

Brighton & Hove Services, Support and Guidance

*If you are experiencing any symptoms
of Covid-19 / Coronavirus the latest
information can be found at
[gov.uk/coronavirus](https://www.gov.uk/coronavirus)*

Release date:
02/03/2022

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The Ageing Well Directory was created at the start of the COVID-19 Pandemic to provide information about what services were available to people during this time.

We are now seeing services and activities starting to open up to the public again for in-person meeting. We want to let you know about what is available to you as these changes are happening and provide options for everyone, whether you are starting to get out more or wanting to continue to take advantage of phone and virtual opportunities available to you at home.

We advise that you continue to be mindful of the pandemic and guidance around this, and that you follow the requests asked of you by each service you access.

Ageing Well will be updating the information monthly, so please keep checking our website for the most recent version, or join our mailing list.

Please Note: The information provided within this directory does not represent a recommendation or endorsement from Ageing Well for a service or provider. Ageing Well will always endeavour to keep the information included in this directory accurate and up-to-date, but we will not be held responsible for any inaccuracies. Please use your own discretion when contacting or making use of the information provided here.

You are always welcome to contact Ageing Well if you would like to discuss any of the service options or organisations listed in more detail.



**Information on
all services**

Ageing Well

Ageing Well is a signposting and support service for people aged 50+ in Brighton & Hove.

You can use this service as a point of contact for information and support during COVID-19 (Coronavirus) crisis.

Call our number to talk to us about your needs at this time and we will try to help you find solutions.

If you have any questions about any of the services listed below, please do not hesitate to give us a call.

<https://ageingwellbh.org/>

**Call: 01273
322947**

**Text: 07770 061
072**

Mon – Fri:
9am – 5pm
Bank Holidays:
Closed

[ageingwellbh@impact-
initiatives.org.uk](mailto:ageingwellbh@impact-initiatives.org.uk)

**Important
information
from the
government**

You will not be legally required to self-isolate if you test positive for COVID-19.

Stay at home if you can and avoid contact with other people.

You will not have to take daily tests or be legally required to self-isolate following contact with someone who has tested positive for COVID-19.

The [Test and Trace Support Payment Scheme](#) will end. If you were told to self-isolate before 24 February you can still make a claim up to 6 April.

Although most legal restrictions have been lifted, and many people have been vaccinated, it is still possible to catch and spread COVID-19, even if you are fully vaccinated.

As COVID-19 restrictions are lifted, it is important that we all use personal judgement to manage our own risk. All of us can play our part by exercising common sense and considering the risks. While no situation is risk free, there are actions we can take to protect ourselves and others around us. Following this guidance will help you stay safe and protect others by controlling the spread. Every action to help reduce the spread will reduce any further resurgence of the virus in the coming months.

**HANDS.
FACE.
SPACE.**

Hands. Face. Space.

Approximately 1 in 3 people who have coronavirus have no symptoms and could be spreading it without realising it. Remember - 'Hands. Face. Space.'



- hands – wash your hands regularly and for at least 20 seconds
- face – wear a face covering in indoor settings where social distancing may be difficult, and where you will come into contact with people you do not normally meet
- space – stay 2 metres apart from people you do not live with where possible, or 1 metre with extra precautions in place (such as wearing face coverings)

SYMPTOMS

Do not leave home if you or someone you live with has any of the following:

- a high temperature
- a new, continuous cough
- a loss of, or change to, your sense of smell or taste

If you or someone in your household is showing coronavirus symptoms, you should order a free test here: <https://www.gov.uk/get-coronavirus-test>

119 HELPLINE

If you cannot access the internet and need to speak with the NHS Coronavirus testing service, dial 119 from any phone. You can also book your vaccination appointment when your priority group is eligible for the vaccine on this number. To use the 119 service and would use BSL click here for a BSL interpreter: <https://signvideo.co.uk/nhs119/>

APPLY FOR TEST & TRACE SUPPORT PAYMENTS

The government introduced £500 Test and Trace Support Payments to help people who can't work because they've been told by NHS Test and Trace to self-isolate.

Parents and guardians can also apply if they need to take time off work to care for a child or young person who is self-isolating. The [Test and Trace Support Payment Scheme](#) will end. If you were told to self-isolate before 24 February you can still make a claim up to 6 April.

