

Help & Support

for you and your family

With increasing prices affecting our day-to-day cost of living - it can be a worrying time. We've pulled together some information and advice for you, that we hope you will find useful.

Please note this information is up to date as of the end of August and may change by the provider over time.



Your Income

HELP & SUPPORT

We can help

You may be entitled to claim additional benefits such as universal credit, council tax support or housing benefit. Contact our Welfare Benefits Advisors on 0800 085 7843 or email benefitchange@mvhomes.org.uk

PENSION CREDIT - ARE YOU ELIGIBLE?

Pension Credit is one of the most under-claimed benefit. Contact us or Citizens Advice for more information or alternatively, visit www.gov.uk/pension-credit

Cost of Living Payments

You do not need to apply - if you're eligible, you'll be paid automatically. The Government has already issued the first payment and the second is due sometime in autumn.

Additional payments will be made to those in receipt of disability benefits. For more information, a full list of qualifying disability benefits, and details of when and how the payment will be made, please see the Gov.uk website

www.gov.uk/guidance/cost-of-living-payment

Citizens Advice - Help To Claim

For help to make a Universal Credit claim or advice on claiming universal credit, contact their free national phone service on 08000 241 220.

Advisers are available 8am-6pm, Monday to Friday

Citizens Advice – Advicelink

If you are looking for general advice, you can call Citizens Advice Advicelink Cymru service on 0800 702 2020. Clients who require text relay can call 18001 08082 505720. Lines are open between 9am and 6pm Mondays and Thursdays, and between 9am and 5pm Tuesdays, Wednesdays, and Fridays

Feeding yourself & your family

Merthyr Cynon Foodbank

You'll need to get a Foodbank voucher to visit the Foodbank. You can get these from Citizens Advice, housing support officers, children's centres, health visitors, social services and some local charities.

Citizens Advice & the Trussell Trust

Have a free helpline which offers confidential, personalised advice and support, as well as a quick and seamless referral to a food bank, if required.

T: 0808 208 2138

(Monday to Friday, 9am–5pm)

FOOD PANTRY

Gellideg Foundation Group

Every Tuesday & Friday, the Gellideg Foundation run a Members' Food Pantry from their wellbeing centre in Gellideg. For £3.50 a time, members are able to choose from a great selection of groceries and fresh fruit and vegetables. Contact the Gellideg Foundation Group for more information on becoming a member. Also, keep an eye out on their facebook page as they do run a non-member pantry periodically.

T: 01685 383929

 @gellidegfoundation

Hope Pantry

For a weekly membership of £3.50 - members are able to choose a selection of food with a value of £15 - £20 each week. The pantry is here to help top up weekly shop, and the variety of food available includes chilled, frozen, fresh fruit & veg, store cupboard staples, bakery & dairy. To become a member visit their website

www.yourlocalpantry.co.uk

Ty Pantri

Ty Pantri is run by Merthyr Housing. Together with their partners they aim to bring you fruit and veg direct from the wholesaler. Fruit and Veg from Ty Pantri is open to all members of the community.

T: 01685 352800 option 0

W: www.mtha.org.uk/shop/

The Gellideg Foundation Group is a referral agency for the Buttle Trust, the Discretionary Assistance Fund, BBC Children in Need, The British Red Cross, and The Family Holiday Charity.

They can help parents access Healthy Vouchers and baby bank equipment and make referrals for food bank deliveries and fuel vouchers. The centre has free public WiFi and a public computer for job searches.

did you know?



Emergency Assistance Payment

Welsh Government funded grants to help pay for essential costs, such as food, gas, electricity, clothing or emergency travel if you:

- are experiencing extreme financial hardship
- have lost your job
- have applied for benefits and are waiting for your first payment

You can apply at gov.wales/discretionary-assistance-fund-daf/how-apply

Warm Wales

Warm Wales offers free advice and support to ensure people have warm and safe homes.

T: 01656 747 622

E: information@warmwales.org.uk



Water

WELSH WATER

t: 0800 052 0145

w: www.welshwater.co.uk

Welsh Water offer a variety of tariffs for those on low income and in receipt of one of the following:

- pension credit
- income based JSA or ESA
- income support
- child tax credits
- working tax credits
- universal credit
- housing benefit
- council tax reduction/support

Heating your home



Citizens Advice Merthyr Tydfil

can help anyone in the local community with the current cost of living crisis with specific advice and assistance around energy costs, budgeting and income maximisation.

T: 01685 382188

E: admin@citizensadvicemt.org.uk

Energy bills support scheme (Government)

Find out about the Energy Bills Support Scheme and how you can get support.

www.gov.uk/government/news/energy-bills-support-scheme-explainer

Winter fuel support scheme

The scheme enables eligible households to claim a one-off £200 payment to provide support towards paying their fuel costs.

www.merthyr.gov.uk/resident/benefits-and-grants/winter-fuel-support-scheme/

Remember....

We can help

For advice and support you can contact our Benefit and Money Advisors

T: 0800 085 7843 or

E: benefitchange@mvhomes.org.uk

Keep an eye on our social media pages for information, hints and tips

Childcare Costs

Childcare choices

The Government help with childcare costs for parents. Whether you have toddlers or teens, you could get support - visit their website for more information including tax credits and free childcare hours

www.childcarechoices.gov.uk/

Kids uniforms, kits and more

Welsh Government Pupil Development Grant



This Grant allows funds for parents to buy school uniform, equipment, sports kit and kit for activities outside of school for their child.

The grant is available for those who are eligible, who have a child in:

- Primary school from reception to year 6
- Secondary school from year 7 to year 11

For Year 7 learners the grant is £300, recognising the increased costs associated with starting secondary school. For all other year groups, the grant is £225.00.

ACCESSING THE GRANT

For more information on the grant and eligibility visit the Welsh Government's website

<https://gov.wales/pupil-development-grant-access>

Turn 2 us

Turn2us is a national charity providing practical help to people who are struggling financially.

They can help you look for funds that might be able to give you a grant or other types of help.

Support is available through their helpline, find out more here:

www.turn2us.org.uk/About-Us/Our-helpline

Credit Union

Merthyr Tydfil Credit Union is a not-for-profit financial co-operative, who are committed to providing affordable, low-cost financial services to everyone.

For information on savings and loan options contact the Credit Union:

T: 01685 377888

E: info@mtbcu.org.uk

W: mtbcu.org.uk

Remember we can help

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Keep an eye on our social media pages for information, hints and tips.



@MerthyrValleysHomes



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