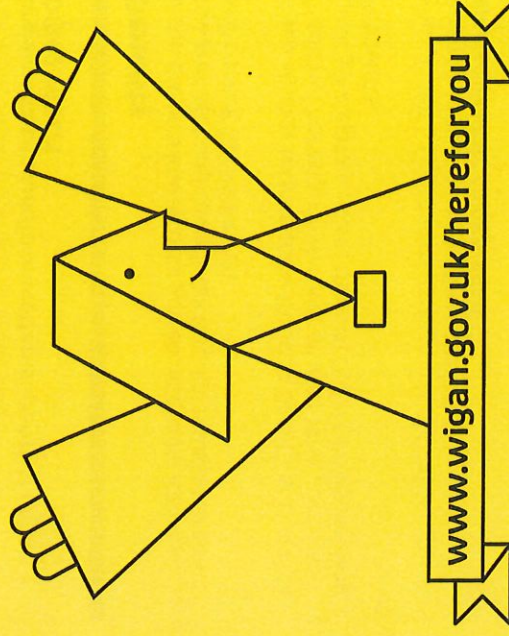


# Here for You



[www.wigan.gov.uk/hereforyou](http://www.wigan.gov.uk/hereforyou)

With the pressure of rising costs it's hard to know where to turn. We know it can be tough to ask for help, but our people are here to point you in the right direction.

Check our website for more information and details of in person pop-up support events.



## Making Your Budget Go Further

### Food Pantries

One way to save money on your food shopping and make sure you can still afford fresh food when budgets are tight is to join a local food pantry which use surplus stock from shops and catering companies or public donations to offer affordable weekly shops. Some pantries are open to all, while others may have membership criteria. To find your local food pantry visit [www.wigan.gov.uk/hereforyou](http://www.wigan.gov.uk/hereforyou) and click 'Feeding Your Family'.

### Freecycle

An online marketplace where people can exchange goods. For more information visit [uk.freecycle.org](http://uk.freecycle.org)

### Olio

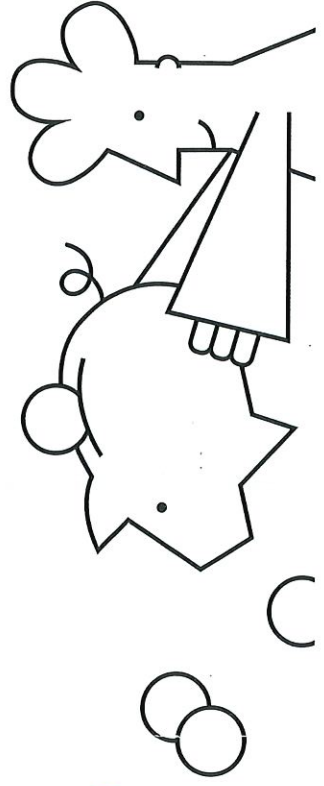
An app that allows people to share surplus food as well as non-food household items. For more information visit [olioex.com](http://olioex.com) or email [hello@olioex.com](mailto:hello@olioex.com)

## Are You Entitled To Pension Credit Top Up?

If you have reached state pension age or if you are a couple and you both have reached state pension age you may be eligible. It is estimated that over 4,000 Wigan pensioners are eligible but have not made a claim. The average Pension Credit claimant receives over £50.00 per week. Claiming is straight forward.

People getting Pension Credit may be entitled to other benefits like, help with Council Tax, housing costs and heating in colder months. If you're unsure if you might be entitled, there's nothing to lose by applying. Make sure you don't miss out.

Apply online: [www.gov.uk/pension-credit](http://www.gov.uk/pension-credit) or phone **0800 319 6789** to speak to an adviser.



## Family Fund

Provides assistance for families with ill or disabled children and children with high levels of support needs. White goods, beds, and equipment to assist with needs can be provided. For more information and to apply visit [www.familyfund.org.uk](http://www.familyfund.org.uk) or phone **01904 550055**

## United Utilities

Support with purchasing essential items such as white goods and beds (one item per applicant). Available to everyone in the Northwest who is a customer of United Utilities.

For more information and to apply visit

[www.uutf.org.uk/getting-help/application-form](http://www.uutf.org.uk/getting-help/application-form) email [contact@uutf.org.uk](mailto:contact@uutf.org.uk) or phone **0300 790 6172**

## WaveLength

Provide free SIM cards (data and calls) for Ukrainian refugees and media technology to the lonely. A friend or neighbour can make a referral for the individual. For more information and to apply visit [wavelenth.org.uk](http://wavelenth.org.uk) email [info@wavelenth.org.uk](mailto:info@wavelenth.org.uk) or phone **01708 621101**

## Glasspool

Provides grants for everyday items, but you must be referred by a support agency. For more information and to apply visit [www.glasspool.org.uk](http://www.glasspool.org.uk) email [grants@glasspool.org.uk](mailto:grants@glasspool.org.uk)