VACCINATION

Everyone aged 18 or older should get both their vaccinations as soon as

possible. You must leave an eight-week gap before getting your second dose.

Where and how to get your COVID-19 vaccination

You can:

- visit a mobile or walk-in site across the city - find out where here: <https://www.sussexhealthandcare.uk/keepsussexsafe/covid-19-vaccinations/where-can-i-get-my-covid-19-vaccination/walk-in-vaccination-sessions/>
- book your vaccine online or phone 119 for appointments at the Brighton Centre and Kamsons Chemist in Moulsecoomb <https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/>
- phone 0300 303 8060 to book an appointment at the Brighton Racecourse vaccination centre or one of the mobile sites
- Please bring one form of ID (photo ID not required) and your NHS number, if you have them.



The NHS will **NEVER** ask you to press a button on your keypad or send a text to confirm you want the vaccine.

NEVER ask for payment or for your bank details.

If you receive a call you believe to be fraudulent, hang up. If you believe you have been the victim of fraud or identity theft you should report this directly to Action Fraud on 0300 123 2040.

Where the victim is vulnerable, report it to Sussex Police online or by calling 101

Coronavirus / Covid-19	Citizens Online	A list of resources gathered from around the web to help you stay in touch with family, friends or colleagues during the coronavirus outbreak – or to help you to help others!	https://www.citizensonline.org.uk/ 0203 916 5484
	NHS	Find out more about symptoms and what to do if you are concerned about Coronavirus.	https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/
	Government Advice	The latest information on social distancing, support and advice.	https://www.gov.uk/coronavirus
	Sussex Interpreting Services (SIS)	Links to the latest translated resources that may be useful to people during Covid-19, such as translated government guidelines and a translated free guide to living with worry and anxiety during global uncertainty.	https://sussexinterpreting.org.uk/news/covid-19-here-to-help/
	Doctors of the World UK	Doctors of the World UK have translated the latest NHS guidelines into 60 languages.	https://www.doctorsoftheworld.org.uk/translated-health-information/
	Public Health England	Public Health England translated information about testing for Coronavirus into 40 languages and explains that Covid-19 testing is free regardless of immigration status.	https://coronavirusresources.phe.gov.uk/
	Age UK	Advice on how to assess your own risk in regards to coronavirus.	https://www.ageuk.org.uk/information-advice/coronavirus/coronavirus-guidance/
	Free Easy Read Posters	Easy read posters with guidance and information around Covid-19 - free to print or share online from Photosymbols.	https://www.gov.uk/government/publications/covid-19-vaccination-easy-read-resources



	British Geriatrics Society	Up-to-date information about Coronavirus. https://www.bgs.org.uk/resources/resource-series/coronavirus-and-older-people	
Post Covid-19 Recovery Information Recovery	Covid-19: the Road to	Chartered Society for Physiotherapy's guidance on what to expect when recovering from Covid-19	https://www.csp.org.uk/news/coronavirus/clinical-guidance/rehabilitation-coronavirus
	Post-COVID Hub	Asthma UK and British Lung Foundation have created the Post-COVID HUB for: People with post-COVID breathing difficulties and their family members and carers to get reliable information and dedicated support for physical and mental health, as well as pages for healthcare professionals and researchers.	https://www.post-covid.org.uk/
	NHS – Your Covid Recovery	Your Covid Recovery website includes information from experts about looking after your mental health & wellbeing, as well as your physical health. There is also a helpful section for family, friends & carers of people who are recovering	https://www.yourcovidrecovery.nhs.uk/
Brighton & Hove City Council Support	If you or someone you know is	If you or someone you know needs some additional support during the COVID-19 pandemic, you can refer them to Brighton and	WEBSITE 01273 293 117
	vulnerable	Hove City Council's Community Hub. They may put you in touch with other organisations for continued support during this time if necessary.	option 2 Mon – Fri: 10:30am – 4:30pm
Local Council Coronavirus Support	Brighton & Hove City Council	https://www.brighton-hove.gov.uk/coronavirus-covid-19	
	Adur and Worthing Council	www.adur-worthing.gov.uk/coronavirus	
	West Sussex County Council	www.westsussex.gov.uk/coronavirus	
	East Sussex County Council Covid B&H Directory	www.eastsussex.gov.uk/coronavirus	



