

Information on Warm Spaces and Support

for People of Whitchurch

2022 and 2023



whitchurch town council

Dear Whitchurch Resident

To help a bit, this leaflet gives a range of information to support people who may be finding some things difficult at the moment.

We have included warm spaces in Whitchurch, help with all the bills, housing, food, and transport; debt advice; support for people with a disability; support for older people; and a listening ear and wellbeing support.

The support includes telephone numbers and online links. If you do not have a computer to access the information, you can go online for free at Whitchurch Library in the High Street. You can also call Whitchurch Town Council on 01946 665761 for help and advice.

Hoping that we all stay safe, well, and warm.

Mayor of Whitchurch – Councillor Andy Hall

WARM SPACES

Here are some of the things that are going on in Whitchurch each day. Maybe this is an opportunity to get out and about and meet others.

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| Monday | <p>Whitchurch Library 9.30am to 5pm.</p> <p>Indoor Bowls Civic Centre 1pm and 7pm.</p> <p>St. John's Methodist Church Hall M.O.R.E. 1pm to 4pm for board games, table tennis, tea and biscuits.</p> <p>Whitchurch Senior Citizens Club Pearl Yard Whist 1pm.</p> |
| Tuesday | <p>Whitchurch Library 9.30am to 6pm.</p> |
| Wednesday | <p>St. Alkmund's Time Together for those with memory loss/dementia and their family. Meet 1st and 3rd Wednesday of the month in Bargates Hall 2pm to 4pm.</p> <p>Whitchurch Ramblers Wellbeing Walks. Meet on the Civic Centre Car Park. Shorter walks 2nd and 4th Wednesday of the month. Longer walks 1st and 3rd.</p> <p>Beacon Church (opposite Boots) Watergate Street Warm Spaces place to go 1pm to 5pm from 4 January.</p> |

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| Thursday | Whitchurch Library 9.30am to 5pm. Beacon Church 9.30am to 11am – helping those for who English is not their first language. |
| Friday | Whitchurch Library 9.30am to 5pm. Whitchurch Senior Citizens Club Warm Fridays 10am to 2pm. Beacon Church 10am to 11.30am Connect for You a group for those who have additional needs giving support and a place where ‘you can feel connected’. |
| Saturday | Whitchurch Library 9.30am to 1pm. Whitchurch Senior Citizens Club Whist 1.30pm. |
| Sunday | See church notice boards for details of services. |

For information on other clubs, organisations, and events in Whitchurch visit www.whitchurch.info or keep an eye on noticeboards like the one in the Civic Centre.

HELP WITH YOUR BILLS

ENERGY BILLS

Keep Shropshire Warm 0800 112 3743 or **Marches Energy Agency 0800 677 1307** email: advice@mea.org.uk

www.mea.org.uk Advice on keeping warm at home, heating, hot water, insulation and heating grants, pre-payment meters, tariffs, and suppliers.

Pre-Payment Energy Vouchers 0800 677 1307

If you are at risk of disconnection, you can get help and advice.

Big Energy Saving Network 01743 342 167

Advice on comparing tariffs and finding the best deal to save money; help with the Priority Services Register, Warm Homes Discount and Green Homes Grant.

Community Resources 01743 360 641

www.community-resource.org.uk In Shropshire - energy advice and small grants for people struggling with fuel bills and oil buying scheme.

Simple Energy Advice 0800 444 202

Advice on bills, heating and making your home more energy efficient.

National Energy Agency: 0800 304 7158

Advice and support for people in need.

Worrying About Money Leaflet

www.worryingaboutmoney.co.uk/Shropshire

Money Saving Expert

www.moneysavingexpert.com/energy

Citizens Advice website available 24/7 for information and advice www.citizensadvice.org.uk

OTHER BILLS

**Severn Trent Water –0121 355 7766 email:
contact@sttf.org.uk**

The Big Difference Scheme can help people on low incomes who are struggling to pay ongoing water charges. The Severn Trent Trust Fund – can help people who are struggling to pay water arrears.

TV Licence 0300 790 6117

Free licence for over 75's available to any households receiving Pension Credit. A simple payment plan can be set up for low-income households with options to miss payments and pay fortnightly.

Broadband

Some internet providers offer a discounted 'social tariff.'
Check with your own provider.

HOUSING SUPPORT

Shelter 0808 800 44

Advice for people with housing and mortgage problems.

**Discretionary housing payments from Shropshire Council
0345 678 9002 email: DHP@shropshire.gov.uk**

If your housing benefit is less than your rent or you need help to pay rent in advance or a deposits or help with removal costs.

DEBT ADVICE

Citizens Advice Bureau 0808 278 7894

Citizens Advice Shropshire Whitchurch - Whitchurch Civic Centre – Just Drop-in - Available Wednesday 10am to 1pm

Citizens Advice Shropshire Adviceline Telephone Service Freephone 0808 278 7894. Available Monday to Friday 10am to 4pm.

Citizens Advice Shropshire Specialist Debt Team 01743 280019. Available Monday to Friday 10am to 4pm.

