship or an emergency.

Apply:

 royalgreenwich.gov.uk/ess

 **020 8921 2078**

Housing and Council Tax support


If you're finding it difficult to pay your rent or Council Tax, you may be able to get extra help through a Discretionary Housing Payment or our Council Tax Hardship Fund.

This support can help cover shortfalls in rent, or reducing your Council Tax payments.

It's mainly for people already receiving Housing Benefit, Universal Credit or Council Tax Support who are struggling due to low income or unexpected costs.

Each application is assessed individually, so you'll need to explain your situation and provide information about your financial circumstances.

Apply:

 royalgreenwich.gov.uk/greenwich-supports-council-tax

 **020 8921 2078**





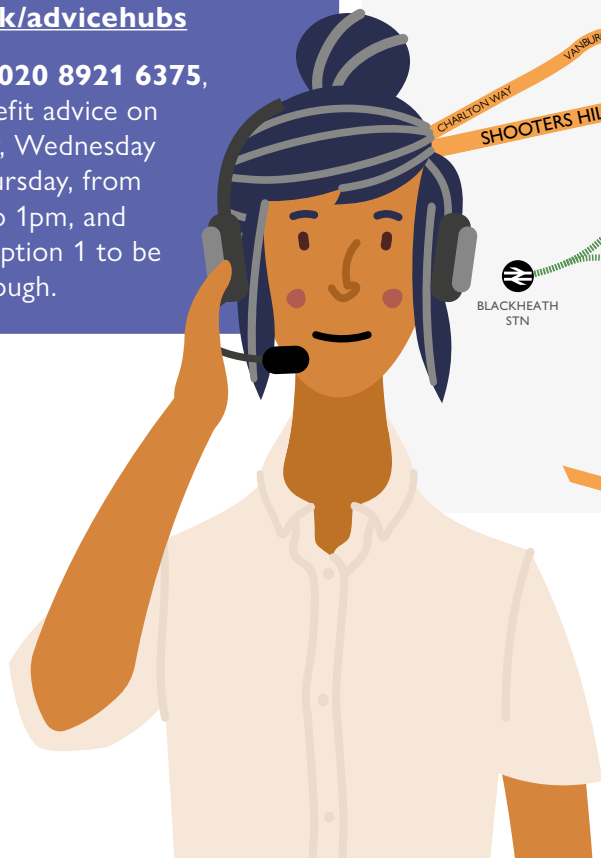
GETTING SUPPORT WHEN AND WHERE YOU NEED IT

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 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

Arnett Close, SE28 8BG, Wednesdays, 9.30am to 12.30pm.

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](https://www.debtfreeadvice.com)

Children's centres and family hubs

You can find free or low-cost activities for families with children aged under five at one of our 9 children's centres across the borough.

royalgreenwich.gov.uk/childrenscentres

You can also reach out to family support services by phone or email.

📞 **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**.



GET HELP FINDING WORK

If you are looking for a job, changing career or need help getting back into work, Greenwich Local Labour and Business (GLLaB) can support you.

Support available:

- Get one-to-one guidance based on your skills, experience and career goals.
- Help you create or update your CV so it clearly shows your strengths.
- Work with local employers to connect you with suitable roles by:
 - sending your CV to employers
 - arranging interviews
 - interview preparation

If you are aged 16 or over, we can help you find and apply for apprenticeships to gain work experience and qualifications.

Sign up to receive a weekly email with local job opportunities.

Call **020 8921 2440**

or visit **Old Library, Calderwood Street, Woolwich SE18 6QW**





KEEPING SAFE AND WARM



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 organisation.

Visit their Energy Advice Cafe at The Forum at Greenwich, Trafalgar Road SE10 9EQ (First floor).

On Mondays, Thursdays and Fridays from 10am to 1pm.

selce.org.uk

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**



OTHER FOOD CLUBS IN GREENWICH



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



Quaggy's Children Centre

Join the pantry for £1 a year, then choose 15 items for £3.50 each time you visit. This takes place on Wednesdays, 9am to 11am, you must have a local postcode.

Where: Quaggy Community Bus, Morden Street SE13 7QZ

Clockhouse and New Charlton Community Centre

Bring a bag to collect free food every Friday from 12:30pm to 2:30pm. No referral is needed but you will need to bring your own bag.

Where: Clockhouse Community Centre Defiance Walk, Woolwich SE18 5QL

Roots4Life

Meet other members of your community over a homemade bowl of soup, plus you can pick up Community Pantry box on Wednesdays between 1:30pm and 3:30pm.

To order, email hello@roots4life.org

You can also call or message **07388 329904**

Where: The Baker Centre, 245 Footscray Road SE9 2EL



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

Register for Free School Meals:

We want to help families keep their children in school and learning. We know the cost of living can be tough, so support is available.

If you get certain benefits and have a child in infant, primary or secondary school, you may be able to get free school meals or help with school uniform costs. From September 2026, if you get any form of Universal Credit, your child will be eligible for free school meals.

You can apply directly through your school, or through our website.

 royalgreenwich.gov.uk/free-school-meals



LOOKING AFTER YOUR HEALTH AND WELLBEING



Getting the support you need

Make sure you're registered with a GP so you can easily access support, including phone or video appointments. Registration is free and you do not need proof of address, ID, immigration status or an NHS number.



Your local pharmacy can give quick advice for minor illnesses, and it's a good idea to order repeat prescriptions early.



Vaccines also help protect you and your family, so ask your local pharmacy for more information. Staying active in winter is important, so find local activities at: greenwichgetactive.com



CREATING HEALTHIER HABITS



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](https://www.doyouknowwhentostop.co.uk) or call the VIA line on **0300 303 4552**.



Stop smoking

For help quitting, call our smoking service on **0800 068 7123** or text – 'QUIT' to **60060**.

 [livewellgreenwich.org.uk/stop-smoking](https://www.livewellgreenwich.org.uk/stop-smoking)

Or use the app Smoke free app at smokefreeapp.com

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



Gambling support

If you are worried about your gambling or someone else's, free help is available any time.

Contact the GamCare 24 hour helpline on **0808 8020 133**, including WhatsApp chat, for confidential support and advice.

Get support at [gamcare.org.uk](https://www.gamcare.org.uk)



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](https://www.livewellgreenwich.org.uk/lookafteryou)
 **0800 470 4831**





Useful numbers

Live Well Greenwich
080 0470 4831

Welfare Rights Service
020 8921 6375

Families Information Service
020 8921 6921

Greenwich Domestic Violence and Abuse line
020 8317 8273

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

Get involved

Sign up as a community champion to find out more and share information about how to support you and your family in your community at royalgreenwich.gov.uk/communitychampions



Find all
this support
and more

