## FIGHTING THE COST OF LIVING

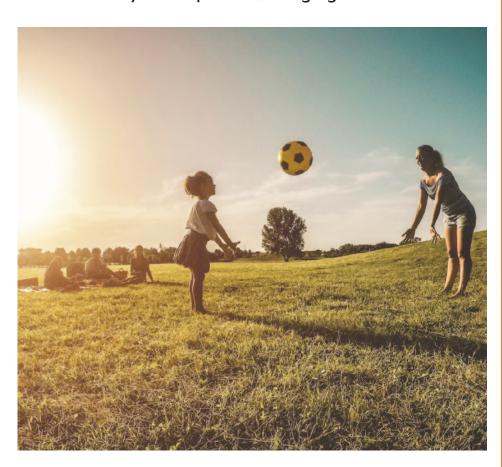
Below is a list of resources to help you fight the poverty crisis

Community groups are opening their services to provide much needed assistance to the residents of their local area and across Slough in these difficult times.

In this pack you will find details of some of these groups, what services they offer and how to get in touch with them and utilise those services.

We will also provide information on other groups, services, support, help and advice that is available to you, the residents of Slough.

For more information or any questions, you can contact us via community.development@slough.gov.uk



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## **COMMUNITY GROUPS**

Help and Support

In Slough, there are amazing groups doing some fantastic work supporting our residents. These groups are well established and offer a number of programs, sessions and services to support Slough residents. Some of these groups are listed below as an example, with details of how to access some of the services they provide.

## Ujala Foundation



- Elderly Lunch Club, Thursday 12noon-2pm
- Ladies Coffee Morning, Tuesday 10am-12noon

Visit: 6c Villers Road
Web: www.ujala.co.uk
Email: ujalaslough@mail.com

## AJ Café CIC

A café based at Britwell Hub/Library on Wentworth Avenue to service local residents as a business but also work closely with many partners to provide community initiatives and projects.

The café hosts a weekly warm space on a Monday, between 9am-12.30pm, where individuals can come get a free cup of tea/coffee and snack.

# **blackbeard academy**Blackbeard Community Projects CIC

Not only an MMA club but a team working to better their community by getting youngsters off the street, running bullying awareness campaigns, tackling knife crime, supporting low income families to maintain a healthy lifestyle and many more community outreach projects.

**Web:** https://blackbeard-mma.com



### **Recycled Teenagers**

- Monday Coffee Mornings, 9.30am-1pm
- Wednesday Lunch Club, 9.30am-1.30pm

Lin Smeaton Britwell Hub, Wentworth Ave

## The Slough Hub



A Community Hub to support mental, physical and economic wellbeing of residents in Slough. They have programmes to support employability, skills development, and business start-up. Activities and sports for children and adults and they promote art and culture in Slough.

https://thesloughhub.org/

## The New Langley Community Association

This is a registered charity and hosts many events for its members, as well as fundraising events. It is a recognised award-winning group who works for the betterment of the local community.

Visit: 27 Harrow Road, Langley, SL3 8SH

**Call:** 07989976130

**Email:** enquiries@the-nlca.uk.



Together As One is a youth-led charity bringing communities 'together as one' through training, youth work and creative projects.

**Call:** 01753 574 780

**Email:** info@togetherasone.org.uk

#### **Foodbank**



## **JMIC Slough**



**Visit:** Jamia Masjid & Islamic Centre, 83 Stoke Poges Lane, Slough, SL1 3NY

Email: info@jmicslough.org

Call: 01753 522561

## COMMUNITY DIRECTORY

Help and Support

Slough Community Directory is a new platform which has been created by partners to help our residents to get advice, information and support around their mental, emotional, social and physical wellbeing.

It was officially launched at the annual Social Prescriber event in March. The Directory came about as a result of the conversations from the previous year's event, where it was highlighted there was a need for a platform to communicate what is on offer in regards to support available for the residents of Slough.

Please visit the directory to find out what is available across the borough. If you are a group who offers services/support to the residents of Slough, we ask for details on what you offer by going on the site and submitting your details/information about your group and its offerings. You can use the following link to submit: sloughhealth.org/submit-listing/

SCAN ME

(The Community Directory is now managed by Slough CVS).









