

Cost of Living Crisis

Who?

Where?

When

How?



As we face a 'Cost of Living Crisis' it was felt that a booklet of information and contact details compiled by the Porlock Visitor Centre would be useful to many residents in Porlock Vale



Cost of Living Crisis

Help with the cost of your Energy

You first port of call is your energy supplier, they must offer you a payment plan that you can afford and if you are on a pre-payment meter you can ask for emergency credit if you cannot top up.

Help checking what benefits you may be entitled to:

<https://benefits-calculator.turn2us.org.uk/>

<https://www.citizensadvice.org.uk/consumer/energy/energy-supply/get-help-paying-your-bills/grants-and-benefits-to-help-you-pay-your-energy-bills/>

<https://www.moneyhelper.org.uk/en/money-troubles/dealing-with-debt/struggling-to-pay-your-gas-or-electricity-bill>

Age UK Somerset offer free and confidential information and advice service for older people, their families and carers, and can help older people with fuel costs and benefits advice.

Visit: <https://www.ageuk.org.uk/somerset/our-services/information-and-advice/>

Call: 01823 345610 Email: info@ageuksomerset.org.uk

Debt Advice

<https://www.somersetwestandtaunton.gov.uk/council-tax/debt-advice/>

offering a friendly walk in service or private appointment at Deane House, Belvedere Road, Taunton or West Somerset House, Killick Way, Williton.

CAP – Christians Against Poverty <https://capuk.org/> Tel: 0800 328 0006

Monday to Thursday 9:30am to 5pm; Friday 9:30am to 3:30pm

Money Helper

<https://www.moneyhelper.org.uk/en>

Free impartial online service for benefits, family and care, money troubles, savings, home, pension and retirement and work.

National Debt Line

<https://www.nationaldebtline.org/> Monday to Friday 9am - 8pm and Saturday

9:30am - 1pm Tel: 0808 808 4000. They also offer a Web Chat

Step Change Debt Charity <https://www.stepchange.org/>

Online debt advice service. Available 24 hours a day, 365 days a year.

Or Call: 0800 138 1111 Monday to Friday 8am to 8pm and Saturday 8am to 4pm. Or

you can send them an email through their website

Citizens Advice Bureau <https://www.citizensadvice.org.uk/debt-and-money/>

Our local Citizens Advice Bureau is in Minehead

The Lane Centre Market House Lane, MINEHEAD, TA24 5NW

<http://www.westsomersetadvice.org.uk/>

advice@citizensadvicewestsomerset.org.uk

0808 278 7842

034448869623

Advice Line – Mon – Fri 10am to 4pm Tel: 0808 278 7842

There are many ways they can assist you, checking benefits, applying for discretionary payments for housing costs and council tax, warm home discount schemes and surviving winter, as well as up to date info on local grants and schemes.

Struggling To Pay Your Mortgage

First contact your lender, they should offer you one of either or all of the following: a temporary payment arrangement, lengthening the term of your mortgage or switching temporarily to an interest only rate.

You can also get free advice from

Shelter <https://england.shelter.org.uk/>

Telephone 0808 800 4444 Opening times: Monday to Friday, 8am - 8pm;
Weekends and Bank Holidays, 9am - 5pm. They also offer a web chat service

National Debt Line <https://www.nationaldebtline.org/>

Tel: 0808 808 4000 Monday to Friday 9am - 8pm and Saturday 9:30am - 1pm.
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Or Call: 0800 138 1111 Monday to Friday 8am to 8pm and Saturday 8am to 4pm
Or you can send them an email through their website.

If you're claiming the following benefits:

income-related Employment and Support Allowance

income based Jobseeker's Allowance

Income Support

Universal Credit

Pension Credit

You might be able to claim help with your mortgage interest payments. This is called Support for Mortgage Interest (SMI) and is offered as a repayable loan.

Please refer to: <https://www.gov.uk/support-for-mortgage-interest>

Children and Families

Home Start

Home-Start works with families in communities' right across the UK. Starting in the home, our approach is as individual as the people we're helping. No judgement, it is just compassionate, confidential help and expert support.

<https://www.home-start.org.uk/>

West Somerset Home Start contact details

<http://homestart-westsomerset.org.uk/> 01643 707 304

NHS Healthy Start

If you're more than 10 weeks pregnant or have a child under 4, the Healthy Start scheme can help you:

- buy healthy foods like milk or fruit
- get free vitamins

You need to be claiming certain benefits to qualify.

If you're pregnant and under 18 you can claim even if you do not receive any benefits.

For more information or to apply, visit the **NHS Healthy Start website**.

