

# Household Help

A guide to schemes that could help you



## Support from Folkestone & Hythe District Council



Folkestone & Hythe District Council runs a number of schemes to help residents who are finding the rising cost of living challenging. The quickest and easiest way to find out about these options is via [folkestone-hythe.gov.uk/cost-of-living-support](https://folkestone-hythe.gov.uk/cost-of-living-support)

Residents without digital access can use the council's Customer Access Point in the Civic Centre to access the council website.

### ➤ Help with benefits

#### Benefits and Money Advice

We provide confidential advice regarding your money, welfare, and benefits.

🔍 [folkestone-hythe.gov.uk/help-and-support-with-your-finances](https://folkestone-hythe.gov.uk/help-and-support-with-your-finances)

#### Benefits Calculator for Residents of Folkestone & Hythe District

Our online calculator is the easiest way to find out what benefits you are eligible for. Just enter up-to-date information to find out what you can claim and how to go about this.

#### Visit

🔍 [folkestone-hythe.gov.uk/housing-benefit/how-it-works/how-to-claim](https://folkestone-hythe.gov.uk/housing-benefit/how-it-works/how-to-claim)

Click 'What help can I get?'



#### Independent Benefits Calculator

Or you could use an independent benefits calculator instead to help find out what benefits you could get and how to claim them.



[entitledto.co.uk](https://entitledto.co.uk)

## Help with Housing

People struggling to pay council tax or rent should contact us as soon as possible to discuss payment options or see if they are eligible for discounts.



**Please note we cannot help with mortgage payments. For support with paying your mortgage please contact your provider.**

### Discretionary Housing Payments

Discretionary Housing Payment can provide extra money to help residents in receipt of Housing Benefit or the housing element of Universal Credit with housing costs including:

- Rent deposits
- Rent in advance
- Moving costs
- Rent arrears
- A shortfall between housing benefit and rent or housing costs included in Universal Credit and rent



[folkestone-hythe.gov.uk/housing-benefit/discretionary-housing-benefit](https://folkestone-hythe.gov.uk/housing-benefit/discretionary-housing-benefit)

### Financial Support Payments

A Financial Support Payment is designed to assist persons who have applied for Council Tax Reduction and who are still struggling to make payments.

This is to provide further assistance where an applicant is in receipt of Council Tax Reduction but the level of support being paid by the Council does not meet their full Council Tax liability.



[folkestone-hythe.gov.uk/council-tax/financial-support-payment-scheme](https://folkestone-hythe.gov.uk/council-tax/financial-support-payment-scheme)

### Home Safe loan

A loan of up to £20,000 is available for eliminating hazards in the home. This scheme is for vulnerable homeowners who are in receipt of benefits and have significant hazards in the home which may cause harm. These loans are interest free and repayable upon the sale of the property.



[private.sectorhousing@folkestone-hythe.gov.uk](mailto:private.sectorhousing@folkestone-hythe.gov.uk)

### Winter Warmth repayable grant

Up to £7,000 is available for installation of heating and/or insulation. This support is available to homeowners who are 65 years and over, in receipt of benefits and/or suffering from a chronic illness which is exacerbated by the cold. These are repayable if the property is sold or changes ownership within 10 years.



[private.sectorhousing@folkestone-hythe.gov.uk](mailto:private.sectorhousing@folkestone-hythe.gov.uk)

## Support from local organisations

Local organisations in the Folkestone & Hythe District provide help ranging from advice, food provision and wellbeing support.

### ➤ Community Hubs

#### Folkestone Community Hub

Operates from Age UK Folkestone, 65 Shaftesbury Avenue, Folkestone, CT19 4NS.  
Open 9am – 4pm, Monday – Friday.

✉ [communitysupport@ageukskc.org.uk](mailto:communitysupport@ageukskc.org.uk)

☎ 01303 316186

#### Hythe Community Hub

Operates from Age UK Hythe & Lyminge, Sanford House, Stade Street, Hythe, CT21 6BD.  
Open 9am – 3.45pm, Monday – Friday, and 10am – 2pm Saturday and Sunday (phone line only).

✉ [sm@ageukhl.org.uk](mailto:sm@ageukhl.org.uk)

☎ 01303 269602

#### Romney Marsh Community Hub

Operates from Rolfe Lane, New Romney, TN28 8JR.  
Open Monday – Friday 9am – 4pm.

