
Cost of living support in Rutland

rutland.gov.uk/livingcosts



Rutland County Council has produced this guide to help families and businesses who are struggling because of the ongoing cost of living crisis.

It brings together helpful information about various organisations and support schemes that can help with everything from bills and food to money and mental health.



Libraries, free WiFi and keeping warm

If you can't get on the internet to access any of the online resources in this guide, Rutland Libraries have free public computers and free WiFi for you to use. Just ask our staff to get you started. Rutland Libraries are also acting as Warm Hubs if you can't heat your home and need somewhere to go. It's free to join your local library and we're open regularly throughout the week:

Oakham Library (Catmos Street)

- Monday to Friday: 9am to 5pm
- Saturdays: 9am to 1pm

Uppingham Library (Queen Street)

- Tuesdays and Fridays: 9am to 1pm and 1.30pm to 5pm
- Wednesdays: 1.30pm to 5pm
- Saturdays: 9am to 1pm

Ketton Library (High Street)

- Wednesdays and Fridays: 9am to 1pm and 1.30pm to 5pm
- Saturdays: 9am to 1pm

Ryhall Library (Coppice Road)

- Mondays and Thursdays: 9am to 1pm and 1.30pm to 5pm
- Tuesdays and Fridays: 2pm to 4.30pm (volunteer-led)
- Saturdays: 9am to 1pm

If you can't get to a local library and need help, please get in touch with Citizens Advice Rutland by calling: 01572 723 494

There are lots of volunteering opportunities in Rutland for people who'd like to do something to help others. You can find out about these by going to: volunteerplusrutland.org.uk

Help for households

To help UK households, the government has published lots of information about how to support your income, help with energy bills, help with childcare costs, housing support and help with transport costs in a single place online.

Go to [gov.uk/helpforhouseholds](https://www.gov.uk/helpforhouseholds) to find out more.

Household Support Fund

The Household Support Fund is a grant that's given to local councils in England, so they can provide direct support to those who need it most. This could be through small payments to support vulnerable households with daily living costs such as food, and utility bills. The Household Support Fund has been extended to March 2023. More information about the support available in Rutland and who's eligible to claim will be shared online soon: rutland.gov.uk/householdsupportfund

Crisis support

Rutland County Council has a Crisis Fund if you have no money for gas, electricity or food. The Fund is managed by Citizens Advice Rutland. Go to [citizensadvice.org.uk](https://citizensadvice.org.uk/rutland) or call 01572 723 494 from 9am to 5pm, Monday to Friday.

Help with Council Tax

If you're struggling to pay your Council Tax bill, then please get in touch. We know it's difficult for families right now and want to help if we can. Don't ignore reminder letters about your Council Tax. If you can't pay, please contact us so we can talk through your options. Email localtaxation@rutland.gov.uk or call 01572 722 577.

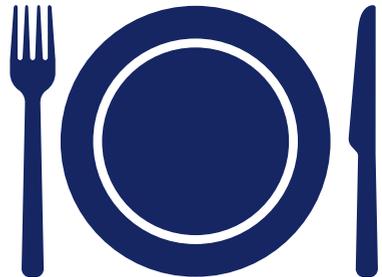
Help with food

Rutland Foodbank can provide an emergency food and toiletries pack for people who are struggling to afford food. Please contact Citizens Advice on 01572 723 494, who can help with a referral/ voucher, or speak to a support worker, if you have one.

Rutland Community Fridge shares surplus food from local supermarkets to reduce food waste and help people. Food is free to anyone who wants it. Find out more at: rootandbranchout.co.uk/community-fridge.

