



Leicestershire  
County Council

# Household Support Fund

Information & Advice Booklet



Funded by  
UK Government

# **Household Support Fund**

## **Information and Advice Booklet**

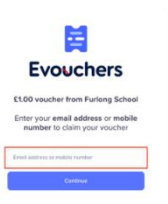
### **What is this booklet for?**

The booklet has been created to inform customers about the Household Support Fund and how they can access their vouchers. It will also provide information and advice about local support services and First Contact Plus.

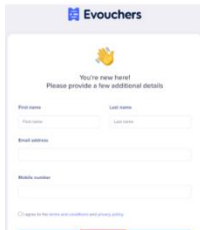
### **Contents:**

- Guidance on how to access the Food and Fuel Vouchers
- Details of local food banks
- Local support services in your area for support on;  
Benefits  
Warm homes  
Low level mental health and Heathy start

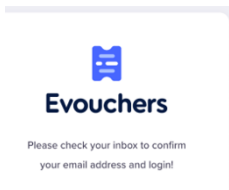
# Food Voucher Guidance – E-Vouchers



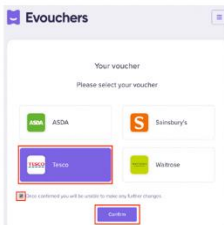
1. You will receive an email from Evouchers, when you click the link it will bring you to this page.



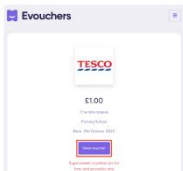
2. You will then be asked to provide these details, you will need to agree to the terms & conditions and press save and continue.



3. You will then be sent a secure login link to your email address to verify the email.



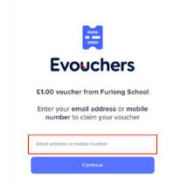
4. You will be provided options of the supermarkets you can select with the amount you have been awarded.



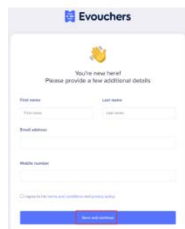
5. Click View Voucher and it will open your voucher, you can take this to the supermarket to redeem.



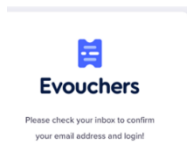
# Fuel Voucher Guidance – E-Vouchers



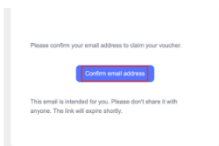
1. You will receive an email from Evouchers, when you click the link it will bring you to this page.



2. You will then be asked to provide these details, you will need to agree to the terms & conditions and press save and continue.



3. You will then be sent a secure login link to your email address to verify the email.



4. You will need to click on the link within the email address which will confirm your email address.



5. You will then be taken to a page that has the amount you have been awarded and you need to click on view voucher.

6. You will then be able to see your fuel voucher for either Paypoint or Post Office and you need to take this to that store in order for them to be redeemed.

## Local Food Banks

<b>Blaby</b>	<b>Harborough</b>	<b>Melton</b>	<b>O&amp;W</b>	<b>NWL</b>	<b>Charnwood</b>	<b>H&amp;B</b>
Leicester South Food Bank – The Kings Centre – 58 Bull Head Street, Wigston, LE18 1PA – professional referral required	Lutterworth & Villages Food Bank – Churchgate Centre, Lutterworth, LE17 4AN – 01455 558797 – Professional referral required	Storehouse Melton – Melton Vinyard Hope Centre, 42-44 Nottingham Street, LE13 1NW – 01664 502502 – Professional referral required	Leicester South Food Bank – The Kings Centre – 58 Bull Head Street, Wigston, LE18 1PA – professional referral required	Trussell Trust Food Banks Cover Ashby, Coalville & Measham – Professional referral required – NWL council can refer: 01530 454545	Loughborough Food Bank – new Life Community Church, 2 DeMontford Close, LE11 4RL – Professional referral required	Please call 0300 330 2111 to speak to Leicestershire Citizens’ Advice who will be able to issue you with a foodbank voucher if necessary
Enderby Mission Food Bank – 0116 482 4893 – Professional referral required	The well – 45 High Street, Kibworth, LE8 )HS – 0116 279 0148		Oadby & Wigston Lions – South Wigston Congregational Church Hall, 48 Blaby Road, Wigston, LE18 4SD – 07818 60369	Feed The Need – 74A High Street, Coalville, LE67 3EE	Falcon Centre – 01509 642372	Desford Church St. Johns – Hinckley, Barwell Methodist Church, Hinckley Baptist Church, Earl Shilton Social Institute
Countesthorpe Methodist Church – 46 Wigston Street, Countesthorpe LE8 5RQ – 01455 558797 – Professional referral required	Jubilee Food Bank – professional referral require – Food parcel will be delivered to professional agency for collection		The Salvation Army – Lady Smith Road, South Wigston, LE18 4UZ – 0116 277 4114	Ibstock Baptist Church – Chapel Street, LE67 6HF – 01530 260480	The Bridge – 01509 260500	
			Oadby Food Bank – Oadby Trinity Methodist Church, Harborough Road, LE2 4LA – 07723 121794	St Edwards Church – Castle Donnington – 07950 547671	Salvation Army – Burleigh Road, LE11 3BA	

