



**citizens  
advice**

**1066**

# **Hastings and Rother**

## **Local Support**

### **Winter 2022**

**Supporting the people of Hastings and Rother**

# CONTENTS

Resources .....	2
KEEP WARM AND WELL LEAFLET.....	2
Online Training .....	3
ADVICE .....	3
Citizens Advice 1066.....	3
Community info Hub (hastings HEART).....	4
Age UK East Sussex .....	5
HARC.....	5
Hastings Voluntary Action .....	5
BEFRIENDING .....	6
Get Chatting (Hastings HEART).....	6
Optivo In Touch Befriending Service .....	<b>Error! Bookmark not defined.</b>
DIGITAL SUPPORT .....	7
Citizens Advice 1066.....	7
Cheaper phone and broadband.....	7
The O2 Christmas Sim Card .....	7
FOOD SUPPORT .....	7
Hastings Food Bank .....	7
Bexhill Food bank .....	8
The Pantry .....	8
HOPE KITCHEN.....	9
Education Futures Trust .....	9
Isabel Blackman Centre .....	9
Table 88.....	10
TOO GOOD TO GO .....	10
SHELTER.....	11
Snowflake .....	11
Seaview Project.....	11
Winter Street Sheet .....	13
WARM SPACES .....	13
Warmwelcome.uk.....	13

WarmSpaces.org..... 13

WARM HOME CHECK SERVICE ..... 13

Warm Home Check Service..... 13

# RESOURCES

## KEEP WARM AND WELL LEAFLET

Citizens Advice 1066 has, with partners, created a leaflet to support frontline organisations in having all the information they need to help local people this winter.

**citizens advice** **Tackling Fuel Poverty Together**

**Cold Homes Kill**

**Beware of heating risks**

- Reduce fire risk from open fires and portable heaters
- Un-swept chimneys or damp wood can start chimney fires
- Install a carbon monoxide monitor
- You can ask the fire service for a free home safety visit
- Check your electric blanket is safe to use.

visit: [gfrs.org.uk/safety/home-safety-visits](https://www.gfrs.org.uk/safety/home-safety-visits)  
0800 177 7069

**Damp and mould**

- Causes breathing problems
- Makes asthma worse
- Can cause damage to possessions and buildings
- You can deal with damp and mould by following the steps provided on our web page. If you rent your home, you can also alert your landlord.

visit: [warmeastsussex.org.uk/keep-warm/condensation](https://www.warmeastsussex.org.uk/keep-warm/condensation)

**Cold causes blood to thicken and blood pressure to rise, increasing the risk of stroke and heart attack**

Heat your home to at least 18°C

Did you know?

- Below 16°C breathing becomes more difficult
- Below 12°C there is strain on the heart and risk of heart attack
- Below 9°C can cause hypothermia and risk of death

visit: [warmeastsussex.org.uk](https://www.warmeastsussex.org.uk)  
0800 464 7307  
Text WARM to 80011  
Apply for a Warm Home Check

Check out the information on how to stay warm and well in cold weather on the other side of this leaflet and at: [www.warmeastsussex.org.uk](https://www.warmeastsussex.org.uk)

Published by Citizens Advice 1066, October 2022, [citizensadvice1066.co.uk](https://www.citizensadvice1066.co.uk)

**keep warm and well** ...in East Sussex

If you are struggling to afford to keep your home heated to at least 18°C...

**Plan to keep just one or two rooms warm safely**

- Check out the best way to use your heating system
- Use your heating controls and thermostatic radiator valves (TRVs)
- Maintain ventilation and air flow to avoid damp and mould

visit: [warmeastsussex.org.uk/keep-warm/diy](https://www.warmeastsussex.org.uk/keep-warm/diy)

**Keep yourself warm**

- Wear several light layers of warm clothes
- Keep active indoors
- Have hot drinks and meals
- Use hot water bottles or wheat bags

visit: [moneysavingexpert.com/utilities/heat-the-human-not-the-home-save-energy](https://www.moneysavingexpert.com/utilities/heat-the-human-not-the-home-save-energy)

**Ask us for help, advice and financial support**

**East Sussex Warm Home Check service** offers free advice, along with home energy efficiency visits for eligible households: [warmeastsussex.org.uk](https://www.warmeastsussex.org.uk) or 0800 464 7307 or text WARM to 80011

**Citizens Advice** offers energy advice, financial support and fuel vouchers: [citizensadvice1066.co.uk](https://www.citizensadvice1066.co.uk) or 01424 869 352

