

# COST OF LIVING

## A guide to the support available in Warwick District

Updated November 2024



Further contacts and useful tools for calculating benefit entitlement, budgeting and details of advice and support are available at [www.warwickdc.gov.uk/costofliving](http://www.warwickdc.gov.uk/costofliving) this includes help with:

- Council tax discounts and exemptions
- Benefits and income support
- Water bills
- Gas and electric bills
- Food Support
- Financial Advice and calculators
- Family and childcare
- School holiday clubs and activities
- Free school meals
- Housing
- Health and Wellbeing
- How to access Citizens Advice

## Government support

The extension of 15 hours free childcare to two-year-olds started from April 2024 for working parents and carers in England. From September 2024, this was extended to include babies from 9 months old.

It is estimated that almost £19bn in benefits goes unclaimed each year in the UK, these include:

- Universal Credit
- Pension Credit
- Disability living allowance
- Personal independence payment
- Attendance allowance
- Carer's allowance
- Employment support allowance
- Jobseekers allowance

Make sure that you are getting the government support you are entitled to using a **benefits calculator** such as [entitledto.co.uk](http://entitledto.co.uk). Further information is available on the [www.gov.uk](http://www.gov.uk) website.

For further details of these and other cost of living support schemes available visit [www.gov.uk/cost-of-living](http://www.gov.uk/cost-of-living) or talk to Citizen's Advice. If you are eligible, the payment will be sent out automatically and in the same way you receive your existing benefits- so you do not need to apply or do anything to receive it.

### Universal Credit

Universal credit is a payment to help with your living costs, you may qualify if you are on a low income, you may qualify even if you are working and if you pay rent you may also get help with your housing costs. To find out more about universal credit, make an application or check if you might qualify visit [www.gov.uk/universal-credit/how-to-claim](http://www.gov.uk/universal-credit/how-to-claim). Alternatively you can speak to a financial inclusion officer (council tenants) or Citizen's Advice.

## Pension Credit

Gives you extra money to help with living cost if you are over State Pension age and on a low income. Pension Credit tops up your weekly income to £218.15 if you are single and your joint

weekly income to £332.95 if you have a partner. If your income is more and you have a disability or care for someone you might still be eligible. Find out more by visiting **[www.gov.uk/pensioncredit](https://www.gov.uk/pensioncredit)** or calling 0800 99 1234.

## Other support

### VASA South Warwickshire

Volunteer drivers can take passengers to medical and other appointments, groups, activities and day care charging a small mileage and admin fee. **Tel:** 01789 262889  
**Email:** [hello@vasa.org.uk](mailto:hello@vasa.org.uk)

**Bus Travel** - adult single bus fares are capped at £2 until 31 December 2024 when using Stagecoach, Arriva, National Express, Pulhams, IndieGo PLUS Demand Responsive Transport (DRT), Diamond.  
**[www.warwickshire.gov.uk/buses](https://www.warwickshire.gov.uk/buses)**

### Digital/Internet access and IT equipment

Support is available from your local community centres (listed below) and also from the Warwickshire Library Service **[www.warwickshire.gov.uk/youcanonline](https://www.warwickshire.gov.uk/youcanonline)**

**Christmas Support** - Contact the Community Wellbeing Team or your local community centre (listed below) for information on support, events and activities in your area

**Tesco, Asda, Sainsburys** and

**Morrisons** are amongst a number of local outlets where Kids Eat Free (or for £1) during the school holidays.  
**[www.moneysavingcentral.co.uk/kids-eat-free](https://www.moneysavingcentral.co.uk/kids-eat-free)**

### The Holiday Activities and Food (HAF) Programme

is funded by the Department for Education (DfE), though Warwickshire County Council to provide young people who are in full-time education (Reception to Year 11) and eligible for benefits-related free school meals with access to enriching activities and meals, for free, during the three main school holidays: Winter, Spring and Summer.  
**[www.warwickshire.gov.uk/holidays-activities-food-haf](https://www.warwickshire.gov.uk/holidays-activities-food-haf)**

**Action 21 Really Useful Centre**, Unit 3, Milverton House, Court Street, Leamington Spa

Open 10am to 4pm Monday to Saturday, sell a range of quality second hand items at bargain prices including clothing, shoes, kitchenware, furniture, bikes and tools.

**Kenilworth Lions Furniture Store and Bazaar**, John Price House, Farmer Ward Road, Kenilworth, CV8 2DH, open every Saturday from 9am to 12:30pm. range of furniture, electrical appliances, household goods at bargain prices.

