



Cost of Living



Support for Residents



Northumberland
County Council

Supporting Northumberland



Our residents are facing challenging times and the pressures of rising costs will be a cause for concern for many.

Please be assured support is in place to help.

Our Northumberland Communities Together Response Hub can help signpost to much needed advice and guidance, and we have a dedicated webpage where you will find trusted advice and information to support you, your family, friends, and neighbours, with the cost of living including payments that you may be eligible for and who to contact for support.

As a council we are doing all we can to access grants available to us to help our residents, but in the meantime, I urge anyone who is struggling, worrying or simply wants to talk to someone to get in touch with the team.

Northumberland Communities Together works with a wide network of community spaces, places and people across the county. The county's network of community spaces offers a warm welcome where residents can pop in and have a chat.

Please do get in touch with the team to find out more or reach out for help.

Glen Sanderson,
Leader of the Council



In this guide you will find an overview of support that is available for Northumberland residents.

All of the information here can also be found on a dedicated webpage:

www.northumberland.gov.uk/support

Residents can also call Northumberland Communities Together Response Hub seven days a week



Advice and support available through Northumberland Communities Together response hub on 01670 620015 from 9am to 6pm 7 days a week or email NCT@northumberland.gov.uk

Support for families

Information on benefits, childcare, free school meals, and wider support available to families.

Child benefit

You can claim Child Benefit if you're responsible for bringing up a child who is:

- under 16
- under 20 if they stay in approved education or training

Only one person can get Child Benefit for a child. It's paid every 4 weeks and there's no limit to how many children you can claim for.

Get help with maternity costs

You could claim a one-off payment of £500 to help towards the costs of having a child.



Healthy Start Vouchers

If you are more than 10 weeks pregnant or have a child under 4, you may be entitled to get help to buy healthy food and milk.

The England-wide scheme means those eligible, will be sent a Healthy Start card with money on it to use in UK shops and supermarkets which accept Mastercard. Prepaid benefit will be added onto this card every 4 weeks.

Free School Meals

It is important that Northumberland's children and young people are able to enjoy a hot meal in school and continue to be supported through the holiday periods.


If you think your child is eligible for free school meals, please contact Northumberland Communities Together.




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Help with food

If you need help with food, we can connect you to support in your area.

 **Please call the Northumberland Communities Together Response Hub on:**
01670 620015 9am-6pm, 7 days a week or

 **email:** NCT@northumberland.gov.uk
to find out more.



Help with school uniform

Both schools and community organisations have a wide range of pre-loved uniform available to all.

Please check with your local school office first, otherwise get in touch with NCT.



Childcare

- **Tax-free childcare**
You can get up to £500 every 3 months (up to £2,000 a year) for each of your children to help with the cost of childcare.
- **Claim tax-free childcare**
30 hours free childcare
Eligible working families in Northumberland with 3 and 4 year old children can receive 30 hours of free childcare a week.
- **15 hours free childcare**
Families in Northumberland who have 2 year old children and are on certain benefits can get 15 hours of free childcare a week.
All families with children aged 3 and 4 can also access 15 hours of free childcare a week.
- **Claim back childcare costs**
You may be able to claim back up to 85% of your childcare costs if you're eligible for Universal Credit, with up to £646 back each month for one child or £1,108 for 2 or more children.



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Household costs and bills

Support and information about payments and discounts.

The cost of living will affect everyone differently.

Depending on your circumstances there is financial support available.

Important:

Payments will usually be made automatically, and you will never be contacted for your bank details.

If you have had a message asking you to apply or contact someone about any of these payments, this might be a scam.

More details at nland.cc/Scams

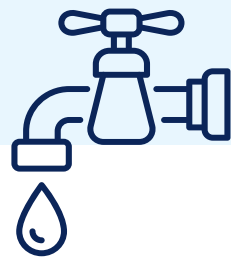


Cost of Living Payment

Households on means tested benefits, including Universal Credit, Pension Credit and Tax Credits could be eligible for the following payments:

- **Disability Cost of Living Payment**
- **Winter Fuel Payment**
- **Pensioner Cost of Living Payment**
- **Cold Weather Payments**
- **Warm Home Discount**

If you are unsure if you are eligible or would like to talk to someone about your electricity and gas bills please contact Northumberland Communities Together who will be able to discuss this with you.



