

# Cost of living crisis:

A guide to some of the  
support available in  
Southwark

June 2022



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The information contained within this handout was checked for accuracy in June 2022. Please advise people to call ahead/ check websites before visiting specific services.

*Southwark*  
Council  
southwark.gov.uk

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# Finding support

Southwark is taking a cash first approach to food insecurity and other forms of poverty, which means ensuring people can access all of the benefits and entitlements that they are eligible for. This attempts to address the root causes of poverty and reduce the need for 'stop gap' support like food banks which only meet an immediate, short term need and rely on donations and volunteers.

Wherever possible it is best to refer residents to advice and support organisations in the first instance, so they can access advice, information and support that may provide a more sustainable solution to their financial situation.

The two resources below can help people navigate and access local advice and support services:

## 'Worrying about money' leaflet & website

An easy-to-use leaflet and interactive online guide that helps residents find the right advice and support in Southwark, including support to maximise their income and access debt advice.

Printed/ PDF leaflets available in English and Spanish.

Online guide available in more than 10 languages!



Online version  
available in  
10+ languages!

Visit [www.worryingaboutmoney.co.uk/southwark](http://www.worryingaboutmoney.co.uk/southwark) for interactive web-form

Download printable PDF here <https://ifanuk.org/southwark-cash-first-print>

Request printed leaflets: [Administration@CitizensAdviceSouthwark.org.uk](mailto:Administration@CitizensAdviceSouthwark.org.uk)

## Southwark Community Support Alliance

A joint initiative between Southwark Council, local charities, local NHS and GP surgeries. Supporting residents to access support from a range of organisations as well as providing essential support such as emergency food parcels and links to trusted food banks.

Online referral form\*: [https://forms.southwark.gov.uk/showform.asp?fm\\_fid=1972](https://forms.southwark.gov.uk/showform.asp?fm_fid=1972)

Email: [CommunitySupportAlliance@southwark.gov.uk](mailto:CommunitySupportAlliance@southwark.gov.uk)

Tel\*: 0207 5255 000 (press option 3, followed by option 1)

\*Please note: the alliance was established during the Covid-19 pandemic to support residents that were unable to leave their homes. The automated options may still reflect this but please be advised that you *can* refer people experiencing a broader range of challenges.

# Local Support Team

The Local Support Team is part of Southwark Council. The team provides support and assistance to residents that are struggling financially, including providing Income Maximisation support and administering the Southwark Emergency Support Scheme and Hardship Fund.

## Income maximisation

The Local Support Team offers an income maximisation service for disabled, vulnerable or older adults. They can:

- conduct a benefits check
- assist with any welfare benefit applications and claims for Council Tax discounts/exemptions
- signpost to other agencies and Council departments
- may be able to offer home visits and outreach appointments in certain circumstances

### Local Support Referral Form:

[https://forms.southwark.gov.uk/ShowForm.asp?fm\\_fid=1417](https://forms.southwark.gov.uk/ShowForm.asp?fm_fid=1417)

Website: <http://www.southwark.gov.uk/benefits-and-support>

Email: [Localsupport@southwark.gov.uk](mailto:Localsupport@southwark.gov.uk)

Phone: 0207 525 2434

## Southwark Emergency Support Scheme (SESS)

SESS can support customers on a qualifying benefit who are

- experiencing a time of crisis, emergency or disaster and who are, as a result, at risk of significant harm
- having to move out of their home or the community and go into care
- are moving back into the community after spending time in an institution, such as a care home or hospital.

Successful claims are usually paid in the form of goods or services rather than cash.

**Qualifying benefits:** Income Support ● Job Seekers Allowance (Income Based) ● Employment and Support Allowance (Income Based) ● Guaranteed Pension Credit ● Universal Credit (Personal Allowance)

### Emergency Support Scheme Application:

<http://www.southwark.gov.uk/benefits-and-support/emergency-support>

# Hardship Fund

Introduced to help households that include a severely disabled person/s who have been affected by welfare reform changes and are facing financial hardship as a result. Award is a one off payment, per household, to help reduce the impact of the financial hardship caused by the recent changes to the benefits system.

It can be used to reduce priority debt such as Rent, Council Tax or Gas/Electricity arrears and non-priority debt such as Credit Cards and Payday Loans.

One application can be made and the award will range from £100-£500 depending on individual circumstances.

**Qualifying benefits:** Disability Living Allowance (All Rates) ● Personal Independence Payment (All Rates) ● Severe Disablement Allowance ● Employment and Support Allowance (Support Group) ● Attendance Allowance ● Universal Credit (Health Allowance)

## Hardship Fund Application:

<http://www.southwark.gov.uk/benefits-and-support/hardship-fund>

# Food (and essentials)

## Southwark Food Action Alliance (SFAA)

A group of local organisations that care about good food for all in the borough. Many of its members provide food support to Southwark residents.

