

Food and Essential Support for Families in Richmond upon Thames (including Utility Costs)

Access to Food and Essential Support

Advice and support to access grants, financial and debt management advice and welfare and benefits support is available for everyone from [Citizens Advice Richmond](#) and from [Richmond AID](#) for people with disabilities, long-term health conditions and carers.

Citizens Advice Richmond www.citizensadvice-richmond.org.uk

Support for all residents living in the borough of Richmond, across every aspect of advice work, including benefits and welfare, housing and EU settled status.

Call 0300 330 2114 (Monday to Friday, 10am to 4pm)

Email via their online form - www.citizensadvice-richmond.org/get-advice/email-us/.

Organisations can refer clients directly with this online form - www.citizensadvice-richmond.org/referral-page/.

Richmond AID www.richmondaid.org.uk

Support for people with long-term health conditions, disabilities or carers.

Call 020 8831 6464 (Monday to Friday, 10am to 4pm)

Email advice@richmondaid.org.uk

Richmond Food Bank www.richmond.foodbank.org.uk

To get help from the Richmond Food Bank, you need to get a food bank voucher provided by a local referring agency. You can call or email the food bank to talk through your situation and be put in touch with a relevant local agency.

Email foodbank@vineyardcommunity.org or call 020 8894 0274

Or call Citizens Advice Richmond 0300 330 2114 (local food bank voucher agency).

The Real Junk Food Project www.e-voice.org.uk/triftp

This project offers weekly café sessions in St Margarets and Hampton Hill where surplus fresh food from local businesses is used to create hot lunches and provide surplus food for you to take away. It operates a pay what you can scheme and you do not need to pay anything. They are based at the [ETNA Centre](#) (St Margarets) and [The Greenwood Centre](#) (Hampton Hill). For weekly opening times, [visit the website](#).

Call 020 8892 0590 or email trifp.twickenham@gmail.com

Food for Thought www.food-for-thought-heathfield.webnode.com

This community project launched in December 2020 and is based on [Heathfield Recreation Ground](#) in Whitton (TW2 6EG) next to Heathfield School and Heathfield Children's Centre. It distributes surplus food that would otherwise go to landfill from supermarkets, independent food outlets and restaurants. It is open to anyone. No charge is made but you can make a donation. Please bring your own carrier bags.

Weekly stall times: Thursday 2:30pm to 4:30pm / Saturday 11:30am to 1:30pm

Email: fftheathfield@gmail.com

Growbaby www.growbaby.co.uk 020 8339 0372 or 07900 212567

This is a charity in Kingston. It has received funding to provide baby nappies, baby food or formula for families in Richmond and Kingston. Referrals can be submitted on behalf of families using their [online form](#) or the team can be contacted directly.

Advice and Guidance - to help access grants, benefits, debt management, legal advice and more

South West London Law Centres www.swllc.org 020 8767 2777

Free and independent legal advice on social welfare issues including housing, debt, immigration and employment.

Free School Meals – Is Your Child Eligible?

Many families are entitled to free school meals but do not claim them. The process is simple and your application will be processed in two days. As well as the benefit of a hot nutritious meal every day, the school benefits by receiving £900 per child (known as the Pupil Premium) which is used to offer increased opportunities, equipment and books to support pupil learning. You are eligible if you receive **one** of the following benefits:

- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Support under Part VI of the Immigration and Asylum Act 1999
- The guaranteed element of Pension Credit
- Child Tax Credit (provided you're not also entitled to Working Tax Credit and have an annual gross income of no more than £16,190)
- Working Tax Credit Run-On (paid for 4 weeks after you stop qualifying for Working Tax Credit)
- Universal Credit - if you applied on or after 1 April 2018, your household income must be less than £7,400 a year (after tax and not including any benefits you get)

Nursery aged children must be receiving education before and after lunch to be entitled to free school meals.

For more information and to apply, visit the [Richmond Council webpage here](#).

[Early Education Funding and 30 Hours Childcare Offer](#) www.kr.afcinfo.org.uk
Information pages from Achieving for Children (AfC) set out the various entitlements available to fund early years children in nursery and childcare places.

If you are unsure what might be relevant for you, give the AfC Family Information Service a call on 020 8547 5215 or email fis@achievingforchildren.org.uk.

LBRUT Private Sector Housing Team

Richmond Council's Private Sector Housing Team investigates complaints relating to private rented housing conditions and repairs and sub-standard housing and will pursue court action where landlords fail to act responsibly towards their tenants. The team is a shared service with Merton and can be contacted at 020 8545 3025 or privatehousing@merton.gov.uk

[Skylarks](#) www.skylarks.charity

A local charity that provides support and advice for families who have children with any additional needs or disabilities. They are a registered referrer for the [BBC Children in Need Emergency Essentials Scheme](#) which provides grants for essential items and equipment. For more information about the scheme, visit [Family Fund website](#) or email info@skylarks.charity.

[Green Homes Grant - up to £10k](#)

Available to borough residents with a household income of less than £30,000 who live in a property with an Energy Performance Certificate (EPC) of D,E,F or G. The funding is managed by Richmond Council and will support the installation of energy efficient and low carbon heating improvements to the home. Both homeowners and landlords are eligible.

Please note this is different to the Government Green Homes Grant Voucher, which closed to applications on the 31 March 2021.

For more information and a helpful video, [visit this Richmond Council webpage](#).

[Crosslight](#) www.crosslightadvice.org 020 7052 0318

Crosslight provides debt and money advice. It is part of the Community Money Advice Network of debt advice agencies and has an office in Twickenham. It supports people to combat debt and hardship caused by the burden of unmanageable debt and lack of financial capability.

Richmond Workmatch www.richmondworkmatch.org

A [Richmond Council](#) service that supports people to access local jobs and training. It covers jobs across Richmond, Wandsworth and Kingston and provides training for borough residents to increase their employability. For more information, call Sonia Wilson on 07989 448237 or email sonia.wilson@richmondandwandsworth.gov.uk.

Room for Work www.roomforwork.org

A local charity that specialises in helping mature job seekers aged 40+ with previous work experience. Roles range from administrative to professional and managerial. Their free 12-week course supports learners to understand current job searching methods, write an effective CV, practise competency-based interviews, develop speaking skills and much more. Interested participants can [register now](#) for the September 2021 start date.

StepChange www.stepchange.org

A national debt charity offering comprehensive, non-judgemental debt advice, helping people who have debt problems take back control of their finances. Whatever the situation, they look for practical solutions that help to improve it. You can [make contact](#) by phone, email or webchat and they have a range of online tools and resources.

Helpline: 0800 138 1111 (Monday to Friday, 8am to 8pm / Saturday, 8 to 4pm)

WaveLength www.wavelength.org.uk

The UK's leading loneliness charity, giving media technology (radio / computer / tablets) to those most in need. They help them to connect and reduce isolation, as well as increase stimulus and learning.

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