



Do you need help this winter?

Your guide to the support available in Waltham Forest

We know that the cost of living crisis has not gone away, and we want to ensure that everyone has access to the help and support available this winter.

We know that sometimes it can be hard to know where to turn to for help. In this booklet you will find information about the support available from the Council and our partners: whether it's financial, for your health and wellbeing, or

finding somewhere you can access affordable food.

Please do look out for each other this winter, and help to pass this information on to anyone you know who might be struggling. We have a great community in Waltham Forest, and as ever, I want you to know that you are not alone.

Cllr Grace Williams
Leader, Waltham Forest
Council



If you're struggling to make ends meet, find out if you are entitled to additional support. If you are on a low income, you may be able to access help such as Universal Credit, Housing Benefit or Council Tax Support.

Local Welfare Assistance (LWA) is available to anyone who is having serious financial difficulty. If you cannot afford basic essentials, you can make an application for LWA support via the Council website.

For more information  bit.ly/WFCOLsupport

Pension credit

If you are over state pension age, you may be eligible to receive Pension Credit.

Winter Fuel Payments are now only available to people who are receiving certain benefits. One of these is Pension Credit, so it's especially important to check if you're eligible.

The deadline for receiving the Winter Fuel Allowance linked to Pension Credit is 21 December, though you can apply for Pension Credit at any time of year.

Receiving Pension Credit will also mean you have access to other benefits, including Housing Benefit and a free TV License. **You can find out more about Pension Credit, check if you're eligible and apply on the Government website:**

 www.gov.uk/pension-credit

We have an in-person Pension Credit drop-in session on **Monday 16 December**, from 1pm to 3pm, at Walthamstow Library. Our volunteers will be able to help you check your eligibility and make an application.

Help with Council Tax payments

If you are struggling to pay your Council Tax bill, or you are in arrears, you can get in touch with us and we can see what support is available.

This includes the Council Tax Support and Discretionary Council Tax Hardship Schemes.

To find out more go to
 bit.ly/WFCounciltaxsupport

You can also get in touch with the following organisations, who all offer free and friendly support over the phone and online.

Citizens Advice Waltham Forest



0808 278 7838



Monday to Friday,
9am to 5pm



citizensadvice.org.uk/local/waltham-forest

Citizens Advice are an independent service providing advice on debt, benefits and money. They can also help you claim Universal Credit.



Debt Free Advice



0800 808 5700



Monday to
Sunday, 8am to 8pm



debtfreeadvice.com

Debt Free Advice provide expert advice for Londoners with debt problems. The advice pages on their website can be translated into many languages. Their impartial advice is available via phone, WhatsApp and video chat.



National Debt Line



0808 808 4000



Monday to Friday,
9am to 8pm
Saturday 9.30am to 1pm



nationaldebtline.org

National Debt Line provide independent debt advice. Talk to someone on the phone or speak with an advisor online.



Places to go for support in your area

There are many places in the borough where you can go this winter – whether you need warmth, advice and support or free activities.

Find out more in our directory:

 walthamforest.gov.uk/wellbeing-directory

Need to speak to the council? Call

 020 8496 3000



Save money on fuel bills

HEET is a local, not-for-profit organisation who have worked for many years to help households in Waltham Forest save money on fuel bills and stay warm and healthy at home.



Complete HEET's online form below:

HEET can help make your home warmer and reduce your energy bills if you are in receipt of benefits or are aged 60 or over.

 theheatproject.org.uk/eligibility

 020 8520 1900 (local rates apply)

Get help from your energy provider

Many energy companies will have funds that can help if you are struggling to pay your bills. If you are a customer of British Gas, EDF Energy, E.ON Next, Octopus Energy, Ovo Energy, Scottish Power, Utilita or Utility Warehouse there are schemes in place if you need help. Contact your energy provider directly for more information.

Our Community Living Rooms are places where you can get warm and spend time without spending any money - see the list on pages 8 and 9 of this booklet.

Get online for less

Social tariffs are reduced cost broadband packages, offered by broadband and telecom companies to eligible benefit claimants. Some providers call them 'essential' or 'basic' broadband. They can save you up to £200 annually.

