

Emergency



Introduction

In these difficult times of financial hardship and worry, we have decided to expand the Emergency section of The Hardman Directory. You will find here information on places to look if:

- you are finding it difficult to afford food
- you can't pay your energy bills
- you have a child under 5
- you are finding it difficult to afford furniture
- you are unable to afford care for your pet
- you are looking for government support (England, Wales and Scotland)
- you are looking for other useful websites when things are getting tough

We have also added a list of national organisations that can provide emotional support, if you find it is all getting too much.

The information and organisations here are only a snapshot of all the help that is available. If you don't see local support listed for your area it doesn't mean there isn't help available. Your local council, Citizens Advice, library, job centre or probation officer (if you have one) may all be able to help or point you in the right direction.

Where to go

So it will soon be the day you leave prison and you have nothing, just the clothes you are wearing and your subsistence or discharge grant. What now? The media is describing the current time as a 'cost of living crisis' and financially things are getting harder for practically everyone.

Please don't let your pride get in the way of asking for help, especially when there is support available.

Your probation officer or social worker may be your first source of help. You can volunteer to have probation support, but you might have chosen to live out your licence period 'inside'. If this is the case, consider contacting faith communities such as The Salvation Army, your local church, mosque or Sikh temple (Gurdwara). You don't need to have the faith of the religious community you visit.

One Hardman Directory reader visited his local Salvation Army to ask what help they offered and saw a man being given a tent, clean clothes and a dry sleeping bag to replace his soaked and dirty one.

If you are finding it difficult to afford food

Most towns now have a food bank and they are often run by churches, charities and community groups. Some also have advice workers on site who can assist with things like budgeting and reducing debt, applying for Universal Credit or benefits; appealing sanctions and other benefits related decisions.

Your council, your local Citizens Advice Bureau and local charities may also know about what other help may be available in your area. This could include things like:

- a soup kitchen
- a place to go for breakfast or a hot meal
- emergency breakfast for children

Once you've registered with a GP, they may be able to give you a food bank referral, as can your health visitor, Jobcentre Plus, Citizens Advice, or Children's Sure Start Centre.



Food banks

The Trussell Trust runs one of the largest networks of food banks in the UK. After you have been referred to them, you will be given a voucher to exchange for food.

You'll receive enough food to last around three days and you may also get some toiletries and cleaning products, depending on what has been donated and what you need.

You can search the Trussell Trust website to see if there is a food bank in your area: www.trusselltrust.org/get-help/find-a-foodbank

Other local food banks

If you can't find a Trussell Trust food bank near you, there may be other food banks in your area, they can often be found at a local church or community centre. Each will operate their own system and you may not always need a referral.

Contact your local council and ask if there is a food bank near you and what other help may be available, or check the Independent Food Aid Network map www.foodaidnetwork.org.uk/independent-food-banks-map

Holiday food and fun clubs

If you have children you can contact your local council (usually Public Health) to learn where free holiday food and fun clubs are being provided. Their aim is to support children to eat balanced diets out of term time.

Some local restaurants and cafés and supermarket cafés now offer free or discounted children's food and packed lunches. It's usually if an adult pays for their own meal, so do check in advance.

If you can't afford to get to a food bank

If you live in a rural area and cannot afford to get to a food bank, check to see if your local food bank offers an emergency food delivery – as some do.

Sikh Temples

Did you know that Sikhs give out free food from their temples? To find your nearest temple have a look at www.sikhiwiki.org/index.php/Gurdwaras_UK

Sikhs believe that everyone, regardless of age, religion, race, status or gender should eat together in the same place for free. The food is all vegetarian and donated to the Gurdwaras (temples). It is cooked, served and cleaned up by volunteers taking part in seva (selfless service).

Many other faith communities run soup kitchens, etc.

If you can't pay your energy bills

Many people in need of emergency food are often also in 'fuel crisis' and have to make the choice between heating or eating.

Support from your supplier

Contact your supplier to talk about ways to pay. The Citizens Advice website has information about how to contact them and the different payment options that are available www.citizensadvice.org.uk/consumer/energy/energy-supply/get-help-paying-your-bills/struggling-to-pay-your-energy-bills

Fuel Bank

Fuel Bank helps people by giving them emergency credits to pay for gas and electricity, alongside emergency food. Fuel Bank is available through over 350 selected food banks and advice agencies across Great Britain and provides a top up voucher with about two weeks' worth of fuel for a prepayment meter if you have been deemed as in 'crisis need' by an independent referrer.

