

Faversham Community Networking Group Support

With the colder months ahead and the cost-of-living crisis affecting more of us, the Faversham Community Networking Group would like to offer support to as many people as possible within

Faversham and the surrounding areas. Our network comprises a number of local charities, community groups and not-for-profit organisations who have pulled together this handy pull out supplement of the support available to try and ease the strain this winter.

FOOD SUPPORT

Faversham Foodbank

Faversham Foodbank provides relief to people in 'Food Poverty' in Faversham and surrounding areas by the provision of emergency food parcels and other household products. You can collect a food voucher from one of our partners and redeem this for a food parcel in Faversham Foodbank during our opening times.

Partners: Faversham Umbrella, Faversham Citizens Advice, Abbey Physic Garden, Salvation Army, West Faversham Community Association, and the local Churches.

Open: Wednesday and Friday 1.30pm-4pm

Contact details:

T: 07938 720604

E: info@faversham.foodbank.org.uk

W: www.faversham.foodbank.org.uk

Food Friends

We are passionate about community and helping people to make connections with one another through food and friendship. We run a meal sharing initiative that connects volunteers, who would love to deliver an extra portion of their delicious home cooked food to a neighbour, who would really enjoy this along with a friendly chat.

If you would like a home cooked meal delivered with kindness and care, or if you think you would like to share a portion of your home cooked food, as and when you can, please contact us to have a chat with one of our friendly team.

Our meal sharing is completely free of charge and all our volunteers are DBS and reference checked.

Contact details:

T: 07495 984257

E: faversham@food-friends.co.uk

W: www.food-friends.co.uk

FOOD SUPPORT

Faversham Umbrella

We have partnered up with Faversham Foodbank to offer people free hot meals. When collecting your food parcel from Faversham Foodbank, please ask for a Faversham Umbrella free meal voucher. Pop in and see us to redeem your voucher. Or if you would just like to pop in and speak to a volunteer or member of staff, we will also be able to help you get a free meal directly.

We will be offering our free kid's lunches through the half term period.

Open: Tuesday, Wednesday and Friday 10am-3pm

Contact details:

T: 01795 229143

E: info@favershamumbrella.org

W: www.favershamumbrella.org

Abbey Physic Garden

We can provide Food Bank vouchers to anyone in need of a bit of support, as well as hot lunches at the garden every week on a Friday. Our coffee cabin is kept warm in the winter and we often have outdoor fires going and a big urn of tea is always on the go. Please pop in any time to see us.

Contact details:

T: 01795 539915

E: jacqui.abbeyphysic@gmail.com

W: www.abbeyphysic.org

West Faversham Community Association (WFCA)

WFCA is offering food parcels in conjunction with Swale Borough Council. Please refer to their website for updates.

Contact details:

T: 01795 537321

E: info@westfavershamca.org

W: www.westfavershamca.org

DEBT ADVICE

Faversham Citizens Advice

We recognise that these are challenging times, and Citizens Advice Swale continues to provide advice and support for Faversham people. Our debt and benefits specialist support is also provided by appointment during the week via the Faversham office.

The Consumer Helpline is available on 0808 223 1133.

Open: Our premises at 43 Stone Street are open for drop-in services 10am-12pm every Friday (we are looking to increase the number of days we can be available each week - follow our social media for updates).

Contact details:

Outside of our local opening times, for general advice:

T: Adviceline on Freephone 0808 278 7979

Or contact us on line at:

W: <https://citizensadvice.wale.uk/email-general-advice/>

Our debt advice call back service is available through:

W: <https://citizensadvice.wale.uk/debt/>

For new Universal Credit claims call 'Help to Claim' on:

T: Freephone 0800 144 8444

The Consumer Helpline is available on:

T: 0808 223 1133

Children & Families Ltd Seashells

This free and confidential service can help with advice on how to effectively manage energy and water use in your homes, and support if you are eligible to apply for grants and emergency fuel vouchers. Our adviser Stevie can also help you apply for a lower tariff on your water bills if you receive benefits - pension credit, disability allowance, PIP etc. You can make a self-referral to the service by calling Stevie directly or contact health workers, family finance workers, housing associations, food banks and other charities are able to make a referral on your behalf.

