

# Help with money



How can Stonewater  
help me?

## Paying your rent

Please call us if you're struggling with your rent – we can help you to set up a payment plan. If you stay in contact with us and keep to your agreed payment plan, we'll never take action against you, even if you're still in arrears.

We want you to know that whatever financial hardship you find yourself in, we won't judge and we are here to help. If you're struggling, it's important that you speak to us as soon as you can so we can do our best to help you. Call us on 01202 319 119 and a dedicated member of our Income team will be in touch to discuss and see how we can help.

## Access to Grants

Our Voluntary Sector Engagement Specialist can help you by sourcing funding, essential items and ongoing support that's available in your local area. Get in touch via email: [customers@stonewater.org](mailto:customers@stonewater.org)

## Community Investment Grants

These grants provide funding that can support individuals with specific challenges or fund projects and activities that support or help transform entire communities and neighbourhoods. The aim of our Community Investment Grants is make a positive difference to our neighbourhoods and the lives of our customers. To apply, please contact [customers@stonewater.org](mailto:customers@stonewater.org).

## Individual Grants

Our customers can apply for a one-off grant for up to £500. These grants are available to support customers:

- To improve their health and wellbeing
- To increase their financial confidence/ability
- To increase their digital confidence/ability
- To reduce social isolation
- Into work, training or education

Stonewater set up Longleigh to support our more vulnerable customers, providing access to enhanced support and services beyond core housing needs. Longleigh's individual grants, and Circles of Support, are here to help when faced with particularly difficult points in life.

## Longleigh Hardship Grant

If something has happened in the last three months that's made you worse off financially, (or you know there's something about to happen in the next three months) Longleigh Foundation may be able to help you with a hardship grant. This is usually something like a house move where you need essential household items, a change in benefits or a new job. The grant is capped to £1000 per household and can only be applied for once in a 12-month period by emailing [customers@stonewater.org](mailto:customers@stonewater.org).

## Longleigh Crisis Grant

Where something unexpected has happened within the last month, you could be eligible for a crisis grant of up to £3,000. This can be anything from fleeing due to domestic abuse, sudden illness, a bereavement, flooding, fire or you urgently need food vouchers or essential household items. To be referred for a crisis grant, contact us on [customers@stonewater.org](mailto:customers@stonewater.org) or call 01202 319 119.

## Longleigh Education, Training & Employment Grant

For help in taking the first steps into higher education, self-employment or a newly secured job; financial support in helping with essential items to support home-schooling in a lockdown situation or attending university/further education; travelling to a new place of work or training; payment towards a training course that is also being part-funded by your employer; or, for training or equipment related to starting self-employment or setting up a business. £1,000 per resident (one grant per resident only). Contact [customers@stonewater.org](mailto:customers@stonewater.org) for further details.

## Longleigh Circles of Support

Circles of Support ([longleigh.org/circles-of-support](https://longleigh.org/circles-of-support)) was set up to support Stonewater customers with their economic, emotional and physical wellbeing. All support from the four charities listed below can be provided remotely in a way that works best for you.

**Clean Slate** can help people struggling with money or debt. Clean Slate offers practical support with money management, including help with budgeting, benefits, savings, signposting and debt advice. You can arrange an appointment directly with Clean Slate ([cleanslateuk.com](https://cleanslateuk.com)) by calling 01453 796050 or emailing [glos@cleanslateltd.co.uk](mailto:glos@cleanslateltd.co.uk).

**Kaleidoscope Plus Group (KPG)** ([kaleidoscopeplus.org.uk](https://kaleidoscopeplus.org.uk)) is a leading national mental health and wellbeing charity that offers a wide range of services for those experiencing mental ill health. KPG offers either one-to-one counselling or wellbeing workshops. You can call KPG on 0121 565 5605 or email them: [counselling@kaleidoscopeplus.org.uk](mailto:counselling@kaleidoscopeplus.org.uk).

**Impact North** ([impactnorth.co.uk](https://impactnorth.co.uk)) provides a range of specialist psychotherapy services for children and young people (aged 0–25), parents/carers and professionals. They offer various support options to help children, young people and/or their families look after their emotional wellbeing. Support is flexible and can vary from short to longer-term sessions. You can email Impact North on [contact@impactnorth.co.uk](mailto:contact@impactnorth.co.uk).