Benefits advice

You can get benefits and other financial support if you're eligible.

If you're caring for someone, are disabled or have a health condition, if you're looking for work or on a low income or temporarily unable to work you may be able to claim.

If you would like to make sure you're getting the right benefits speak to Northumberland Communities Together

Energy Bill Discount

£400 off energy bills for households in Northumberland from October.

This automatic, non-repayable discount will be applied in six instalments between October 2022 and March 2023 to help households through winter.

There is no need to apply for the scheme and you will not be asked for your bank details.



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Keeping warm this winter

*Warm spaces and places near you, where
you'll get a warm welcome this winter.*

Warm places and spaces

If you want to come and say hello face to face, we've got a network of community spaces that you can visit this winter.

They are warm, welcoming places where you can pop in and have a chat (about cost of living or anything else).

If you'd like to visit a warm place or space in your community contact Northumberland Communities Together to find out where your nearest warm place or space is.

 **Call on 01670 620015
9am to 6pm 7 days a week.**

warm
welcome



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Mental Health and Wellbeing

Support and advice for people in Northumberland.

Wellbeing

There are a number of free services available through the Northumberland County Council Wellbeing team.

They can work with you on, how making some simple lifestyle choices, can improve health and finances. For example, the savings that can be made from quitting smoking, reducing alcohol intake, healthy cooking on a budget or exploring some of the free options around increasing your physical activity:

- Starting Well
- Ageing Well
- Stop Smoking
- Health Trainer
- Health Champions

Mental health

Life can sometimes feel overwhelming.

One in four people in the UK experienced mental health issues in the last year. This means that most people in England know someone with mental health problems or have personally experienced them.

But we don't need to wait until we are struggling with our mental health; there are lots of things we can do to protect ourselves and prevent problems escalating, just as we do with our physical health.

A number of services are available to help. Search online for:

- Every Mind Matters
- Kooth
- Qwell
- Childline
- Young Minds
- Be You Northumberland
Mental health and wellbeing



Call on 01670 623096



email:
integratedwellbeing@
northumberland.gov.uk



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How to volunteer

Information on how to volunteer

Volunteering for Northumberland

Lots of people across Northumberland volunteer. Whatever your age, experience, or background, offering whatever time you can to volunteering can have a big impact. It's a great way to meet other people, learn new skills and make a difference.

Here is a useful starting place if you're interested in community volunteering in Northumberland.

Information on how to volunteer

Northumberland Communities Together (NCT) makes sure residents are kept safe and well and provides coordination to support individual volunteers, voluntary groups and communities across our county.

If you'd like to know more or have a chat about volunteering please get in touch and phone the Northumberland Communities Together Response Hub:

 1670 620015

 NCT@northumberland.gov.uk



Worried about a friend, neighbour or family member

If you are worried about an elderly or vulnerable person, or a neighbour and they don't have family or friends nearby we can connect and support.

**Please contact:
Northumberland Communities Together.**

Onecall

If you are worried about the immediate welfare (health or well-being) of an elderly or vulnerable person, contact:



**Onecall: 01670 536400
24 hour service, 365 days a year.**



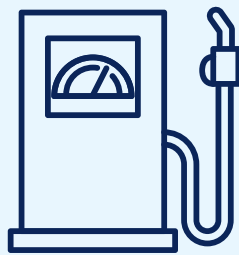
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Help with transport costs

Discounts and information on different types of travel.

Cutting fuel duty

Fuel duty for petrol and diesel has been cut by 5 pence per litre across the whole of the UK until March 2023. It saves £100 for the average car driver, £200 for the average van driver and £1,500 for the average haulier.



50% off travel if you're on Universal Credit

You may be eligible for a Jobcentre Plus Travel Discount Card if you're on Universal Credit.

Bus passes

In England you can get a bus pass for free travel when you reach the State Pension age.

Disabled person's pass

If you're disabled, then you may be eligible for a disabled person's pass if you live in England.

Help with bus costs

From January to March 2023, bus companies are implementing a £2 max fare for any journey funded by the Department for Transport.

Save 1/3rd on rail journeys

You can get up to a third off train fares with a railcard in Great Britain, saving up to £142 a year on average.



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