Citizens Advice website available 24/7 for information and advice www.citizensadvice.org.uk

SUPPORT FOR PEOPLE WITH A DISABILITY

PCAS 01691 658088 email: simon@shropshirepcas.co.uk

www.shropshirepcas.co.uk Provide a community based independent advocacy service in Shropshire

A4U 01743 539201 email: advice@a4u.org.uk

www.a4u.org.uk Works to the quality of life for people with disabilities and/or long-term conditions, their families, and carers in Shropshire.

**Shropshire Information Advice and Support Service
01743 280019**

For information, advice and support to parents and carers of children aged 0 to 25, and young people aged 16 to 25 who have, or may have, special educational needs or disabilities (SEND). Available Monday to Friday 10am to 4pm.

Financial help www.gov.uk/financial-help-disabled

SUPPORT FOR OLDER PEOPLE

Age UK Shropshire Telford & Wrekin 01743 233123

email: enquiries@ageukstw.org.uk

www.ageuk.org.uk/shropshireandtelford/our-services/

Offers lots of services for older people and their carers.

Dementia Connect Support Line 0333 150 3456

www.alzheimers.org.uk/dementiaconnect Helps to put you in touch with the right support, from local help to phone and online advice. Helping make things easier.

Friends of the Elderly 020 7730 8263 email:

enquiries@fote.org.uk

www.fote.org.uk Provides grants for those older people living on low incomes.

Shropshire Carers Support Team 01743 341995 Monday to Friday 9am to 5pm email

Shropshire.Carers@shropshire.gov.uk

Information, advice, and support for adult carers of adults

FOOD SUPPORT

Whitchurch Foodbank 01948 663 943

email: info@whitchurch.foodbank.org.uk

www.whitchurch.foodbank.org.uk Find out how you can be referred to the foodbank.

Healthy Start Card 0300 330 7010 healthystart.nhs.uk

An NHS pre-paid card to purchase milk, fruit, and vegetables.
Available from pregnancy to age 4 years

Free School Meals 0345 678 9008 email:

fsm@shropshire.gov.uk

www.shropshire.gov.uk/free-school-meals/

check if you are eligible for free school meals.

HOW CAN YOU HELP OTHERS

Donate food, or money to charities and organisations

Whitchurch Foodbank – leave items in the local supermarkets in the boxes provided. Or donate money through whitchurch.foodbank.org.uk or post cheques payable to ‘Whitchurch Foodbank’ to Bargates Hall, Church Street, Whitchurch Shropshire SY13 1LB

TRANSPORT SUPPORT

Whitchurch Community Cars 07597 713257

The scheme is aimed at people who have appointments where public transport is not suitable or available. Appointments including hospital, essential GP surgery, dentist, opticians, and clinics. Visiting a relative in a care home will also be considered. Drivers are volunteers and will try to help depending on their availability. The service is available from Monday to Friday (not including Bank Holidays). Passengers are asked to contribute 30p per mile.

North Salop Wheelers 07597 273 959 email:

wheelerscbp@gmail.com northsalopwheelers.co.uk

provide door to door transport in North Shropshire

GENERAL SUPPORT

Shropshire Council

Welfare Support Team 0345 678 9078

May be able to help with food, bills, and other essentials,

Benefits Team 0345 678 9002

www.shropshire.gov.uk/cost-of-living-help

Shropshire Larder www.shropshirelarder.org.uk

includes information on all support available in Shropshire for people on low incomes.

Turn2Us 0808 802 2000 www.turn2us.org.uk

helps people in need gain access to welfare benefits, grants, and other financial help.

LISTENING EAR AND WELLBEING SUPPORT

Shrewsbury Samaritans National line – 116 123

Shrewsbury line 01743 233641

email: enquiries@shrewsburysamaritans.org.uk

www.samaritans.org/branches/shrewsbury/ Confidential listening and a safe place to talk about whatever is getting to you if you are feeling distressed or are concerned about someone else.

Shropshire MHS (Mental Health Support) 01743 368647
Monday to Friday 9am to 5pm
email: manager@shropshiremhs.com

www.shropshiremhs.com Providing support and services to people affected by mental health issues.

Young Minds 0808 8025544 (parents hotline) Available
9.30am to 4pm

www.youngminds.org.uk Free online and telephone support including information and advice to any young person or any adult worried about the emotional problem, behaviour or mental health of a child or young person up to the age of twenty-five.

Papyrus Hopeline UK ring 0800 068 4141 or text 07860
039967 email: pat@papyrus-uk.org Monday to Friday
9am to 10pm Weekends and Bank Holidays 2pm to 10pm

www.papyrus-uk.org/hopelineuk/ For children and young people under 35 years old who are experiencing thoughts of suicide and for anyone concerned that a young person could be thinking of suicide. Advisers provide advice and support that may help young people to move forward and stay alive.

Axis Counselling 01743 357777 email:
info@axiscounselling.org.uk

www.axiscounselling.org.uk Confidential telephone counselling support for survivors of sexual abuse and support following a rape or sexual assault.

St. Alkmund's Church pastoral support and bereavement support

Contact: Benefice Administrator: Alison Dunne at ftwstalkmunds@gmail.com or ring 01948 667102 (Monday to Friday 9am to 12noon) or Rector: Revd Judy Hunt at revjudyhunt@gmail.com or ring 01948 667253

Severn Hospice Bereavement Support Service 01743 236565

www.severnhospice.org.uk/for-families-and-friends/

Offering individual and relatives support, and practical help and advice.

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