

# Help and support available to New Forest residents

## 1 Council Support Schemes

In response to the Cost of Living Crisis, New Forest District Council have brought together the local and national support and benefits available to New Forest residents.

Visit [newforest.gov.uk/costofliving](https://newforest.gov.uk/costofliving) to find all the details.

People on low incomes may be eligible for Housing Benefit, Discretionary Housing Payments and Council Tax Support from New Forest District Council. This will depend on your current circumstances.

## 2 Speak to a Trained Adviser

Anyone who is struggling financially can get a benefit check and speak to an advisor for free and confidential advice.

A benefit check can ensure that you are receiving all the money you're entitled to, especially if your

circumstances have changed recently. Speaking to an advisor could also help you find cheaper deals on things like utility bills and make sure you can access any local support. There are some great projects to help with school uniforms, household goods and hardship grants. Many of these initiatives need a referral from a local agency such as Citizens Advice. Visit [newforestcab.org.uk](https://newforestcab.org.uk) to find all the details of the opening times of Citizens Advice offices in Totton, Hythe, Lymington, New Milton & Ringwood. **Tel.** 0808 278 7860

## 3 Debt Advice

Debt can happen to anyone, 'don't ignore it'. Free advice and support can help you find ways to manage your debts and reduce how much you pay each month. Citizens Advice New Forest have a specialist debt team. **Tel.** 0808 278 7860 to book a free debt appointment.

## Other New Forest based organisations who can help

### Step Up Safe Space

This organisation collects donated used school uniforms, clothes and toys to pass on to its members. [stepupsafespace.com](https://stepupsafespace.com)

### Acts 4 Sharing

Collects and distributes donated household goods [acts4sharing.org](https://acts4sharing.org)

### Dibden Allotments Fund

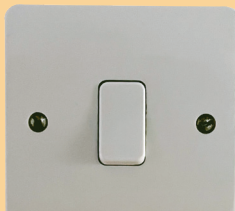
Helps people in Hythe, Dibden, Marchwood and Fawley who are in hardship. [daf-hythe.org.uk](https://daf-hythe.org.uk)

## Energy

Contact Citizens Advice New Forest for help with energy bills.

**Tel** 0808 278 7860

They will advise on eligibility for any current energy help schemes.



### Warm Home Discount Scheme (WHD)

You could get £140 off your electricity bill for winter 2022 under the Warm Home Discount scheme. You can get this discount if you:

- Get the Guarantee Credit element of Pension Credit - known as the 'core group'
- On a low income and meet your energy suppliers' criteria for the scheme 'known as the 'broader group'

### Warmer Homes Programme

The Warmer Homes Programme offers a variety of energy efficiency measures within the home, including: insulation, solar panels and heat pumps. You may qualify for the funding if your home has a EPC rating of E,F or G and either you have a total household income of £30,000 or less, or you receive means tested benefit. Apply online at: [warmerhomes.org.uk/apply-lad-programme](https://warmerhomes.org.uk/apply-lad-programme)

### Water Companies

There are three water companies covering the New Forest area, check your water & waste water bills to see which ones cover your area. They all have schemes for people who are struggling to pay their bills:

**Southern Water**  
Tel 0800 027 0800

**Wessex Water**  
Tel 0345 600 3600

**Bournemouth Water**  
Tel. 01202 590059

# Help to reduce your food shopping bills

## The New Forest Food Larders



FareShare food larders visit sites across the New Forest with supplies of dried, fresh and chilled food available to FareShare members. It is free to become a member and you only pay a small fee each week for up to 25 food items (dried, fresh and chilled). Bring your own bags.

