

## Are you missing out on benefits? Do you need some help getting online?

Don't miss out on support for you and your household. Being online will help you check what benefits you can claim, apply for cost of living grants, access jobs and healthcare, and to find out about what's happening locally.

**Digital Champions are here at Finchley Foodbank on Tuesdays & Saturdays from 12 - 1:30pm and are able to help get you and your household online at low or no cost and help you with a benefits check.**

These are some of the main benefits that people are missing out on:

**UNIVERSAL CREDIT - 1.4 MILLION miss out on an average of up to £5,800 a year.** The catch-all monthly benefit to support those of working age on low or no income with living & housing costs. Households with lower incomes are more likely to be missing out.

**ATTENDANCE ALLOWANCE - 1.1 MILLION pensioners miss out on at least £3,778 a year.** This is a non-means-tested benefit giving a fixed payout of £3,778/yr or £5,644/yr to cover some of the costs of providing help for those who need it. Those who have needed help over six months, day or night, with daily living, such as washing & eating or supervision. It's common for those with Parkinson's, dementia, terminal illness, blindness & more.

**COUNCIL TAX SUPPORT - up to 2.25 MILLION miss out on £1,500+ a year.** Councils run their own schemes, so what you get depends on where you live, but it can cut your Council Tax bill by up to 100%. If you qualify for means-tested benefits such as Universal Credit or Pension Credit, you're often due this, but it's not automatic; YOU MUST APPLY.

**CARER'S ALLOWANCE - 530,000 carers miss out on up to £4,250 a year.** This is a specific payment for some who act as unpaid carers - whether for a family member or even someone they're not related to. You must care for someone who usually gets Attendance Allowance, or some on Personal Independence Payment or Disability Living Allowance; spend 35+ hours a week helping with everyday tasks such as washing or cooking; and earn under £151/week or have a low State Pension. If you care for someone for less than 35hrs a week, you may be entitled to Carer's Credit, which helps build National Insurance years for your State Pension

**PENSION CREDIT - 760,000 pensioner households miss out on £3,900 a year.** Pension Credit tops up your income. On average it's worth £3,900/yr, but claim even if you're only due 50p, as its SUPERPOWER is to qualify you for extra benefits. These include the Winter Fuel Payment, Council Tax Reduction and free TV licences. It's worth a check if you're of State Pension age and have a weekly income below £235 (£350 if you're a couple, both of State Pension age).

**FREE SCHOOL MEALS - 470,000 families miss out (they're worth £490 a year).** A cooked meal served to eligible under-18s during the school or college day. Many new Universal Credit (UC) claimants with very low, or no, income (who don't realise you can only apply once you've had your first UC payment), and others who don't know they may need to re-register at the start of every year for each child. This benefit also means that you can access more support via school or college.

## Help us to help you by:

- Parking considerately in the car park.
- Arriving at your allocated time.
- Bring your appointment card.
- Remember that we can not accommodate children in the foodbank, but we can collect your items for you.
- Returning empty egg boxes.
- Bring your own bags.
- Move through the foodbank within 10 minutes & leave promptly.
- Observe our rules & follow the directions of volunteers so that we can distribute items fairly.

Thank you very much.

## We want your feedback

We welcome all feedback (positive and negative) which will be treated in the strictest of confidence.

If you have any feedback, please speak to a volunteer or the session leader when you visit us, so that we can respond quickly to your feedback.

You can also contact us by Telephone or text

**07849 558307**

or email to

**[finchleyfoodbank@gmail.com](mailto:finchleyfoodbank@gmail.com)**

In writing to:

**Finchley Foodbank 279  
High Road, London N2 8HG**

Or scan  
here:



## Debt Support Groups

### الدیون دعم | заборгованості Підтримка | حمایت از حمايت

If you are in debt and struggling with bills it is really important that you speak to someone to help you manage it. Here are a number of organisations that can support you for free:

- Barnet Council offer advice about money and debt. Please visit [www.barnet.gov.uk/benefit](http://www.barnet.gov.uk/benefit)
- Step Change Debt Charity offer free debt advice and solutions to Barnet residents. You can contact them online
- [www.stepchange.org](http://www.stepchange.org) or call 0800 138 111 for more information.
- Green Doctors offer support with energy bills. Call 0300 365 3005 or email: [GreenDoctorsLDN@groundwork.org.uk](mailto:GreenDoctorsLDN@groundwork.org.uk)
- Visit [www.billhelp.uk](http://www.billhelp.uk) for emergency assistance for paying bills
- Shine offers free energy advice for Londoners. Call 0300 5550195 to self refer.

## Mental Health Support

### حمایت از سلامت روان | Підтримка здоров'я психічного | دعم الصحة العقلية

If you're in crisis and need to talk, there are many helplines staffed by trained people ready to listen. They won't judge you, and could help you make sense of what you're feeling.

- Samaritans. To talk about anything that is upsetting you, you can call 24 hours a day, 365 days a year. You can call 116 123 (free from any phone), or email [jo@samaritans.org](mailto:jo@samaritans.org).
- Sanctuary Barnet (Crisis Café) Mon-Friday 4.30– 10.30, Sat-Sun 12-6pm 0208 343 5704
- SANEline. If you're experiencing a mental health problem or supporting someone else, you can call SANEline on 0300 304 7000 (4.30pm–10.30pm every day).
- National Suicide Prevention Helpline UK offers a supportive listening service to anyone with thoughts of suicide. You can call them on 0800 689 5652 (6pm–3:30am every day).
- Campaign Against Living Miserably (CALM). You can call on 0800 58 58 58 (5pm–midnight every day) if you are struggling and need to talk.
- Shout offers a confidential 24/7 text service providing support if you are in crisis and need immediate help. Text SHOUT to 85258.
- If you're under 25, you can call The Mix on 0808 808 4994 (3pm–midnight every day).

## Domestic Abuse

### آزار خانگی | Домашнє насильство | العنف المنزلي

Domestic violence, also called domestic abuse, includes physical, emotional and sexual abuse in couple relationships or between family members. Domestic violence can happen against anyone, and anybody can be an abuser. If this is happening to you, it is important to tell someone and remember that you are not alone.

- Domestic Abuse Support Agencies: If you are fleeing domestic abuse call the 24hour National Domestic Violence Helpline on 0808 2000 247. It is free if you call from a landline or public phone.
- If you are in immediate danger, call the Police on 999.
- Silent Help: If you need help but are unable to speak, ring 999 when they answer press 55. This alerts the operator, and the police will be sent to help you.
- Solace Advocacy and Support Service: Provides free and confidential support for women and men in Barnet affected by domestic abuse. Call 0203 874 5003 or email: [barnet.advocacy@solacewomensaid.org](mailto:barnet.advocacy@solacewomensaid.org)

## Other Useful Telephone Numbers

### سایر شماره تلفن های مفید | Інші корисні номери телефонів | أرقام هواتف مفيدة أخرى

Childline 0800 1111      Citizens Advice Barnet 0808 250 5708      Age UK 020 8203 5040  
Cruse Bereavement Care 0808 8081677      Barnet Lone Parent Centre 0203 828 4834  
Boost 020 8359 2442      West London Works 0300 3033111

Finchley Foodbank is registered as a charitable Charity Incorporated Organisation #1200503

[www.finchleyfoodbank.co.uk](http://www.finchleyfoodbank.co.uk) e: [finchleyfoodbank@gmail.com](mailto:finchleyfoodbank@gmail.com)

Tel: 07849 558307