Your Village Agent

Village & Community Agents provide confidential, practical community-based solutions for you, wherever you are in Somerset. www.somersetagents.org

Wayne Stokes. Tel: 07538 316526 Email: waynes@somersetcc.org.uk

Or Ellie Bishop. Tel: 07985 748910 Email: ellieb@somersetcc.org.uk

Food

<https://www.wsfoodcupboard.org.uk/> Cost £3.50 per week

You can order a food box from

https://www.westsomersetadvice.org.uk/?page_id=406 or

Tel: 01643 802 443

You can also download the Too Good to Go app, One Stop and the Spar in Porlock have recently been added to this site, but it also covers Greggs in Minehead, Glenmore Bakery in Minehead, Morrisons in Minehead, which also includes their café and Costa Coffee in Minehead too. It is an app to stop food waste so you are purchasing a magic bag (it's a surprise what you get) at a reduced cost as items are near their best before date.

For whoever is in charge of food bank : Fare Share <https://fareshare.org.uk/> may be able to help with supplying food and there is also the Trussell Trust <https://www.trusselltrust.org/>

Mental Health

Mind In Somerset

<https://www.mindinsomerset.org.uk/>

Call: 0800 138 1692 or 01823 276 892 or 01643 353115

Our Crisis Safe Space service is now running 7 days a week

6-10:00pm for drop in and appointments in our Yeovil and Taunton office as well as Saturday and Sunday daytime.

To book please call Mindline on 01823 276 892

You can email info@mindinsomerset.org.uk

They also offer an Online Chat service from 8pm – 11pm

Somerset Bereavement Support Service

Tel: 0800 3047 412 (Monday-Saturday 9a.m to 5p.m)

Or <https://www.samaritans.org/> or call 116 123 or free

Substance, Drug and Domestic Abuse

Somerset Drug and Alcohol services <https://www.turning-point.co.uk/>

There are online contact form or T: 0300 303 8788

E: sdas@turning-point.co.uk

<https://www.talktofrank.com/> Honest information about drugs Tel: 0300123 6600 or Text 82111.

There is also an email service available from the website.

<https://www.somersetwestandtaunton.gov.uk/housing/housing-options-and-homelessness/homelessness-and-domestic-abuse/>

<https://somersetsurvivors.org.uk/>

Somerset Survivors Helpline Tel: 0800 694 9999

Or email the Somerset Integrated Domestic Abuse Service

SIDAS@Somerset.gov.uk

Reconnect

A service for people experiencing memory loss and dementia. www.rethink.org

Telephone: 01823 256832 Email: reconnect@rethink.org

Warm Spaces

Porlock Visitor Centre, The Old School, West End, Porlock TA24 8QD
Open Monday to Saturday 10.00 am. – 12.45 pm.

Porlock Library, The Old School, West End, Porlock TA24 8QD
Open Monday, Tuesday, Wednesday, Friday, Saturday 10.00 am – 12.30 pm.
Tuesday and Friday 2.00 pm. – 4.30 pm.

Abbeyfield: Thursday mornings

Some businesses will also be providing 'Warm Spaces',
look for the Logo



THIS INFORMATION HAS BEEN PRODUCED BY PORLOCK VISITOR CENTRE, WORKING
WITH THE PORLOCK COMMUNITY LIBRARY AND THE PORLOCK VALE NEWSLETTER



As the above information rolled over to a second sheet of paper it has allowed us room to include information shared with the Porlock Vale Newsletter in the past when it was suggested by persons attending a seminar 'Let's make isolation and loneliness history in West Somerset' that local residents might find the information handed out useful. The directory has been compiled from the information supplied and to the best of our knowledge is correct but we accept no responsibility for any errors. We also include some guidance of how to prepare for power cuts.

Minehead and District U3A

Open to all retired and semi-retired people. It provides a framework for shared learning in groups of like-minded people, and also social occasions such as monthly coffee mornings, which give members a chance to meet and chat, and listen to a speaker on some interesting topic. Various groups meet locally, often in each other's homes or at Townsend House, at monthly intervals or more often. <http://u3asites.org.uk>
Email: membership@minehead-district-u3a.org.uk

PALS

Pro-Active Lifestyle and Swimming Water Activities Club organise weekly sessions where they do water aerobics for approximately 50 minutes for elderly, disabled or disadvantaged adults. www.palswac.org.uk
To make a referral contact: Peter Wellstood Mobile: 07836 717889

Forum 21

Forum 21 is an environmental group working across West Somerset, initiating projects that help to tackle carbon emissions and climate change.
T: 01984 634 242 Email Email@forum21.org.uk

ATWEST

Accessible Transport West Somerset Community Transport including:

SLINKY: Dial-a-ride, door to door, fully accessible minibus transport for everyone in W Somerset. Passengers with W Somerset concessionary/travel passes travel free of charge on SLINKY. SLINKY enquiries T: 01643 707090

SHOPPING BUSES: Shopping Bus services every week for residents in the Parish. A charge of £2 or £3 per passenger is made to help cover cost

SHOPPER BUS T: 01643 709701

WEST SOMERSET CAR SCHEME: Door to door service provided by volunteer drivers for people who have difficulty accessing public. Health and care related appointments are transport most common for this service particularly to hospital.

