


Cost of living support checklist



See pages 3-4 for further information about the services

✓ Warning Signs	Appropriate referral pathways/support
 <h2>Mental Health</h2>	
<p>Signs of depression - Avoiding appointments, difficulty concentrating, increased consumption of substances, continuously tired/difficulty sleeping, hopelessness</p>	<ul style="list-style-type: none"> • Newham Talking Therapies: ☎ 020 8175 1770 or 📍 10 Vicarage Lane, E15 4ES (open weekdays, 9am-5pm) • Shout Crisis Text Line: Text SHOUT to 85258 • Mental Health Crisis hotline: ☎ 0800 073 0066 • Newham Together Café 📍 Rokeby Community Hub, 63 Rokeby St, E15 3LS (open: 5pm-9pm) • Safe connections: ☎ 0300 561 0115 ✉ safeconnections@mithn.org.uk • Samaritans: ☎ 116 123 • MASH referral for children: ☎ 020 3373 4600 (office hours) or ☎ 020 8430 2000 (urgent) • Mind: ✉ info@mindthnr.org.uk or mindthnr.org.uk • Newham Mental Health Crisis Hotline: ☎ 0800 073 0066 Open 24 hours (including weekends and bank holidays) • Age UK: ☎ 020 8981 7124 ✉ info@ageukeastlondon.org.uk or fill out form 🏠 ageuk.org.uk/eastlondon/about-us/contact-us • ☎ 999 for emergencies
<p>Signs of anxiety - Irritable, restless and fidgety, panic attacks, social isolation, excessive worrying, difficulty sleeping</p>	
<p>Self-harm - Keeping covered at all times, unexplained cuts/bruises/burns, weight loss/gain, signs of pulling out their own hair</p>	
<p>Crisis signs – Threatening to hurt or die by suicide, expressing suicidal thoughts</p>	
<p>Emotional signs – Being withdrawn from others, signs of depression, low self-esteem, talking about ending things</p>	

✓ Warning Signs	Appropriate referral pathways/support
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Money

Collection of unopened bank letters/bank statements	<ul style="list-style-type: none"> • Our Newham Money, 112 - 118 The Grove, E15 1NS (open: weekdays 9am-5pm) ☎ 020 8430 2041 • Customer referral form: 🏠 ournewhammoney.co.uk/contact • External referral: 🏠 ournewhammoney.co.uk/externalreferral • SHINE: ☎ 0300 555 0195 ✉ shine@islington.gov.uk • Help for Households: 🏠 helpforhouseholds.campaign.gov.uk • Money A+E: ☎ 020 8616 3750 • 🏠 moneyaande.co.uk/money-coaches • Community Links: ☎ 020 7473 2270 🏠 community-links.org • Mental health breathing space: ☎ 0808 801 0745 or ✉ breathingspace@mentalhealthandmoneyadvice.org
Receiving frequent calls from creditors or a collection agency	
Difficulties meeting essential utility costs e.g. bills	
Consistent signs of stress or anxiety	
Discussion involving the borrowing of money from friends or family or loans sharks	



Housing



Wearing lots of clothes in an attempt to stay warm	<ul style="list-style-type: none"> • SHINE: ☎ 0300 555 0195 ✉ shine@islington.gov.uk • ECO4: ☎ 020 8594 1117 • Our Newham Money: 🏠 ournewhammoney.co.uk/hardship-support ☎ 020 8430 2041 • Warmer Homes Programme: ☎ 0800 029 3576 • 🏠 london.gov.uk/warmer-homes-advice-service-referral-form • Warm Havens: 🏠 newham.gov.uk/warmhavens • Green Doctors: ☎ 0300 365 3005 🏠 london.greenDoctors.org.uk • Newham damp and mould task force: ✉ dampandmouldtaskforce@newham.gov.uk • Help for Households: 🏠 helpforhouseholds.campaign.gov.uk • Citizens Advice: ☎ 0808 223 1133 • British Gas Energy: 🏠 britishgasenergytrust.org.uk • Private landlord or letting agency problems: ☎ 020 3373 1950 • ✉ privatehousing@newham.gov.uk • 🏠 newham.gov.uk/housing-homes-homelessness/help-problems-renting-privately/2 • Homeless, or risk of becoming homeless: ☎ 020 8430 2000 • ✉ hpas@newham.gov.uk • 🏠 newham.gov.uk/housing-homes-homelessness • Emergency help for families with children: (open: Mon-Thu 9am-5.15pm, Fri 9am-5pm) ☎ 020 3373 4600 during office hours ☎ 020 8430 2000 outside office hours • Housing hubs: Stratford Housing Hub2 📍 Broadway, E15 4QS ✉ stratfordhousinghub@newham.gov.uk • Canning Town Housing Hub 📍 Ferrier Point, E16 1QW ✉ canningtownhub@newham.gov.uk • Stay warm in Newham: 🏠 newham.gov.uk/public-health-safety/energy/9
Complaining that the home feels cold or damp	
Visible presence of mould/damp/condensation	
Complaining that energy bills are too high or owing money	
Respiratory problems such as asthma or a persistent cough	