**Warm and Safer Home Grants** Up to £20,000 of funding available to eligible residents to make essential repairs or safety improvements to

their homes. Owner occupiers living in their property for five years or more who are in receipt of benefits such as Universal Credit, Income Support or Pension Credit could receive funding to cover a wide range of works from addressing security issues, to a lack of hygiene facilities or take measures to provide better heating in cold homes. **Email:** HeartEnquiries@nuneatonandbedworth.gov.uk  
**Tel:** 02476 376294.

## Warwick District Council Support

### Council Tax

There are a number of discounts and exceptions for council tax to discuss eligibility please call 01926 456760.

### Discretionary Housing Payments

These are payments to help pay your rent if you get housing benefit or the housing element of universal credit and the amount you receive does not cover your full rent.

### Housing Benefit

You can get help to pay your rent if you and your partner are state pension age or are living in temporary accommodation or accommodation where care support and supervision is provided.

### Financial Inclusion Team

The Council's team can provide a variety of support to our customers living in our council homes, this includes advice on rent payments, benefits, budgeting, charity applications, foodbank vouchers and fuel poverty.

### Further information is available by visiting

**[www.warwickdc.gov.uk/costofliving](http://www.warwickdc.gov.uk/costofliving)** or calling the following numbers:

**Council tax and benefits**  
01926 456760

**Housing and homelessness support** 01926 456129

### Help with your finances (WDC Council tenants only)

You can contact our Financial Inclusion Officers Julie Tel: 01926 456424 or Amar Tel: 01926 456427

Warwick District Council's Customer Service Hub is located at the **Royal Pump Rooms, The Parade, Leamington Spa.**

Open from Monday to Friday from 9.30am to 4.30pm it offers in person support and advice with private areas available for those needing a one-to-one meeting with a member of staff.

## Help with food and welfare

Foodbanks are open to anyone struggling to put food on the table regardless of benefit entitlement. To request a voucher that to be used at your local foodbank listed below or for more information,

**Tel:** 0808 2082138 or **Email:** [info@warwickdistrict.foodbank.org.uk](mailto:info@warwickdistrict.foodbank.org.uk)

### **Heathcote Parish Church**

Cressida Way, Warwick, CV34 6DZ  
Open Mondays 12.30pm – 14.30pm

### **Southorn Court, Lillington**

The Crest, Lillington,  
Leamington Spa CV32 7PU  
Open Tuesdays 11am to 1pm

### **St Mary's Church**

St Mary's Road, Leamington  
Spa CV31 1JW  
Open Wednesdays 1pm to 3pm

### **St Paul's Church**

Leicester Street,  
Leamington Spa CV32 4TE  
Open Thursdays 2pm to 4pm

### **The Westbury Centre**

Westlea Road,  
Leamington Spa CV31 3JE  
Open Fridays 11am to 1pm

### **Saltisford Church**

Albert Street Warwick CV34 4JX  
Open Fridays 13:00 – 15:00

### **Kenilworth**

(Delivery service for Kenilworth town only on Fridays 10 – 2pm)  
07850 293383

### **Other organisations that can help with food provision**

**Myton Church** at The Westbury Centre – Westbury Lunches, every Tuesday 12:15 Free lunch

### **Helping Hands Community**

Project offers food and a range of support to local people in need.

9a Althorpe Street, Leamington Spa CV31 2AU **Tel:** 01926 768500

### **Evening Meals**

Monday to Thursday 6.30pm

### **Breakfast Club**

Monday to Friday at 10.30am

### **Lillington Community Pantry**

Food and advice for members of The Pantry 11am to 3pm  
Community Café offering free food 11 – 3pm on Thursdays and Fridays. For further information and membership.

**Tel:** 01926 350 800  
or **email** [lillington@thecommunitypantry.org.uk](mailto:lillington@thecommunitypantry.org.uk).

**St John The Baptist** Tachbrook Street, Leamington Spa, CV31 3BN. 01926 289459

**Food Kitchen** - free hot meal to eat in or take away  
Wednesdays 5.30 – 6.30pm

**Food Larder** - free food and toiletries in the church porch on Wednesday and Sunday mornings

**Ahmadiyya Food Bank**, Ahmadiyya Muslim Centre, Riverside, Adelaide Rd, Leamington Spa CV32 5AH

**Tel:** 01926 330430 **email** [leamingtonspa@ahmadiyyauk.org](mailto:leamingtonspa@ahmadiyyauk.org)

## Community centres and local support schemes

**Citizens Advice South Warwickshire** offer a range of advice and information relating to benefits, debt, housing, employment, family, consumer, education, tax, law and rights issues.

**Tel:** 0808 250 5715 (Monday to Friday 9am to 5pm) or **Email** us online [www.casouthwarwickshire.org.uk/contact/](http://www.casouthwarwickshire.org.uk/contact/)

The Leamington office is open on Tuesday 10am to 2pm and on Wednesdays from 10am to 1pm for triage sessions.