1 person household £2.50 per week  
2 person household £3.50 per week  
4 person household £5.00 per week

### MONDAY

**Where: Marchwood**  
Marchwood Village Hall,  
Marchwood Village  
Centre SO40 4SX  
**Open:** 12:30pm - 1:30pm

### TUESDAY

**Where: New Milton**  
Ashley Baptist Church,  
New Milton BH25 5AA  
**Open:** 9.30am - 10.30am

### Where: Hythe

St Anne's Neighbourhood  
Centre, Warrys Close  
SO45 3QR  
**Open:** 1.00pm - 2.00pm

### WEDNESDAY

**Where: Totton**  
Testwood Baptist  
Church,  
283a Salisbury Road  
SO40 3LZ  
**Open:** 9.30am - 11.30am

**Where: New Milton**  
Nedderman Centre,  
Marryat Road,  
New Milton BH25 5NY  
**Open:** 9.30am - 10.30am

### THURSDAY

**Where: Blackfield**  
Queen Elizabeth  
Recreation Centre,  
Thornbury Avenue,  
Blackfield SO45 1YP  
**Open:** 9:30am-10:30am

### Where: Calshot

Calshot Cemetery/  
St George's Hall Car Park,  
Fawley Road SO45 1BP  
**Open:** 12.30pm - 1.30pm

### Where: Pennington

St Marks Community  
Hall, The Square,  
Pennington SO41 8QN  
**Open:** 1.15pm - 2.30pm

### FRIDAY

**Where: Bransgore**  
St Mary the Virgin  
Church, Ringwood Road,  
Bransgore BH23 8JH  
**Open:** 9.30am - 10.30am

### Where: Ringwood

Ringwood Leisure  
Centre, Ringwood  
BH24 1PX  
**Open:** 1.30pm - 2.30pm

### Where: Fordingbridge

Avonway, 36 Shaftesbury  
Street SP6 1JF  
**Open:** 1.30pm - 2.30pm



## Community Fridges

Community Fridges are publicly available fridges which store unwanted fresh food from the local area, so it can be passed onto those who can make use of it. You don't need a voucher or referral, anyone can use it, but please only take what you need.

If you want to find your nearest fridge or set up a Community Fridge in your community visit [hubbub.org.uk/the-community-fridge](http://hubbub.org.uk/the-community-fridge)



## New Forest Food Banks

All areas of the New Forest are covered by Food Banks. They provide food and other essentials for people in an emergency situation. All food banks require a referral from an agency such as Citizens Advice (tel 0808 278 7860)

### The South

New Forest Basics Bank  
[basicsbank.org.uk](http://basicsbank.org.uk)  
Tel 01590 610008

### The West

Ringwood Foodbank  
[ringwood.foodbank.org.uk](http://ringwood.foodbank.org.uk)  
Tel 01425 600134

### The Waterside

Waterside Foodbank  
[waterside.foodbank.org.uk](http://waterside.foodbank.org.uk)

### Totton

[youthandfamiliesmatter.org.uk/basics-bank/](http://youthandfamiliesmatter.org.uk/basics-bank/)  
Tel 023 8086 0320



## Ringwood Community Fridge

**Where:** Ringwood Library, Christchurch Road BH24 1DW

### Open:

**Tuesday, Wednesday, Thursday** 9.30am - 5.00pm  
**Friday** 11.00am - 1.00pm  
**Saturday** 9.30am - 1.30pm  
**Sunday** 4.30pm - 5.30pm

## Fordingbridge Greener Living Community Fridge

**Where:** Fordingbridge Library, Roundhill SP6 1AQ

### Open:

**Tuesday** 9.30am - 3.00pm  
**Wednesday** 10.00am - 5.00pm  
**Friday** 10.00am - 5.00pm  
**Saturday** 10.00am - 1.00pm

## Food Apps

### Too Good to go

Many restaurants, cafes, supermarkets and food brands have partnered with Too Good to Go and provide a "magic bag" of unsold food to users at the end of the working day. It is a scheme to reduce food waste, but also offers food packages at a discounted price. It's like a goody bag - the items in the bags are always different. Tasty brands include: Greggs, Costa, Morrisons, Starbucks.

### Kitche

Keeps track of the foods you purchased from the supermarket and

will suggest recipes and warn you when items are getting close to their sell by date.

### No Waste

Lets you scan your food and organise it by expiry date, name or category. Makes it easier to monitor what you need to buy in your next food shop so you don't buy things you don't need.

### Olio

Are you going on a diet or did you over order items in your latest shop? This app lets you share unwanted items of food for free among your neighbourhood.