**Community Health Works** [health-works.co.uk](https://health-works.co.uk) are a team of qualified nutritionists and yoga instructors who offer, among other things, interactive 'cooking on a budget' sessions (on demand), (family) yoga workshops, regular Facebook live sessions on diverse topics, tailor-made support through one-to-one programmes, and group programmes on stress management and other topics. You can contact Community Health-Works on [hello@health-works.co.uk](mailto:hello@health-works.co.uk)

## Energy bills and suppliers

If you're worried about your fuel bills, make sure you check out the Energy Hub on our website for tips and advice on using energy efficiently. We can also put you in touch with our Fuel Specialist who can help if you're struggling with the cost of heating your home. Call us on 01202 319 119 or email [customers@stonewater.org](mailto:customers@stonewater.org).

## Discounts on essentials

Our MyRewards scheme offers discounts on everyday shops so you can save money on essentials. To use it, sign in or register at [myhome.stonewater.org](https://myhome.stonewater.org).

## We Are Digital

We partner with We Are Digital to help you build on your digital skills, helping you to get to grips with apps, emails, social media and online banking. Don't worry if you don't have internet access or a digital device – We Are Digital will supply both.

Email [customer.engagement@stonewater.org](mailto:customer.engagement@stonewater.org) if you'd like more information or refer yourself directly by calling 0114 551 2551.

## Stay Nimble

We've partnered with Stay Nimble to help customers who need support with skills for the modern workplace. Through short courses, coaching and practical career advice, Stay Nimble can match your existing skills and experience to new, in-demand roles and help you to bridge any skills gaps you may have to get them. Contact us on [customers@stonewater.org](mailto:customers@stonewater.org) to find out more.

## Employability support

Our Employability Specialist can offer one-to-one support to help you get into work or take that next step in your career – this includes, help, advice and access to training courses. Get in touch for more information: [customers@stonewater.org](mailto:customers@stonewater.org).

# Help from other organisations

## Food banks and parcels

Your local food banks work with referral agencies to issue food vouchers to those in need of emergency food in times of crisis. To find your local food bank visit the Trussell Trust website: [trusselltrust.org/get-help/find-a-foodbank](https://trusselltrust.org/get-help/find-a-foodbank). They can also help with things like debt advice, mental health support, or benefits guidance.

## Local Welfare Provision Funds

If you're struggling financially, Local Welfare Provision Funds may be available from your local authority to help with costs like food and bills. Each local authority is given a pot of money from the government to run its own local welfare fund and it can choose how to use the money locally. You should get in touch with your council to find out what support it is able to provide you. More information can be found here: [entitledto.co.uk/help/Local-welfare-fund](https://entitledto.co.uk/help/Local-welfare-fund).

## Discretionary Housing Payments (DHP)

A DHP is an extra payment made by your local council to help with housing costs such as your rent. These payments are usually given if your Housing Benefit or Universal Credit payment has been reduced, and do not need to be paid back.

You can apply through your local council: [gov.uk/find-local-council](https://gov.uk/find-local-council). This can be done online or by requesting a form, which is sent in the post. We may also be able to support you with applications for discretionary housing payment and our Income Team offers free, impartial one-to-one sessions to talk about how we might be able to help you if you're struggling. Contact us on 01202 449212.

## Personal Independence Payment

Personal Independence Payment (PIP) can help with extra living costs if you have a long-term physical or mental health condition or disability or difficulty doing certain everyday tasks or getting around because of your condition.

You can get PIP even if you're working, have savings or are getting most other benefits. For more information about PIP, visit the Government website ([gov.uk/pip/how-to-claim](https://gov.uk/pip/how-to-claim)) or call 0800 917 2222.

## Social tariffs for mobile and broadband

Social tariffs are reduced cost broadband and phone plans for households on lower incomes. For more information, contact your provider to ask if they offer social tariffs, or you can find a list of providers at [Ofcom.org](https://Ofcom.org).

## Support with benefits

If you don't know what benefits you're eligible for, [entitledto.co.uk](https://entitledto.co.uk) and [turn2us.org.uk](https://turn2us.org.uk) have calculators that can help. If you want to find out more about applying for Universal Credit, try this free tool which will walk you through the process: [uc-helper.co.uk](https://uc-helper.co.uk). Citizens Advice also offer support with benefits: [citizensadvice.org.uk/benefits/universal-credit](https://citizensadvice.org.uk/benefits/universal-credit).

## Household Support Fund

The Household Support fund is money given by the Government to local councils in order to help people who are struggling to meet their daily living costs. This could be for items such as food, clothing, and utilities. This grant funding is available to families with children of all ages, pensioners, and other low-income households, particularly those who cannot increase their income through work. Customers who are struggling to meet their daily living costs should contact their local council to find out more information and help them access the fund.