Acorn Park, Brunel Way, Minehead CAR SCHEME T:01643 709701

Email: atwestoffice@aol.com

Somerset Sight

Providing wide and varied support for people in Somerset who have visual impairment: a Volunteer Visiting Service providing practical help at home, a resource and rehabilitation centre stocking aids for daily living, a Mobile Resource Unit which regularly visits towns across West Somerset, visual impairment

awareness training, a 'Living With Sight Loss' course, activity groups, social groups, an audio library, Braille tuition and more,

Northfield House, 51 Staplegrove Road, Taunton, Somerset TA21 1DG

E:administration@somersetsight.org.uk Telephone: 01823 333 818

Macular Society - Beating Macular Disease

Nearly 1.5m people in the UK have macular disease. It affects people of all ages. Age-related macular degeneration (AMD) is the most common condition, generally affecting people over the age of 55. AMD is the biggest cause of sight loss in the UK, affecting more than 600,000 people. A group of rare inherited conditions called macular dystrophies can affect much younger people. Some of these rare conditions can appear in childhood, although some are not diagnosed until later in life.

For more information contact your local support leaders

Mary or Dave Neighbour on 01643 821044 or contact the number below.

For more information call 0300 3030 111

macularsociety.org

help@macularsociety.org

Macular Society PO Box 1870, Andover SP10 9AD

PORLOCK AREA LIFT SERVICE

A Social Car Scheme run by and for residents of Porlock and the Vale

Pre-booked journeys arranged for medical appointments, both locally and Taunton.

Essential journeys to the village for shopping and other needs.

All journeys must be booked a minimum of two days in advance.

Drivers are volunteers; fares for the journey are paid to the driver.

New volunteer drivers are always needed.

Contact PORLOCK PALS 01643 863150

Emergency Number

0800 6783 105

nationalgrid

Serving the Midlands. South West and Wales

Western Power Distribution (WPD) is the electricity distribution company for the Midlands, South West and South Wales. . If you live in one of these areas above and ever suffer a power cut, we are the company you would call.

Power cuts do happen from time to time, often due to circumstances beyond our control such as severe weather or third party damage. Therefore it's a good idea to be prepared.

Below is a list of useful household items everyone should consider keeping in case of a power cut:

- Analogue telephone (digital cordless phones will not work during a power cut)
- Torch with batteries
- Powerbank (for charging essential items like mobile phones during a power cut)
- Rechargeable radio
- Foil blanket
- Reusable handwarmer
- List of Emergency phone numbers e.g Doctor, Environment Agency, etc.

Fire safety advice for anyone experiencing power cuts

Power cut safety advice



**DEVON &
SOMERSET**
FIRE & RESCUE SERVICE

If you are affected by a power cut, it is the Electricity Distribution Network Operator (DNO) who is responsible for maintaining physical electricity supplies to your home or business. You can contact your local DNO by calling 105.

If you need to light your home when you're without power, we would prefer if you used torches and battery-powered candles rather than candles. If you must use candles, follow our candle safety advice.

Don't try and cook using barbecues or using fires inside your home such as wood-burners.

Turn off any appliances that may be a fire risk if they switch on when the power comes back on (such as hair dryers or electric hobs).

If you're using a portable heater such as oil or gas, keep it a good distance (at least 1 metre) from people or furniture. Do not cover them with anything that could catch fire such as clothing.

Safety advice in a named storm

Check for advice for staying safe during a named Storm on our website.

If you need to get in touch with us, you can find contact details on our website.

<https://www.dsfire.gov.uk>

Devon and Somerset Fire and Rescue Service

NHS If you think you need medical help right now, telephone **111** for advice on what to do next or go to the **NHS 111** online.

Defibrillators situated outside Recreation Ground pavilion; outside Abbeyfield



somerset **village & community agents**
part of CCS



somerset **carers**
part of CCS

One Family: One Agent

We have **EXPANDED** the Village Agent service to include support for Carers!

- Freephone number for Carers 0800 31 68 600
- Dedicated Carers website www.somersetcarers.org
- Live Chat on website or Text Carer to 78070
- MORE agents so we can support MORE Carers
- Sign up for Carers Newsletter!
- ANY adult who cares for a family member, friend or neighbour can request support ANY issue around caring for another



Your Points of Contact

AVON AND SOMERSET POLICE 101 **In cases of an EMERGENCY ring 999**

Minehead Police Station, Townsend Road,
Minehead, Somerset TA24 5RJ

Non emergency contact :Tel: 101 Fax: 01823 363510

PCSO Linda Brooks

Email: linda.brooks@avonandsomerset.police.uk

Mobile number: 07889659856

Crimestoppers

<http://www.avonandsomerset.police.uk/crimestoppers/>

Also visit www.avonandsomerset.police.uk where more local information can be obtained about your local beat team and how to contact them or raise your issues and concerns.

NOTES/ EMERGENCY NUMBERS

T: Telephone Number; E: email address; W: website; M: Mobile Number

The Porlock Vale Newsletter is happy to donate the cost of this publication