

WE CAN HELP!

Struggling with the Cost of Living?

The rising cost of basic goods, including food and bills, aren't problems you have to face alone.

Oldham Council has invested £3 million to help you make the most of your money and access support if you need it.

This leaflet contains information on how you can access the guidance and advice that's available to you.



Oldham
Council

We Can Help



"The Cost of Living Crisis is impacting on everyone. People are already struggling and worried about how they will cope over the

winter, and we know this is going to get worse for many people.

It's one of my top priorities as Leader of the Council to support you through this crisis which is why we're investing £3 million to widen the safety net and provide the help you need.

This investment will have a huge impact on the lives of residents – providing practical support with things such as energy bills, food and housing costs, while also putting more money in your pockets to help you stay afloat.

If you're worried that you're going to find yourself in difficulty, we want you to contact us as soon as possible so that we can help you before you reach crisis point. We don't want anyone having to choose between being cold or being hungry this winter.

"We're already seeing high demand for our support services right across the council. I have personally listened to calls coming through to the helpline from people who genuinely feel they have nowhere to turn.

This isn't the case and by investing this money into our services, we can get people back on the right track.

We've put together this handbook with advice, information and contacts so you have it to hand if you need it. Stick it on your fridge, clip it to your calendar or put it with your important documents in case you need it.

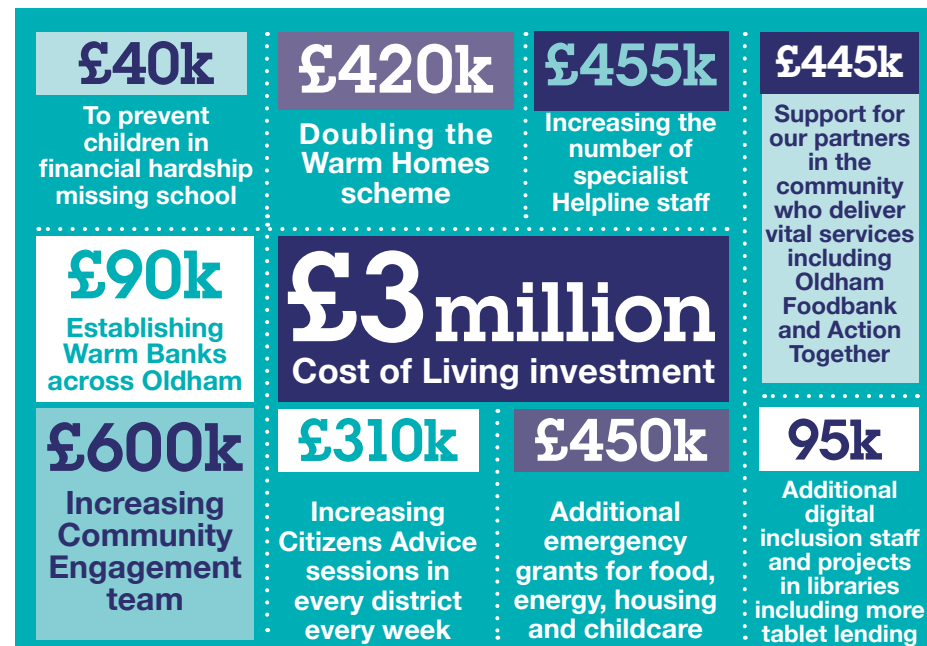
At the very least, save the number for the Helpline in your contacts list. It could be the go-to number you need if you find yourself in crisis. The number is **0161 770 7007**."

Councillor Amanda Chadderton,
Leader of Oldham Council

0161 770 7007

www.oldham.gov.uk/WeCanHelp

**WE
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HELP!**



How to get extra help

Oldham Council Helpline

Specialist advice, referrals, access to emergency grants and personal case workers.

T: 0161 770 7007

Open Monday to Friday, 9am to 5pm

Breakthrough UK text service,

If you cannot or prefer not to speak to the Helpline team over the phone text **07860 022876**

Welfare support

Oldham Welfare Rights Service

Free specialist advice including benefit calculations, assistance with making a claim, help challenging benefit decisions and providing representation at appeal tribunals.