Fridges are open in these locations at the following times:

- Oakham Station building
(Station Approach),
Friday from 10.00am to 11.30am
- Uppingham Town Hall
(North Street East),
Friday from 1.30pm to 3.00pm



Children

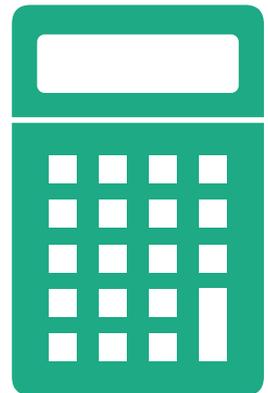
Free school meals are available to all children in Reception, Year 1 or Year 2. They are also available to children whose parents or guardians receive certain benefits. Find out if you are eligible for free school meals and apply online by going to: rutland.gov.uk/freeschoolmeals.

Most children aged three or four can get an extra 15 hours of funded early education and childcare. When this is added to your universal entitlement of 15 hours, your total amount of free early education and childcare could be as much as 30 hours a week. Find the right offer for you by going to: childcarechoices.gov.uk

Uppingham ParkPlay is a two-hour long play session of fun and games for everyone starting at 9.30am every Saturday morning. ParkPlay provides FREE activities to help people meet, move and play with others in their local community. Find out more at: park-play.com/parks/uppingham

Universal Credit

Universal Credit is a benefit for working aged people who are on a low income or out of work. It replaces a number of other benefits, including Housing Benefit. For more information and to find out if you're eligible, go to gov.uk/universal-credit or contact the Help to Claim service on 0800 144 8 444 or for on-line advice visit citizensadvice.org.uk/helptoclaim



Pension Credit

Pension Credit gives you extra money to help with your living costs if you're over State Pension age and on a low income. Pension Credit can also help with housing costs such as ground rent or service charges. To claim Pension Credit, you can either:

- Claim online (if you already claim State Pension and there aren't any children or young people included in your claim)
- Call the Pension Credit claim line on 0800 99 1234 (textphone 0800 169 0133). They'll fill in the application for you over the phone
- You can also find out more online by visiting: [gov.uk/pension-credit](https://www.gov.uk/pension-credit)

Warmer homes

The Warmer Homes programme can offer fully funded measures such as insulation, air source heat pumps and solar panels to eligible households. If your home is on-gas, funding of up to £10,000 could be available. If your home is off-gas, funding of up to £25,000 could be available. Visit [warmerhomes.org.uk](https://www.warmerhomes.org.uk) for more information or call 0800 038 5737.

Rutland's Local Energy Advice Partnership (LEAP) is a free energy and money saving service. It can help you stay warm and reduce energy bills. Contact Green Energy Switch at: [greenenergyswitch.co.uk/home-energy](https://www.greenenergyswitch.co.uk/home-energy) or call 01733 646 253 to see if you're eligible.

Help with bills

The Severn Trent Water's 'Big Difference Scheme' can offer a reduction on water bills to any Severn Trent customer with a household income below £16,480. Find out more at stwater.co.uk/my-account/help-when-you-need-it

The British Gas Energy Trust is not just for its customers. If you're facing bills you can't afford and are struggling with the rising cost of energy, The British Gas Energy Trust can help. They are an independent charitable trust set up to support families and individuals facing financial hardship and energy debt. Find out more at britishgasenergytrust.org.uk

Anglian Water's Priority Service Register provides free practical support to a range of people who might need extra help because of age, ill health or disability. This includes families with young children or those with caring responsibilities. You can find out more information about the priority services they offer by visiting anglianwater.co.uk/priority

Anglian Water can also provide financial assistance through their Extra Care Support if you're struggling to pay your water bill. You can receive help with everything from managing payments to debt. To complete an Extra Care Assessment, just visit anglianwater.co.uk/ExtraCare or call their specially trained team on 0800 232 1951.

Please check the Government's Help for Households website for more information getting help with about energy bills and other household costs: helpforhouseholds.campaign.gov.uk

Housing and homelessness

If you're struggling to pay your rent or may be at risk of losing your home, please seek advice and support as quickly as possible. This could be through your landlord or mortgage lender. If you already know that you are going to be made homeless within the next 56 days, please speak to the Housing Options Team at Rutland County Council by calling 01572 758 157 or emailing housingoptions@rutland.gov.uk. You can also contact Citizens Advice Rutland for support.