**Points of contact
who can direct
you to specific
information**

**Impact Initiatives
Food Access
Support**

- Food & Essential Supplies for people 18+ who can afford to pay for shopping
- Support to use online and telephone shopping opportunities.
 - Support to regain confidence in shopping for themselves again.
 - Linking people to paid shopping services.
 - One-off small food shop in if no other options are available.
 -

<https://ageingwellbh.org/coronavirus/>

Call: 01273

322950

**Text: 07593
817654**



Carers Hub	Provide general Information, advice, support and signposting for all carers whether young, adult, professional whether full time or not.	https://carershub.co.uk/ 01273 977 000
Community Roots	A network of local community-based services working together to support good mental health and wellbeing in Brighton and Hove. Telephone for Mental health and wellbeing support. https://www.communityroots.org.uk/	0808 196 1768 Mon – Fri: 9am – 5pm
Healthy Lifestyles Team	Support for people to get and stay active is still being provided through: <ul style="list-style-type: none">• A weekly programme of virtual adult exercise classes (hosted on Zoom)• 1 to 1 support from a Health Trainer (by phone or online support)•	https://www.brighton-hove.gov.uk/health-and-wellbeing/support-improve-your-health/sign-support-healthy-lifestyles-team 01273 294 589
Together Co	Social prescribing for adults who are isolated and need support with their health and wellbeing, they offer support to navigate services and find social connections.	https://togetherco.org.uk/ 01273 229 382
Information & Advice	Access Point Access Point is the main point of contact for Adult Social Care (ACS). ACS support health and independence, so you can live in your home for as long as possible.	01273 295 555 https://www.brighton-hove.gov.uk/adult-social-care/about-adult-social-care/contact-adult-social-care
	AGE UK WSBH Age UK West Sussex, Brighton & Hove's Information and Advice service has trained advisors who are able to help older people with various issues affecting quality of life.	https://www.ageuk.org.uk/westsussex/brightonhove/ 0800 019 1310
	Possability People Offering advice, information and support to you, a family member, friend or someone who you know who is disabled or has a long-term health condition or impairment.	https://www.possabilitypeople.org.uk/coronavirus/ 01273 894 040



SENSE

Sense Information and Advice can help you find the right support for you and your family. They offer free and impartial information about living with complex disabilities, including deaf and blindness.

<https://www.sense.org.uk/>

0300 330 9256

**Sussex
Interpreters
Direct (SID)**

NCRPD registered British Sign Language (BSL) experts offering interpretation BSL/English services.

<https://sussexinterpretersdirect.com/>

Carelink

CareLink Plus is Brighton & Hove City Council's telecare alarm service.

[01273 673105](tel:01273673105)

Telecare describes a range of services and equipment that allow you to call for help in an emergency. This could be in and outside the home. Telecare can increase your independence and help you feel safe.

You can [apply for an alarm](#) that's worn round your neck or wrist. If you fall, feel unwell or need help in an emergency, you can call for help by pressing a button on the alarm.

Telecare can help:

- if you're likely to fall
- keep you safe from fire, carbon monoxide and flood
- keep you safe at home during the day and night
- keep you safe when you're out and about
- support your family or carers
- if you have a health condition like dementia or epilepsy

Most telecare devices connect you to a CareLink staff member. They are available 24 hours a day, 7 days a week.