T: 0161 770 6655

www.oldham.gov.uk/welfarerights

Open Monday to Friday, 9am to 5pm

Citizens Advice Oldham

Free confidential advice on welfare benefits, financial capability, family, personal issues, housing and employment.

T: 0808 278 7803

For Universal Credit support

T: 0800 144 8444

www.casort.org

Open Monday to Friday,
8.30am to 5.30pm

Get Oldham Working

Help with writing CVs and job applications, plus personal learning mentors, info on local jobs, training and apprenticeships.

T: 0161 770 4674

employability@oldham.gov.uk

Help in a crisis

Oldham Foodbank

If you're not sure how you're going to feed yourself or your family, Oldham Foodbank can help. To be referred, contact our Helpline:

T: 0161 770 7007

www.oldham.foodbank.org.uk

Open Monday to Friday,
9am to 5pm

Local Welfare Provision

If you need help to meet short term emergency needs for your home, such as white goods, we can help and see whether you're eligible for the Local Welfare Provision.

T: 0161 770 5468

Open Monday to Friday,
9am to 5pm

Oldham Credit Union

Simple, affordable, flexible loans of £100 – £10,000 from your community lender.

T: 0161 678 7245

www.oldhamcreditunion.co.uk

Risk of homelessness

If you're at risk of losing your home, our Housing Options team can provide specialist advice and support in response to your circumstances. Contact them on:

T: 0161 770 4605

housing.options@oldham.gov.uk

Mental health crisis support

If you feel desperate and like you have nowhere to turn, help is available.

• **call Samaritans on 116 123**

• **text SHOUT to 85258**

If your thoughts are suicidal or if you feel you may hurt yourself or others, **call 999** for an ambulance or go straight to A&E.

Are you part of a group supporting Oldham residents during the Cost of Living Crisis?

Grants between £200 and £1,000 are available for informal groups and members of Action Together in Oldham's voluntary, community, faith and social enterprise sectors (VCFSE).

Find out more at:
<https://www.actiontogether.org.uk/one-oldham-fund>



Help with keeping warm

Warm Banks

We have a number of Warm Banks available across Oldham that you can visit to keep warm and get a hot drink at no cost.

Here's a list of our libraries which are open as Warm Banks now (opening times vary) and we will be opening more over the winter months.

Chadderton Library and Wellbeing Centre

Burnley Street, Chadderton,
OL9 0JW

Crompton Library

Farrow Street East, Shaw,
Oldham, OL2 8QY

Delph Library

Millgate, Delph, Oldham,
OL3 5JG

Failsworth Library

Oldham Road, Failsworth,
M35 0FJ
(in the Town Hall building)

Fitton Hill Library

Fitton Hill Neighbourhood Centre,
Fircroft Road, Fitton Hill,
Oldham, OL8 2QD

Greenfield Library

Chew Vale, Greenfield, OL3 7EQ

Lees Library Community Hub

Thomas Street, Lees, OL4 5DA

Limehurst Library

St. Chads Centre, Lime Green
Parade, Limehurst, OL8 3HH

Northmoor Library

Chadderton Way, Oldham,
OL9 6DH

Oldham Library and Lifelong Learning Centre

Cultural Quarter, Greaves Street,
Oldham, OL1 1AL

Royton Library at Trinity Church

Radcliffe Street, Royton, OL2 5QR

Uppermill Library

St. Chad's, High Street,
Uppermill, OL3 6AP

www.oldham.gov.uk/WarmBanks

Warm Homes Scheme

If you need help to keep the lights or heating on, our Warm Homes team can provide energy vouchers in an emergency.