Check directly with your current provider if they offer a social tariff. You can apply for most tariffs online or call your provider and ask to switch.

 bit.ly/GetOnlineForLess

To get help or find out more about the support available please scan the QR code, go to bit.ly/WFCOLsupport or call 020 8496 3000



Family Hubs



Whether you're expecting a child, want healthy eating advice for toddlers, need support as a parent, or you're a teenager looking for somewhere to hang out, there are plenty of locations across the borough, including libraries, four Family Hubs, and community spaces.

 walthamforest.gov.uk/familyhubs

WALTHAM FOREST

FAMILY HUBS

WELLBEING, CONNECTION, SUPPORT

Free support and play sessions

From teething to feeding, sleeping, playing, speaking and much more, the Best Start in Life programme provides essential free support services to help you raise your babies and children under 5.

To see all Best Start in Life events, go to:

 bit.ly/beststartevents

Supporting adults with everyday problems

If you need help accessing online services, filling in difficult forms, or need guidance around financial support, jobseeking, wellbeing and much more, weekly Community Drop-in sessions can help. Find out when the sessions take place.

 bit.ly/WFEarlyHelp

Safe spaces for young people

Space4All: Space4All Youth Spaces offer free regular activities in a safe, comfortable environment for young people to spend time, socialise and feel supported. These sessions are led by local youth organisations, and range from junior youth hubs for ages 8 to 12, general after school sessions for ages 11 to 18 and some dedicated spaces for 15 to 25 year olds, as well as spaces for girls only and LGBTQ+ young people.

There are spaces open throughout the borough – check our website to find your nearest.

 bit.ly/WF_Space4All

Paris attends the weekly Space4All youth zone and football sessions at Leyton Score Centre: *“These sessions are great as they are free and we learn new skills. I come here to improve my football and also to volunteer as a coach”*

- Paris



Getting a good meal



Community food hubs can help you access free or affordable food if you need it. You can contact the organisations below directly to find out about the support they offer, or to make a referral for someone.

You can also talk to your GP, social worker, or another professional if you would like them to refer you to your closest food hub.

Community food providers in Waltham Forest include:

Highams Park Food Aid

All Saints Church, Church Avenue, E4 9QZ

 hphub.co.uk

PL84U AL-SUFFA

Epicentre, 41 West St, E11 4LJ

 pl84ualsuffa.co.uk

Rukhsana Khan Foundation

58 William Morris Community Centre, 6-8 Greenleaf Road, London E17 6QQ

 rukhsanakhanfoundation.org

Eat or Heat

Quaker House, 1A Jewel Road, London E17 4QU

 eatorheat.org

The Lighthouse Project at St Mary's Leyton

Leyton Lighthouse, St Mary's Church, Church Road, E10

 lighthouse@saint.church

Holy Trinity and St Augustine of Hippo Community Food Share

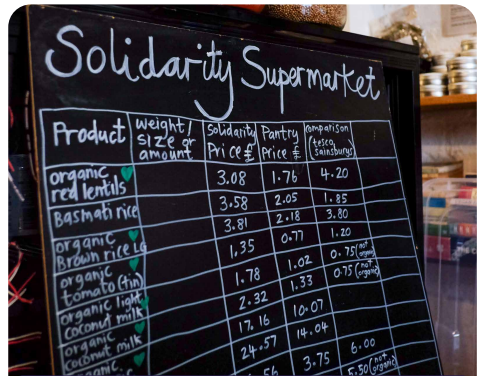
Holy Trinity, Holloway Road, Leytonstone, E11 4LD

 e11holy.org.uk/food-share


The Hornbeam Centre - Solidarity Supermarket

458 Hoe St, London E17 9AH

 mickey@hornbeam.org.uk



For details of other local food hubs, visit our wellbeing directory

 walthamforest.gov.uk/wellbeing-directory

Healthy Start Vouchers

Pregnant women, new parents, and families with children under four may be able to receive a Healthy Start card, which can help you purchase healthy foods like milk, fruit and vegetables, as well as receiving free vitamins. Available for families on certain benefits (check your eligibility on the website).

Find out more here:

 www.healthystart.nhs.uk

Weekly amount: £4.25 from tenth week of pregnancy to fourth birthday, rising to £8.50 per week between birth and first birthday.

