

FOOD

Organisation	Help available	Who	Cost	Self-refer	HEET refer	How to contact
Council – Community Help Network	Bi-weekly food parcel	70 + Self-isolators	Free	Yes	Yes	Tel: 020 8496 3000 Referral form
Eat or Heat	Food parcels for collection or delivery	Low-income, no access to food	Free	No	Yes	Contact HEET for a referral: info@theheetproject.org.uk 020 8520 1900
PL84U Al Suffa	Food bank - Tues/Thurs/Sat 2-4pm at Scout Hut, 205A Wood St, E17 3NU	Anyone	Free	No	Yes	Contact HEET for a referral: info@theheetproject.org.uk 020 8520 1900
Hornbeam	- Cooked meals to collect – 12-3.00 - Hot meal delivery – arranged through HEET	Anyone	Optional donation	Yes	Yes	Tel: 07492 915 531 or Contact HEET for a referral: info@theheetproject.org.uk 020 8520 1900
OrganicLea	Veg Box delivery	Anyone	See website	Yes	N/a	https://www.organiclea.org.uk/ Tel: 020 8524 4994 E: info@organiclea.org.uk
Eggs & Bread	Cooked meals to collect 191 Wood Street E17 3NU Mon-Fri – 7.00am to 11.00am Sat-Sun – 8.00am to 12.00	Anyone	Optional donation	Yes	Yes	Website
Salvation Army Waltham Forest	Food bank - 434 Forest Road E17 4PY	Low-income, no access to food	Free	Yes	Yes	Website Tel: 020 8521 3029 E: walthamstow@salvationarmy.org.uk

SHOPPING

Organisation	Help available	Who	Cost	Self-refer	HEET refer	How to contact
Age UK WF	Emergency Shopping – depends on volunteer befrienders	Vulnerable elderly (mainly 70+)	Free	Yes	Yes	website Tel: 020 8558 5512
WF Community Hub	Emergency shopping for older residents	Vulnerable elderly (mainly 70+)	Free	Yes	Yes	Website Tel: 0208 223 0707 E: info@wfchub.org
Council – Community Help Network	Prescriptions only	70 + Self-isolators	Free	Yes	Yes	Tel: 020 8496 3000 Referral form

Befriending

Organisation	Help available	Who	Cost	Self-refer	HEET refer	How to contact
Age UK WF	Telephone befriending (daily call to check OK)	Over 50s	Free	Yes	Yes	website Tel: 020 8558 5512
WF Community Hub	Telephone befriending (daily call to check OK)	Vulnerable elderly (mainly 70+) Young People Guardians/Parent	Free	Yes	Yes	Website Tel: 0208 223 0707 E: info@wfchub.org Contact Monwara
Carers First	Telephone support and advice	Carers	Free	Yes	Yes	0300 303 1555 or email hello@carersfirst.org.uk Website
Crest	Telephone support and advice	People experiencing mental health difficulties	Free	Yes	Yes	Contact Chris O’Sullivan 07555717239
St. Margaret with Columba	Telephone support and advice 9am to 5pm Mon – Fri	Anyone	Free	Yes	Yes	Pastor Bill 0208 558 2121

Financial, Benefits & Debt Advice

Organisation	Help available	Who	Cost	Self-refer	HEET refer	How to contact
WF Citizens Advice	Telephone appointments for all types of advice	Anyone	Free	Yes	Yes	Advice line: 0300 330 1175 Webchat Help to Claim (UC) : T: 020 3233 0250 Direct Payment Support: T: 020 3233 0279 E: directpayments@citizensadvicewalthamforest.org.uk Pensionwise: Online bookings T: 020 3233 0250 Or contact HEET for a referral: info@theheetproject.org.uk or T: 020 8520 1900
Citizens Advice website – Specific COVID 19 related advice	Debt and benefits advice, some housing and employment information	Anyone	Free	n/a	n/a	Website
Carers First	Telephone appointments for benefits/debt advice	Carers	Free	Yes	Yes	0300 303 1555 or email hello@carersfirst.org.uk Website
Age UK Waltham Forest	Advice and guidance on benefits and debts	55+	Free	Yes	Yes	website Tel: 020 8558 5512 or email c.alphonse@ageukwalthamforest.onmicrosoft.com
Turn2us	Benefits advice, benefits calculator and Coronavirus benefits and support updates	Anyone	Free	Yes	N/a	Website
LBWF – Discretionary Payments	Hardship fund for help with Council Tax and Housing Costs	Housing costs paid by Housing benefit or through UC	Free	Yes	n/a	website Discretionary Housing Payment form Council Tax discount or exemption Tel: 020 8496 3000 E: revenue.services@walthamforest.gov.uk

LBWF – Local Welfare Assistance	Food vouchers Pre-pay fuel top-up vouchers Essential household items Low-cost furniture	Severe financial hardship or health is at risk	Free	Yes		Website On-line form Phone: 020 8496 8505 or 020 8496 8417 E-mail: lwa@walthamforest.gov.uk Help filling in form available if you phone
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Essential Repairs, fuel & Housing

Organisation	Help available	Who	Cost	Self-refer	HEET refer	How to contact
Council – Community Help Network	Essential home repairs	70 + Self-isolators	Free	Yes	Yes	Website Tel: 020 8496 3000 Referral form
Solace Women’s Aid	Phone support and emergency accommodation when needed.	Women victims of domestic violence	Free	Yes	Yes	Helpline: 0808 802 5565 E: advice@solacewomensaid.org Website