



INFORMATION IF YOU ARE EXPERIENCING FINANCIAL DIFFICULTIES

If you have lost your job, had to close your business, been put on furlough, or are experiencing difficulties with money for any other reason during lockdown, there is help available.

We have put together these resources to help you find the right help and support. There is no shame in asking for assistance during this time, and all of the organisations listed will be happy to help you.

No-one should feel they can't ask for help. If you feel awkward about accepting assistance, then you could consider making a donation to one of the charities once you are back on your feet. But please do seek help now if you need it.

RESOURCES LIST:

Money Advice Service

Free and impartial money advice, set up by government, offering:

Advice and guides to help improve your finances

Tools and calculators to help keep track and plan ahead

Support over the phone and online

<https://www.moneyadviceservice.org.uk/en> or call 0800 138 7777

Council tax

You can ask to defer your council tax payments for up to three months. Email sodc.counciltax@secure.capita.co.uk or call 0345 302 2313

Benefits

To apply for Universal Credit (UC replaces housing benefit, child tax credit, working tax credit, Income Support, Jobseekers Allowance, and Employment and Support Allowance) visit

<https://www.gov.uk/apply-universal-credit> or call 0800 328 5644.

Food banks

For all:

Henley Food Bank is a charity run by NOMAD. NOMAD supports children, young people and families at grassroots level, providing support for those facing challenging situations in their lives and working collaboratively with other organisations and agencies through delivering positive and individually tailored programs of support.

The Henley Food Bank is available to anyone completely unable to purchase food.

To ask for help email info@nomadhenley.co.uk, call 01491 635 737 or visit <http://www.nomadhenley.co.uk/>

Community food bank

Deputy Mayor David Eggleton runs a community food bank. These are not parcels of food but top-ups of basic essentials. He can supply basic essential such as soups, long-life milk, sugar, teabags, coffee, toilet rolls, pasta, etc. Some items are free and some need to be paid for.

Contact:

Sarah Cronin 07488 397523.

Dave Eggleton 07836 202508

Dave also supplies members of the Over 60s Club with pre-prepared meals donated by COOK. Please speak to him or Sarah if this is something you need.

For those shielding:

SODC is helping to co-ordinate the delivery of food care packages to those in the clinically shielded group who urgently need them, working closely with OCC on the arrangements for an Oxfordshire food delivery network. They now have a logistics network who will deliver these. These are basic food parcels and these people may still require further groceries to be delivered to them if they have no support network. These referrals will come through Henley Mutual Aid. The NHS Letter sent out to the clinically shielded group asked people to register for the food parcel if they need it. Anyone who thinks they should be in the clinically shielded group but did not receive an NHS letter should contact their GP.

The John Hodges Charitable Trust

The Trust gives grants to assist with white goods, carpets, clothing, mobility aids, heating bills and debt relief to people in need who live in in the parish of St Mary the virgin, Henley-On-Thames and the surrounding area. Please write to or email the Trust explaining how you are eligible and what you need help with.

Applications for grants can be made at any time and will be considered as promptly as possible. Please note that this is a small, local fund.

3 Berkshire Road

Henley-On-Thames

Oxfordshire

RG9 1ND

Email: office.hwr@lineone.net

Citizens Advice Henley

Open to everyone for all sorts of issues. You may have money, benefit, housing or employment problems. You may be facing a crisis, or just considering your options.

Call 0300 3309 042

<https://www.citizensadvice.org.uk/local/oxfordshire-south-vale/>

Henley Mutual Aid

We are helping the community through our volunteer network. If you are shielding or self-isolating and being helped by a volunteer to get your groceries, prescriptions or other essentials, your volunteer can claim expenses (with receipt) up to £30 for:

- * Groceries and essential items bought by a volunteer on behalf of another member of the community where they are unable to pay at that time.
- * Prescriptions and medicines bought by a volunteer on behalf of another member of the community where they are unable to pay or access free prescriptions.

If you need ongoing regular support for essentials, such as regular food parcels/boxes, we will refer you to the NOMAD food bank.