The SFAA website has information on low-cost recipes and maps showing where you can learn to grow food and where food support services are located in Southwark.

Some food support services are only for specific groups, such as older adults so do check who the service is for before visiting.

Go to [www.southwarkfoodactionalliance.co.uk](http://www.southwarkfoodactionalliance.co.uk) for more information

## Food pantries

Food pantries are membership food shops that can make peoples' money go further. Members can access subsidised groceries including fresh fruit and vegetables and family favourites to stock up the cupboard and fridge. Information correct as of June 2022. Please contact before visiting.

Locations	Cost	Opening	Contact
<b>Peckham Pantry</b> , St. Luke's Church, Chandler Way, SE15 6DT	£4.50 per shop for groceries to the value of £15.	Weds 11am–2pm	Contact Temi Okudiya on 020 7277 7075 <a href="mailto:pantry@pecan.org.uk">pantry@pecan.org.uk</a> <a href="http://www.pecan.org.uk/peckham-pantry">www.pecan.org.uk/peckham-pantry</a>
<b>Peckham Pantry</b> , 49-53 Peckham Park Road, SE15 6TU	£4.50 per shop for groceries to the value of £15	Mon 9am–4pm Tues 11am–4pm Weds 9am–4pm Thurs 10am–7pm Fri 9am–4pm Sat 9am–3pm	Contact Temi Okudiya on 020 7277 7075 <a href="mailto:pantry@pecan.org.uk">pantry@pecan.org.uk</a> <a href="http://www.pecan.org.uk/peckham-pantry">www.pecan.org.uk/peckham-pantry</a>
<b>Borough Food Coop</b> , St. George the Martyr Church, Borough High St., SE1 1JA	Membership is flexible – so you only pay £4.50 when you come	Tues 12-3pm Thurs 10–1:30pm* Sat 1pm–3:30pm*	0207 357 7331 <a href="mailto:food@stgeorge-themartyr.co.uk">food@stgeorge-themartyr.co.uk</a> <a href="http://www.boroughfoodcooperative.co.uk">www.boroughfoodcooperative.co.uk</a>
<b>Paxton Green Pantry</b> , Unit 32, Seeley Drive, London SE21 8QR	Weekly subscription of £4.50 for a weekly food shop	Tues 1pm-4pm (opening July 2022)	<a href="mailto:Pantry@pgtimebank.org">Pantry@pgtimebank.org</a>
<b>Love North Southwark Food Pantry</b> , SE16	Awaiting details		

\*Additional opening hours for appointments only. See website.

# Community fridges

Community fridges help individuals and businesses share food, rather than letting items go to waste. They are usually open access, so anyone in the community can take food or add food to the fridge.

As they are community led, each fridge may have different opening times. We have five community fridges in the Southwark area, with more on the way.

Find the nearest community fridge here [www.hubhub.org.uk/the-community-fridge](http://www.hubhub.org.uk/the-community-fridge)

# Olio

An app that allows you to connect with people giving away unwanted food for free.

Find out more and download the app here [www.olioex.com](http://www.olioex.com)

# Food banks

Food banks respond to a person's immediate need for food or essential items but don't address the underlying causes of food insecurity. Support the person to access an advice organisation using the [Worrying about Money leaflet](#) or refer to the [Community Support Alliance](#) for access to a broader range of support. The advice organisation or Community Support Alliance can then arrange a foodbank referral or an emergency food parcel delivery, if needed.

The following foodbanks work using a voucher referral system. In order to get help from one of these foodbanks, people need a voucher issued by a local agency before arriving at a centre. For more information email [foodbank.support@pecan.org.uk](mailto:foodbank.support@pecan.org.uk) or call 020 7732 0007.

Locations	Opening
<b>St George's Camberwell</b> , Newent Close, SE15 6EF	Mon 11am – 1pm
<b>City Hope Church</b> 121 Drummond Road, SE16 2JY	Wed 1pm – 3pm
<b>Peckham Methodist Church</b> 2 Wood's Rd, SE15 2PX	Thurs 1pm – 3pm
<b>Bermondsey Methodist Church</b> Bermondsey Street, SE1 3UJ	Fri 1pm – 3pm

# Clothes banks

Little Village HQ provides clothes for 0 to 5-year-olds arriving or residing in London. They are able to provide pre-loved (donated) clothing, nappies and children's essentials

Organisations or professionals can refer families using this form <https://littlevillagehq.org/make-a-referral/>

# Healthy Start

A national government scheme set up to improve the health of low-income pregnant women and families

Healthy Start can provide funds (via a prepaid card) for pregnant women and families with children aged under 4 who are in receipt of certain benefits to buy healthy foods.

