

MINI DIRECTORY OF SUPPORT FOR THURROCK HOUSEHOLDS

HELP WITH FOOD

Community Pantries/Fridges

No voucher required. Limited number of free food items per household.

Aveley Community Hub	High Street RM15 4BX	Monday -Friday 10am-5pm
Purfleet-on-Thames Community Hub	53-54 River Court, Centurion Way RM19 1ZY	Tuesday 10am-4pm, Wednesday 10am-12noon, Thursday 10am-12noon & 2-4pm
Hardie Park Café	Hardie Road, Stanford-le-Hope SS17 OPB	Every day 11am-3pm
Community House	Seabrooke Rise, New Road, Grays RM16 2DR	Monday, Wednesday & Friday 9am-12noon
East Tilbury Library	Princess Avenue, East Tilbury RM18 8ST	Tuesday & Thursday 10am-1pm & 2-5pm
Tilbury Hub	16 Civic Square, Tilbury RM18 8AD	Monday, Tuesday, Wednesday & Friday 10am-1pm & 2-5pm
Grays Library	Thameside Complex Orsett Road Grays RM17 5DX	Monday & Thursday 9am-7pm Tuesday, Wednesday, Friday 9am-5pm Saturday 9am-1pm

Thurrock Foodbank - <https://thurrock.foodbank.org.uk/locations/>

E-voucher required. To find out more about the agencies that hold vouchers and how you can get help contact **Help Through Hardship 0808 208 2138 Monday-Friday 9am-5pm, closed on public holidays.**

St. Mary's Church Hall	St Mary's Church of England Dock Road Grays RM17 6EX	Tuesday 2-4pm
St. John the Baptist Church	Dock Road Tilbury RM18 7PP	Tuesday 11am-1pm
Gateway People's Centre	High Street Stanford Le Hope SS17 0EY	Wednesday 11am-1pm
Sockets Heath Baptist Church	Sockets Heath Baptist Church Premier Avenue Grays RM16 2SB	Wednesday 1-2.30pm
St. Francis Centre	St Francis Centre Somerset Road Linford SS17 0QA	Thursday 11am-1pm
All Saints Church	All Saints Church of England Foyle Drive South Ockendon RM15 5HF	Thursday 11am-1pm and Saturday 10am-12noon
St. Stephen's Church Hall	St Stephen's Church of England London Road Purfleet-on-Thames RM19 1QD	Friday 10am-12noon

Emmanuel Church	Emmanuel Church of England Sleepers Farm Road Chadwell St Mary RM16 4TP	Saturday 9.30- 11.30am
Gates of Praise International Christian Centre	79 - 83 London Road, Grays RM17 5YF	Saturday 10am- 12noon

Necessities UK

[Food and Hygiene — Necessities UK](#)

Food and hygiene bank providing emergency food and toiletries to families in need.
The Beehive Resource Centre, West Street, Grays RM17 6XP
T: 01375 874000

OLIO - Free Food App

[Olio - Your Local Sharing App \(olioapp.com\)](#)

Beat food waste with Olio, the App for finding free food that you need and sharing what food you don't need with others. Items must be collected, arrangements can be made via the App.

Too Good To Go – Food App

[Too Good To Go | Save Good Food From Going To Waste – Too Good To Go](#)

We help users rescue good food from going to waste, offering great value for money at local stores, cafes, bakeries and restaurants.

There is a charge for these items which need to be collected.

HELP WITH CLOTHING & OTHER ITEMS

Gateway People's Centre

2 High St, Stanford-le-Hope SS17 0EY
Children and Adult clothing, footwear, toys, toiletries & homeware.
T: 01375 460164

Free Winter Coats

Aveley Community Hub Monday-Friday 10am-5pm	High Street RM15 4BX.	Monday-Friday 10am- 5pm	Winter coats
Purfleet-on-Thames Community Hub	53-54 River Court, Centurion Way RM19 1ZY	Tues 10am-4pm, Wed 10am-12noon, Thurs 10am-12noon & 2- 4pm	Winter coats
Grays Library	Orsett Rd, Grays RM17 5DX	Mon & Thurs 9am-7pm, Tuesday, Wed & Fri 9am- 5pm, Sat 9am-1pm	Winter Coats

SOCIAL ACTIVITIES FOR OLDER PEOPLE

Age Well East

Community and friendship service offers befriender volunteer home visits and weekly telephone calls for residents over the age of 60.