Free School Meals

All primary school children attending state school are automatically enrolled to receive free school meals.

You can also find out if your child attending secondary school is eligible for free school meals, and apply online, at the link below.

By applying for free school meals you may also receive other entitlements such as access to food vouchers during the Christmas break and February half term, whether your child is in primary or secondary school.

Find out more here:

 bit.ly/freeschoolmealswf



Free education and childcare

All children aged 3 and 4, and some aged 9 months to 2 years, can get a certain amount of free early education and childcare, known as the Free Early Education Entitlement (FEEE). Some working parents can also get 30 hours of free childcare per week and up to £2000 a year towards childcare costs.

Find out more:

 bit.ly/WF_FEEE



To get help or find out more about the support available please scan the QR code, go to bit.ly/WFCOLsupport or call 020 8496 3000



Community Living Rooms are spaces where anyone can drop in for free. Most of them are funded by the Council, but they are all run independently. Many of them will host regular social and creative activities, food support or a hot meal. There is also the opportunity to access information and advice around topics such as health and wellbeing, debt management, welfare, benefits, and energy advice. Many Community Living Rooms, and all Waltham Forest Libraries, offer free period products for anyone who needs them.

E10: Leyton area

The Lighthouse Project Leyton

- 📍 St Mary's Church,
Church Road, E10 5JP
- 🕒 Thursdays, 12pm to 2pm

The Cornerstone Leyton

- 📍 149 Canterbury Road, E10 6EH
- After school drop in:**
- 🕒 Tuesdays, 3.15pm to 4.30pm
(for anyone with primary aged children – older siblings also welcome)

Parent and baby drop in:

- 🕒 Thursdays, 10.30am to 12pm
(for parents with babies age one year and under)
- **All sessions term time only**

MTC Community Social at Tawhid Mosque

- 📍 80 High Road, Leyton, E15 2BP
Mondays, 7pm to 8.30pm
- **Men-only sessions:**
every second and fourth Monday of the month
- **Women-only sessions:**
every first and third Monday of the month

E11: Leytonstone area

Leytonstone and Wanstead Synagogue

- 📍 2 Fillebrook Road, E11 3BS
- 🕒 Fridays and Sundays,
10.30am to 1pm

Holy Trinity and St Augustine of Hippo

- 📍 Holloway Road, Leytonstone, E11 4LD
- 🕒 Tuesdays, 9am to 11.30am and 12.30pm to 2.30pm
Food share on Tuesdays from 11am to 1pm

Art Social with Idea Space

- 📍 Cann Hall Baptist Church,
Cann Hall Road,
Leytonstone, E11 3HY
- 🕒 Fridays, 9.30am to 11.30am

To see the full details of services provided by each Community Living Room, visit:

📄 bit.ly/WFLivingRooms

E17: Walthamstow area

Walthamstow Welcomes: Paperwork Support and Community Café

- 📍 7-11 St Mary's Welcome Centre, 8 Church End, Walthamstow, E17 9RJ
- 🕒 Alternate Wednesday and Saturday mornings, 10am to 12pm

The Mill

- 📍 7-11 Coppermill Lane, Walthamstow, E17 7HA
- 🕒 Tuesday to Friday, 9.30am to 5.30pm
Saturday and Sunday, 10am to 2pm

The Gleaners at the Hornbeam Centre

- 📍 458 Hoe Street, E17 9AH
- 🕒 Thursdays, 10am to 3pm

The Lloyd Park Centre

- 📍 The Lloyd Park Centre, Winns Avenue, Walthamstow, E17 5JW
- 🕒 Fridays, (during school term) 10am to 2pm

Walthamstow Salvation Army

- 📍 The 434 Forest Road, Walthamstow, E17 4PY
- 🕒 Fridays, 11am to 1pm

Waltham Forest Community Hub

- 📍 18a Orford Road, London, E17 9LN
- 🕒 Wednesdays, 10.30am to 12.30pm

Priory Court Community Centre

- 📍 11 Priory Court, Walthamstow, E17 5NB
- 🕒 Mondays and Thursdays, 12pm to 5pm

E4: Chingford and Highams Park area

Highams Park Hub

- 📍 All Saints Church, Church Avenue, Highams Park, E4 9QZ
- 🕒 Tuesdays and Thursdays, 11am to 1pm
Wednesdays, 11.30am to 2.30pm