Eligible women and families receive at least £4.50 per week which can be used to buy fruit, vegetables, pulses, cow's milk, and infant formula in retailers who sell these items.

Go to [www.healthystart.nhs.uk](http://www.healthystart.nhs.uk) for more information on how to apply and eligibility

# Rose Vouchers

The Rose Vouchers for Fruit & Veg Project helps pregnant women and families with children under 5 years old who live in SE1, SE5, SE15 and SE17 on low incomes or No Recourse to Public Funds (NRPF) to buy fresh fruit and vegetables.

Families can collect vouchers from 7 distribution sites in Southwark and vouchers are worth at least £4 per week. These can be used to purchase fruit and vegetables from local markets in Southwark.

To register for Rose Vouchers you can either:

Contact one of the partners here: [www.1stplace.uk.com/collections](http://www.1stplace.uk.com/collections)

E-mail [rosevouchers@1stplace.uk.com](mailto:rosevouchers@1stplace.uk.com)

Phone: 020 7740 8070

# Southwark's Food and Fun Holiday Programme

Part of the Department for Education's (DfE) Holiday Activities and Food (HAF) Programme.

Designed to support families during the Easter, summer and winter school holidays to access free, healthy food and fun enriching activities.

For children eligible for benefits-related free school meals and those with no recourse to public funds aged between 4 and 16 years old.

Children attending will receive a healthy meal and snack each day and recipe-kit boxes over the summer so they can cook nutritious meals at home.

56 programmes are running across the borough this summer.

Booking essential. Go to [www.southwark.gov.uk/foodandfun](http://www.southwark.gov.uk/foodandfun) from mid-June to find out how to book

# Energy

## Grants to help pay for energy debts

Supplier	Link/ contact
British Gas Energy Support Fund	<a href="https://britishgasenergytrust.org.uk/grants-available/">https://britishgasenergytrust.org.uk/grants-available/</a>
Scottish Power Hardship Fund	<a href="https://community.scottishpower.co.uk/t5/Help-paying-your-bill/Hardship-Fund/ta-p/53">https://community.scottishpower.co.uk/t5/Help-paying-your-bill/Hardship-Fund/ta-p/53</a>
Ovo Energy Fund	<a href="https://www.ovoenergy.com/help/debt-and-energy-assistance">https://www.ovoenergy.com/help/debt-and-energy-assistance</a>
E.ON Energy Fund	<a href="https://www.eonenergy.com/for-your-home/saving-energy/need-little-extra-help/energy-fund">https://www.eonenergy.com/for-your-home/saving-energy/need-little-extra-help/energy-fund</a>
E.ON Next Energy Fund	<a href="https://www.eonnextenergyfund.com/">https://www.eonnextenergyfund.com/</a>
EDF Energy Customer Support Fund	<a href="https://www.edfenergy.com/for-home/help-centre/faq/can-i-get-grant-help-me-pay-my-energy">https://www.edfenergy.com/for-home/help-centre/faq/can-i-get-grant-help-me-pay-my-energy</a>
Bulb Energy Fund	Bulb Energy Fund helpline: 0300 30 30 635
Octopus 'Octo Assist Fund'	<a href="https://octopus.energy/blog/struggling-to-pay/">https://octopus.energy/blog/struggling-to-pay/</a>

Information taken from <https://www.citizensadvice.org.uk/consumer/energy/energy-supply/get-help-paying-your-bills/grants-and-benefits-to-help-you-pay-your-energy-bills/>

If a resident can't get a grant from their supplier, they might be able to get a grant from the British Gas Energy Trust (you don't have to be a British Gas customer) but they will need to get debt advice before applying. Use the [Worrying about Money leaflet](#) referenced on Page 2 to find local debt advice services.

If they've already spoken to a debt adviser, they can check if they can get a grant from the British Gas Energy trust here <https://britishgasenergytrust.org.uk/grants-available/>

# Grants

## Turn2us

Easy-to-use grant search tool that allows you to search a comprehensive database of grants for charitable funds that residents may be eligible to apply for. Examples of local and national grants are included on the next pages. Please note: These lists are not exhaustive. Please use a grant search tool like the one available on the Turn2Us website for a more comprehensive view of the funds available.