**East Sussex Fire & Rescue Service** offers free home safety visits and electric blanket safety advice: [gfrs.org](https://www.gfrs.org) or 0800 177 7069

**Social Housing Providers**

**Optivo:** [optivo.org.uk](https://www.optivo.org.uk) or 0800 121 60 60

**Orbit:** [orbit.org.uk](https://www.orbit.org.uk) or 0800 678 1221

**Details of other organisations and sources of cost of living support**  
[eastsussex.gov.uk/costofliving](https://www.eastsussex.gov.uk/costofliving)  
[hastings.gov.uk](https://www.hastings.gov.uk)  
[gov.uk/help-for-households](https://www.gov.uk/help-for-households)

**We're here to help you keep warm and well this winter**

On our website there is a PDF of the leaflet with active links to the additional sources of information we are keeping up-to-date. ([Link to leaflet PDF](#))

It will help the CAB and other local organisations if you can help people find the information they need using these links. The information can also be printed out for people without online access.

## ONLINE TRAINING

Citizens Advice 1066 and the East Sussex Fuel Poverty Co-Ordinator are providing weekly online training on winter readiness.

You can register for sessions at the following link [citizensadvice1066.co.uk/training](https://citizensadvice1066.co.uk/training)

# ADVICE

## CITIZENS ADVICE 1066

### Locations:

Hastings: The Magnet Centre, Alfred St, St Leonards-on-Sea, TN380HD

Bexhill: 40 St Leonards Rd, Bexhill on Sea, TN40 1JB

### Outreaches:

Bexhill Foodbank:

Battle Foodbank:

### Contact info:

Ring back line: 01424 869352

Email: contact form on [website](#)

Digital Inclusion Support: via [form](#) on website

### Opening Times:

Monday – Friday, 9am – 4:30 pm for advice by telephone, video conferencing, and email. We can offer face-to-face appointments in both our St Leonards and Branches and at outreach locations.

We provide information and advice on a full range of issues including the following:

- Debt
- Housing
- Family
- Energy
- Employment Benefits

If you need our help you can call our local ring back line on 01424 869352.

### Financial Capability

Our Financial Capability team are here to help people improve their situation through increasing skills and confidence to tackle financial problems.

We can help with:

- Reducing utility bills

- local grants and vouchers to help with the cost of energy, water, phone, and broadband
- help completing benefits forms e.g.
  - Claiming Universal Credit
  - Personal Independence payment
  - Help with health costs
- benefit checks to maximise your income, and
- budgeting to help reduce your outgoings.

### **Money Advice Service**

Our Money Advice team can provide specialist support with managing debt, including help with:

- Debt write-offs
- Affordable repayment terms
- Debt relief orders
- Bankruptcy

### **Energy Advice**

We have a dedicated crisis support team ready to help you make savings on your energy costs, energy efficiency measures, and keeping warm and well.

We can assist with fuel vouchers, understanding your energy bills, and negotiating with energy suppliers and landlords.

## **COMMUNITY INFO HUB (HASTINGS HEART)**

### **Location:**

Hastings Town Hall (entry opposite Priory Meadow)

### **Open:**

Thu/Fri (10am-4pm) & Sat (10am-2pm)

Here's some things we can help with:

#### Our Info Hub Volunteers

- Can spend a little time with people and have a chat, maybe even a cuppa
- Sign post people to community activities, events and services
- Tell people about available health care checks and lifestyle advice
- Talk people through information we have like the Winter Readiness leaflet
- Find activities and groups that can help alleviate loneliness and isolation

#### Our Desk Advisors

- Give more informed referral guidance, making sure people are going to

- the right place
- Spend some time with people unpicking some of the things we may be able to go through without having to refer to a service
- Friendly “turn the computer round and have a look together” guidance
- Help navigating websites and online advice e.g: HBC website and services
- Printing off information found online for people to refer back to at home
- Book them into the Digital Inclusion service or drop in

The hub will be introducing different services as time goes on like healthy lifestyle clinics, digital inclusion sessions and blood pressure clinics.

## AGE UK EAST SUSSEX

### **Location:**

50 Robertson Street, Hastings TN34 1HL

### **Contact Info:**

01273 476704

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

Have funding through Age UK which allows us to run a Warm Homes initiative which will support with

- Advice and reading materials around how to reduce your heating bills
- Advice around benefits people can access and where needed, practical support filling in forms
- Referrals to other services such as warm home check
- We have a small pot of funding received through a National Foundation. This allows us to give out a small number of £100 grants to people in real hardship

## HARC

### **Location:**

The Advice and Community Hub, Renaissance House, London Road, St Leonards on Sea, East Sussex TN37 6AN

### **Contact info:**

Benefits Helpline: 0333 344 0681 HARC Advice Line: 01424 428375

- Welfare Benefits advice, provides confidential and impartial support from application to Appeal tribunal.
- Help to understand what financial assistance you are entitled to, assist with claims and support you to challenge and appeal unfavourable decisions.