When you make an appointment to have a chat with Stevie you will receive a free energy efficiency pack containing, energy products that will be the right products for your particular circumstances. We have radiator panels, LED light bulbs, water hippo, draught excluder, dehumidifier, secondary double glazing film, hot water bottles, gunk pots and other energy saving items.

DEBT ADVICE

Contact details:

To make an appointment with the Fuel and Water Home Adviser Service, call:

T: 01795 889233 or 07862 158783

E: spettitt@children-families.org

W: www.children-families.org

Abbey Physic Garden

This winter we will be continuing to offer fortnightly debt and energy bill advice drop-in sessions at the garden.

Contact details:

T: 01795 539915

E: jacqui.abbeyphysic@gmail.com

W: www.abbeyphysic.org

West Faversham Community Association

We can refer people for fuel vouchers if required. We offer advice and support to anyone who needs some help, particularly around benefit applications, housing issues and disability benefits.

Contact details:

T: 01795 537321

E: info@westfavershamca.org

W: www.westfavershamca.org

WARM BANK/WELCOMING PLACE

Faversham Umbrella

Our doors are open to anyone who would like to come in and keep warm over the colder months. We have several different rooms for people to use, a reasonably priced café (although do not feel obliged to purchase anything). Free WiFi and power points to charge laptops etc. We also have a suite of computers that people are free to use. We have also teamed up with Mother of Invention to provide free items like draft excluders, to help keep your home warmer.

Open: Tuesday, Wednesday and Friday 10am-3pm

Contact details:

T: 01795 229143

E: info@favershamumbrella.org

W: www.favershamumbrella.org

Abbey Physic Garden

We offer hot lunches at the garden every week on a Friday. Our coffee cabin is kept warm in the winter and we often have outdoor fires going and a big urn of tea is always on the go. Please pop in any time to see us.

WARM BANK/WELCOMING PLACE

Contact details:

T: 01795 539915

E: jacqui.abbeyphysic@gmail.com

W: www.abbeyphysic.org

West Faversham Community Association

We welcome people to come into the community centre to keep warm and use our Wi-Fi.

Contact details:

T: 01795 537321

E: info@westfavershamca.org

W: www.westfavershamca.org

COUNSELLING SUPPORT

Talking Therapies

Worried about your mental health? Recent worries of lockdown and pandemics, combined with the current Winter fuel bill fears and financial worries can all have an impact upon mental health; as can other life experiences such as loneliness, health, or relationship issues. For many people it can lead to feeling anxious, depressed, stressed, overwhelmed and in need of support. Whatever your worry, it is never too small to share your concerns with FCS Talking Therapies. Since 1992 FCS Talking Therapies has been available to Kent residents to 'Talk it Out.' FCS Talking Therapies is a Faversham based charity specialising in NHS IAPT, affordable counselling and corporate support.

Contact details:

T: 01795 591019

W: www.fcstalkingtherapies.org

PRACTICAL SUPPORT

FACE

In the winter months FACE can support residents by providing decorating services to brighten up your homes. This could be a freshly painted room or a feature wall with some new gorgeous wallpaper. The effects of these improvements will lift your mood. FACE will help the elderly or disabled to feel more comfortable in their own homes.

We will offer free labour for decorating, small odd jobs and also free gardening until the weather breaks; FACE clients will have more to spend on other critical expenditures in the economic crisis.

Contact details:

T: 07483 150330

E: favassistants@gmail.com

PRACTICAL SUPPORT

RED ZEBRA

Our friendly team of social prescribers help to link people to non-medical services such as voluntary and community groups. They will listen, support and explore the issues that matter to you, enabling you to take greater control of your health and wellbeing by using the resources available and appropriate to you. Sometimes we have a brief interaction with clients if they simply need connecting to one thing and don't want a follow-up, but usually we work with clients for around six weeks from initial consultation.