Deafcog	A service dedicated to improving the life and opportunities for deaf people.	WEBSITE
Sussex Interpreting Service	Offer interpreting services, emergency interpreting, translation and advocacy.	WEBSITE 01273 702 005
Speak Out	Independent advocacy for adults with learning disabilities in Brighton & Hove hosting online drop-in sessions for the LD community on Tuesday and Wednesday 2-4pm & Friday and Sunday 6.30pm-8pm. They are also running LD support chatrooms on Facebook.	WEBSITE 01273 421 921 Mon – Fri: 9am - 5pm Sun: 11am - 3pm
Independent Age	Information and advice for older people.	WEBSITE 0800 319 6789
Citizen's Advice	Citizen's Advice are continuing to provide advice and information by telephone and email during the coronavirus lockdown. You can find all the details on their homepage.	WEBSITE 08082 78 78 15
Brighton Women's Centre	BWC run the Ageing Well 50+ women's peer support group which meets each fortnight. BWC also run a twice weekly Support and Information Phone Line – offering support and information from trained staff and volunteers who will answer your call in confidence. This phone line can be used by any self-identifying women to access support, information and signposting on a range of topics, or just a space to reach out and connect. The phone line can be used to find out more about or link in with the many services on offer at BWC such as our Food bank, Therapy Service, Peer Support Groups, Women's Accommodation Support Service and more.	01273 698036 WEBSITE
Sussex Prisoners' Families	Sussex Prisoners' families supports many older residents with a loved one in prison. They provide practical information about, and guidance through, the criminal justice system processes (through trial and custody), advocate for family members in the community with prisons and provide emotional support and supported referrals to community based support services.	WEBSITE 01273 499843



Health

NHS non-emergency

NHS 111 is here to make it easier and quicker for patients to get the right advice or treatment they need, be that for their physical or mental health. 24 hours a day, 7 days a week. To get help from NHS 111:

- Go online to [111.NHS.UK](https://111.nhs.uk) (for assessment of people aged 5 and over only)
- Call 111 for free from a landline or mobile phone.

Call 111

[WEBSITE](#)

SignLive

Brighton and Hove CCG are now in SignLive's Community Directory. This means deaf patients in the area can call their GP, for free, via a SignLive interpreter.

[WEBSITE](#)

NHS CCG Brighton & Hove – Emergency Dental Services

If your own dentist is closed, the Emergency Dental Service will give you an appointment at one of several practices around Brighton and Hove

[WEBSITE](#)

Brighter Outlook with Albion in the Community

The Brighter Outlook programme supports anyone with a cancer diagnosis to get physically active. Specialist coaches are offering one-to-one telephone/video call support and can send out exercise programmes. They are also building a library of resources, free and accessible for all to use, available on their website.

[WEBSITE](#)

01273 668591

[EMAIL](#)

Additionally, their Neighbourhood Health Squad provides help to people struggling with the motivation or time to improve their health. The team works with people on a one to one basis or in a group of up to six people, helping to set achievable goals and provide the support to meet those goals. They offer up to eight free sessions via Zoom, phone or face-to-face, all adhering to Covid rules.

[WEBSITE](#)

01273 878269

[EMAIL](#)

BHCC - Supporting Your Wellbeing

Living and working through an event such as the Coronavirus pandemic can be a worrying time for everyone. It's all too easy in uncertain times to neglect your health, especially when it's necessary to reduce your social contact and time spent outdoors. Brighton & Hove council have produced guidance to help you look after yourself and your loved ones.

[WEBSITE](#)

The Brighton & Hove Recovery service

The Brighton & Hove Recovery service provides drug and alcohol services for adults in Brighton & Hove. Support is available to anyone concerned about drug or alcohol use, or to the families and carers supporting those struggling with substance misuse.

[WEBSITE](#)

01273 731 900

[EMAIL](#)



The College of Podiatry

Find a fully qualified and registered podiatrist near to you. Contact them directly to see if they are conducting home visits.

[WEBSITE](#)

Age UK WSBH – Nail Cutting Service

Age UK WSBH's nail cutting service is back open. They are able to offer clinic appointments and home visits for those who are not able to leave their house. People who wish to use the

[HOMEPAGE](#)

01273 221 430

service will be assessed for their suitability. A member of the nail cutting team will complete an assessment over the phone and allocate a nail cutter to you. Visit their homepage for more information.

[EMAIL](#)

Beezee Bodies

Are a weight management service who are offering group webinars, videos, Whatsapp groups, advice on social media and 1-1 telephone support.

01273 294 589

[EMAIL](#)

Sleep Well with Daily Hope

The Church of England's free national telephone line providing music, prayers and other services over the phone. For example, Daily Hope offers a recorded over-the-phone tuition for seated exercises. Additionally, you can now choose an option called 'Sleep Well with Daily Hope' – a relaxing and accessible guide to a good night's sleep with helpful tips and Bible readings to encourage sleep. Just call Daily Hope help line or go onto their [website](#) to listen to the recordings.

