

“We appreciate the impact that changes made to Winter Fuel Payments for pensioners may have had on our residents. We know that financial support is essential for some residents in our community, particularly for older residents on low or fixed incomes.

We also understand that this could be the first time you have found yourself in this situation. You may be unsure what support is available to you or how you can access that support. That is why we have created this information leaflet, to help raise awareness of the assistance we can give, how we can help you find out what benefits you may be entitled to – and also to help you apply for them.

Over the last few months, our Revenue And Benefits Outreach and Engagement Team have been raising awareness of Pension Credit and the other financial assistance available at our Sheltered Housing complexes and drop-in events.

Within this leaflet is more information on how you can get in touch with them by phone, in-person, or online.

The Team can help with:

- Council tax enquiries (arrears, disregards & exemptions)
- Council tax reduction/support applications
- Housing benefit and universal credit enquiries and applications
- Discretionary or Exceptional Hardship Payment enquiries and applications
- Housing and homelessness enquiries and applications
- Finding out what you are entitled to
- Signposting to other agencies for mental health and wellbeing support
- Help with debt and money advice.

If you are struggling financially, please contact us to find out what benefits and support you may be entitled to. We are here to help.”

**Councillor Barry Aspinell**  
Leader of Brentwood Council



🌐 [www.brentwood.gov.uk](http://www.brentwood.gov.uk)

📘 [www.facebook.com/brentwoodcouncil](https://www.facebook.com/brentwoodcouncil)

in Brentwood Borough Council



Brentwood Borough Council, Town Hall, Ingrave  
Road, Brentwood, Essex CM15 8AY



**Pension Credit Advice** – Check eligibility and get help with your application  
**Tech for Safety** – Learn about fall alarms and other safety devices  
**Befriending Services** – Discover clubs and receive thoughtful knitted gifts

# WE ARE HERE TO HELP

Find out how to claim your **Pension Credits** and other resources to **help with the cost of living.**



# HELP IN-PERSON



Our Revenue and Benefits Outreach and Engagement Team are available around the borough.

Council Offices, Ingrave Road, Brentwood CM15 8AY:  
**Wednesdays 9am to 5pm (subject to availability)**

Brentwood Community Centre:  
**The first Thursday of every month 9.30am to 1.00pm**

Brentwood Daily Bread, St Peters Church, Claughton Way, Brentwood CM13 1JS:  
**The 3rd Friday of Every Month 9.30am to 12.30pm**

Citizens Advice, Brentwood Town Hall:  
**Tuesday 10am to 3pm & Friday 10am to 1pm**

Claughton Way, Brentwood CM13 1JS:  
**Tuesdays 9.30am to 1pm**

56-60 Doddinghurst Road, Brentwood, Essex CM15 9EH: **Wednesday 10am to 2pm**

# HELP ONLINE



To find out what you are entitled too and see events around the borough, please check our webpage or scan the QR code below.

**General Help**  
[www.brentwood.gov.uk/findhelp](http://www.brentwood.gov.uk/findhelp)

**Discretionary and/ or Exceptional Hardship applications**  
[www.brentwood.gov.uk/apply-for-discretionary-or-exceptional-hardship-payments](http://www.brentwood.gov.uk/apply-for-discretionary-or-exceptional-hardship-payments)



# HELP AROUND THE BOROUGH

## Help with Meals:

Brentwood Daily Bread, St Peters Church:  
[www.huttonparish.com/dailybread](http://www.huttonparish.com/dailybread)  
Café: **Tuesday to Friday 10am to 1pm**  
Food Hub: **Monday to Saturday 10am to 12pm**

Manna Meals, Bishops Hall Community Centre, 3 Elizabeth Road, Brentwood CM15 9NU:  
**Wednesday 4pm to 6pm, Serving Hot Meals**

## For help with furniture

For help with furniture: [www.lighthousefurniture.org](http://www.lighthousefurniture.org)  
25/27 Tallon Road, Hutton, Brentwood CM13 1TE  
**Monday to Friday 9am to 4:30pm and Saturday 9am to 2:00pm**

## Money & Debt Advice

Step change: [www.stepchange.org](http://www.stepchange.org)  
**0800 138 1111**  
To speak to a trained advisor about cost of living and utility bills, call the Fuel Poverty Line: **08081 896550**

## Mental Health Services

Please see other free activities here:  
[www.brentwood.gov.uk/support-with-wellbeing](http://www.brentwood.gov.uk/support-with-wellbeing)

Samaritans: **[www.samaritans.org](http://www.samaritans.org) or call 116 123**

Thurrock and Brentwood MIND:  
Walks: Leaving from Warley MIND on **Thursdays at 10am** for 1 hour.  
CVS: Tea Mornings at Merry Meade House, CM15 9FE  
**Mondays 9.30am to 10.30am**