For more information and help, visit their website:
www.fuelbankfoundation.org/individuals/

Government help with energy bills

In 2022, the government made payments directly into council tax payers' bank accounts to help with winter fuel costs and has since committed to making further payments to everyone. At the time this Directory is printed, it is unknown if the government will make further fuel payments to help people in 2023. Keep an eye on the news and check the government page for further details www.gov.uk/government/publications/government-support-for-energy-bills-and-the-cost-of-living-factsheets

Warm Home Discount

Households in receipt of Pension Credit, Guarantee Credit and some working age benefits are entitled to £150 Warm Home Discount.

Winter Fuel Payment

People above state pension age may be entitled a payment of between £250 and £600, depending on individual circumstances. For more information, see the government website www.gov.uk/winter-fuel-payment

If you have a child under 5

There are now over 200 baby banks across the UK and they work on the same principle as Food Banks where you usually need a referral. Baby banks can then help you with donated baby items including equipment, toys and clothes for children under 5.

Baby banks are becoming so vital that, after several private visits, the Duchess of Cambridge has recently supported a campaign encouraging brands and retailers to donate items to Baby Basics, Little Village, and AberNecessities, who operate baby banks across the UK.

Little Village has a map of baby banks across the UK littlevillagehq.org/uk-baby-banks If you can't find a baby bank in your area, you can ask your Midwife or GP to point you in the right direction and you can check community Facebook pages for your area.

Baby Basics

www.baby-basics.org.uk

Baby Basics is a volunteer-led project aiming to support new mothers and families who are struggling to meet the financial and practical burden of looking after a new baby. They provide a 'Moses Basket' of clothing, toiletries and essential baby equipment and have centres in England, Wales and Northern Ireland.

Little Village**littlevillagehq.org**

Little Village is London's largest baby bank network. It was set up in 2016 and has eight locations across the capital. They provide equipment, clothes and toys to families with children under the age of 5, and can link them to key services. Little Village volunteers also provide emotional support and practical advice over the phone to parents. They have supported over 22,000 children – including 6,400 children in 2021 alone.

AberNecessities**www.abernecessities.co.uk**

AberNecessities provides disadvantaged families across the North-East of Scotland with basic necessities. This includes maternity bundles for mother and baby to nappies, formula milk, clothing, toys and equipment for children aged 0–18 years.

If you are finding it difficult to afford furniture

The following website provides a tool that will show you whether your council runs a local welfare scheme and if they don't, who else may be able to help **endfurniturepoverty.org/local-welfare-provision-lwp**

See the *Household items* section in the Directory for more organisations which may be able to help with furniture and other household items like bedding or cooking equipment.

If you are unable to afford care for your pet

When times are financially hard, there can come a point when pet food, or even worse, unexpected vet bills can be too much. Nobody wants to have to rehome their pet or know that it's in pain or poorly and needing vet treatment that they can't afford, but there are a number of organisations which can help.

Help with vet care

The following organisations may be able to help with vet care for your pets if you are struggling financially, are in receipt of certain benefits and live near one of their hospitals or clinics. Check their websites for more information.

PDSA – www.pdsa.org.uk/pet-help-and-advice/our-services**Blue Cross – www.bluecross.org.uk/veterinary****RSPCA – www.rspca.org.uk/whatwedo/care/vetcare****If you are homeless**

Caring for a pet is particularly difficult if you are homeless, but there is help available.

Vet care

Street Vet – www.streetvet.co.uk

Street Paws – streetpaws.co.uk

Dogs Trust Hope Project – www.dogstrusthopeproject.org.uk/owners/overview

Dog friendly homelessness services

www.dogstrusthopeproject.org.uk/help-with-dog-friendly-services/service-search

Emergency kennel space

If homeless people need to spend time in hospital, they can access emergency kennel space for their dog through Street Paws in Newcastle, Manchester, Leeds and Belfast. This service is available strictly by referral for rough sleepers and members of Street Paws Dog Champion Scheme.

To make a referral, please contact info@streetpaw.org.uk

The Freedom Project

Dogs Trust also offers a free and confidential fostering service for people fleeing domestic abuse, called The Freedom Project:

www.dogstrustfreedomproject.org.uk



Getting government emergency help in England, Wales and Scotland

Budgeting Loans

Budgeting Loans are available through the DWP to those who meet the criteria.

The lowest amount you can borrow is £100. You could get up to:

- £348 if you're single
- £464 if you have a partner
- £812 if you or your partner claim Child Benefit

To get a Budgeting Loan you must have been getting one or more of these benefits for the past 6 months:

- Income Support
- income-based Jobseeker's Allowance
- income-related Employment and Support Allowance
- Pension Credit

For more information about Budgeting Loans and how to apply for one, go to www.gov.uk/budgeting-help-benefits

If you are on Universal Credit you cannot apply for a Budgeting Loan, but you can apply for a Budgeting Advance instead, see page 262 of this Directory for more information.

