

# Cost Of Living

## Support & Tips from SW9



# Introduction

Everyday it seems we are constantly hearing about the rising cost of living. From food and petrol rises to energy prices going up, we understand that this topic affects everyone.

If you are finding yourself struggling to make ends meet and would like to speak to someone, please get in touch with us. We can provide you with the support and guidance you may need.

Call us on 020 7326 3700 or email [info@sw9.org.uk](mailto:info@sw9.org.uk)



# Your Mental Wellbeing

According to a study conducted by the Mental Health Foundation in November 2022, “financial stress increases people’s risk of poor mental health. Research shows that people are doing less of the things that are good for our mental health.”

At SW9, we recognise that some of our residents may feel anxious during this time, but we hope that the following sources of advice, support and guidance, can help towards dealing with any issues you may have. If you need to speak with someone, please call us on 020 7326 3700 or email [info@sw9.org.uk](mailto:info@sw9.org.uk)

Please visit the Mental Health Foundation website which has resource tools on how you and your family can look after your mental health; please click on the image below.



# Support

SW9 have several support networks in place to help any household facing hardship. Here you will find information on the support available as well as other handy hints and tips on how you can save money and receive additional assistance from other organisations, including the Free Tenant Support & Wellbeing Service, provided by our partners, Life & Progress.



# Housing Services

Our Neighbourhood Services team oversees the whole of the Stockwell Park Estate and surrounding Street Properties.

Anthony Akerele, our Senior Neighbourhood Services Officer, keeps an eye on general responsibilities and he works alongside two Neighbourhood Services Officers, Rachida Bangura and Michael Curle. The team can discuss a range of issues with you including anti-social behaviour, parking and internal transfers.

Please contact the team at [Neighbourhood.Enquiries@sw9.org.uk](mailto:Neighbourhood.Enquiries@sw9.org.uk), or by telephone on 020 7326 3700.



# The Income Team

If you are finding yourself struggling to make ends meet and would like to speak to someone, please contact our Income team. It can help with issues such as setting up personal repayment plans if you're struggling with rent payments; assessing if you're entitled to more benefits; exploring employment and training opportunities. You can also telephone the team on 020 7326 3700 or get in touch by email at [Rents@sw9.org.uk](mailto:Rents@sw9.org.uk).



There is free and independent debt advice available that the team can point you towards. Please access our Debt and Money Support page on our website via the image below.



# Toolkits on the SW9 Website

We have a number of toolkits presented by several external services and organisations. The government-sponsored MoneyHelper can help you find support you may need on debt advice. Our partners at the Money Advice Service can help with self-management of your finances. The Citizens Advice Bureau has many years of experience in dealing with your rights and responsibilities, and the advice is free and impartial. And the service Turn 2 Us has information about available grants.

Please visit the Debt and Money Support page on our website; you can access by clicking on the image below.



# The SW9 Hardship Fund

The SW9 Hardship Fund is a discretionary scheme for SW9 residents. It can provide a safety net in an emergency or after a disaster, help enable independent living in the community, and can assist some families under exceptional pressure.

It is intended to help with one-off needs rather than ongoing expenses.

Further information can be found on our website [www.sw9.org.uk](http://www.sw9.org.uk)



# The SW9 Eat Well Support Scheme

We can offer food bags that contain staple food items for your household.

Please contact us for more details on 020 7326 3700 or via email: [info@sw9.org.uk](mailto:info@sw9.org.uk)



Our colleagues at The Community Trust Centre on Aytoun Place run a foodbank on Tuesdays and Saturdays. Please click on the logo below for more details.



# Your Free Tenant Support & Wellbeing Service

The free and confidential service provided by mental health and wellbeing provider Life & Progress, is available by telephone or online, 24 hours a day, 7 days a week, all-year round. It can provide you with practical information, counselling and other resources on a range of issues, including rising household costs and consumer rights.

To access the Tenant Support & Wellbeing service, please call the dedicated freephone number 0330 094 5593, or click on the image below.



# Digital Inclusion

We understand that getting online can be a luxury for some. The Digital Inclusion scheme which we run provides households with a laptop to help them get online whether to look for employment, do homework or to keep in touch with family and friends.

You can apply by completing our Digital Inclusion Application Form which you can download via our website. For more details, please click on the image.



The Barclays Digital Wings platform, a free service from Barclays Bank, also offers the opportunity to gain valuable digital skills including starting online, how to stay safe online and understanding Artificial Intelligence (AI). Click on the logo below for more information.

# Grants & Training Opportunities

We offer a variety of free certified training courses for you to upskill your knowledge or set you on a new career path. As most of the courses are online, you can take them at your own pace.

