



# HelpinBrum

## Find Help In Brum Are you concerned about the rise in cost of living?

Find some helpful contact details for advice and support.

Birmingham City Council and partners are working to support and offer guidance to our residents during the cost of living crisis in the UK.

We want to support as many of our residents as possible across key areas which are outlined in this leaflet.

## Warm Welcome:

We are working with the local community and a partnership of voluntary and community sector organisations to expand a network of warm spaces. These spaces will be available for people to use and visit during the winter period and beyond.

There are several existing Warm Welcome Spaces within local communities across the city. Warm Welcome Spaces are:

- inclusive and non-judgmental
- heated and free to access

The services at each space will vary but may include:

- information on further support and available guidance
- opportunities to participate in activities and learn new things
- free internet access, computers and charging points
- a friendly environment to connect with others within the community

You can find details of our current Birmingham Warm Welcome Spaces at

[www.birmingham.gov.uk/warmwelcome](http://www.birmingham.gov.uk/warmwelcome)

Keeping checking back online as more spaces will be launched weekly.

## Benefits and Money Advice:

During the cost of living crisis, it is also important to ensure you have access to the right benefits and money advice for you. There are several information portals below which can help.

To find out what benefits you are entitled to, it is best to use the Benefits Calculator provided by the Government. Find out more by using this link [www.gov.uk/check-benefits-financial-support](http://www.gov.uk/check-benefits-financial-support)

Birmingham City Council has also developed several support factsheets which provide useful information on a range of debt related issues. You can view and download Information on [www.birmingham.gov.uk/debtadviceteam](http://www.birmingham.gov.uk/debtadviceteam)

If you are struggling with debt and need advice and support you can also visit [www.birmingham.gov.uk/helpinbrum](http://www.birmingham.gov.uk/helpinbrum) which can help direct you to the right information.

There are also other services who offer free and confidential advice:

- The Project - Benefit, debt and housing advice  
0121 453 0606 | [www.theprojectbirmingham.org](http://www.theprojectbirmingham.org)
- Citizens Advice Birmingham - Advice on benefits, debt, housing and more  
Freephone 0808 278 7990 (Mon – Fri 9.30 am – 4.30pm) | [www.bcabs.org.uk](http://www.bcabs.org.uk)
- Disability Resource Centre - Advice and advocacy services for disabled people  
03030 402 040 | [www.disability.co.uk](http://www.disability.co.uk)

## Energy Efficiency:

As energy costs rise we are committed to reducing energy bills and helping everyone to keep warm as we head into the winter months.

There are several schemes already available for residents, with full information and guidance available at

[www.birmingham.gov.uk/energyhelp](http://www.birmingham.gov.uk/energyhelp)

There has been a significant rise in energy scams linked to the cost of living crisis.

There is some helpful support on the Birmingham City Council website to avoid these scams.

[www.birmingham.gov.uk/energyscam](http://www.birmingham.gov.uk/energyscam)

## Food Support:

The cost of living crisis has made it much more difficult for many people to afford food. If this is something you are experiencing, there are several information points below which can help.

### Foodbanks:

We know that accessing a foodbank or other projects for the first time can be daunting. However, the volunteers do their utmost to make visitors feel welcome.

With one visitor saying *"It was just a small personal touch that made you feel welcome and on the occasions where I was on a tiny budget, it also felt like somebody did care that times were tough."*

To find a foodbank or other food support please visit <https://www.birmingham.gov.uk/foodhelp>

### Healthy Start card

If you are 10 weeks pregnant or more, have a child under four years old, or you or your family get certain benefits, you may be able to qualify for a Healthy Start card.

The card has money on it to be used in shops to buy: plain liquid cow's milk; fresh, frozen, and tinned fruit and vegetables; fresh, dried, and tinned pulses; and infant formula milk based on cow's milk. You can also get free vitamins.

To find out more and way to apply visit [www.birmingham.gov.uk/healthystart](http://www.birmingham.gov.uk/healthystart)

### Free School Meals

You can also check if your child can get free school meals, visit [www.birmingham.gov.uk/school-meals](http://www.birmingham.gov.uk/school-meals) to see if you are eligible. (This will also automatically register you for the Holidays, Activities and Food Programme.)

## More Information Available

Even more information is available on the Birmingham City Council website [www.birmingham.gov.uk/helpinbrum](http://www.birmingham.gov.uk/helpinbrum) which can guide you to various organisations depending on the help you may require. Alternatively, phone 0121 303 9944 and one of our customer service team will be able to help you.

## Other Support Available

There is also a lot of support at a local and national level. Here are some key contacts if you need information or guidance:

### Age UK Birmingham

Information, advice and helpline services for older people (50+), their families and carers  
0121 437 0479 | [www.ageuk.org.uk/birmingham](http://www.ageuk.org.uk/birmingham)

### Birmingham Mind

Providing advice, information and signposting for people affected by mental health issues  
0121 262 3555 | [www.birminghammind.org](http://www.birminghammind.org)

### Moneyhelper

Advice to help improve your finances  
0800 138 7777 | [www.moneyhelper.org.uk](http://www.moneyhelper.org.uk)

### Stop Loan Sharks

Investigates and prosecutes illegal money lenders and provides support for borrowers  
0300 555 2222 | [www.stoploansharks.co.uk](http://www.stoploansharks.co.uk)

### Turn2Us

Information and financial support  
0808 802 2000 | [www.turn2us.org.uk](http://www.turn2us.org.uk)

### Birmingham and Solihull Women's Aid

Support for women and children affected by domestic violence and abuse  
0800 800 0028 | [www.bswaid.org](http://www.bswaid.org)

### Shelter

Housing advice 0808 800 4444 | [www.england.shelter.org.uk](http://www.england.shelter.org.uk)

### The Active Wellbeing Society

Listen and Connect support people to feel heard, connect with others, be active, live well and access information  
0121 728 7030 | [www.theaws.co.uk/listen-connect](http://www.theaws.co.uk/listen-connect)

### The Refugee and Migrant Centre

Advice on immigration, housing & destitution, welfare & health, employment & education, resettlement and citizenship  
0121 374 0140 | [www.rmcentre.org.uk](http://www.rmcentre.org.uk)

### Spitfire Services

Advice on money, benefit, housing and employment issues  
0121 747 5932 | [www.spitfireservices.org.uk](http://www.spitfireservices.org.uk)