

# Cost-of-living support

Find out what help and support is available to you and your family as the cost-of-living crisis continues.

## Get in touch with us to let us know if you're struggling with your finances

We know everyone is feeling the pinch this winter and we want to support those families in our school community who are impacted the most. If you're struggling with your finances, please do get in touch to let us know, as there may be things we can suggest which will help. We want to do everything we can to help you and your child through this difficult winter.

## Contact your local Citizen's Advice Bureau or Family Hub

### Citizen's Advice Bureau (CAB)

You don't have to be a UK citizen to get support from your local CAB, you just need to be a resident of the local area. The CAB can help you with:

- Getting benefits or other financial support organised
- Accessing support for essential costs (food, bills, rent)

Visit the [Citizens Advice](#)'s website or contact your local branch to book an appointment

<p>Citizens Advice Mole Valley  <b>Dorking Office</b>          3 Lyons Court          Dorking          Surrey          RH4 1AB</p> <p>Alternatively call our Advice Line on <a href="tel:08082787930">0808 278 7930</a> Monday to Friday 09:00 to 17:00, <a href="#">email us</a> with your query or get <a href="#">online advice</a>.</p>	<p><b>Opening Times</b>  <b>Monday</b> – Open 10am – 4pm for pre-booked appointments only.  <b>Tuesday</b> – Drop-in 10:15am – 12.15pm. Open 1pm – 4pm for pre-booked appointments only.  <b>Wednesday</b> – Open 10am – 4pm for pre-booked appointments only.  <b>Thursday</b> – Open 10am – 4pm for pre-booked appointments only.  <b>Friday</b> – Open 10am – 1pm for pre-booked appointments only. Closed from 1pm.</p>
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## Check you're paying the right amount of tax

Make sure you're on the right tax code. If you aren't you might be due a refund. Use the [Money Saving Expert's](#) free tax code calculator to find out.

## Claim any benefits you're entitled to

Use 1 of these benefits calculators to determine whether there are any benefits you could be claiming:

- [Turn2us](#)
- [Policy in Practice](#)
- [Support for migrant families](#) – use this calculator if you are a migrant family, or if you have no recourse to public funds

You may be able to get benefits paid early if you're already feeling the squeeze - this is known as 'a short-term benefit advance' - you will need to contact the Department for Work and Pensions (DWP) office that's dealing with your claim.

## Check you've received all the government's cost of living payments

The government's [cost of living payment](#) is available for those receiving certain benefits or tax credits. You don't need to apply for these – if you're eligible the money should go straight into your account.

If you think you're due a payment, but haven't received one – [report a missing payment](#) to the government here.

**Be aware of scams!** If you receive any emails, texts or phone calls asking you to fill in an application form or asking for your bank details to receive a cost of living payment, **do not talk to them or send a reply**. Get more information on [cost of living scams](#) on the Money Saving Expert's website

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## Find out what help you can get with your energy bills

Take a look at these resources from [Simple Energy Advice](#), the [British Gas Energy Trust](#) and the [Money Saving Expert](#) website.

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## Let us know if your child is entitled to free school meals (FSM)

If your child is eligible for free school meals (FSM) you need to get them registered – please contact the school office for an application form. This will allow them to get a free meal at school, and we'll get extra funding to support your child's learning. We do not decide anything as a school, it is all done by Surrey based on parents NI number.

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## See what other support you can get from your local authority

### Surrey County Council's new Health and Welfare hub and Healthline.

Surrey's ultimate ambition is that no one is left behind. That means helping those who need us most and improving quality of life for everyone.

We know that more and more people in Surrey are finding themselves in challenging situations and struggling financially and health wise. For further information please go to their website: [Surrey CC Health-and-Welfare-Support](#). Community Helpline: 0300 200 1008

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## Get free or low-cost food

If you're worried about not having enough food to feed your family, you're not alone. There are a number of places offering support.

➤ If you have a child under 4, and meet the eligibility criteria, you may be entitled to [healthy start food vouchers](#)

➤ **Dorking Foodbank:** Dorking Area Foodbank provides three days' worth of food for individuals and families struggling to put food on the table in a time of financial hardship. The service is run by volunteers and supported by the Trussell Trust. They cannot provide long-term assistance but can signpost their clients on to other services.

The Christian Centre Church Street Dorking RH4 1DW  Phone number: 07494226743  Email: <a href="mailto:info@dorkingarea.foodbank.org.uk">info@dorkingarea.foodbank.org.uk</a>	Every Tuesday between 4.45 pm and 5.45 pm, Every Thursday, between 2.30 pm and 3.30 pm
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➤ **Dorking Community Fridge** - is based in Dorking Christian Centre and at Harvest Community Church - providing a community space where people can donate and take free fresh food that otherwise would be wasted. The food in the fridge is free to anyone.

Every day is different, and absolutely everyone is welcome to come and take what they want.

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The Community Fridge at the Christian Centre is open Monday - Saturday 10am-8pm most days <a href="https://www.dorkingchristiancentre.org.uk/">https://www.dorkingchristiancentre.org.uk/</a>	Please contact the Harvest Community Church, Goodwyns, Stubs Hill, for their open hours <a href="http://www.harvestchurchdorking.org.uk/">http://www.harvestchurchdorking.org.uk/</a>
<b>Mobile:</b> 01306 500116	<b>Telephone:</b> 01306 886830

➤ Use food waste apps and websites like [Olio](#) (for free food and household items from your local community), [Too Good To Go](#) (for low cost food from local restaurants), or [Low Price Foods](#) (food that has passed its best before date, but is still safe to consume)

### Further information

- Contact [StepChange](#), if you're struggling with debt
- Contact [Shelter](#) if you're having issues related to housing
- Get free household goods on [Freecycle](#)
- Contact the [Salvation Army](#) for emergency assistance
- See if you're eligible for [grants from Turn2us](#)
- Single parents can get support from [Gingerbread](#)