**Turn2Us Grant Search**  
Go to <https://grants-search.turn2us.org.uk/>  
to conduct a search

## Local charities

Funder	Funding available	Contact Details
Newcomen Collett Foundation	Small local charity that supports the education of young people under the age of 25 to pursue courses in arts, music, dancing etc, or who want to undertake tertiary education or apprenticeships. Applicants must have been resident in Southwark for at least 2 years.	Web: <a href="https://www.newcomencollett.org.uk/individuals.html">https://www.newcomencollett.org.uk/individuals.html</a> Telephone: 020 7407 2967 Email: <a href="mailto:GrantOffice@NewcomenCollett.org.uk">GrantOffice@NewcomenCollett.org.uk</a>
St Olave's & St Saviour's School Foundation	Awards for students under 25 in Southwark undertaking higher/further education, apprenticeships or other direct educational activities. Consideration will also be given to young people wanting to pursue courses in the arts, music, dancing etc. Examples of past grants include: a laptop, printer, books, educational materials, travel expenses, expenses associated with vocational training, musical instruments etc.	Web: <a href="https://www.stolavesfoundationfund.org.uk/individuals/index.html">https://www.stolavesfoundationfund.org.uk/individuals/index.html</a> Telephone: 0207 401 2871 Email: <a href="mailto:grants@stolavesfoundation.co.uk">grants@stolavesfoundation.co.uk</a>
St George the Martyr Charity	Grants for persons in hardship, need or distress living in the former Metropolitan Borough of Southwark (roughly Borough, Bankside, Walworth and Newington). Applicants must have low income, with household savings under £8k. Grants may be awarded for a wide variety of items and services, but not for rent, mortgage or council tax payments. For persons under 55, grants are limited to £1,500 and a referral must come from a public or VCSE org. Applicants must have already applied to the <a href="#">Council's Emergency Support Scheme</a> .	Web: <a href="http://www.stgeorgethemartyrcharity.com">www.stgeorgethemartyrcharity.com</a> Telephone: 020 7407 2994 Email: <a href="mailto:visitor@stgeorge1584.org.uk">visitor@stgeorge1584.org.uk</a>  Persons 55+ can be signposted directly to the Charity. Under 55s require a referral from a public/ VCSE org. The form is available from the Charity. When contacting the Charity about a potential grant, always include the person's postcode and date-of-birth.

Mary Minet Trust	Small local grant making charity which awards grants on average of £250-£300 to older adults or children and adults with a disability or illness in Southwark and Lambeth.	Email for application and consent form: <a href="mailto:admin@maryminettrust.org.uk">admin@maryminettrust.org.uk</a> Tel (text only): 07982 451 082
Surrey Dispensary (also administered by St George the Martyr Charity)	Small grants for items, services or facilities to support people with disabilities or ill health. Applicants must live in the former Metropolitan Boroughs of Southwark or Bermondsey (roughly Borough, Bankside, Walworth, Newington, Bermondsey and Rotherhithe). Direct applications are not accepted; only referrals from public and voluntary sector agencies. For an application to be considered, there must be a plausible link between any item or service requested and the applicant's physical, mental or emotional health condition.	A referral form is available from the St George the Martyr Charity website. <a href="https://www.stgeorgethemartyrcharity.com/surrey-dispensary">https://www.stgeorgethemartyrcharity.com/surrey-dispensary</a> When contacting the Charity about a potential grant, always include the person's postcode

## National funds

Funder	Funding available	Contact Details
Glasspool	Small grants for household items & essential clothing e.g. bedding, white goods, clothing, furniture. Applications must be submitted by a relevant supporting agency (e.g. LA, VCS). Orgs must register on <a href="#">GrantsPlus</a> to submit applications. GrantsPlus opens to new applications every <b>Monday at 11am</b> . It closes once they have received as many applications as they can fund that week	Website: <a href="https://www.glasspool.org.uk/grants/grants">https://www.glasspool.org.uk/grants/grants</a>
Percy Bilton	Support for individuals in financial need who have a disability or severe mental health need, or who are 65+ on low income, for basic household items including white goods, single beds, flooring and clothing vouchers.	Website: <a href="https://www.percy-bilton-charity.org/">https://www.percy-bilton-charity.org/</a> Email: <a href="mailto:information@percyliltoncharity.org">information@percyliltoncharity.org</a> Tel: 020 8579 2829
Margaret's Fund (formerly Margaret De Souza Charity)	Financial help for women with ill health, with the priority on respiratory conditions. Grants are made for aids, extra comforts, holidays, clothing, nutrition, heating. Applying professional/org must be able to receive grant by cheque.	Website: <a href="https://margaretsfund.org.uk/">https://margaretsfund.org.uk/</a> Email: <a href="mailto:info@margaretsfund.org">info@margaretsfund.org</a>
3hfund	Support for families on a low income that include a person with a disability to organise their own UK holiday. The grant is for accommodation only and is paid directly to the chosen venue. Carers can also be awarded a grant for a UK holiday away from their caring role	Website: <a href="https://www.3hfund.org.uk/holiday-grants/">https://www.3hfund.org.uk/holiday-grants/</a> Email: <a href="mailto:info@3hfund.org.uk">info@3hfund.org.uk</a> Tel: 01892 860207
Family Fund	Support for families across the UK who are raising a disabled or seriously ill child or young person aged 17 or under	Website: <a href="https://www.familyfund.org.uk/">https://www.familyfund.org.uk/</a>