Age UK Waltham Forest

- 📍 Waltham Forest Resource Hub North, 58 Hall Lane, Chingford, E4 8EU
- 🕒 Wednesdays, 10am to 1pm
For residents aged 60 and over

The Parish of Chingford, St Peter and Paul with All Saints

- 📍 All Saints Church, 184 Old Church Road, Chingford, E4 8BU
- 🕒 9am to 12pm
Family Café: 3.30pm to 5pm
- **All sessions term time only**



To get help or find out more about the support available please scan the QR code, go to bit.ly/WFCOLsupport or call 020 8496 3000



Whether you're looking for your first job, want to learn new skills, explore your career options or you've been out of work for a while, our advisors can help you.

Waltham Forest Jobs

Our jobs service is dedicated to helping anyone overcome barriers to employment, including physical disabilities, mental health challenges, health conditions, care responsibilities, and long-term unemployment. We provide comprehensive support at every stage to help anyone who needs it to find the work that's right for them.

Find out more about all of our job opportunities and supported programmes at

 walthamforestjobs.org

Direct employment programmes

We provide direct employment programmes in sectors like teaching, retail, logistics, hospitality, construction, and health and social care. These programmes offer fast-track routes to roles with immediate vacancies. In some cases, we also offer paid training to help you gain the necessary qualifications for these opportunities.

Employment drop-in sessions

Our drop-in sessions offer flexible, face-to-face support without the need for an appointment. You can meet with our advisors to receive tailored guidance on CV writing, interview preparation and connecting with local employers.

Support for 16 to 25 year olds

Through the Future Formed programme, young people can gain insights into the creative industries, receive professional mentoring and access expert advice.

The programme runs multiple training initiatives each year, offering placements within the creative sector, and these programmes often lead to offers of employment.



Supported employment

We offer dedicated support for jobseekers with learning disabilities, including autism, to help you find and secure employment. Our service ensures you receive personalised support throughout your employment journey.

Learning new skills

Our Adult Learning Service offers a wide range of courses to help you improve your English, Maths, and digital skills, or work towards new qualifications. We also provide training in subjects such as Health and Social Care, Early Years and Childcare, Construction, and Careers in Education. Our flexible courses are designed to fit around your schedule and help you achieve your goals, and we are able to offer most courses for free or at a discount.

Find out more here:

 lbwfadultlearning.co.uk

Waltham Forest Connected

If you're a local business owner, take a look at our range of resources and support tailored for local businesses at Waltham Forest Connected. This platform connects you with essential services, funding opportunities and networking events to help your business succeed.

Find out more here:

 Wfconnected.org



Volunteering

Volunteering is a great way to develop new skills and confidence and give back to your local community. It's also an opportunity to meet new people, look after your mental health and spark new interests.

Find out more and get involved here:

 Legendsoftheforest.co.uk



To get help or find out more about the support available please scan the QR code, go to bit.ly/WFCOLsupport or call 020 8496 3000



Stress and anxiety are common emotions, which can be caused by money worries, your living situation, a difficult time at work or school, or often just the time of year.

Five ways to support your wellbeing

There are proven ways to boost your wellbeing through small lifestyle changes. We call these the **Five Ways to Wellbeing**:

- 1 Connecting with others:** build relationships by starting a new hobby or chatting with a neighbour.
- 2 Learning:** Boost self-esteem through tutorials or new courses.
- 3 Being active:** Support mental health with small actions. Whether getting off the bus one stop early or doing stretches every evening.
- 4 Taking notice:** Be mindful of your feelings and triggers.
- 5 Giving your time:** Help others, whether through volunteering or simple gestures like making someone a cup of tea.

Find out what's available to help you achieve the Five Ways to Wellbeing:

 bit.ly/WFWays

Support for your mental wellbeing


Talking Therapies

In person, phone or video treatments to help people aged 18+ who are feeling anxious, low or stressed.