## HASTINGS VOLUNTARY ACTION

### **Location:**

Central Hall, 6 Bank Buildings, Station Road, Hastings. TN34 1NG

**Contact Info:**

debby@hastingsvoluntaryaction.org.uk / 01424 444010

**Form Filling Friday – 10:30 – 12 noon Central Hall, Hastings.**

- Hastings Borough Council and Hastings Voluntary Action are leading on a new initiative to support residents to apply for council grants. 'Form Filling Friday'
- offering face-to-face support for people who are completing applications for council grants, rebates and other related forms.
- Residents can also access benefits advice provided by HARC and food provided by Warming up the Homeless at the sessions.

[www.hastingsvoluntaryaction.org.uk/events](http://www.hastingsvoluntaryaction.org.uk/events) for information on events where people can drop in, keep warm and have something to eat as well as enjoying the company of others.

We also have a fantastic group of community cooks and chefs who would be only too happy to help with budget cookery demos, recipes and anything else food related.

## BEFRIENDING

### GET CHATTING (HASTINGS HEART)

Get Chatting is a fortnightly social event for anybody that fancies a chin wag and a cuppa.

Every other Wednesday between 2 and 4pm we descend on The Nest Cafe in Hastings Old Town.

We can also arrange transport with one of our volunteers, if you need a lift, just ring our Call Back service on: 01424 235290

The Nest, Old Town Hall, Hastings

[hastingsheart.com/ourservices](http://hastingsheart.com/ourservices)

### OPTIVO IN TOUCH BEFRIENDING SERVICE

**Contact Info:**

Call 07801 538989 or email [intouch@freshvisions.org.uk](mailto:intouch@freshvisions.org.uk)

- Free weekly calls for over 70's to help you become better connected to your community

# DIGITAL SUPPORT

## CITIZENS ADVICE 1066

We can help with

- Access to free and low-cost training with our partners TechResort
- Access to free and low-cost digital devices.
- Access to Vodafone sim cards with 20GB data a month for six months

You can self-refer for this service with our online form at:

[www.citizensadvice1066.co.uk/contact](http://www.citizensadvice1066.co.uk/contact) or call our ring-back 01424 869352 line to make an enquiry.

## CHEAPER PHONE AND BROADBAND

[More Info](#)

Some internet Service Providers (IPs) and Mobile Network Operators (MNOs) are providing low-cost packages for those on low incomes, called Social Tariffs.

Social Tariffs are available for people claiming Universal Credit, Pension Credit and some other benefits, with some providers offering deals from as low as £15 a month. This could represent a saving of around £180 per year, which is over 50% less than the average cost of broadband.

## THE O2 CHRISTMAS SIM CARD

People can get 7GB of free O2 data per month for up to six months by accessing the data bank founded by Virgin Media O2 and digital inclusion charity [Good Things Foundation - Improving lives through digital](#).

- O2 Pay as you go customers can redeem a free 7GB worth of data
- New customers can also order a PAYG sim card and claim the 7GB
- [Christmas Sim Card | National Databank | O2](#)

# FOOD SUPPORT

## HASTINGS FOOD BANK

[More Info](#)

- Locations



- Hastings: King's Church Hastings, The Hastings Centre, The Ridge, Hastings, TN34 2SA
- Hawkhurst: F4F Hawkhurst Foodbank, Hawkhurst Baptist Church, Western Road, Hawkhurst, TN18 4BT
- Opening Times
  - Hastings: Mon 10:30 - 15:00, Wed 10:30 - 15:00, Fri 10:30 - 15:00
  - Hawkhurst: Wed 13:00 - 15:00
- Call or email our foodbank we can talk through your situation and put you in touch with a relevant local agency.
- Referral partners are Hasting Borough Council (01424 451019) and Citizens Advice 1066 (01424 869352), who can provide foodbank vouchers.
- Clients greeted with a warm drink by volunteers and dietary needs are accommodated where possible.
- Food vouchers can be exchanged for a parcel of three days of emergency food. Will also help to support you in any other ways that they can.
- Food parcel delivery for housebound individuals only.