✉ [hello@rmch.org.uk](mailto:hello@rmch.org.uk)

☎ 01797 363888

The three community hubs in Folkestone and Hythe provide a wide range of activities to support vulnerable people, including the provision of warm spaces.

The Warm Welcome website shares the locations of all registered Warm Spaces in the district:  
[warmwelcome.uk/find-a-space#map](https://warmwelcome.uk/find-a-space#map)

### ➤ District Food Network

The Folkestone and Hythe District Food Network (DFN) was set up in 2021. It is open to all organisations that provide food services and provides a forum in which they can communicate, share information and coordinate their activities. To see a full list of members to find out more about the organisations who are part of the network visit our website.

🔍 [folkestone-hythe.gov.uk/community/districtfood-network](https://folkestone-hythe.gov.uk/community/districtfood-network)

### Shepway Foodbank

Shepway Foodbank takes referrals from a variety of organisations to help people with low incomes, delayed benefits, or facing food poverty. Clients can also call the 'Help through Hardship' freephone number on **0808 2082138** to obtain a referral voucher or - if this is not possible - they can call the foodbank on **07913 573403**.

The foodbank is based at three locations, and currently delivers parcels on the following days: Lydd (Fridays), New Romney (Tuesdays), Folkestone (Tuesdays and Fridays).

The Rainbow Centre (69 Sandgate Road, Folkestone, CT20 2AF) also holds emergency food parcels, which can be collected from the centre during opening hours (10am – 1pm, Monday – Friday).

The Rainbow Centre also runs Hythe Pantry. This scheme charges £7 for a weekly visit (one visit per household) which entitles members to food worth £20 - £25. To see how to become a member and find out opening times, go to [yourlocalpantry.co.uk/pantry-listings/hythe-pantry-kent](https://yourlocalpantry.co.uk/pantry-listings/hythe-pantry-kent)

## Mobile Food Service

A mobile foodbank and pantry service now operates in several locations across the district giving easier access for people struggling to meet the increased cost of food.

The van is the mobile arm of the existing Shepway Foodbank, operated by Folkestone’s Rainbow Centre and it will provide support to residents who have been referred by agencies to the foodbank.

The van will also deliver a mobile version of the **Hythe Pantry** service which has been supporting its members by offering a weekly food shop for just £7 per week.

A money advice service and other cost-of-living support will be available at the locations visited by the mobile van. Information will also be available about schemes for financial and general support through the council’s Household Support Fund and Home Essentials Fund.

To apply for a membership you will need to complete a form at [yourlocalpantry.co.uk](https://yourlocalpantry.co.uk) or call **07913 573403**.

The van currently visits the below locations.

### Hawkinge Community Centre

Heron Forstal Avenue,  
Hawkinge, Folkestone CT18 7FP.

### Hardy Hall

Lydd, TN29 9HN.

### Harbour Church Folkestone

Canterbury Road, Folkestone,  
CT19 5NR.

### Folkestone Academy

Academy Ln, Park Farm Industrial  
Estate, Folkestone CT19 5FP


### Cheriton Baptist Church

Quested Road, Cheriton,  
Folkestone CT19 4BY

To find out more:


 **69 Sandgate Road, Folkestone, CT20 2AF.**

 [pantry@rainbow-centre.org](mailto:pantry@rainbow-centre.org)

 **07913 573403**

## Salvation Army

Hythe Salvation Army Foodbank is open on Wednesdays from 10am - noon at the Salvation Army Hall, Hythe CT21 6EG.

 **01303 268792**

## Community Fridge

The Folkestone Community Fridge is filled with 'surplus' food that would otherwise be wasted, providing a community-based solution to food waste whilst creating a network of accessible food for Folkestone.

 [facebook.com/Folkestonecommunityfridge](https://www.facebook.com/Folkestonecommunityfridge)

## Citizens Advice


Citizens Advice Bureau offers free, impartial advice on debt, benefits, employment, and housing problems. For anyone needing advice you can call Shepway Citizens Advice Bureau for local advice on **01303 241435**. This number also operates a call back service. Alternatively, you can call **0808 8487978** for the Citizens Advice Bureau's free Kent advice line service. Telephone services are available Monday -Friday, 9.30am - 4pm.

## The Community Network Local Larder

The Community Network Local Larder takes place at various times during the week and is open to all.

