

Get Help

with managing your money



We know that cost-of-living pressures make this an anxious time for a lot of people. Help with financial advice and support, and with food, fuel and other essentials is available to people struggling to meet rising costs.

You can also get help to manage and make the most of your money through your local credit union. **Clockwise Credit Union** covers Leicester, Leicestershire and Rutland and offers a Budget Account that help with paying bills, saving products and affordable loans.

PREVENT MONEY PROBLEMS

Contact Citizens Advice for approved advice on debt, budgeting, housing, employment, family issues and community care.

If you live in Leicester go to citizensadviceleicestershire.org or call 0808 278 7970, Monday to Friday, 9am-4.30pm.

If you live in Leicestershire go to citizensadviceleicestershire.org or call 0808 278 7854, Monday to Friday, 9am-4.30pm or 0116 464 7239 for the Money Advice Team between 9am and 4pm Monday to Friday.

If you live in Charnwood go to charnwoodcab.org.uk or call 01509 649605 (Monday 9.30am-3pm, Tuesday 9.30am-12noon, Thursday 9.30am-3pm or call general advice line on 0800 144 8848 Monday to Friday 9am-5pm.

If you live in Oadby and Wigston go to helpinghandsadvice.co.uk or contact Helping Hands Community Trust on 0116 278 2001 (Monday to Friday, 9.30am-4.30pm) or email at office@helpinghandscentre.co.uk

If you live in Rutland go to citizensadvicrutland.org.uk or call 01572 723494 from 9am-5pm Monday to Friday.



HELP TO CLAIM

Citizens Advice Help to Claim advisers can help you with the early stages of your Universal Credit claim. You can talk to them on the phone or online by chat. You can get help by calling: 0800 144 8 444 or visiting citizensadvice.org.uk/helptoclaim

IF YOU NEED TO BORROW SAFELY

Contact Clockwise Credit Union for safe savings and affordable loans at clockwise.coop/loans or call 0116 2423900.

Clockwise offers fair and responsible banking products across Leicester, Leicestershire and Rutland including loans from £50 with lower interest rates and affordable and flexible repayment options. Whether you are in work or on benefits Clockwise considers all circumstances.



HOUSEHOLD SUPPORT FUND

Leicestershire County

Leicestershire County Council is providing vouchers to vulnerable pensioners and families to help with fuel and food costs. The fund will pay for food vouchers for around 14,000 children who are eligible for free school meals, during the six-week summer holiday. Applications to the Fund can also be made for people in hardship by a **professional support worker** for social care, children's services, housing, education, health, foodbanks, citizens advice and other charities etc.

All applications for food and/or fuel vouchers will be assessed by First Contact Plus staff. In addition, wider offers of support will be available via referrals to partner agencies or by giving relevant information and advice.

Further details including eligibility are on the council's website at: leicestershire.gov.uk/household-support-fund

Leicester City

Applications to the Household Support Fund can be made by the following professional referrers;

- social workers
- neighbourhood housing officers
- housing related support workers
- income management officers.

Applications can also be made by members of the public during announced opening times.

Support available;

- food
- electric, gas and water bills
- essential kitchen equipment (cookers, fridge freezers, microwaves and washing machines) if you have not received the same item from any council funded scheme in the last 12 months
- in exceptional cases, support with housing costs.

Visit leicester.gov.uk/householdsupportfund for further information and to apply.



OTHER SUPPORT AVAILABLE

Government

People claiming certain benefits or tax credits may be eligible for an extra payment to help with the cost of living. There will be further payments made between spring 2023 and spring 2024. Information on government support measures is available at helpforhouseholds.campaign.gov.uk

Leicestershire

Information on a range of other support from the county council with food and fuel, home energy, transport and employment and skills is available at leicestershire.gov.uk/find-help-with-cost-of-living

Leicester City

Council Tax Support - [Council tax support \(leicester.gov.uk\)](https://leicester.gov.uk)

Discretionary Housing Payments - [Discretionary payments \(leicester.gov.uk\)](https://leicester.gov.uk)

Council Tax Discretionary Relief - [Discretionary payments \(leicester.gov.uk\)](https://leicester.gov.uk)

Community Support Grant - [Community support grant \(leicester.gov.uk\)](https://leicester.gov.uk)

CRISIS AND EMERGENCY SUPPORT

If you live in Leicester contact Leicester City Council if you have no money for gas, electricity or food.

Email c19support@leicester.gov.uk with your name and phone number and you will get a call back Monday to Friday, 9.30am-4pm.

If you live in Leicestershire contact your local District Council for information on support available through District Community Hubs and foodbanks.

If you live in Rutland contact citizensadvice.rutland.org.uk or call 01572 723494 Monday to Friday, 9am-5pm.

Please think about contacting the support available before taking out a payday loan or borrowing from doorstep lenders. You can report illegal lenders and get support and information about loan sharks through a free to download app at [Stop Loan Sharks](https://stoploansharks.org.uk).