## BEXHILL FOOD BANK

### [More Info](#)

- Locations
  - Bexhill: 19-20 Station Road (next to Formula 1 garage, opposite Sainsbury's car park entrance) Bexhill-on-Sea, TN40 1RE
  - Battle: Upper Church Hall, St Mary's Church (at the end of the car park past the Deanery, through the gates and over the bridge to the left.) Upper Lake, Battle, TN33 0AN
- Opening times
  - Bexhill: Tue 13:00 - 15:00, Thu 10:00 - 12:00, Fri 15:00 - 17:00
  - Battle: Wed 13:00 - 15:00
- Foodbank vouchers can be referred from any agency/ professional you're already involved with – such as a health visitor/ GP/ school/ children's centre / social worker/ job coach/ local church or charity.
- Referrals can also be provided by Citizens Advice 1066 (01424 869352)

## THE PANTRY

### [More Info](#)

- Located at 4-6 Dorset Place, next to the Hastings Furniture Service building, Hastings TN34 1LG
- It is open every Tuesday 10am-12noon and Friday 10am-2pm.

- The Pantry supports people who are experiencing food poverty through a membership scheme. For a donation of £2.50 members have weekly access to items of long-life food and toiletries plus fresh fruit, vegetables and bread.
- During opening hours members can also stay for a tea or coffee and socialise as isolation can often be a problem for people without much money. (Currently on hold due to Covid pandemic)
- New members are welcome but membership numbers are limited in line with food supplies.
- Proof of benefit will be required. We also know that some working people need food support as irregular incomes often lead to a crisis.
- Referrals can be taken from local agencies who must provide evidence of the client's need.

## HOPE KITCHEN

### [More info](#)

- Hope Kitchen is a soup kitchen in the centre of Hastings.
- Located at Wellington Square Baptist Church, 47 Wellington Square, Hastings TN34 1PN
- Open from 7.30pm to 8.30 pm on Thursday evenings via the main entrance of Wellington Square Baptist Church.

## EDUCATION FUTURES TRUST

### **Location:**

The Firs, Elphinstone Road, Hastings, TN34 2AX

### **Contact Info:**

01424 722241

<https://www.educationfuturestrust.org>

- Providing food hampers until March 2023
- The majority of our funding is to provide hampers for those aged 60+/pensioners but we can help a percentage of vulnerable adults who do not fall into that age category.
- Funding extends to provide toiletries, sanitary products, cooking essentials (tin openers etc.) as well as pet food if required.
- Can also provide larger cooking items, such as microwaves or slow cookers.
- Referrals must be Hastings/St. Leonards based.

## ISABEL BLACKMAN CENTRE

### **Location:**

3 Winding Street, Hastings, TN34 3AT

Open Monday – Friday, 8am – 4pm.

**Contact Info:**

ibc@ageukeastsussex.org.uk

01424 235 535

- Offering all older people, a supportive, warm, and affordable location.
- always have a £5 hot lunch option and £1 tea and coffee too.
- There are books for people to read and free activities to take part in too.

## TABLE 88

**Location:**

The Grumpy Cook, The Bale House, Hastings Country Park Visitor Centre, TN35 4AD

**Contact Info:**

[georgia@table88.co.uk](mailto:georgia@table88.co.uk)

Barry on: 07545 220453

**Free Meals:**

- When visiting café ask for Table88 and customers will receive a free meal

**Free Cream Tea for over 65's**

- Nov 8<sup>th</sup> and 22<sup>nd</sup> at 11:30am, please contact Georgia (above) to book

**Kids meals**

- Kids meals £1 till end of 2022

## TOO GOOD TO GO

[More Info](#)

Anti-food waste app lets you rescue delicious, unsold food from businesses to save it from going to waste.

- Food outlets must notify the TGTG company about what they have available on each day, stating what sort of food they have (baked foods, meals, produce, vegan food), and the price for a 'magic bag', whose contents they determine; the user cannot choose, but the original prices will be three or more times the TGTG price. Notification is made early based upon the quantity predicted to be left over, not at the end of a selling period.
- Users must register to use the service. A mobile phone with an Internet connection running Android or iOS is needed. The user runs the TGTG app, which lists outlets available within a chosen distance and time range. The customer can then order and pay for a 'magic bag'. The supplier can cancel an order at any time if the expected surplus is not available — the purchaser is

notified by text message — and the purchaser can cancel with two hours' notice. The phone must be taken to the food supplier in a specified pickup time window, often 30 or 60 minutes long, and the transaction is finalised by swiping the app — connected to the Internet — to confirm collection.