Local Welfare Assistance schemes

There are over 125 different Local Welfare Assistance schemes, with different names and criteria – ask your local Citizens Advice whether there is a welfare assistance scheme in your area and how you apply. Here again is the link to an easy-to-use tool that will help you find whether your council runs a local welfare scheme and if it doesn't who else locally may be able to help endfurniturepoverty.org/local-welfare-provision-lwp

By way of example, here is information relating to one particular scheme that covers Birmingham: www.birmingham.gov.uk/lwp

Discretionary Assistance Fund for Wales

The Welsh government has set up a national scheme called the Discretionary Assistance Fund, here is the link: gov.wales/discretionary-assistance-fund-daf

The purpose of the fund is to offer payments or in-kind support to provide urgent assistance to people where there is an identified need to safeguard health and wellbeing. The fund can also be accessed to enable or maintain independent living.

These payments will be made available to people who have no other means of meeting the immediate cost of living and are not intended to meet the cost of ongoing expenses. Within the scheme there are two types of non-repayable grant support: Emergency Assistance Payments and Individual Assistance Payments.

Emergency Assistance Payments (EAP) provide assistance in an emergency or when there is an immediate threat to health or wellbeing. Anyone over the age of 16 can be considered eligible for these payments to help meet expenses due to an emergency or because of a disaster. EAP are generally small payments of around £30 that can be accessed within 24 hours of a discharge grant running out. It is possible to apply for EAP a maximum of three times in a year and there must be at least 28 days between applications. EAP take around 24 hours to process, Monday to Friday.

Individual Assistance Payments (IAP) meet an urgent identified need that enables or supports vulnerable citizens to establish themselves, or remain living independently in the community. If for example unfurnished living accommodation has been found for someone about to leave a bail hostel, it is possible to apply for IAP in order to buy a bed or various essential white goods. An application for IAP takes 10 days to process.

Payments are made as a PayPoint voucher, BACS payment or other specific vouchers, for example, for clothing. To be eligible applicants must be:

- entitled to and be in receipt of income related welfare benefits – Income Support; income-based Job Seeker’s Allowance; income-related Employment and Support Allowance; Pension Credit
- due to leave an institution or care home within 6 weeks and likely to be entitled to receive income related welfare benefits on leaving
- live in Wales and be over 16 years old
- have no access to other funding and to have tried all other affordable sources, such as a credit union

To see if you are eligible for support under the scheme and would like to make an application, please:

- access the online application form gov.wales/discretionary-assistance-fund-daf/how-apply
- call the freephone number – 0800 859 5924
- submit a postal application and send to: Discretionary Assistance Fund, PO Box 2377, Wrexham, LL11 0LG

Scottish Welfare Fund

The Scottish Welfare Fund provides financial assistance through Community Care Grants and Crisis Grants. It is a national scheme run on behalf of the Scottish Government by local councils.

Community Care Grants aim to help vulnerable people set up home or continue to live independently, and also to help meet additional costs associated with looking after someone on temporary release from prison or a young offenders' institution.

Crisis Grants are made to assist those facing a disaster or emergency like a fire or flood, losing your money or your job. You may be eligible for assistance if you are aged 16 or over and on a low income or receiving benefits. Applications are submitted directly to the relevant local authority.

Further information and a link to local authorities' details can be found online at www.mygov.scot/scottish-welfare-fund

Other useful websites**Turn2us benefits calculator**

benefits-calculator.turn2us.org.uk

Turn2us have a calculator to help you make sure you are receiving all the benefits you are entitled to. The service is free to use.

Government benefits checker

www.gov.uk/check-benefits-financial-support

This is another useful link to check that you are receiving the benefits that you are entitled to.

Money Saving Expert

www.moneysavingexpert.com

You've probably heard of Martin Lewis, the Money Saving Expert (MSE). He provides information aimed at helping the most financially vulnerable in society and he does so in an easy-to-understand way.

On the MSE website, there are simple income and budgeting guides. There is information on, for example, benefits, energy bills, debt, budget planning, how to get cheap food and on many more topics to help people save money.

If you have an email address and internet access, you may want to register for the MSE newsletter. It has lots of advice and links to cheap deals. However, as he always says, it's only a good deal if you actually need it.