**Warwickshire Local Welfare Scheme** helps our most vulnerable residents at times of unavoidable crisis when they have no other means of help.

To enquire or to apply for support, **Tel:** 0800 408 1448 or 01926 359182  
Monday to Thursday 9am-5pm | Friday 9am - 4.30pm

**Your local community centres** are **welcoming places** that can provide support and assistance with health and wellbeing, employment, financial support, food support, mental health, energy concerns, loneliness and isolation. They can also help you access the internet and IT and many provide Youth Clubs and School Holiday Activities.

### **Brunswick Hub**

98-100 Shrubland St, Leamington Spa CV31 3BD **Tel:** 01926 422123

### **Chase Meadow Community Centre**

Narrow Hall Meadow, Warwick CV34 6BT **Tel:** 01926 490845

### **Crown Routes One Stop Shop**

Acorn Court, Stockton Grove, Lillington, Leamington Spa CV32 7NP

**Email:** crownroutes@brunswickhlc.org.uk or call Laura on 07874 865617

**The Gap** 39 Oakwood Grove, Warwick CV34 5TD **Tel:** 01926 494200

### **The Ahmadiyya Muslim Community Centre**

Riverside, Adelaide Road, Leamington Spa CV32 5AH

**Tel:** 01926 330430 **Email:** leamingtonspa@ahmadiyyauk.org

**Packmores Community Centre** Lyttelton Rd, Warwick CV34 5EP  
**Tel:** 01926 492488

**SYDNI Centre** Cottage Square, Sydenham, Leamington Spa CV31 1PT  
**Tel:** 01926 422071

Citizens' Advice hub open Mondays 10am to 1pm by appointment only for those living in CV31.

### **Leamington and Warwick Children and Family Centres**

Advice for families with children aged 0-19

**Tel:** 01926 337506 to find your nearest centre.

**Kenilworth Citizens Advice Hub** Kenilworth Library, Smalley Place, Kenilworth CV8 1QG. Open Thursdays 9.15am to 4pm (for those living in CV8 appointments only) **Tel:** 0808 250 5715

**Shire Hall Citizens Advice Hub** Shire Hall, Market Place, Warwick  
Open Wednesdays 9.15am to 4pm for those living in CV34 appointments only. **Tel:** 0808 250 5715

**Sikh Cultural and Sports Community Centre**  
17a-17b Queensway Trading Estate Queensway  
Leamington Spa CV31 3LZ **Tel:** 01926 883129

**Heathcote Community Centre**, Cressida Close, Heathcote, Warwick, CV34 6DZ **Tel:** 01926 335228 **Email:** heathcotecentre@gmail.com

**Veteran Contact Point**, Pageant House, Jury Street, Warwick CV34 4ES **Tel:** 02477 343793 **Email:** contactus@veteranscontactpoint.co.uk

**The Westbury Centre** Westlea Road, Leamington Spa CV31 3JE

**Myton Church at the Westbury Centre**  
Wellbeing Hub Tuesdays 2 - 3.30pm **Tel:** 01926 419777

**Young People First** Food and Fun at Youth Clubs for years 3 to 13 - please call for more information. **Tel:** 01926 450156

## Energy Saving

**Act On Energy** is a local charity providing free help to residents on all home energy efficiency matters. This includes managing fuel debt and access to hardship funds. They also can help with getting funding for those on lower incomes or on means tested benefits and a health condition

**Tel:** 0800 988 2881

**Visit:** [www.actonenergy.org.uk](http://www.actonenergy.org.uk)

### Energy and money saving tips and advice

Simple changes to the way you use energy in your home can help save £100s per year. Follow these simple steps to help keep warm and lower your energy bills:

- ✓ Cover draughts to stop the cold getting in
- ✓ Phone your energy provider to see about getting the best tariff
- ✓ Check if you are eligible for help to pay your water bill
- ✓ Give your wardrobe a revamp – lots of thinner layers will keep you warmer
- ✓ Plan events and activities that will keep you moving
- ✓ Turn the thermostat down 1C, ideal temperature is between 18 to 21 C
- ✓ Do at least one less machine wash a week
- ✓ Only boil the water you need
- ✓ Have shorter showers and fewer baths
- ✓ Turn the heating off even if you are popping to the shops
- ✓ Put lids on saucepans while cooking
- ✓ Thick curtains can help keep the heat in
- ✓ Turn off appliances when not in use, instead of leaving on standby

## If your situation is starting to affect your mental health

**Wellbeing for Warwickshire** can help you get information, advice, and the support you need. Able to help if you are feeling low, anxious, or stressed, the phone line is available 24 hours a day, seven days a week. 365 days a year. **Tel:** 0800 616171 **[www.wellbeingforwarwickshire.org.uk](http://www.wellbeingforwarwickshire.org.uk)**