

# Your guide to cost of living support in 2025



## We can help.

If you're having difficulty paying your rent or household bills, please get in touch with us.



## Talk to us

Your housing officer can:

- ✓ provide guidance to help reduce your debts and manage your money
- ✓ refer you to free services that provide specialised support, and
- ✓ help you with grant and benefit application forms.

**See the back page for your housing officer's contact details.**

**There's also lots of support information on our website:**  
**[www.leicestershirerha.org.uk/support](http://www.leicestershirerha.org.uk/support)**

## Notes

This image shows a single sheet of white paper with horizontal blue lines. A vertical red line runs down the right side of the page, creating a margin. The paper is otherwise blank, with no text or other markings.

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This guide provides an overview of many schemes and support organisations, with links to their websites to find out more.

## If you need support

Please talk to us, we can help.

## If you don't have access to the internet

Please get in touch with your housing officer. They can talk to you about the support available. Please see the back page for contact details.

### Cost of living information



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# All the information in one place



**With so many schemes and benefits, offered by the government, councils and local organisations, it's hard to know where to look.**

Below are a few great websites, that provide cost of living information and advice in one place.

**Money  
Helper**

- ✓ Free, impartial money and pension guidance
- ✓ Easy to use and backed by government
- ✓ Based on your circumstances
- ✓ Available online, web chat or over the phone

☎ **0800 138 7777**    **[www.moneyhelper.org.uk](http://www.moneyhelper.org.uk)**

**Help for  
Households**

**Help for Households is a government website that explains what support is available to help with the cost of living.** This includes:

- ✓ benefits and payments
- ✓ bills and allowances
- ✓ housing
- ✓ travel
- ✓ childcare

**[www.gov.uk/helpforhouseholds](http://www.gov.uk/helpforhouseholds)**

## Leicestershire local authority hub

Leicestershire County Council has created a central hub of information about managing increased household costs:

**[www.leicestershire.gov.uk/cost-of-living](http://www.leicestershire.gov.uk/cost-of-living)**

☎ **0116 232 3232**

## Specialist housing support



**Our Housing Officers can provide advice, but you may benefit from specialist local support, including:**



**Citizens Advice** – housing, benefits, debt and work advice.

There are centres across Leicestershire:

[www.citizensadviceleicestershire.org](http://www.citizensadviceleicestershire.org) ☎ 0800 278 7854



**The Bridge: Housing Matters service** – a free, floating housing-related support service. They help people with housing difficulties such as lack of furniture, managing bills and little or no income.

☎ 0800 038 5964

[www.thebridge-eastmidlands.org.uk](http://www.thebridge-eastmidlands.org.uk)



**First Contact Plus** – information and support across Leics:

[www.firstcontactplus.org.uk](http://www.firstcontactplus.org.uk) 📧 [firstcontact@leics.gov.uk](mailto:firstcontact@leics.gov.uk)

**These services are all free.** For The Bridge and First Contact Plus, you can find links to self refer on their websites. If you need help, or would like us to refer you, please contact your housing officer (see back page).

## Debt support



**StepChange** – Debt support charity

**Free, confidential and expert debt and money guidance with support for as long as you need it.**

[www.stepchange.org](http://www.stepchange.org) ☎ 0800 138 1111

## Benefit entitlements



**turn2us** – Benefits calculator

**Quickly and easily check what benefits you may be entitled to.** [turn2us.org.uk/get-support](http://turn2us.org.uk/get-support)

# Universal Credit migration



**If you've had a Universal Credit Migration Letter, please don't ignore it, as your benefits may stop.**

If you claim any of the benefits listed below, you're likely to receive (or may have already received), a 'Migration Notice' letter from the DWP telling you to claim Universal Credit (UC):

▶ Child Tax Credit    ▶ Housing Benefit    ▶ Income Support  
▶ Income-based JSA or income-related ESA    ▶ Working Tax Credit

Your move to Universal Credit doesn't happen automatically. You must actively claim Universal Credit within the three-month deadline in your letter. If you don't make a claim in time, your benefits will stop.

## **Transitional protection**

If it looks like you'd get less on UC than you do on your current benefits, you'll receive an extra payment to make up the difference. This is known as 'transitional protection'. To get this you must make your claim within the deadline.

## **Already moved to Universal Credit?**

If you've already had a letter and moved across to Universal Credit, you don't need to do anything else.

## **Need support?**

Your Housing Officer can help you with this. Please get in touch:



0300 1234 009



enquiries@midlandsrural.org.uk

# Pension credit

If you've reached state pension age, and you're on a low income, you may be eligible for Pension Credit. This gives you extra money to help with living costs and also gives you access to other help such as a Council Tax discount, the Winter Fuel Payment and a free TV licence. Find out more at: [www.gov.uk/pension-credit](https://www.gov.uk/pension-credit)

# Discretionary Housing Payments



**These are a top-up to Housing Benefits or the Housing Element of your Universal Credit, and are available if your council considers you need extra help with housing costs.**

They are issued through your local council. Find out more on their websites: search for '**Discretionary Housing Payments**':

**Blaby District Council:** [www.blaby.gov.uk](http://www.blaby.gov.uk)

☎ 0116 275 0555

**Charnwood Borough Council:**

[www.charnwood.gov.uk](http://www.charnwood.gov.uk)

☎ 01509 634666

**Harborough District Council:**

[www.harborough.gov.uk](http://www.harborough.gov.uk)

☎ 01858 828282

**Melton Borough Council:** [www.melton.gov.uk](http://www.melton.gov.uk)

☎ 01664 502502

**North West Leicestershire District Council:**

[www.nwleics.gov.uk](http://www.nwleics.gov.uk)

☎ 01530 454545

**Rushcliffe Borough Council:**

[www.rushcliffe.gov.uk](http://www.rushcliffe.gov.uk)

☎ 0115 981 9911

## Local authority Household Support Fund

**This fund provides financial support for vulnerable households who can't afford to pay for food or energy.**

**How to apply for the fund:** You can't apply for this fund directly, **you'll need to be referred** by a professional support worker or agency, such as your GP or your housing officer. If you'd like help, please get in touch with your housing officer (see back page for details).