To find out about further Food Banks within your area please contact your Local Area Coordinator for further advice: <https://www.leicestershire.gov.uk/health-and-wellbeing/local-area-co-ordinators>



*Your **First** contact  
for information,  
advice & support in  
Leicestershire*



First Contact Plus offers a referral and signposting service for residents in Leicestershire. We offer a holistic conversation where we make appropriate referrals to partner agencies who specialise in a wide range of support areas. We also offer information and advice to additional pathways for a customer to be able to research particular service offers, and determine which service is most suitable for their needs at that time. First Contact Plus works in partnership with other professionals who are helping adults across the county by working together to make access to services much easier and helping customers to live an independent and fulfilled life as possible.



## What organisations do we refer to?

### Improving your Health

- Quit Ready
- Turning Point
- Active Lifestyle Services
- Weight Management
- Vitamins

### Falls

- NHS Falls Team
- Steady Steps Service

### Feeling Safe

- Leicestershire Fire & Rescue Service
- Leicestershire Police
- Trading Standards
- Victim First

### Living Independently

- Adult Social Care
- District Councils
- Care Technology
- Local Area Coordinators
- Community Recovery Workers
- Vista

### Money, Debt & Benefits

- DWP
- Age UK
- Citizens Advice

### Work Learning & Volunteering

- Work & Skills
- Leicestershire Adult Learning
- Voluntary Action Leicestershire

### Families & Relationships

- Voluntary Action South Leicestershire
- Sue Young Cancer Support
- Age UK Dementia Service
- Family Information Service

### Your Home

- Warm Homes
- Lightbulb Service
- Local District Housing Teams

### Website:

<https://firstcontactplus.org.uk/>

## Warm Homes



The Warm Homes Team via Leicestershire County Council offer free information and advice on how to keep the home warm and energy efficient.

The Offer;

- Grants for heating and insulation measures
- Energy debt management and help to clear it
- Understanding a properties energy performance certificate (EPC)
- Accessing subsidies offered by energy suppliers
- Identifying measures to improve energy efficiency within the home
- Winter Benefits
- Accessing the Priority Service Register
- Cost of living advice
- Winter Crisis Packs

Call the Team on 0116 305 2524

<https://firstcontactplus.org.uk/our-services/your-home/warm-homes/>

## Healthy Start



- If you are more than 10 weeks pregnant or have a child under 4, you may be entitled to get help to buy healthy food and milk.

- If you are eligible, you'll be sent a Healthy Start card with money on it that you can use in some UK shops.

Please see weblink for further information: <https://www.wchc.nhs.uk/content/uploads/2022/06/Easy-Read-leaflet-graphic.pdf>

## Benefits

If an individual would like to check what benefits they are entitled too they can use a free online benefit checker that can support them with this.