Left to Right: Marc Gadsby, Kam Birdie, Ramesh Kukar, Priya Kumar



### Volunteering - it's good for you!

Volunteering is a great way to help your community and it can be an extremely rewarding, fulfilling and enjoyable experience for you too. Volunteering knows no barriers, no matter what cultural or social background you come from or whether you have a disability, if you can spare a few hours, there's an opportunity for you.

You can bring your skills to help others and also learn some new ones along the way. Here are a few examples:

- · Helping young children learn to read.
- Chatting to isolated residents.
- Gardening at a local park.
- Stewarding community events.
- Admin and marketing roles, from home.

One Slough would love to hear from you, their team has an ever-expanding list of volunteer opportunities. Please register your details at <a href="https://www.oneslough.org.uk/">www.oneslough.org.uk/</a> <a href="https://oneslough-volunteer-sign-up/">oneslough-volunteer-sign-up/</a>

When you sign up to volunteer you will receive a bi-monthly e-newsletter with volunteering opportunities and news.

## FOOD SUPPORT

## List of food services and support in Slough

Free/low-cost food, including meals and refreshments, plus Warm Spaces in Slough as of May 2023.

For more information about groups and organisations in Slough supporting residents please visit the Slough Community Directory Slough

Community Directory - Activities and services to keep Slough residents fit and healthy (sloughhealth.org)

More help and advice on the cost of living can be found in the Cost of Living Resource Pack Benefits and support - Slough Borough Council

Note: Please contact the organisation listed to check with them about availability and pick up prior to going to the venue itself.

Day	Provider	Address	When	Notes
M O N D A Y	AJ Café Warm Space	Britwell Hub, Wentworth Avenue, Slough, SL2 2DS	9am- 12noon	Share a warm space and enjoy a hot drink and chat. Free WiFi, volunteering and training opportunities. All welcome.
	Church of God of Prophecy Warm Space	5 Ansculf Road, Slough, SL2 2DF	9.30am- 2pm	Free hot drink and refreshments for residents and supermarket surplus food to pick up when available.
	Slough Foodbank Distribution point - voucher needed	Slough Baptist Church, Windsor Road, Slough, SL1 2EJ	12noon- 2pm	Voucher needed from referral agency only.
	Food Bank at Faizan E Madinah	27 Cheviot Road, Slough, SL2 8LA	11.30am- 1.30pm	Tinned food, pasta and other foods available for pick up.
	Slough Outreach	High Street, Slough	7pm	For homeless, vulnerable and those in need of emergency food parcels and outreach support. Not suitable for children.
T U	St George's Church Food Distribution	St George's Church, Long Furlong Drive, Britwell, SL2 2LX	8.30- 9.30am	Supermarket surplus food is available for collection. All welcome.
E	Art Classes Group Warm Space	Observatory Shopping Centre, Slough, SL1 1LN	10am- 12.30pm	Free art course for adults with tea and coffee. Term time only.
S D A Y	Slough Outreach	High Street, Slough	7pm	For homeless, vulnerable and those in need of emergency food parcels and outreach support. Not suitable for children.
	Slough Community Support Café	St John's Church, Stoke Poges Lane, Slough, SL1 3LW	5-8pm	Enjoy a simple meal, chat over coffee, play games or read a newspaper. Family friendly. Free of charge. All ages welcome.
	Ujala Foundation Warm Space	Manor Park Pavilion, Villiers Road, Slough, SL2 1NP	10am- 2pm	A Warm Space where you can enjoy a free hot drink and people to talk to. All are welcome.
	Slough Foodbank Distribution point - voucher needed	Langley Free Church, 100 Trelawney Avenue, Langley	10.30am- 12.30pm	Voucher needed from referral agency only.
	Food Bank at Faizan E Madina	27 Cheviot Road, Slough, SL3 8LA	11.30am- 1.30pm	Tinned food, pasta and other foods available for pick up.