 **0300 300 1554** (option 4)

 bit.ly/TalkingTherapiesWF

Good Thinking

An NHS-approved service, providing resources to help you manage stress, anxiety and difficulty sleeping.  good-thinking.uk

Kooth

A support and counselling service for people aged 11 to 25. Chat any time to an online team about your worries.  kooth.com

Wellbeing cafes

A mental wellbeing service supporting residents living with loneliness and health challenges like low mood, anxiety and depression.

 social.prescribing@walthamforest.gov.uk

Urgent help

Mental Health Direct

Mental health professionals for people in distress, helpline open 24 hours a day.

 **0800 995 1000**

Samaritans

Will listen to anyone struggling to cope, without judgement. Open 24 hours a day.

 **116 123**  samaritans.org

Protect yourself against winter illness



Many diseases spread more easily in the winter, so it's especially important to make sure you and your family are up to date with your vaccines. Vaccines are free to people who are eligible.

Get protected with free flu and Covid-19 vaccinations

Every year, new variants of flu and Covid-19 evolve. Vaccines are updated to protect against these new versions, so it's important to get the free flu and Covid-19 boosters if you're eligible. Getting these vaccines is the single best way to protect yourself from serious illness and needing to go to hospital.

You can get the free flu and Covid vaccine if you are: over 65 years old; living with certain long-term health conditions that mean you're at increased risk; pregnant; a frontline health and social care worker; or living in a care home. Carers and all children aged 2 to 16 are also eligible for the flu vaccine. If you're not sure, visit the NHS website to check eligibility.

In Waltham Forest, Covid-19 vaccines are mostly provided at pharmacies, and flu vaccines are provided at most GP practices and pharmacies.



Protect your children with free MMR and Polio vaccines

It's never too late to give your child the polio or MMR (Measles, Mumps and Rubella) vaccine. 22% of 5-year-olds in Waltham Forest haven't had both MMR vaccines. Measles is highly infectious, and one in five children who catch it need a hospital visit, so double vaccination is vital. You can check vaccination history with your GP or in your child's Red Book.

Book your free flu and Covid-19 vaccines

 bit.ly/WF_FluCovid

Book your children's vaccines now

 bit.ly/WF_MMR



Worrying about money can lead to feelings of anxiety and stress, which can cause people to drink alcohol, smoke cigarettes or take drugs as ways to cope.

Whether you're looking for some information or would like support, these free services can support you.

Change Grow Live (CGL)

A free, confidential, non-judgemental service for adults and young people to talk about drug or alcohol use. Their daily sessions and classes include support groups with people who have been through similar experiences.

☎ 020 3826 9600 (for adults)

☎ 020 3404 1098 (for under 21s)

🌐 bit.ly/DrugAlcoholServiceWF



Quit Right Waltham Forest

Quit Right Waltham Forest is a local, free stop-smoking service for people who live, work, study or have a GP in Waltham Forest. They provide intensive behavioural support with a specialist and free medication, including vapes and nicotine gum. Evidence shows people are far more likely to quit if they use professional support.

☎ 020 7882 8230

🌐 quitrightwf.org

📧 clinicbookings@qmul.ac.uk



The average 10-a-day smoker spends around £40 a week on tobacco. That's over £2000 a year.

Peer Support Groups

There are a range of free, independent and anonymous mutual aid organisations offering support, whether you are worried about your own drug and/or alcohol use or someone else's. They hold in-person and remote meetings, including evenings and weekends. If you'd like to talk to someone first, call their free helplines to speak to a member confidentially.

Alcoholics Anonymous

☎ 0800 917 7650

🌐 www.alcoholics-anonymous.org.uk

Cocaine Anonymous

☎ 0800 612 0225

🌐 www.cocaineanonymous.org.uk

Narcotics Anonymous

☎ 0300 999 1212

🌐 ukna.org

Al-Anon Family Groups

☎ 0800 0086 811

🌐 al-anonuk.org.uk



The NHS recommends drinking no more than 14 units of alcohol a week, spread across three days or more.



That's around six medium (175ml) glasses of wine.



Or five pints of 5% beer.

Three tips for responsible drinking

- 1 Know what your units look like and when it's best to call it a night
- 2 Switch it up – try lower percentage or zero-alcohol alternatives
- 3 Stay hydrated by drinking water and don't drink on an empty stomach

To get help or find out more about the support available please scan the QR code or call 020 8496 3000



We have cost of living information on our website available in Bulgarian, Italian, Polish, Portuguese, Punjabi, Romanian, Spanish, Tamil, Turkish and Urdu. Visit bit.ly/WFCOLsupport and the translation feature is in the top right hand corner.

