



## 1. Household Support Fund

If you are a householder and receive Council Tax Support (CTS) you will be entitled to a set rate payment. The amount depends on whether there are children in the household.

Household without children receiving CTS - £110

Household with 1 or more children who you are responsible for - £220

A round of set rate payments have already been made. If you are entitled and a payment has not been received there is an application form that can be completed online.

- [Claim a set rate payment if you receive Council Tax Support](#)

If you do not receive CTS but are struggling financially you can apply for discretionary assistance of £300. Online form to complete, important to include all household income and expenditure if evidence can be attached of the income this will help with the application process.

- [Claim a discretionary payment – I am not eligible for Council Tax Support](#)

Funding up to 31<sup>st</sup> March 2024. Further information on payment dates can be found on the Council's website.

<https://www.redcar-cleveland.gov.uk/benefits-and-support/household-support-fund>

It is always worthwhile doing a benefit check to see if you are entitled to Council Tax Support as lots of people do not realise they are entitled to it. There are several online benefit calculators <https://betteroffcalculator.co.uk/calculator/new/step1> appears most accurate for CTS purposes.

## 2. Debt with energy providers

We have specialist debt and energy teams at Citizens Advice.

We can:

- Complete a benefit check
- Provide budgeting advice
- Confirm the debt owed is correct and challenge any incorrect bills
- Help negotiate a payment arrangement
- Help apply for a grant towards the arrears
- Discuss other options for dealing with the debts e.g. insolvency options
- Help get a client on the Priority Services Register and ensure they are receiving all the support they are entitled to e.g. Warm Home Discount, Winter Fuel Payments
- Energy efficiency and energy grants for home improvements
- Support with issues and complaints with energy suppliers
- Metering and billing issues including help to understand bills and options on tariffs

- Off gas property advice
- Other charitable grants
- Carbon monoxide advice – can get free CO alarm

There is lots of useful energy advice on our website at <https://www.citizensadvice.org.uk/consumer/energy/energy-supply/get-help-paying-your-bills/grants-and-benefits-to-help-you-pay-your-energy-bills/>

A referral can be made via [enquiries@citizensadvice.org.uk](mailto:enquiries@citizensadvice.org.uk)

Signpost to one of our drop-ins:

Monday - South Bank Library 9.30am -11.30am  
 Tuesday – main office at 17 Queen Street, Redcar 10am-12pm  
 Wednesday – Guisborough Library 1.30pm-3.30pm  
 Thursday - main office at 17 Queen Street, Redcar 10am-12pm

Daily Footprints/Trussell Trust foodbank outreaches if clients are accessing the foodbank. Some foodbanks we alternate between as they overlap but if we are not there the volunteers there can refer the client to us.

Call our Adviceline: 0800 144 8848

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| <b>Monday 11am-7pm</b>     |
| <b>Tuesday 9am-4.30pm</b>  |
| <b>Wednesday 11am -7pm</b> |
| <b>Thursday 9am-4.30pm</b> |
| <b>Friday 9am - 4pm</b>    |

### 3. Support with food

**Trussell Trust foodbanks (Footprints)** – a foodbank voucher or e-referral is needed to access a foodbank. If you aren't able to issue these you can refer the client to us. Clients can bring their voucher to any of the centres where it can be redeemed for three days' emergency food.

- Monday** – St Hilda's of Whitby, Grangetown 11am-1pm  
 – Newcomen Methodist Church, Mersey Road, Redcar 11.30am-1pm
- Tuesday** – Emmanuel Church (Echo Hall), Saltburn 12.30pm-2.30pm
- Wednesday** – South Bank Baptist Church, South Bank 10:30am-12.30pm  
 – Redcar Baptist Church, Park Avenue, Redcar 11am-1pm

PLEASE NOTE THIS IS A TEMPORARY LOCATION. THE FOODBANK WILL BE MOVING BACK TO UNITED REFORM CHURCH IN AUTUMN 2023.

- Thursday** – Brotton Methodist Church, Brotton 1-2.30pm  
 – St Peter's Church, Redcar 11am-1pm
- Friday** – St George's Church, Normanby 9.30am-1pm  
 – All Saint's Church, Dormanstown 11am-1.30pm

**Bridge Association** – Food Stop – Tuesday and Thursday mornings.  
5 day food parcel

58A Westgate Guisborough TS14 6AF

Tuesday AM - coffee morning  
Thursday AM - Soup and a roll

<https://www.guisboroughbridge.org.uk/>

**Saltburn Solidarity Foodbank** – Monday, Wednesday and Friday 12-4pm

2 Windsor Road, Saltburn TS12 1BH

<https://www.saltburnsolidarity.org.uk/>

**East Cleveland Good Neighbours (Tees Valley Rural Action)** - food parcel delivery over the East Cleveland area.

01642 213852  
info@teesvalleyruralaction.co.uk

<https://teesvalleyruralaction.co.uk/projects/east-cleveland-good-neighbours/>

**Next Step Shop (Footprints)** – subsidised members shop. If people can afford to pay £3 towards their shopping, they can become a member and visit one of the shops on a weekly basis. For £3 members can choose 10 items from the shop shelves.

10 Queen Street, Redcar - Every Tuesday and Wednesday 9.30am-1pm.  
Grangetown Community Hub, Derwentwater Road - Every Monday and Thursday 9.30am-1pm.

**Community Grocery** – Monday – Friday 9:30am – 4:30pm

Redcar Baptist Church, Park Avenue, Redcar TS10 3LJ

£5 annual membership fee. £5 shop. Once you're a member you can come along to the Community Grocery multiple times a week. A typical shop can include: bakery items, fresh fruit and veg, canned or boxed shelf items, freezer items, chilled items and non-food items. Optional 'little extras' can be added to the shop and are all priced separately.

<https://communitygrocery.org.uk/redcar/>

**Hope for East Cleveland Community Grocery** – Monday, Tuesday, Friday 10am-11.30am and Thursday 12.30pm-2pm

Hope Church East Cleveland, High Street, Loftus TS13 4HW

Members can buy 8 items plus fresh produce each week for £2. Typical cost of items would be £15-20. Supported by FareShare Northeast. Need to live in the East Cleveland area to be a member.

<https://www.facebook.com/Hope4EastCleveland>

**In Harmony Food Revolution** – Monday & Wednesday 9am-11am, Friday 10am-12pm and Saturday 9.30am-12pm

145 High Street, Redcar TS10 3DQ

Community Fridge providing access to free food from supermarkets. They also host lunch clubs and other training activities.

<https://www.inharmonyfoodrevolution.com/>

**There is really useful information on the Council's website about support available for residents regarding the cost of living**

<https://www.redcar-cleveland.gov.uk/cost-of-living-support>