Cooking on a Bootstrap**www.cookingonabootstrap.com**

Jack Monroe is passionate about ensuring those facing poverty can make the best meal possible with a very limited budget. She creates recipes with detailed cost breakdowns, and all her recipes are available free on her website.

Jack has also written several cook books, including 'Tin Can Cook' for the kind of meals you can make from what you may be given at a food bank. She supports The Trussell Trust food banks and often donates copies of her books to them.

Social Media

If you are online, security conscious and happy to use social media, there are lots of groups you can join and pages, such as your local council Facebook page, to look at for information.

Not everyone likes the idea of social media, but it is a way to find out about the local support in your area. Always be mindful of scams and don't give your bank details out online, unless you know it's a trusted site. It is also useful to know that you don't have to register a Facebook account to view some Facebook pages. This is helpful if you don't want to give away your name and location for security reasons. If you do register an account, you may not want to use a personal profile photo.

Check Facebook community groups for your area as local charities will post in these groups which may offer anything from free furniture, the address of your local food bank to information on community support groups. On YouTube you may also find inspirational videos from people who have suffered financial hardship. It's also informative to watch videos for basic DIY tips from everything on how to bleed a radiator, fix a leaking tap or how to set up and use your mobile phone.

National organisations offering emotional support

If it all gets too much and you need to talk to someone, you can contact one or more of the following national charities.

CALM (Campaign Against Living Miserably)**www.thecalmzone.net**

0800 58 58 58, 5pm to midnight, 365 days a year

Mind**www.mind.org.uk**

0300 123 3393

info@mind.org.uk

Write to Mind Infoline, PO Box 75225, London, E15 9FS

Refuge

www.refuge.org.uk

0808 2000 247 – free 24-hour national domestic abuse helpline
www.nationaldahelpline.org.uk (access live chat Monday to Friday, 3pm to 10pm)

Samaritans

www.samaritans.org

Call 116 123, free of charge, any time, day or night

Email jo@samaritans.org

Write to Freepost SAMARITANS LETTERS (this is the full address, no stamp is required)

SHOUT

www.giveusashout.org

Text 'SHOUT' to 85258, a free text message support service, available 24 hours a day

The Silver Line

www.thesilverline.org.uk

0800 4 70 80 90 – free, 24-hour helpline for older people

Switchboard LGBT+ Helpline

switchboard.lgbt

0300 330 0630, 10am to 10pm every day

*Working in the prison
gardens department.
HMP Wandsworth*





<i>Organisation</i>	Edinburgh and Lothian Trust Fund
<i>Website</i>	www.elft.org.uk
<i>Maximum decision time</i>	Up to 4 weeks
<i>Specific geographical area</i>	City of Edinburgh and the Lothians only.
<i>Who can apply</i>	Postholders in local authority social work, hospital social work, housing officer, debt adviser, voluntary sector agencies as agreed with ELTF may apply on behalf of individuals in need in the above specific geographical area. ELTF will not accept applications directly from individual members of the general public.
<i>What can be funded</i>	Grants are limited to a maximum of £200 apart from white goods which are up to a maximum of £300. Please see application guidelines, process and terms and conditions www.elft.org.uk/funds/grants-for-individuals Payments will not be made direct to an individual, only to the applicant agency.
<i>What is NOT funded</i>	Student fees or equipment, repayment of debt of any type, holidays anywhere except in special circumstances, e.g. where a holiday is arranged by a recognised charity and is within the UK.
<i>How to apply</i>	ELTF only accept applications through our website electronically. Please go to www.elft.org.uk The application should be concise and specific.
<i>Key dates</i>	Applications will normally be processed on a continuous basis, with a turnaround of approximately 4 weeks.
<i>Acknowledgement</i>	An automatic email acknowledgement is generated and sent to the email address provided by the apply agency postholder. The acknowledgement contains a unique reference for the application. Please quote this reference in any future correspondence.
<i>Notes</i>	Only one application on behalf of an individual will be considered in a 12-month period. Any unpaid or unused portion of grant should be returned to ELTF within a 3-month period of receipt by the agency, otherwise future applications will not be considered. Please note that all grant spends must be receipted and returned to the ELTF together with a signed acknowledgement form. This ensures that the grant is spent appropriately and as originally intended.
<i>Apply to</i>	Trust Administrator Edinburgh and Lothian Trust Fund 2nd Floor 525 Ferry Road Edinburgh EH5 2FF administrator@elft.org.uk