Polish

Potrzebna pomoc zimą? Po zeskanowaniu poniższego kodu QR oraz na stronie [bit.ly_WFCOLsupport](https://bit.ly/WFCOLsupport) można znaleźć wskazówki, które można przetłumaczyć na wybrany język. Dotyczą one następujących tematów:

- zarządzanie finansami i zobowiązaniami
- ogrzewanie
- właściwe odżywianie
- znalezienie pracy lub nabycie nowych umiejętności
- dbanie o zdrowie i dobre samopoczucie

Punjabi

ਕੀ ਤੁਹਾਨੂੰ ਇਸ ਸਰਦੀ ਮਦਦ ਦੀ ਲੋੜ ਹੈ? ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ QR ਕੋਡ ਨੂੰ ਸਕੈਨ ਕਰੋ ਜਾਂ bit.ly_WFCOLsupport 'ਤੇ ਜਾਓ, ਜਿੱਥੇ ਤੁਸੀਂ ਸਮਰਥਨ ਅਤੇ ਮਾਰਗਦਰਸ਼ਨ ਪ੍ਰਾਪਤ ਕਰ ਸਕਦੇ ਹੋ, ਜਿਸ ਦਾ ਅੱਗੇ ਦਿੱਤੇ ਵਿਸ਼ਿਆਂ 'ਤੇ ਤੁਹਾਡੀ ਤਰਜੀਹੀ ਭਾਸ਼ਾ ਵਿੱਚ ਅਨੁਵਾਦ ਕੀਤਾ ਜਾ ਸਕਦਾ ਹੈ:

- ਤੁਹਾਡੇ ਪੈਸੇ ਅਤੇ ਕਰਜ਼ ਦਾ ਪ੍ਰਬੰਧਨ ਕਰਨਾ
- ਗਰਮ ਰੱਖਣਾ
- ਠੀਕ ਤਰ੍ਹਾਂ ਖਾਣਾ
- ਨੌਕਰੀਆਂ ਲੱਭਣਾ ਜਾਂ ਕੁਸ਼ਲਤਾਵਾਂ ਹਾਸਲ ਕਰਨਾ
- ਆਪਣੀ ਸਿਹਤ ਅਤੇ ਭਲਾਈ ਦੀ ਦੇਖਭਾਲ ਕਰਨਾ

Romanian

Aveți nevoie de ajutor pentru iarna aceasta? Scanați codul QR de mai jos sau vizitați bit.ly_WFCOLsupport unde puteți găsi asistență și îndrumare, care se poate traduce în limba preferată, pe următoarele teme:

- Gestionarea banilor și a datoriilor
- Încălzirea
- Hrănirea adecvată
- Găsirea unui loc de muncă sau obținerea unor aptitudini
- Îngrijirea sănătății fizice și psihice

Turkish

Bu kış yardıma mi ihtiyacınız var? Aşağıdaki QR kodunu tarayarak veya bit.ly_WFCOLsupport adresini ziyaret ederek, aşağıdaki konularda tercih ettiğiniz dile çevrilmiş şekilde destek ve kılavuzluk alabilirsiniz.

- Para ve borç yönetimi
- Isınma
- İyi beslenme
- İş bulma veya yetenek kazanma
- Sağlığınız ve sıhhatinize dikkat etme

Urdu

کیا آپ کو اس موسم سرما میں مدد درکار ہے؟ ذیل کا QR کوڈ اسکین کریں یا bit.ly_WFCOLsupport ملاحظہ کریں جہاں آپ درج ذیل عنوانات پر ایسا تعاون اور رہنمائی تلاش کر سکتے ہیں جس کا ترجمہ آپ کی ترجیحی زبان میں کیا جا سکتا ہے:

- اپنے پیسے اور قرض کا نظم کرنا
- گرم رہنا
- اچھی طرح کھانا
- نوکریاں یا رواں صلاحیتیں تلاش کرنا
- اپنی صحت اور بہبود کا خیال رکھنا



Waltham Forest