<b>Turn2US</b>	<a href="https://benefits-calculator.turn2us.org.uk/">https://benefits-calculator.turn2us.org.uk/</a>
<b>Age UK</b>	<a href="https://benefitscheck.ageuk.org.uk/Home/Start/">https://benefitscheck.ageuk.org.uk/Home/Start/</a> <a href="https://www.entitledto.co.uk/">https://www.entitledto.co.uk/</a>
<b>Entitled to</b>	<a href="https://www.entitledto.co.uk/">https://www.entitledto.co.uk/</a>
<b>Step Change</b>	<a href="https://www.stepchange.org/how-we-help/benefits-calculator.aspx">https://www.stepchange.org/how-we-help/benefits-calculator.aspx</a>

<b>Community Advice &amp; Law Service (CALs)</b>  0116 2421120	<i>Specialist welfare benefit advisors who can assist with advice, assistance and representation at tribunals and appeals.</i>
<b>Age UK</b>  0116 2992278	<i>Help to identify benefit entitlements and apply for benefits for older adults.</i>  <i>*This support is only for older adults 50+*</i>
<b>Helping Hands</b> 0116 2782001	<i>Help to identify benefit entitlements and apply for benefits</i>
<b>Royal British Legion</b>  0808 802 8080	<i>Help to identify benefit entitlements and apply for benefits, support with existing benefits, support with appeals.</i>  <i>*This support is only for people with an armed force connection*</i>
<b>Citizens Advice</b> 0808 278 7970  New universal credit claims <b>0800 144 8 444</b>	<i>Specialist advice to manage money, debt, maximise income and support with universal credit claims</i>
<b>Local District Council</b>	<i>Support with Council Tax Reduction and housing benefit</i>
<b>Clockwise Credit Union</b> 03301755792	<i>We are a fair, responsible and people focused credit union, providing a range of financial products and services to the local communities of Leicester, Leicestershire &amp; Rutland.</i>



## Mental Health and Wellbeing

<p><b>LifeLinks – Call 0800 0234 575</b>  <a href="https://www.rfifelinks.co.uk/what-we-offer/">https://www.rfifelinks.co.uk/what-we-offer/</a>  <i>Covers Blaby, Oadby &amp; Wigston district</i></p>	<p>A local charity offering a listening service, focusing on practical coping solutions for low mood and anxiety</p>
<p><b>Mental Health Matters</b>  <b>07816269726</b>  <a href="https://www.mhm.org.uk/mental-health-wellbeing-recovery-service">https://www.mhm.org.uk/mental-health-wellbeing-recovery-service</a>  <i>Covers NWL and H&amp;B district</i></p>	<p>Offers information and advice, 1-1 support with a trained recovery worker and various support groups.</p>
<p><b>Charnwood &amp; Melton Mental Health &amp; Well-being Service – Call 0800 434 6126</b>  <a href="https://www.ncha.org.uk/talk-to-us/">https://www.ncha.org.uk/talk-to-us/</a></p>	<p>Offers information and advice, 1-1 support with a trained recovery worker and various support groups.</p>
<p><b>Samaritans – Call 116 123</b></p>	<p>A freephone listening service providing support and comfort in time of distress</p>

<p>The Tomorrow Project – Text 07435 111 025</p>	<p>A confidential suicide prevention project and suicide bereavement service to support individuals affected by suicide</p>
<p>LAMP – Call 0116 255 6286</p>	<p>A local charity providing Mental health support and advocacy</p>
<p>PAPYRUS – Call 0800 068 4141</p>	<p>The UK charity for the prevention of young suicide.</p>
<p>CALM – Call 0800 585858</p>	<p>Confidential and anonymous support for Men anywhere in the UK.</p>
<p>Switchboard – Call 0300 330 0630</p>	<p>A one-stop LGBT+ listening service</p>
<p>The Mix – Call 0808 808 4994</p>	<p>A friendly support service to anyone under 25</p>
<p>NHS Veterans Mental Health Transition, Intervention &amp; Liaison Service – Call 0300 323 0137</p>	<p>A dedicated service for veterans experiencing mental health difficulties.</p>
<p><u>SANE</u>line – Call 0300 304 7000</p>	<p>For those experiencing a mental health problem or supporting someone who is</p>