Contact: 0300 373 3333

Reengage Thurrock

Organises free monthly Sunday Afternoon Tea Partys for people aged 75 and above who live on their own without nearby friends and family. Guests are picked up by volunteer drivers

Email: thecolemans62@hotmail.com

HOSPITAL TRANSPORT

CARECARS

Patient Transport Scheme provided by volunteers for patients who have difficulty getting to and from their hospital appointment in the Mid and South Essex area.

The service is open Monday – Friday excluding bank and public holidays. Some Saturday appointments can also be covered.

There is a suggested donation of 56p per mile.

Carecars can only take patients who are able to get in and out of the car by themselves. Patients with limited mobility/wheelchair users will need to bring someone with them.

To book call 01702 385 125 (Monday- Friday 9am-4pm).

HELP FOR HOMEOWNERS & PRIVATE TENANTS WITH REPAIRS AND ENERGY EFFICIENCY

Well Homes

Thurrock Well Homes is a scheme to improve the housing conditions and the health and well-being of residents living in private properties.

The Well Homes scheme:

- Help to make homes safer by reducing the risk of ill health or accidents.
- Puts residents in touch with health and lifestyle services that can improve quality of life – for example, help to stop smoking, free health checks, healthier drinking habits, weight management, vaccinations, adaptations, social groups, family support. making life easier with more independence.

Advice can be given on:

- keeping your home warm, dry and well maintained
- Fire safety/free smoke detectors
- Help with heating repairs, loft and cavity insulation
- Help to carry out repairs/insulate for home owners
- Help to deal with your landlord if you are a private tenant if they are carrying out repairs

- Health and lifestyle services listed above

[Well Homes](#) | [Well Homes in private housing](#) | [Thurrock Council](#)

Financial Inclusion – aims to improve health, wellbeing, finances and energy efficiency of the home for homeowners and private tenants.

- Advice on how to make your home more energy efficient and save money on fuel bills, including help to change your energy supplier or current energy contract
- Help to check you're getting the benefits to which you're entitled
- Debt management

Contact: fo.privatehousing@thurrock.gov.uk

Private Housing

If your landlord or agent is not dealing with repairs when you report a problem, you can tell us using this link [Private housing service request](#) | [Private housing assessments](#) | [Thurrock Council](#)

You should have contacted your landlord regarding these matters already and given them an opportunity to carry out repairs before contacting the service.

We work with landlords to make sure your home is free from serious health and safety hazards so you can remain in the property

FINANCIAL HELP

Essential Living Fund - [About the Essential Living Fund](#) | [Essential Living Fund](#) | [Thurrock Council](#)

Anyone can make a claim. The fund is intended to help:

You can apply for the fund for;

- a bed, settee, wardrobe or table
- furnishings such as carpets, curtains or bedding
- 'white goods' such as a cooker, fridge or washing machine
- household equipment - cooking utensils and small electrical appliances
- fuel connection or re-connection charges
- clothing and footwear
- general living expenses groceries i.e. nappies, toiletries, cleaning or hygiene products, money for pay-as-you-go fuel meters

Help Through Hardship - [Help through Hardship - Citizens Advice](#)

Citizens Advice and the Trussell Trust have come together to develop a free helpline for people struggling to afford the basics.

T: 0808 208 2138

Discretionary Housing Payment – Private Tenants Only - [Overview | Discretionary housing payment | Thurrock Council](#)

This is an extra payment to help pay for your rent or other housing costs. It is not a benefit payment, but a separate payment on top of Housing Benefit.

Council Tax Support - [Local council tax support | Council tax support | Thurrock Council](#)

Households on low income can get council tax support, including those who receive:

- income support
- job seeker's allowance
- employment support allowance
- pension credit

You can apply online. You do not need to have an account to apply. You will need to provide evidence documents, you will receive a list when you submit an online application.

Disabled Facilities Grant - [Disabled Facilities Grant | Home adaptations and equipment | Thurrock Council](#)

You can apply for a Disabled Facilities Grant if an occupational therapist has checked your needs and made a referral to the adaptations service.

The grant helps pay towards the cost of major adaptations for owner occupiers, private tenants or housing association tenants.

Bus Pass for Disabled and Older People - [National Concessionary Bus Pass | Bus passes for older and disabled people | Thurrock Council](#)

Energy Advice Programme - [Grants and benefits to help you pay your energy bills - Citizens Advice](#)

Citizens Advice offer this project for benefits checks, income maximisation and issue fuel vouchers for pre-payment meters to Thurrock clients.