Food

<ul style="list-style-type: none"> • Lack of food/snacks around the house • Lack of cooking facilities • Insufficient food storage space • Symptoms of malnutrition in adults • Symptoms of malnutrition in children 	<ul style="list-style-type: none"> • Newham Food Alliance ☎ 07790 975 086 • ✉ frontdoor@newhamfoodalliance.org • 🏠 newham.gov.uk/advice-support-benefits/newham-food-alliance
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Organisations

Organisation	Description
 <h2>Mental Health</h2>	
Newham Talking therapies	Provides NHS psychological therapies to help with common mental health challenges to the residents of Newham.
SHOUT crisis text line	Free and confidential text support service when someone is dealing with suicidal thoughts and need support to get to a calmer place.
Mental health crisis line:	A 24 hour service to support people in Newham who are experiencing a mental health crisis. The helpline is free to call and is also available on weekends and bank holidays.
Newham together café	A community space for residents 18+ who are struggling with their mental health
Safe Connections	These services are for anyone who is feeling at risk of suicide and needs to access support, as well as for people who have an interest in trying to help prevent suicide.
Samaritans	Samaritans is a registered charity aimed at providing emotional support to anyone in emotional distress, struggling to cope or at risk of suicide.
MASH	Multi-Agency Safeguarding Hub (MASH) is a single point of contact for all safeguarding referrals for children.
Mind	Provides advice and support to empower anyone experiencing a mental health problem.
Newham Mental Health Crisis Hotline	The free crisis line is open 24 hours a day to support people living in Newham who experience a mental health crisis.
Age UK	Mental health support service for those over the age of 60.
999	For those at direct risk or threatening to commit suicide.
 <h2>Money</h2>	
Our Newham Money	Our Newham Money offers support to Newham residents who may be struggling with debt or the everyday cost of living.
SHINE	SHINE London provides a dedicated helpline to ensure households can maximise their energy efficiency and reduce their energy bills.
Help for Households	Provides cost of living and energy support for those who claim certain benefits or tax credits. The website also includes energy saving tips.
Money A+E	Provides money advice and education.
Community Links	Provides extensive support for clients with debt and money management issues.
Mental Health Breathing Space	A debt protection option for people receiving mental health crisis treatment. It gives temporary protection from creditors including freezing of most interest, fees and charges on the debt and pausing most enforcement action and contact from creditors.

Organisation	Description
 <h2>Housing</h2>	
ECO4	Provides grants for those struggling to pay for fuel and energy costs.
Warmer Homes Programme	Offers a variety of fully funded energy efficiency measures within the home. The programme is open to owner occupiers and private rental tenants only. Funding is not available to local authority or housing association tenants.
Warm Havens	Warm Havens are safe, non-judgemental warm spaces where residents can go, free of charge, for whatever reason they like.
Green Doctors	Offers free and impartial energy advice to help residents stay warm, save money and live greener.
Damp and mould taskforce	A service to fix damp and mould which is specific for council tenants and residents in a temporary accommodation in a property owned by Newham Council.
Citizen's advice	Offers confidential advice online, over the phone, and in person, for free.
British Gas energy trust	Helps families and individuals experiencing hardship who are struggling with gas and electricity debts by awarding grants to clear those debts.
Private landlord or letting agency problems	If issues have been raised with landlords or letting agency and issues have been constantly ignored, this service may be able to provide support in getting help.
Homeless, or risk of becoming homeless	Provide help and advice to residents who are at risk of becoming homeless.
Housing Hubs	Housing Hubs are open to Council Tenants and Leaseholders, as well as residents who have pre-arranged appointments to see our Housing Needs and Supply Teams (Lettings, Temporary Accommodation and Private Sector Housing)
Stay warm in Newham	Provide energy support to those eligible. See website to see list of who may be eligible.
 <h2>Food</h2>	
Newham Food Alliance	Provide food meals, parcels and other support who are struggling to provide food for themselves or their family.