

# Support with food and financial payments

We know that this is a really difficult and anxious time for many of our residents and we are doing all we can to support you through this tough period.

The Council is working closely with voluntary and community organisations to make sure you get the help you need. This leaflet explains how you can access financial support depending on your circumstances.



## I'm having some financial difficulties and I can't afford to buy food

- If you need financial support, you may be entitled to help through the Council's Local Support Payments Scheme. We have boosted this by £500k on top of funding from central government. You can apply by calling **020 7745 6464** (Monday to Friday, 8.30am to 5pm). When you call your circumstances will be assessed over the phone to check if you are eligible. If you are eligible, it can take a few days before payments are made.
- You may also be entitled to Universal Credit. To find out more you can call **0800 328 5644** (Monday to Friday, 8am to 6pm).

## I need help with rent and council tax

- If you are a Council tenant and struggling to keep up with rent payments, we have set aside a fund to support you. Please email [HM-Rentincome2@rbkc.gov.uk](mailto:HM-Rentincome2@rbkc.gov.uk) or call **0800 137 111** and we will give you more details. We won't be taking enforcement action for the next few months if you are struggling to pay your rent. You may also be entitled to help with costs via Universal Credit or Housing Benefit. Please call **0800 328 5644** or **020 7361 3006**.
- We already have an established Council Tax Reduction Scheme which provides support to households. We have reduced Council Tax bills by up to £150 for all working age households that receive some help through the Council Tax support scheme but still currently pay something towards their Council Tax.
- If you do not currently receive support with paying your Council Tax and, as a result of the Coronavirus pandemic, you think you will find it difficult to pay your Council Tax over the next few months, call **020 7361 3006**, and ask for a claim form.

**Together** K&C



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA

## I am in urgent need of food while I wait for financial support

- There are a number of food banks in the borough which are being replenished by the Council, City Harvest and other voluntary organisations who are working together to make sure we can meet the short term food-need people are facing. We can signpost you to these local food banks if you are in urgent need of food - you may need to travel to the north and south of the borough to access food on the same day if you are in urgent need of food support.
- Please call RBKC Food Service on **020 7361 3937** (Monday to Friday, 9.30am to 5pm).

## I am self-isolating and am unable to shop for food

- If you have friends or family who can help, you should ask them to shop for you.
- If this is not possible, you can contact the Covid-19 Hub on [c19hub@rbkc.gov.uk](mailto:c19hub@rbkc.gov.uk) or call **020 7361 4326** (Monday to Sunday, 9am to 5pm) and they can refer or signpost you to a range of community and voluntary organisations who can help you.

## I am under 65

- If you are under 65 and need support accessing food and essential supplies you can access the **Under 65 Food Distribution Service**. This service is provided by the Council in partnership with Kensington and Chelsea Social Council and the Venture Centre. If your referral meets the criteria, an emergency support parcel of essential dry foods, toiletries and cleaning products aimed to help residents on a one-off basis, will be distributed as soon as possible.
- Should ongoing support be needed, you can contact us again and we will assist.
- The referral form for this service can be found online at [www.rbkc.gov.uk/coronavirus](http://www.rbkc.gov.uk/coronavirus) and can also be completed over the phone, by organisations or individuals calling RBKC's Food Support Service on **020 7361 4326**.

## I am aged 65 or over

- If you are aged 65 or over, you may be eligible for support with food and other essentials provided by Age UK Kensington and Chelsea.
- You can get more information from Age UK Kensington and Chelsea by calling **020 8969 9105** or you can be referred by another community organisation.
- Alternatively, you can contact the Covid-19 Hub on **020 7361 4326** (Monday to Friday, 9am to 5pm) and they will make a referral for you.