## HASTINGS VOLUNTARY ACTION

Hastings Voluntary Action are maintaining a food access list on their [website](#). The live document can be viewed [here](#).

# SHELTER

## SNOWFLAKE

[More Info](#)

### 2022/23 Provision for Rough Sleepers

- COVID-19 means that the Snowflake Trust Ltd and the Hastings and St Leonard Churches will, again, be unable to offer the same dormitory-style winter night shelter accommodation
- HBC have leased properties to provide additional temporary accommodation to those who would otherwise be street homeless. This will run very differently from the Winter Night Shelter and the Rough Sleeping Initiative (RSI) team will take responsibility for assessing and placing residents and for managing the houses.
- For anyone in the position of being homeless they should make a referral to **Streetlink** via [www.streetlink.org.uk](http://www.streetlink.org.uk) or by calling 0300 500 0914. As these referrals come through, the Council will make offers to all known/verified rough sleepers. Some of these will be winter provision; some will have other more suitable accommodation depending on their needs.
- Additionally, rough sleepers are encouraged to approach the **Housing Needs Team** at 01424 451100 for an assessment, if they haven't already done so.
- SWEP will operate again this year. Notification will be sent to partner agencies when SWEP is activated/deactivated. As regards access, the Housing Needs Team (01424 451100) should be contacted during office hours; and the Out of Hours number (01424 451999) after 5.00pm or over the weekend.

## SEAVIEW PROJECT

### Location

Hatherley Road, St Leonards-on-Sea, East Sussex TN37 6LB

[More Info](#)

## Opening Times

- Monday 10:00am – 4:00pm
- Tuesday 10:00am – 4:00pm
- Wednesday 10:00am – 2:00pm
- Thursday 10:00am – 4:00pm
- Friday 10:00am – 4:00pm

## Contact

Tel: 01424 717981

Fax: 01424 722601

Email: [admin@seaviewproject.org.uk](mailto:admin@seaviewproject.org.uk)

## Warm Spaces

Seaview Project is open as a warm space at the following times:

- Monday, 10am – 4pm
- Tuesday, 10am – 4pm
- Wednesday, 10am – 2pm
- Thursday, 10am – 4pm
- Friday, 10am – 4pm
- Saturday, 8am - Midday

Everyone is welcome during these times.

A space exclusively for women is open every Wednesday from 2.30 until 4pm.

## Services

- [Wellbeing Centre](#)
  - We provide a warm and welcoming building where people can find help, comfort, friendship and inspiration.
- [Recovery Services](#)
  - Our ADDER, RADAR, Alcohol Outreach and Harm Reduction teams work with those struggling with complex addiction issues.
- [Homeless Services](#)
  - Seaview's homeless services start on the street with our Rough Sleepers Outreach Teams.
- [Healthcare](#)
  - We work with a range of partner agencies to offer healthcare services to our clients.
- [Digital Inclusion](#)
  - Digital inclusion is becoming an increasing factor in our wo

## WINTER STREET SHEET

Roger Nuttall of St John's Ambulance has created and maintains an [up-to-date street sheet](#) of services for homeless people in the Hastings area.

# WARM SPACES

## WARMSPACES.ORG

Website with a map of warm spaces available this winter across the UK.

[Warm Spaces](#)

## WARMWELCOME.UK

Another website with a map of warm spaces available across the UK this winter.

[Find a Warm Welcome Space Today](#)

# WARM HOME CHECK SERVICE

## WARM HOME CHECK SERVICE

### Contact Info:

- [www.warmeastsussex.org](http://www.warmeastsussex.org)
- text WARM to 80011
- call 0800 464 7307
- via any Citizens Advice office in East Sussex

### Warm home Check Service

- For eligible households, a free Warm Home Check service can help with making sure you're getting the financial support that's available to keep warm at home.
- You could also get help with things like repairs to heating, installing draft excluders or a temporary heater if your heating breaks down.
- Where funding is available, the service may also be able to help with larger home insulation and heating system upgrades too.

### Winter Warmth Packs:

These packs have previously been linked to a Level 2 (or above) Cold Weather Alert being in place. However, given the unprecedented situation with increased energy costs

this winter the Warm Home Check service has discretion to provide the packs to any client who is eligible for a Warm Home Check, if the service determines a pack is needed by the client (and subject to resources etc).

Contents:

- gloves
- hat
- scarf
- socks
- blanket
- hot water bottle