You might be able to get help if you're struggling to afford your energy bills or top up your prepayment meter. The help you get depends on:

- how you pay for your energy
- the type of energy you use
- if you claim benefits

T: 0808 278 7877

For **Energy Bill advice and disputes** contact the National Citizens Advice Consumer advice line

T: 0808 223 1133

The Warm Home Discount Scheme [Warm Home Discount Scheme: Overview - GOV.UK \(www.gov.uk\)](#)

This is a one-off £150 discount off your electricity bill. If you're eligible, your electricity supplier will apply the discount automatically to your bill. The scheme reopens every Autumn in October so it is important your provider knows your personal circumstance.

Cold Weather Payments [Cold Weather Payment: Overview - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/cold-weather-payment-overview)

If you're eligible, you'll get these payments automatically. You do not need to apply. You'll get a payment if the average temperature in your area is recorded as, or forecast to be, zero degrees celsius or below over 7 consecutive days. You'll get £25 for each 7 day period of very cold weather between 1 November and 31 March.

WaterSure Scheme - [WaterSure scheme – help with paying water bills - Citizens Advice](https://www.citizensadvice.org.uk/water/watersure-scheme/)

Helps some people with their water bills. To apply for the scheme, you must be on benefits and need to use a lot of water either for medical reasons or because your household has a certain number of school-age children. You also need to be on a water meter or be waiting to have one installed.

Anglian Water - [LITE and Extra Lite \(anglianwater.co.uk\)](https://www.anglianwater.co.uk/lite-extra-lite)

Lite & Extra Lite Social Tariff for households on low income.

T: 0800 169 3630

Essex and Suffolk Water - [Financial support \(eswater.co.uk\)](https://www.eswater.co.uk/financial-support/)

Essex and Suffolk Water offer a SupportPLUS social tariff to customers on low incomes who pay more than 3% of their income on water bills.

A discount (up to 50%) is provided to successful applications against the water bill based on circumstances.

Essex and Suffolk Water provide free water saving kits and water saving advice. [Essex & Suffolk Water – Claim your FREE Water Saving Kit](https://www.essexandsuffolkwater.co.uk/free-water-saving-kit/)

Social tariffs: Cheaper broadband and phone packages

<https://www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/costs-and-billing/social-tariffs>

Free Mobile Calls, Texts & Data - <https://www.thurrock.gov.uk/whats-in-your-library/free-calls-texts-and-data-for-your-mobile-phone>

You may be able to benefit from this scheme – also known as 'data gifting' – if:

- you are at least 18 years-old
- you are a Thurrock resident
- you are receiving benefits or on low income
- you can't afford your phone's monthly contract or top-up charges
- you have limited or no access to the internet in the UK, either at home or when away from home
- your mobile device is either 'unlocked' or compatible with a participating company's SIM card. Contact your mobile service provider or ask library staff if you're not sure.

Currently available at Grays, Belhus, Chadwell, East Tilbury and Tilbury libraries.

StepChange is a debt charity providing free debt and financial support and advice.

Contact us on **0800 138 1111**. Monday to Friday 8am to 8pm and Saturday 9am to 2pm
[StepChange Debt Charity. Free Expert Debt Help & Advice](https://www.stepchange.org/)

Pre-loved Household items

The Reuse Partnership for affordable household items

A Thurrock-based charity with a wide range of good quality pre-loved furniture and household items for sale at affordable prices. Including furniture, white goods and paint.

TRUP Unit 34, Thames Industrial Estate, Princess Margaret Road, East Tilbury,
RM18 8RH

Showroom open Tuesdays and Thursdays 10am-4pm

Tel: 01375 846 702. 10am to 3pm Monday to Friday

www.thurrock.gov.uk/reducing-waste/re-use-partnership-trup

Freegle

The idea of Freegle is to recycle by giving away rather than throwing away. When someone no longer wants an item e.g. a chair, a table or fridge - they simply offer it to members of the local Freegle group. For further information see:-

www.ilovefreegle.org/explore/ThurrockFreegle

Freecycle

It's all about reuse and keeping good stuff out of landfills. Membership is FREE and all items offered are FREE, you just arrange to collect.

www.freecycle.org

Charities

Charities may also be able to offer you help:-

[Charis Grants: Supporting Individuals and Businesses](#)

[Tackling Financial Insecurity Together | Turn2us](#)

**This document has been compiled by Well Homes, Private Housing Service,
Thurrock Council.**

To add information please email fo.privatehousing@thurrock.gov.uk