 [unitedresponse.org.uk/support-area/kent/](https://unitedresponse.org.uk/support-area/kent/)

 [facebook.com/TheCommunityNetworkCheriton](https://www.facebook.com/TheCommunityNetworkCheriton)

 378 Cheriton High St,  
Cheriton,  
Folkestone CT19 4DX

## Other regional and national support



### Disabled Facilities Grant

Grant funding to assist with disabled adaptations such as stairlifts, ramping, level access bathrooms and wheelchair access. Mandatory assistance up to £30,000 and some discretionary assistance available according to circumstances. An initial assessment by an occupational therapist is required to establish need.

Contact Kent County Council Occupational Therapy  **03000 416161**

**Disability Assist**  [disabilityassist.org.uk](https://disabilityassist.org.uk)

Disability Assist is a charity which helps people with disabilities in Kent to live more independent lives. This means having the right support in place and being in control to live the life they choose.

**National Energy Action**  [nea.org.uk](https://nea.org.uk)

National Energy Action is a charity working to end fuel poverty and offers new a Warm and Safe Homes Advice helpline on **0800 3047159**, Monday to Friday 10am -12pm.

**Money Helper**  [moneyhelper.org.uk/en](https://moneyhelper.org.uk/en)

Money Helper joins up money and pensions guidance to make it quicker and easier to find the right help.

## Well-being and emotional support

### South Kent Mind

South Kent Mind makes sure anyone with a mental health problem in Deal, Dover, Folkestone, Hythe, Romney Marsh and Sandwich has somewhere to turn for advice and support. To speak to one of the team call **01303 250090** between 9.30am - 3pm Monday to Friday.

🔍 [southkentmind.org.uk](https://southkentmind.org.uk)

### Live Well Kent

Live Well Kent and Medway provides free mental health support for people aged 17+.

🔍 [livewellkent.org.uk](https://livewellkent.org.uk)

### Release the Pressure

Life can get tough sometimes but talking can help. Release the Pressure has a highly-trained and experienced team available 24/7 to provide expert support no matter what you are going through.

Don't suffer in silence: text the word Kent to **85258** or call **08001 070160**.

🔍 [kent.gov.uk/social-care-and-health/health/release-the-pressure](https://kent.gov.uk/social-care-and-health/health/release-the-pressure)

### Hestia's Folkestone Haven

The Folkestone Haven is open during the evenings, weekends and bank holidays, when other support services may be closed. They provide mental health support for adults aged 16+.

🏠 **Rainbow Centre, 69 Sandgate Rd, Folkestone, CT20 2AF.**

☎ **07827 533871**    ✉ **Folkestone.Haven@hestia.org**

## Government support



Central government have set up a dedicated website for their Help for Households campaign which aims to bring together the different types of cost of living support: [helpforhouseholds.campaign.gov.uk](https://helpforhouseholds.campaign.gov.uk).

### Find ways to save energy in your home

If you own a property you can get recommendations for home improvements that could make your property cheaper to heat and keep warm.

🔍 [gov.uk/improve-energy-efficiency](https://gov.uk/improve-energy-efficiency)

☎ **08004 44202**

## Pension Credit

Pension Credit gives you extra money to help with your living costs if you're over State Pension age and on a low income. Pension Credit could boost your income up to £3,300 a year.



[gov.uk/pension-credit-calculator](https://www.gov.uk/pension-credit-calculator)



08009 91234

## Need further support?

Further support can be found on our dedicated page on our website, which will be regularly updated: [folkestone-hythe.gov.uk/cost-of-living-support](https://www.folkestone-hythe.gov.uk/cost-of-living-support)

Residents without digital access can use the computers at the council's Customer Access Point in the Civic Centre or call the council on **01303 853555** for **Council Tax and Benefits** or **01303 853660** for **Home Safe Loan/Winter Warmth Repayable Loan (Private Sector Housing)**



**Folkestone & Hythe District Council is unable to help with any of the schemes detailed in this leaflet which it does not specifically run.** Please use the correct contact details provided above to make sure you get the help you need quickly and easily.

## Energy saving tips

Some small changes around the house can save significant amounts of energy which isn't just good for your purse, it's good for the planet as well.



Remember to turn off appliances at the plug when not in use



Draught-proof everywhere you can and top up the insulation



Turn off lights when you're not using them and switch to LED bulbs



Use your washing machine more carefully and avoid the tumble dryer



Swap your bath for a shower and keep showers short.



For more top tips, go to: [energysavingtrust.org.uk](https://www.energysavingtrust.org.uk)

The **Home Energy Saving Trust** is working to address the climate emergency. They are experts in energy efficiency and low carbon solutions.