## Storehouse Project

Support to purchase household items (no white goods or baby items). For more information and to apply visit [www.storehouseproject.org](http://www.storehouseproject.org) email [info@storehouseproject.org](mailto:info@storehouseproject.org) or phone **07816 623612**

## Buttle Trust

Support for families buying items for children and young people such as school uniforms. For more information and to apply visit [www.buttletuk.org](http://www.buttletuk.org) email [info@buttletuk.org](mailto:info@buttletuk.org) or phone **020 7828 7311**



## Welfare Support and Debt Advice

Our friendly staff are on hand to support you without judgement at this difficult time. They can offer:

- Advice and support on a range of welfare benefits
- Help with completing claim forms
- Guidance and support when making appeals
- A referral to Citizens Advice if you need debt or money advice
- Crisis support including emergency gas and electric vouchers, furniture packages and food parcels

For more information and to apply visit [www.wigan.gov.uk/localwelfaresupport](http://www.wigan.gov.uk/localwelfaresupport) or phone 01942 705221

## Benefits

If you are on a low-income you could qualify for help towards rent and Council Tax through Housing Benefit and Council Tax Reduction.

If you already receive some Housing Benefit or Universal Credit but not enough to cover all your rent, you could qualify for extra support through Discretionary Housing Payments.

You can get an estimated assessment of benefits you may be entitled to with our online calculator [www.quickcalc.co.uk/wigan](http://www.quickcalc.co.uk/wigan)

For more information and to apply visit [www.wigan.gov.uk/benefits](http://www.wigan.gov.uk/benefits) or phone 01942 489002

## Council Tax and Rent Payments

If you are finding it difficult to make your payments, please contact us and we will do everything we can to help:

**Council Tax:**  
[revenues@wigan.gov.uk](mailto:revenues@wigan.gov.uk) or phone 01942 489001

**Wigan Council Rents:**  
[myrent@wigan.gov.uk](mailto:myrent@wigan.gov.uk) or phone 01942 486865

**Business Rates:**  
[businessrates@wigan.gov.uk](mailto:businessrates@wigan.gov.uk) or phone 01942 489001

Or visit [www.wigan.gov.uk/strugglingtopay](http://www.wigan.gov.uk/strugglingtopay).

## Reducing Your Council Tax Bill

There are several Discounts and Exemptions that can reduce your Council Tax bill if you meet the qualifying criteria.

For more information and to apply visit [www.wigan.gov.uk/counciltaxdiscounts](http://www.wigan.gov.uk/counciltaxdiscounts) or phone 01942 489001

## AWARM

If you struggle to keep warm at home or have a health condition affected by living in a cold damp home, support may be available through the AWARM service.

For more information and to apply visit [www.wigan.gov.uk/warmhomes](http://www.wigan.gov.uk/warmhomes) or phone 01942 404261

## Household Support Fund

This fund helps households most in need with food, energy, water bills and other essential items. You do not need to be in receipt of benefits to apply.

For more information and to apply visit [www.wigan.gov.uk/householdsupportfund](http://www.wigan.gov.uk/householdsupportfund) or phone 01942 705221

## Other Help and Support Available:

You can get free, independent, trusted advice from the below sources:

**AdviceUK**  
[www.adviceuk.org.uk](http://www.adviceuk.org.uk)

**National Debtline**  
[www.nationaldebtline.org](http://www.nationaldebtline.org) or phone 0808 808 4000

**Money Advice Service**  
[www.moneyhelper.org.uk/en](http://www.moneyhelper.org.uk/en) or phone 0300 500 5000

**Citizens Advice**  
[www.cawb.org.uk](http://www.cawb.org.uk) or phone 0808 2787 801

**Age UK**  
[www.ageuk.org.uk/wiganborough](http://www.ageuk.org.uk/wiganborough) or phone 01942 615880

**Turn2Us**  
[www.turn2us.org.uk](http://www.turn2us.org.uk)

**Govuk**  
[www.gov.uk](http://www.gov.uk)

## Expensive Habits

If you're living with an expensive habit like smoking or drinking it can eat up a significant amount of your budget. It's estimated the average smoker can save at least £240 a month. We know that quitting can be hard, especially in times of stress, so there is help available. Visit [www.wigan.gov.uk/healthyroutes](http://www.wigan.gov.uk/healthyroutes) or phone 01942 836967

## Feeling Overwhelmed?

The cost-of-living crisis is affecting everyone in different ways and is particularly tough on those on lower incomes. If you feel like you need support with your mental health and wellbeing you can contact your GP or visit [www.wigan.gov.uk/mentalhealth](http://www.wigan.gov.uk/mentalhealth)

If you feel you are having a mental health crisis or feeling suicidal, urgent support can be found by contacting the Samaritans on 116 123 or emailing [jo@samaritans.org.uk](mailto:jo@samaritans.org.uk)