Find out more on the Leicestershire County Council website:

[www.leicestershire.gov.uk/household-support-fund](http://www.leicestershire.gov.uk/household-support-fund)

☎ 0116 232 3232

# Support with energy and utility costs




If you're struggling to pay your energy bills, your supplier **MUST** work with you to agree a **payment plan you can afford**.

If you can't agree on a way to pay, you can get help from Citizens Advice.

They may be able to refer you to their Extra Help Unit, which helps people through difficulties with their energy supplier.

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)


 **0800 144 8848**

## Support from National Energy Action

**Their Warm And Safe Homes service provides free impartial advice to help people stay warm affordably, including:**

-  managing fuel debt
-  Priority Services Register
-  switching tariffs and suppliers
-  benefits advice

[www.nea.org.uk/wash-advice](http://www.nea.org.uk/wash-advice)


 **0800 304 7159**

 **info@nea.org.uk**

## Scope – Disability Energy Support

**A free energy and water advice service for people with a disability.** Apply online for personalised support:

[www.scope.org.uk/disability-energy-support](http://www.scope.org.uk/disability-energy-support)

 **0808 801 0828**

 **Disability.EnergySupport@scope.org.uk**



## Warm Home Discount

**The Warm Home Discount is a one-off  
£150 discount on your electricity bill.**



### Who's eligible?

- 1 Core group 1:** for people who get the Guarantee Credit element of Pension Credit.
- 2 Core group 2:** for people on a low income and who get certain means-tested benefits.

If you're in either of these groups and qualify, you should have received a letter confirming you get the discount. If you think you're eligible but haven't received a letter, call the scheme helpline: 0800 030 9322.

**Not all suppliers are part of the scheme. Check if yours is at:**  
**[www.gov.uk/the-warm-home-discount-scheme](http://www.gov.uk/the-warm-home-discount-scheme)**

## Warm banks

**If you're struggling to keep your home warm and buy food, using a warm bank / warm space may help you.**

They are safe places provided by libraries, charities, churches, community centres and even some fire stations, where you can spend time to keep warm without worrying about the heating bill.

### Find a warm bank near you

The Warm Welcome Spaces website has map of warm spaces:  
**[www.warmwelcome.uk](http://www.warmwelcome.uk)**

Not all warm banks are registered on the site, so you could also try searching 'warm bank' and 'warm space' near me.



## Support with water bills

SEVERN  
TRENT

Severn Trent has several schemes that can help if you're struggling to pay your water bill, whatever your circumstances. They include:

### WONDERFUL ON TAP

- ✓ **Bill cap scheme – WaterSure:** Customers living with three children under 19, or a medical condition requiring extra water use, may be entitled to capped water charges.
- ✓ **Big Difference:** Severn Trent customers, with a household income below £22,010, may be able to save up to 70% off their water bill by applying to the 'Big Difference' scheme.

**Find out if you could be eligible for support:**

[www.stwater.co.uk/financial-support](http://www.stwater.co.uk/financial-support)



0345 7500 500



## Support with broadband bills

**Many providers offer social tariffs to help people struggling to afford broadband or phone services.**

### What are social tariffs?

They are cheaper broadband and phone packages for people receiving Universal Credit, Pension Credit or other benefits. They may also be called 'essential' or 'basic' broadband.

They're delivered in the same way as normal packages, just at a lower price. Find out more at [www.ofcom.org.uk/phones-and-broadband/saving-money/social-tariffs](http://www.ofcom.org.uk/phones-and-broadband/saving-money/social-tariffs)

## Food bank vouchers



**Food is one of the biggest household expenses.** If you're struggling to feed yourself or your family, food banks, such as the Trussell Trust, can provide emergency food.



To get an emergency food parcel from a Trussell Trust food bank, you'll need to be referred and provided with a voucher.

**We can issue Trussell Trust food bank vouchers.**

**If you need food vouchers**, please give us a call: **0300 1234 009.**

**Find out more:** [www.leicestershira.org.uk/food-banks](http://www.leicestershira.org.uk/food-banks)

## Community Fridges

**Community Fridges make surplus food available for anyone – either freely or at a discounted rate.**

Surplus perishable food is donated by supermarkets, local food businesses, producers and households. The fridges are **available for anyone** to get quality food that would otherwise be thrown away. They're often a place for people to eat together and learn new skills.

**Find a fridge:** [www.communityfridgemap.org.uk](http://www.communityfridgemap.org.uk)

## Healthy Start card

**If you're more than 10 weeks pregnant or have a child under 4, you may be entitled to get help to buy healthy food and milk with Healthy Start.**

The scheme provides you with a Healthy Start card with money on it to buy fruit, vegetables, pulses and milk. The card is topped up every 4 weeks.

**Find out more and apply:** [www.healthystart.nhs.uk](http://www.healthystart.nhs.uk)





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# Get in touch

## Talk to us

**It's important to get money and debt issues under control as soon as you can. We're here to help.**

**Please get in touch if you need support:**



**0300 1234 009**



**enquiries@midlandsrural.org.uk**



**@LeicsRural**

## Your housing officer is:

**David Kolodynski**

## Latest benefit and support news

There's lots of support information on our website and Facebook:

**[www.leicestershirerha.org.uk/support](http://www.leicestershirerha.org.uk/support)**



**@LeicsRural**