## FOOD SUPPORT

Day	Provider	Address	When	Notes
W E D	Church of God of Prophecy Warm Space	5 Ansculf Road, Slough, SL2 2DF	9.30am- 2pm	Free hot drink and refreshments for residents and supermarket surplus food to pick up when available.
	Salvation Army Warm Space	53 Stoke Road, Slough, SL2 5BW	10am- 12noon	Warm Space with refreshments, food, clothing and showers. Homeless/vulnerable.
N E S	Cippenham Royal British Legion Warm Space	Cippenham Royal British Legion, Brook Path, Slough, SL1 5EJ	11am- 3pm	A Warm Space offering free hot drinks and biscuits. Television and books available to enjoy. All are welcome.
D	Art Classes Group Warm Space	Observatory Shopping Centre, Slough, SL1 1LN	11.30am- 1pm	A Warm Space offering free embroidery classes and hot drinks for women. Term time only.
A	Cippenham Carers Warm Space	Cippenham Baptist Church, Elmshott Lane, Slough, SL1 5QS	Every 3rd Wed of the month 1-3pm	Open to carers and relatives on the third Wednesday of the month. Refreshments and talks, plus the chance to meet other carers.
	Slough Foodbank Distribution point - voucher only	St Andrew's Church, Washington Drive, Cippenham, Slough, SL1 5RE	11am- 1pm	Voucher needed from referral agency only.
	Slough Outreach	High Street, Slough	7pm	For homeless, vulnerable and those in need of emergency food parcels and outreach support. Not suitable for children.
T H	St George's Church Food Distribution	St George's Church, Long Furlong Drive, Britwell, SL2 2LX	8.30- 9.30am	Supermarket surplus food is available for collection.
U	Ujala Foundation Warm Space	Manor Park Pavilion, Villiers Road, Slough, SL2 1NP	12noon- 2pm	A Warm Space where you can enjoy a free hot drink and people to talk to. All are welcome.
R	Slough Community Support Café	St Andrew's Methodist Church, 2 Merton Road, Slough, SL1 1QW	3.30- 8.30pm	Enjoy a simple meal, chat over coffee, play games or read a newspaper. Family friendly. Free of charge. All ages welcome.
D A	Slough Foodbank Distribution point - voucher only	Slough Baptist Church, Windsor Road, Slough, SL1 2EJ	11am- 2pm	Voucher needed from referral agency only.
Y	Food Bank at Faizan E Madina	27 Cheviot Road, Slough, SL3 8LA	11.30am- 1.30pm	Tinned food, pasta and other foods available for pick up.
	Slough Outreach	Stoke Road, Slough	7pm	For homeless, vulnerable and those in need of emergency food parcels and outreach support. Not suitable for children.
F R	Church of God of Prophecy Warm Space	5 Ansculf Road, Slough, SL2 2DF	9.30am- 2pm	Free hot drink and refreshments for residents and supermarket surplus food to pick up when available.
I	Salvation Army Warm Space	53 Stoke Road, Slough, SL2 5BW	10am- 12noon	Warm Space with refreshments, food, clothing and showers. Homeless/vulnerable.
D A Y	Slough Foodbank Distribution point - voucher only	The Pavilion, Iver Heath Recreation Ground, Church Road, Iver, Bucks, SLO 0PN	10.30am- 12noon	Voucher needed from referral agency only.
	Slough Outreach	High Street, Slough	7pm	For homeless, vulnerable and those in need of emergency food parcels and outreach support. Not suitable for children.
S	Church of God of Prophecy Warm Space	5 Ansculf Road, Slough, SL2 2DF	9.30am- 2pm	Free hot drink and refreshments for residents and supermarket surplus food to pick up when available.
Т	Slough Foodbank Distribution point - voucher only	Britwell Community Centre, Long Furlong Drive Recreation Ground, Slough, SL2 2PH	10am- 12noon	Voucher needed from referral agency only.
S U N	Slough Outreach	High Street, Slough Stoke Road, Slough	10am 7pm	For homeless, vulnerable and those in need of emergency food parcels and outreach support. Not suitable for children.

## SCHOOL'S OUT

## Support for Families

## Holiday Activities and Food Programme

#### Information for families

The Department for Education (DfE) is providing funding to local authorities to coordinate a programme that provides healthy food and enriching activities to school aged children

- who are eligible for free school meals
- during the major school holidays (Easter, Christmas and summer).

The sessions include a healthy meal, advice to families on how to source, prepare and cook nutritious food and a variety of exciting activities and sports.

It will be optional for eligible children to attend this provision. If not eligible, children can pay to attend and join in the fun.

Check details on Family Information
 Service website at
 www.sloughfamilyservices.org.uk.

#### The CowShed

A crisis charity providing clothing and other items for individuals and families in Berkshire experiencing hardship. They offer services to people from all faiths and none. They work in partnership with support services such as GPs, Health Visitors, Churches, charities and social service agencies who provide them with referrals.

Cowshed can help source logo and nonlogo uniform for pupils across Slough. Please contact the council's Community Development team, a family support worker or your local GP for a referral with the items and sizes you need.