Armed Forces

SSAFA is an Armed Forces charity that offers welfare, health and support services for the UK military's serving personnel, veterans, and their families. This includes financial planning support and help for ex-forces with financial problems.

Go to ssafa.org.uk/get-help or call: 0800 260 6767 from 9.00am to 5.30pm, Monday to Friday.

Veterans' Gateway supports veterans and their families to find the help they need. Advisors are available 24 hours a day, seven days a week on: 0808 802 1212. They refer people to those best placed to provide support with issues like housing, employment and finances. You can also go to veteransgateway.org.uk.



Forces Connect is a free app for smartphones and tablets. It helps serving members of the Armed Forces and Veterans to access local services, including family support, care, benefits, crisis support and help with housing or homelessness. Just search for 'Forces Connect' in your app store.

Prevent money problems

- **Citizens Advice** : Approved advice on debt, budgeting, housing, employment, family issues and community care. Go to: [citizensadvice.org.uk](https://www.citizensadvice.org.uk) or call: 01572 723 494 from 9am to 5pm, Monday to Friday.
- **Clockwise Credit Union**: Safe savings and affordable loans. Go to [clockwise.coop](https://www.clockwise.coop) or email hello@clockwise.coop any time and receive a response within 24 hours, Monday to Friday. Whether you are in work or on benefits, Clockwise considers all circumstances.
- **National Debtline**: Charity that gives free and independent debt advice over the phone and online. They can help with budgeting and dealing with high energy bills. Go to: [nationaldebtline.org](https://www.nationaldebtline.org) or call freephone: 0808 808 4000
- **MoneyHelper**: Help people to clear their debts, reduce spending and make the most of their income. They can also help to plan ahead for major purchases, find out about entitlements, build up savings and grow pensions. Go to: [moneyhelper.org.uk](https://www.moneyhelper.org.uk) or call: 0800 011 3797
- **Turn2us**: Helps people to gain access to welfare benefits, charitable grants and other financial help. This includes benefits, grants and other schemes that can help with energy and water bills. Go to: [turn2us.org.uk](https://www.turn2us.org.uk)
- **Stop Loan Sharks**: Investigates and prosecutes illegal money lenders and provides support for borrowers in the UK. If you have borrowed from a loan shark or are worried about someone else, they can help. Go to: [stoploansharks.co.uk](https://www.stoploansharks.co.uk) or call: 0300 555 2222 to safely report a Loan Shark.

- **StepChange:** A charity that provides free, confidential and expert debt advice and money guidance. They will recommend the best solution or service for your circumstances and support you while you deal with your money worries, for as long as you need help. Go to: stepchange.org or call: 0800 138 1111 Monday to Friday 8am to 8pm and Saturday 8am to 4pm.

Help for businesses

The Federation of Small Businesses (FSB) has launched a finance hub to support businesses looking for all kinds of finance fsb.org.uk/knowledge/fsb-infohub/finance.html

The group also knows how lonely business can be and so offers a range of networking/webinar options to help all businesses come together with their peers. These are free and there's no need to be an FSB member fsb.org.uk/event-calendar.html

The Government has introduced an Energy Bill Relief Scheme that will provide energy bill relief for non-domestic customers in Great Britain. Discounts will be applied to energy usage initially between 1 October 2022 and 31 March 2023. Find out more at: gov.uk/guidance/energy-bill-relief-scheme-help-for-businesses-and-other-non-domestic-customers

This is a difficult time for employers and employees affected by the impacts of the energy costs crisis. Workforce Matters have released several resources to help keep mental wellbeing in check – these can be downloaded from the Business Lincolnshire website via the mental health support page: businesslincolnshire.com/business-resilience/covid-19-support/get-support/mental-health-support

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