T: 0800 019 1084

www.warmhomesoldham.org

Open Monday to Friday,
9am to 5pm

0161 770 7007

www.oldham.gov.uk/WeCanHelp



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Practical advice

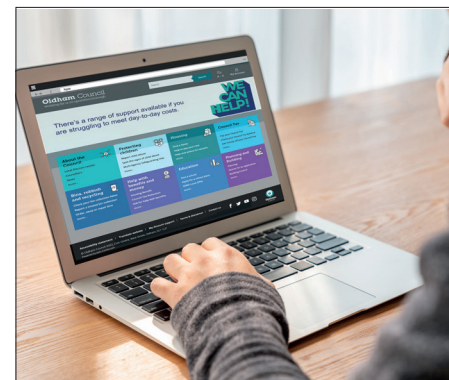
to save on your energy bills

- 1 Get a smart meter to monitor your energy use and keep a track on appliances that are running your bills up.
- 2 Turn your temperature down on your thermostat. It sounds obvious, but it's estimated that turning it down by even one degree could save you up to 10% on your bill.
- 3 If you have a condensing boiler (installed after 2005), you can adjust your flow temperature and save money. This is the dial with the radiator icon on the front of your boiler. Dial it down to 60°C or less if you have a newer property and your boiler will work more efficiently (condensing mode).
- 4 Bleed your radiators. If the top is cold, it's not heating fully. You need a radiator key but once bled, your boiler won't have to work as hard to keep your room warm.
- 5 Turn radiators off in rooms you're not using and close the doors. This will help insulate your home.
- 6 Keep your internal doors shut and curtains closed – especially in rooms you're not using.
- 7 If you've got laminate, wood or tiled floors, try and use a rug if you have one. Up to 10% of heat can be lost through your floors.
- 8 Not leaving appliances on standby could save up to £147 a year. These are things such as your TV, microwave or phone chargers which are all costing you money if you leave them plugged in.
- 9 Use LED bulbs. They use at least 75% less energy and last up to 25 times longer, than regular bulbs.
- 10 If you're making a brew, only boil enough for the cups you're making. Your kettle won't need to work as hard so it's cheaper to run.

Practical help

You can go to any Oldham Library to use a computer or borrow a tablet. Bookings are also available to support with Cost of Living including how to use price comparison websites to help save money, search for jobs or do online courses. You can even borrow a Chromebook to take home.

www.oldham.gov.uk/libraries



Stay Scam Aware

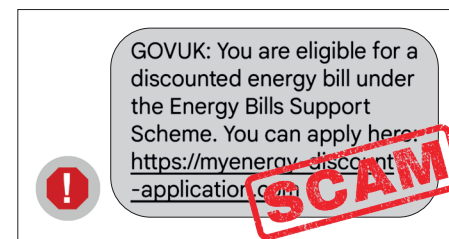
Nobody from Oldham Council or the Government will ever text or call you to ask for your financial details.

Winter energy discounts are being given directly to suppliers so you will not be asked to apply for them via online webforms.

Other forms of scam include:

- phone calls from people pretending to offer financial help if you help them first
- malicious links through texts or WhatsApp messages
- emails asking you to hand over personal details

If you're in doubt about whether something is legitimate, then it's better to be cautious and not give them any personal information before checking it is a legitimate ask.



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Help and Advice

Oldham Council Helpline

T: 0161 770 7007

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9am to 5pm

Oldham Welfare Rights Service

T: 0161 770 6655

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

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T: 0800 019 1084

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T: 0161 770 4674

employability@oldham.gov.uk

Open Monday to Friday,
9am to 5pm

Age UK

T: 0161 633 0213

**www.ageuk.org.uk/oldham
info@ageukoldham.org.uk**

Pennine Mental Health

T: 0800 014 9995

Open 24 hours a day,
7 days a week

Adult Social Services

T: 0161 770 1122

Open Monday to Friday,
8.40am to 5pm

Children's Social Services

T: 0161 770 3730

Open Monday to Friday,
8.40am to 5pm

TOG Mind

A range of support including
counselling and 'listening spaces'.

T: 0161 330 9223

Local Welfare Provision

T: 0161 770 5468

9am to 5pm Monday to Friday

Samaritans

T: 116 123

Or text SHOUT to 85258

Support for over 50s

T: 0161 633 0213

**info@ageukoldham.org.uk
www.ageuk.org.uk/oldham**

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0161 770 7007

www.oldham.gov.uk/WeCanHelp



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