Web: www.thecowshed.org Call: 0118 931 3332



## **Baby Bank**

A small independent charity started in 2015, with the aim of helping to provide support to struggling families. The support they provide comes in the form of beds, buggies, clothes, school uniform and many other items. They work with a huge network of referral partners from RBWM & Slough Children's Services, Homestart, Foodbanks and many other teams working directly with families. A referral is made to the Baby Bank for the items

the individual/family needs. These items are made up of preloved and new items and they follow strict guidelines to what they can and cannot accept.

Web: www.thebabybank.org

f www.facebook.com/thebabybank

twitter.com/thebabybank

instagram.com/@the\_baby\_bank

**Call:** 07541 537983

**Visit:** Unit A2, Tectonic Place, Holyport

Road, Maidenhead SL6 2YE

## HOUSING

## Advice and Support

## **Key Contacts**

#### **Homelessness Team**

Customers are able to self-refer to the homelessness team by following this link: <a href="www.slough.gov.uk/">www.slough.gov.uk/</a> homelessness/homeless-risk/1)

Alternatively, you can ring: 01753 475111.

#### **Rent Concerns**

If you think you have any suitable applicants to refer to Rent Concerns (cases where there are rent arrears relating to Covid-19 and there is a threat of homelessness as a result), then you can email a brief of the case to rentrecovery@slough.gov.uk. This applies to housing association and council tenants. For private tenants at risk of homelessness and in need of housing advice please email housing.needs@slough.gov.uk

#### **Rehousing Team**

For any queries pertaining to housing register applications/bidding/allocation of accommodation, please email: allocations@slough.gov.uk

Alternatively, please call 01753 475111.

#### **Neighbourhoods Team**

You can email housing teams using the following email addresses.

- Northteam2@slough.gov.uk (Britwell, Northborough, Manor Park, Baylis and Stoke)
- Eastteam2@slough.gov.uk (Langley, Wexham, Upton, Poyle and Colnbrook areas)
- Southteam2@slough.gov.uk (Chalvey, Central, Cippenham, Lynch Hill, Haymill areas).

If it's Leaseholder issues they go through different emails.

 Day to day issues - email leaseholderservices@slough.gov.uk

- Service charge invoices and payment queries - email revenues@slough.gov.uk
- Service charge costs and calculation queries - email neighbourhoodrecharges@slough. gov.uk
- Right to Buy queries email rtb@slough.gov.uk
- Repair reporting and caretaking issues - email booking.slough@osborne.co.uk
- Follow up enquiry relating to a repair or caretaking slough@osborne.co.uk

#### **Income Recovery**

For queries relating to income recovery, you can email: incomeboost@slough.gov.uk Alternatively, you can ring: 01753 475111.

#### **James Elliman Homes**

Email: JEHomes@slough.gov.uk

#### Damp and mould

If you work with anyone in council housing who mentions such problems, please check they have let the team know. They can email damp&mould@slough.gov.uk, with their full name, address, phone number, email address, the room(s) where the damp or mould is located, the description of the problem and if anyone in the household suffers COPD or other respiratory conditions.

If they've been in touch about this over the past two months, they don't need to make contact again, unless things have worsened.

#### **Housing Ombudsman**

Improving residents' lives and landlords' services through housing complaints - <a href="https://www.housing-ombudsman.org.uk/">www.housing-ombudsman.org.uk/</a>

#### **Energy Support**

This is an energy efficiency scheme that requires specific targeting for eligible households. These are households that have to meet three criteria:

- low income below £31k per annum combined household income
- poor energy efficiency EPC (D or lower) EPC certificates explained -Which?
- off-gas heated by electric or oil, preferably not landlord rented, but owner-occupied.

Further details on how to apply are to come, but more information can be found on the Net Zero website - www.gsenetzerohub.org.uk/energy-efficiency/sustainable-warmth-latest-news/

#### **Housing Associations**

- A2 Dominon a2dominion.co.uk
- Catalyst Housing www.peabody.org.uk
- Inquilab Housing Association inquilabha.org
- Housing Solutions www.housingsolutions.co.uk
- L&Q Group www.lqgroup.org.uk
- Paradigm www.paradigmhousing.co.uk
- Sovereign <u>www.sovereign.org.uk</u>
- Metropolitan Thames Valley Housing Association www.mtvh.co.uk
- Home Group <u>www.homegroup.org.uk</u>
- One Housing Group <u>www.onehousing.co.uk</u>
- Abri www.abri.co.uk