We can help with things like accessing a local group or service for support with your finances, housing, supporting your mental wellbeing, support for living well and independently or for social isolation. (Please note we are not a crisis/immediate response service and most of our consultations tend to be over the phone as opposed to face to face in your home).

Anyone can refer into our team and we accept self referrals too. Visit our website to complete a referral form on line.

Contact details:

T: 01227 272781

E: socialprescribing@redzebra.org.uk

W: www.redzebra.org.uk



Find out what help is available from the Government and supporting businesses at:

<https://helpforhouseholds.campaign.gov.uk/>



Top Tips for Saving Energy and Water

CHANGING LIGHT BULBS

New light bulbs use less energy and cost less to run. By replacing them with LED bulbs with a lower wattage but the same light output, you could save £10 per year per light bulb.

BOILING WATER WITH A KETTLE

By only filling a kettle with the amount of water you need for your hot drink, you can avoid wasting energy by boiling excess water. You can save more than £23 a year just by being careful with how you use kitchen appliances.

TALK TO YOUR SUPPLIER AS EARLY AS POSSIBLE - THEY HAVE TO HELP YOU IF YOU ARE STRUGGLING

If you're falling behind with your energy bills and finding yourself struggling to pay, the best thing to do is contact your supplier as soon as possible. Under the rules from regulator Ofgem, your supplier has to help you – usually by negotiating a payment plan that you can afford.

So don't panic – your supply won't be cut off. Due to ongoing additional support measures put in place due to the Coronavirus pandemic, disconnections of standard credit meters have been suspended.

There are a range of options suppliers could offer if you're struggling, including:

- A full payment plan review
- Affordable debt repayment plans
- Payment breaks (although this won't be right for everyone)
- Payment reductions
- More time to pay
- Access to hardship funds through Swale Borough Council

What help you can get is decided on a case-by-case basis, but importantly repayment must be based on your ability to pay. So get in touch with your supplier as soon as possible.

TURN YOUR THERMOSTAT DOWN

This is one of the easiest things to do on this list. For each degree you cut the thermostat, expect to cut bills by 4%-ish, or about £65 a year on average for a typical home.

Of course, it might cause some arguments with family, flatmates or fussy pets, but the World Health Organisation says that 18 degrees is enough for healthy adults, with slightly higher temperatures needed for the very old or young. So consider popping on a jumper at home and seeing what temperature your household is comfortable at.

And while we're talking heating, a common debate is whether it is cheaper to leave the heating on low all day, rather than just turning it on when you need it. The Energy Saving Trust is adamant you should only have your heating on when required.

TURN DRAUGHT DETECTIVE

Walk round your home spotting window and door draughts. You can even make your own draught excluder. Decent draught-proofing can cut 2% off energy bills, so about £30 a year on average for a typical home. This applies to chimneys too, where you can get a 1.5%-ish further reduction. Again, this is subject to an initial outlay, but you will make it back over time.

Some also say that putting cling film on your windows can help trap the heat in to stop it escaping. And oddly enough, the Energy Saving Trust told us it works stating that by adding a second layer, as long as it's transparent and airtight, will make a difference.

WASH MORE CLOTHES LESS - AND TRY NOT TO USE THE TUMBLE DRYER

Try to do one fewer load of washing a week and make sure you fill up the machine each time. No more washing just one shirt or dress that you need for a big night out.

The savings aren't huge, around £10 a year for modern machines, but can be much more with old ones. You could also try doing your washing on a colder setting.

You could also save by avoiding using the tumble dryer where possible, as it uses a lot of energy. The Energy Saving Trust reckons you could save £40 a year if you never use it. Try drying your clothes on an airer, but make sure you leave a window open, as it can cause damp in poorly ventilated homes.