Courses include:

- Customer Service
- Food Hygiene
- PA and Secretarial Training
- Starting a Business, and many more.



**FREE TRAINING COURSES**

SW9 Community Housing is proud to offer a variety of free certified training courses. Upskill your knowledge or get ready to start your career journey!

As most courses are online, you can take any of the courses at your own pace!

Online Training Programme	Timescale
<b>Care Certificate</b> The Care Certificate is a nationally agreed set of standards that details the learning outcomes and requirements that health and social care support workers are expected to be trained in before they can work unsupervised.	12 hours
<b>Conflict Management</b> This course is designed to train in how to prevent and handle conflicts that occur in the workplace.	2 hours
<b>Customer Service</b> This course will enable you to maintain the highest standards of customer service at all times and ensure your customers have the best experience with you, facilitating repeat business and positive recommendations.	2 hours
<b>Equality, Diversity and Inclusion (EDI)</b> This course explains what the law expects of individuals in terms of preventing discrimination and harassment. It also empowers you to do the right thing, to give everyone the same opportunities and to ensure everyone has a sense of belonging, wherever and whenever they might be.	1-2 hours

The courses are only available to SW9 residents aged 18 and above.

For further details, please click on the image below.



# Grants & Training Opportunities

We have additional opportunities that we can offer you, including applying for our Educational and Employment Grant and HGV Lorry Class 2 Training. Please contact us at [getinvolved@sw9.org.uk](mailto:getinvolved@sw9.org.uk) or by telephone on 020 7326 3700, for more details.



Opportunity Lambeth publishes a Jobs & Skills Bulletin Board which highlights a range of job opportunities and advice for local residents. Please click on the logo to access the Jobs & Skills Bulletin Board.



# SW9 Podcasts

SW9 posts a number of podcasts where you can learn about issues that may affect you. Episode 8 has a section on the cost of living crisis.

You can access episodes including episode 8, via our dedicated Podcasts page on our website. Click on the image below to access.



# Government Advice

The government's Help for Households has advice and tips on a number of topics, including energy saving tips, childcare costs and income support, and signposts visitors to mental health support, if needed. Advice for households in Scotland, Wales and Northern Ireland is also included.

To access Help for Households, please click on the picture shown below.



**Help for  
Households**

See what support is available to help with the cost of living and save money with our energy saving tips

# Ofgem & Energy Prices

The country's energy regulator, Ofgem, works to protect consumers to ensure they are treated fairly. The website contains information on how the non-government body can offer advice on gas and electricity bills, explains the energy price cap and much more.

You can access Ofgem's website by clicking on the logo shown.

 ofgem

# Further Advice on Energy Bills

Please take a look at these well-known external organisations, all offering advice and tips. Please click on the organisations' logo to access websites.

- Money Saving Expert - founded by the financial journalist and television presenter, Martin Lewis
- MoneySuperMarket
- Energy Saving Trust
- The British Gas Energy Support Fund

## MoneySavingExpert

 energy saving trust British Gas Energy Trust MONEYSUPERMARKET

# Your Home

**Sourcing furniture can be a stressful and expensive task. End Furniture Poverty is an umbrella organisation where advice on how and where you can obtain items of furniture and domestic appliances in your local area, is given.**

**For further information, please click on the End Furniture Poverty logo.**

**You could give or receive items of furniture via the Freecycle website, a useful network in which people can post items for free and do something good for the environment too. Further information can be found via the Freecycle logo.**



# Feedbacks Local to SW9

The Lambeth Larder has beneficial information on where to find local support.



The Trussell Trust offers other valuable services and support, as well as being a well-known foodbank.



**HUNGER**  
**FREE**  
**FUTURE**

Registered charity in England & Wales (1110522) and Scotland (SC044246).

Other local services include the Clapham Park Foodbank, Norwood & Brixton Foodbank and the Vauxhall Foodbank. Details on these services can be found via online search engines such as Google.

# Money Savvy

Shopping apps can help you save. These stores' apps shown here can be downloaded for free and are all supported on the iOS and Android systems.



Sainsbury's

Some stores and restaurants participate in an anti-food waste scheme where you could buy a "Magic Bag"© of groceries that have not been sold. Access Too Good To Go via clicking on the image below.



# Helpful Tips



If you are working or if you are a student, check whether your workplace or educational institution are part of a discount scheme. Also:

- Try shopping with a list.
- Don't shop if you're hungry or with the kids - you could be tempted to buy more.
- Use your own bag.
- Check on your store's app for weekly deals.
- Shopping after 7pm? You can pick up 'yellow sticker' products.
- Shop around. You may find the same products cheaper in a store you may not usually go to.