## COST OF LIVING SUPPORT

Advice and Information

#### Cost of living advice

## Cost of Living Payments 2023 to 2024

Guidance on getting extra payments to help with the cost of living if you're entitled to certain benefits or tax credits.

www.gov.uk/guidance/cost-ofliving-payment Cost of living - BBC News

#### Debt and welfare

<u>Help with debt - Slough Borough</u> Council

#### Citizen Advice Bureau

Get help with the cost of living.

www.citizensadvice.org.uk www.citizensadvice.org.uk/benefits www.citizensadvice.org.uk/debt-andmoney/get-help-with-the-cost-ofliving

## Discretionary Housing Payment

www.slough.gov.uk/benefitssupport/discretionary-housingpayments

#### Social Broadband Tariff

www.which.co.uk/reviews/broadban d/article/all-you-need-to-knowabout-broadband-social-tariffsawnIU5c9XS7G

#### Pension Credit

www.gov.uk/government/publicatio ns/pension-credit-toolkit/pensioncredit-toolkit-advice-and-guidancefor-stakeholders

### **Household Support Fund**

The Household Support Fund (HSF) grant of £2,355,383 is funded by the Department of Work and Pensions (DWP). It is available until 31 March 2024. We, the council, cannot commit to applications made once all the available funding has been allocated.

The grant helps families and vulnerable individuals who struggle to pay for basic living costs, such as:

- · food
- energy
- · water bills
- · essential goods.

We provide a locally managed government grant to a wide range of low income households in our community:

· who are most in need of support, and

- to help with significant rising living costs and
- to those who may be going through exceptional hardship.

The HSF will be awarded at our discretion following an assessment of eligibility. Each case will be treated strictly on its individual merits. All those deemed eligible will be treated equally and fairly within the constraints with the HSF budget.

We will make sure any award given is used for the purpose it was applied for. Most of the award will be given in goods or services by online vouchers only.

Visit: www.slough.gov.uk/hsf







Save Energy Money Save Safe

**Small changes can** make big differences.

















Speak to our Wellbeing Team about how to save energy and keep your home safe.

7572 118599

## SIGNPOSTING

### Have you claimed?

The total amount of unclaimed income-related benefits and social tariffs is now £18.7 billion a year. We estimate that £7.5 billion of Universal Credit is unclaimed by 1.2 million eligible households. Take up is lower for locally administered benefits. Council Tax Support is the most underclaimed, with 2.7 million people missing out on £2.8 billion of support. Social tariffs are also significantly underclaimed. Broadband social tariffs have the lowest take up, with 97% of eligible households missing out on the tariffs. People on means tested benefits should check for eligibility with their utility providers.

## Entitled to -Benefit Checker

Individuals can carry out their own free benefit check to see what they are entitled to. It is easy to use and take about 10 minutes to complete.

www.entitledto.co.uk

#### Free School Meals

Check if your child can get free school meals and find out how to apply.

www.slough.gov.uk/education-help-financial-support/free-school-meals

## Cost of Living Resource Packs

Our previous two resource packs provide more information around support available for residents of Slough.

To find previous versions of the resource pack, visit www.slough.gov.uk/costofliving and these can be translated into any language you like (via Google Translate).

Alternatively, get in touch with the Community Development team for further information.

### **Family Information Service**

Slough Family Information Service offers free impartial information and guidance about a wide range of services for children, young people and their families.

They provide information on:

- support and advice for families with children and young people
- childcare for children aged 0-13
- financial support and help with childcare costs
- free early education for 2, 3 and 4 year olds

- · children's centres and family services
- schools and school-based family services
- activities for children, young people aged 0-19 and families
- the Local Offer including activities and services for children and young people with special educational needs and disabilities (SEND)
- · adult education and employment.

To talk to the team visit the website at www.sloughfamilyservices.org.uk or call 01753 476589.



## Thank you

to everyone who contributed information for this issue of the Fighting the cost of living resource pack. If you have found this resource pack useful, have a suggestion to make it better or an idea for content for the next issue, we would love to hear from you.

For any queries and questions, please email community.development@slough.gov.uk

## DISCLAIMER

Whilst every care has been taken in the compilation of this information, Slough Borough Council will not be held responsible for any loss, damage or inconvenience caused as a result of using the resource pack and of any inaccuracy or error within these pages.