

Cost of Living Crisis



Shooting Star
Children's Hospices

We understand that the rising cost of living is having a particular impact on vulnerable families, and we appreciate how scary this may feel. We are sorry we cannot offer financial support to families and we hope the advice below may be helpful to you.

1. Have you contacted your Local Council to hear about their support?

All councils are offering financial advice and may have rebates or grants which can be accessed. Visit www.gov.uk/find-local-council or click on direct links below.

- Surrey: Warmth Matters (Provided by Surrey Community Action)
 - Tips on reducing your energy usage: www.surreyca.org.uk/wp-content/uploads/2022/06/Top-tips-for-managing-your-money.pdf
 - Further advice and support: www.surreyca.org.uk/advice-and-support/warmth-matters
 - County Council response: www.surreycc.gov.uk/community/surrey-matters/magazine/your-council/cost-of-living-financial-support-available
- Brent: www.brent.gov.uk/benefits-and-money-advice
- Croydon: www.croydon.gov.uk/get-help-rising-cost-living
- Ealing: www.ealing.gov.uk/costoflivingsupport
- Hammersmith & Fulham: www.lbhf.gov.uk/cost-living-crisis-find-help-here
- Harrow: www.harrow.gov.uk/benefits/cost-living-support
- Hillingdon: www.hillingdon.gov.uk/cost-of-living
- Hounslow: www.hounslow.gov.uk/info/19999/your_council_and_elections/2432/support_while_the_cost_of_living_rises
- Kensington & Chelsea: www.rbkc.gov.uk/cost-living-support-hub
- Kingston upon Thames: www.kingston.gov.uk/costoflivingsupport
- Lambeth: beta.lambeth.gov.uk/cost-living-crisis-support
- Merton: www.merton.gov.uk/communities-and-neighbourhoods/money-advice/cost-of-living
- Richmond upon Thames: www.richmond.gov.uk/services/cost_of_living_hub
- Sutton: www.sutton.gov.uk/w/cost-of-living-support-1
- Wandsworth: www.wandsworth.gov.uk/cost-of-living-hub
- Westminster: www.westminster.gov.uk/cost-of-living-support

2. Have you checked if there is anything that can be done about your energy bill?

Speak with your energy provider to check that you are on the lowest rate possible. Have a look at the meter in your home. It has a unique registration number. Check that the number on your meter matches the number on your bill (this is different to your customer number). Talk to your energy provider as many companies will provide a discount for vulnerable families. It is helpful to call your energy provider to inform them of your living situation, detailing the needs within your household.

3. Did you know that we have a food bank that all families of Shooting Star Children's Hospices can access?

Contact familysupport@shootingstar.org.uk and we will provide vouchers for a local food bank.

4. Did you know that community hubs have money they can distribute?

Lions Charity is a nationwide scheme which forms community hubs to respond to a rising need within the local community. There are currently over 600 nationwide. Contact your local Lion Charity to ask whether there are any local schemes that could support you.

www.lionsclubs.co/Public/contact-us

We are aware of one or two other funds which some families will be eligible for. Please speak with us if you wish to find out more.

5. Have you booked an independent visit to Shooting Star House?

Shooting Star House can be used for you and your family to spend time in heated premises, whilst accessing the resources at the hospice. You can book a swim and enjoy the pool as a family, for instance. This is open to both our supported and bereaved families. Book to use our facilities and stay a while – we would love to see you.

Bookings can be made at: **www.shootingstar.org.uk/how-we-help/family-zone/events-and-activities/**

6. Have you discovered other warm hubs in your local area?

Organisations are hosting sessions for families to spend time together for free in a warm space. If it is too expensive for your family to run the heating at home this winter, consider finding a safe space where you could complete homework, charge devices, meet with others and eat together.

www.surreycc.gov.uk/health-and-welfare/support/welfare-support/everyday-living/warm-hubs/list-of-warm-hubs-in-surrey

Information about warm hubs outside the Surrey area can be found on your local authority website.

If you live near Woking, there is an excellent hub called Lighthouse which provides money advice, community meals, self-care workshops and more, enabling you to spend time in a positive and warm space while being cared for by the team.

www.lighthousewoking.org

Many areas also provide Bereavement Cafés – informal settings where you can speak openly about grief and meet with others who have been bereaved. The following website is a great place to find local cafes, with some meeting online.

www.thegoodgrieftrust.org/need-know-info/from-us-to-you/pop-up-good-grief-cafes/

7. Have you informed your Social Worker?

If you have an assigned Social Worker, we urge you to inform him/her of the specific difficulties that you are facing.

8. Are you in financial crisis?

If your financial difficulties have become overwhelming and you are facing debt, please contact StepChange debt charity who can offer you a debt management plan. Your situation can change for the better.

www.stepchange.org

Are you facing homelessness? Contact Shelter for advice and support.

england.shelter.org.uk/get_help

Visit MoneyHelper for government-endorsed advice on a wide range of financial topics, including money troubles, savings, benefits, housing and work. If you are overwhelmed by multiple debts, visit their Bill Prioritiser to help you tackle your bills, step by step.

www.moneyhelper.org.uk/en/money-troubles/way-forward/bill-prioritiser

9. What have we done to advocate for you?

Along with other charities, Shooting Star Children's Hospices added their signature to a letter composed by Together for Short Lives. This was to inform government of the impact of cost of living on families we care for.

**If you would like more information or to speak to one of the team,
contact Family Support on 01483 230 974 / familysupport@shootingstar.org.uk**