Organisation	The Edinburgh Trust
Name of programme	Turn2us Edinburgh Trust
Website	www.turn2us.org.uk/get-support/Turn2us-Funds/Edinburgh-Trust
Maximum decision time	We will let you know the outcome of your application within 10 days. If we have any questions about the application, we will contact you and your referrer.
Specific geographical area	Edinburgh (EH1-17 and 28-30 only)
Who can apply	Our grants are available to people who live in the city of Edinburgh area, have low household income (less than £16k per year) and low savings.
What can be funded	People come to us for grants for many different reasons. You decide what you want to apply for. For example, we have given grants for household items, clothing, help with everyday living costs, training courses and more. We provide financial support for immediate and practical needs, as well as costs that support your longer-term financial security. Our grants are usually paid directly to you, unless you ask otherwise. They are usually between £500 and £1,000. Grants are not loans: they don't need to be paid back and we don't ask for receipts.
What is NOT funded	There are some things that we're not able to provide a grant for, such as private dental and medical costs, business start-up costs, loans, legal fees and school fees.
How to apply	Edinburgh Trust grants can only be applied for through registered organisations. We call these organisations 'referral partners'. They include charities, housing associations and organisations providing social care, health care, or advice services. You can find out more about our referral partners, including their contact details, by visiting our referral partners directory on the website.
Notes	The Edinburgh Trust is part of UK charity Turn2us and has over a decade of experience in giving direct financial support to people experiencing financial insecurity in Edinburgh. As part of our core vision, we work in collaboration with other organisations to move towards the shared mission of ending poverty in Edinburgh by 2030. We aim to deliver financial support across the city to improve the lives of Edinburgh's citizens who are experiencing, or are at risk of, poverty.
Apply to	You can find out more about our referral partners, including their contact details, by visiting our referral partners directory. For queries you can contact us: edinburgh@turn2us.org.uk or by phone: 0131 243 2796 or 0131 243 2795

Emergency

ENGLAND – LONDON & THE HOME COUNTIES



Organisation	Hibiscus
Name of programme	Advocacy and Support
Website	www.hibiscusinitiatives.org.uk
Number of prisoners/ prison leavers helped	Around 200 per year
Specific geographical area	Hibiscus currently works in HMP Peterborough, HMP Downview and HMP Bronzefield women's prisons. We will answer requests for advice and information from other female prisons. We provide support in the community for women being released into London boroughs.
Who can apply	Any migrant women (including EU citizens) who are or have been affected by Criminal Justice System and immigration restrictions can apply. We provide specialist services for racially minoritised women and women who are survivors of human trafficking and gender-based violence.
What can be funded	Emergency travel expenses or financial support for basic necessities, food. Individual casework and advocacy services.
What is NOT funded	Non-essential items.
How to apply	For support in prison, contact our organisation directly or contact our Hibiscus Project Workers as they visit the prisons. For support after release from prison, we cannot accept self-referrals, but can take referrals from probation or other support agencies for women being released to London boroughs.
Acknowledgement	All correspondence will be acknowledged.
Apply to	Either the Project Worker who visits the prison or Hibiscus' Head Office: Hibiscus Initiatives 356 Holloway Road London N7 6PA 020 7697 4120 info@hibiscusinitiatives.org.uk



*I am so grateful for the past year,
for all the things you all have done
and also the kindness you all have
shown me.”*

Ana

<i>Organisation</i>	Inner London Magistrates Court
<i>Name of programme</i>	Poor Box Fund
<i>Specific geographical area</i>	Inner London
<i>Who can apply</i>	Only probation officers or social workers on behalf of those who have appeared in court before the Inner London Magistrates, may apply.
<i>What can be funded</i>	Essential subsistence up to a maximum value of £75, though the average amount granted is £40.
<i>How to apply</i>	Ask your probation officer or social worker to contact ILMCPBF at Ealing Magistrates Court and to submit an application on your behalf. Please note that we will be unable to process your application unless it is submitted in this way.
<i>Key dates</i>	Funds can be applied for at any time.
<i>Apply to</i>	Administrator to the Trustees using the email address below: ilmcpbf@btinternet.com

*Organisation***Michael and Shirley Hunt Charitable Trust***Who can apply*

A dependent relative of a serving prisoner.

What can be funded

Grants are made to assist dependent relatives of serving prisoners to visit a family member in prison, to relieve hardship, etc. Grants can also be made to prisoners to cover the cost of travel to visit family members on town visits and home leaves, if the family is in hardship. It assists if applications are supported by a probation officer, social worker, prison officer, etc.

How to apply

In writing to the Trust at the address below.

*Apply to***Mrs D S Jenkins**

The Michael and Shirley Hunt Charitable Trust
 Ansty House
 Henfield Road
 Small Dole
 West Sussex
 BN5 9XH
 01903 817116