

## **Support for people in [insert your location here](#)**

We are all facing different challenges, access to affordable good quality housing can be difficult, and as costs of energy, food and other bills continue to rise this can cause extra pressure.

This template provides a space for you to map out your local support agencies and charities that can help to help with answering questions as an Advocate.



# National Services

Shelter Helpline	<b>0808 800 4444</b> Website:- <a href="https://england.shelter.org.uk/">https://england.shelter.org.uk/</a>
Centrepoint Helpline (16-25 years old)	<b>0808 800 0661 (Helpline)/ 07557 255 965 (Message via What's App)</b> Website:- <a href="https://centrepoint.org.uk/do-you-need-help/i-need-help-now/speak-someone">https://centrepoint.org.uk/do-you-need-help/i-need-help-now/speak-someone</a>
Streetlink (Connecting people sleeping rough to local services- Over 18s only)	Website:- <a href="https://thestreetlink.org.uk/">https://thestreetlink.org.uk/</a>
Crisis UK (if you are in a Crisis area)	



## Housing Advice

Organisations that provide services for people at risk of or experiencing homelessness or facing difficulty with paying their rent or mortgage.

<b>Organisation</b>	
<b>Service</b>	
<b>Local Authority</b>	
<b>Referral Process</b>	
<b>Telephone</b>	
<b>Email</b>	
<b>Website</b>	
<b>Address</b>	
<b>Opening hours</b>	

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## Day Centres

These centres should provide a warm, safe place where people experiencing homelessness can get a hot drink, breakfast and lunch, a shower as well as access to the internet and phone charging facilities.

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## Night Shelters

People will need to be referred into a Night Shelter.

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## Food Banks

People usually need to be referred with a voucher to get help from a food bank. Local community organisations like schools, GPs and advice agencies can usually help or contacting the local food bank who can advise which agencies they would suggest

[www.trusselltrust.org/get-help/find-a-foodbank](http://www.trusselltrust.org/get-help/find-a-foodbank)

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## Debt Advice

Organisations should offer free, impartial, and expert debt advice to anyone in financial difficulty, helping individuals and families take control of their finances, achieve stability, and move toward a debt-free future.

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## Libraries

Libraries are more than just a library or a place of learning. As well as the traditional library service, they offer a wide range of adult education classes and advice.

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## Legal Advice

Organisations who offer free legal advice covering many areas of law, for example on matters relating to debt, housing, employment, consumer and welfare benefits. However, not all areas may be covered e.g. advice on family, criminal or immigration law.

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## Migrant and Refugee Advice

Organisations who give advice, provide support, and campaign so that migrants and refugees in the UK can live with safety, dignity and respect.

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<b>Service</b>	
<b>Local Authority</b>	
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## Health

Make a note of practices below who register people who are street homeless and people who are sofa surfing or in hostel accommodation.

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## Domestic Abuse

Organisations that provide free and confidential practical and emotional support to victims of domestic violence

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## Drug and Alcohol Services

Organisations who work with people who are using substances, including alcohol, opiates, stimulants, cannabis and new psychoactive drugs. They provide a variety of different services to support individual needs.

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## Need Help with bills?

### Help with energy bills:

Contact the energy company directly if someone is worried about fuel costs. The energy supplier may be able to help reduce home heating costs.

People may also be able to claim grants to help make their home more energy efficient, which could also reduce bills. Find out if you are eligible here:

[www.gov.uk/find-local-council](http://www.gov.uk/find-local-council)

### Help with water bills:

Contact the water company directly, if someone is worried about water bills. Many run hardship schemes or fund independent charitable trusts which can help with bills

The CCW provides independent free advice and support. Find out more:

Telephone **0300 034 2222**

[www.ccwater.org.uk/households/help-with-my-bills](http://www.ccwater.org.uk/households/help-with-my-bills)

### Help with phone and broadband:

If someone is struggling to afford phone or broadband services, they may be eligible to move to a social tariff from their current provider. Social tariffs are cheaper broadband and phone packages for people claiming Universal Credit, Pension Credit and some other benefits.

[www.vodafone.co.uk/mobile/supporting-through-cost-of-living-crisis](http://www.vodafone.co.uk/mobile/supporting-through-cost-of-living-crisis).

Someone could be eligible for a Mobile and Broadband social tariff through Vodafone. Find out more on Voxi For Now and Vodafone Essentials:



Local A&E