0800 8048044

[HOMEPAGE](#)

East Brighton Has Heart

Offering free online health coaching for people with heart health risk. To find out whether you're eligible, fill out their short [survey](#). The project is run by Wellsbourne Healthcare and Brighton & Sussex Medical School over the next nine months.

[HOMEPAGE](#)

Stop Smoking

Brighton and Hove City Council's Stop Smoking service is offering free specialised support sessions to those looking to quit, and stay quit. Either in person, over the phone or email. Nicotine replacement medications such as patches and gum can also be arranged, for up to three months.

[WEBSITE](#)

01273 294 589

[EMAIL](#)

Health Trainers

Brighton and Hove City Council's Health Trainer service is offering free specialised behaviour change sessions for adults. They're tailored to your needs and provide structure, support and the confidence to change habits and set realistic goals relating to healthy eating, physical activity or reducing alcohol.

[WEBSITE](#)

01273 294 589

[EMA](#)



Over 50s Alcohol Helpline 0750	We Are With You have a dedicated over 50s Alcohol Helpline, with expert advisors who are all trained, experienced alcohol workers. They can offer advice about alcohol's impact on your health as you get older, tips for cutting down and help finding other support.	WEBSITE 0808 801 Mon-Fri, midday to 8pm Sat-Sun, 10am to 4pm
Macmillan	If you or someone you care about has been diagnosed with cancer, Macmillan are there to help. Find out how they can support you and get information about different cancer types by calling their helpline (open 8am-8pm daily).	WEBSITE 0808 808 00 00
Macmillan WEBSITE Horizon Centre	Therapies and group sessions are currently suspended, but they have set up a comprehensive package of online and phone support for people living with cancer during the Coronavirus pandemic. The café stays open for take away food and drinks, and so is the information lounge.	01273 468770 EMAIL
Alcoholics Anonymous	AA are holding online as well as physical meetings. Click the link for more information.	WEBSITE

Exercise

The Hop 50+	The Hop 50+ are hosting online exercise online classes, quizzes, singing and lots of other activities online.	
Boccia	Boccia (pronounced bot-cha) is a Paralympic sport, which is similar to bowls. The game is designed for all abilities and is played entirely sitting down. If you would like to have a go, Moulsecoomb Leisure Centre are offering the chance to give it a go, on Mondays from 12pm- 2pm, it costs £1.75.	
Later Life Training	Make Movement your Mission - Join Bex, 3 times a day (8am, 12pm and 4pm) for 10 minute live functional movement exercise sessions on Facebook. You don't need to join in live though, you can start anytime as all sessions are also available on YouTube.	FACEBOOK GROUP YOUTUBE VIDEO



Sport England

Sport England have put together tips, advice and guidance on how to keep or get active in and around your home, including free online content, simple ways to combine the outdoors with activity, fitness challenges, and paid-for exercise classes.

[WEBSITE](#)

**BHCC -
Active for Life**

Information, advice and options to stay active at home.

[WEBSITE](#)
01273 294 589

**Exercise and
physical activity
for osteoporosis
and bone health**

Online exercise videos and factsheets offered by the Royal Osteoporosis Society.

[ACTIVITY FOR
OSTEOPOROSIS](#)

Vida Active Cub

'Exercise and Socialise' for people over 60 is a fun and inclusive exercise class with a chance

[WEBSITE](#)



to talk to others. All sessions are 30 minutes light exercises followed by refreshments. They are back indoors now at different locations in the city. They still offer one Zoom session for people who are more comfortable at home. Check the links for more details.

[TIMETABLE](#)

Exercise online

10 Today – Short ten-minute routines to get people stretching and moving. Includes both online videos and daily radio shows (with recordings captured online).

[WEBSITE](#)

Sitting Exercises - These exercises in sitting (from the NHS) improve mobility and lower limb strength which helps with feeling more steady to move onto standing exercises.

[WEBSITE](#)

Flexibility Exercises – These home exercises help to improve mobility.

[WEBSITE](#)

Balance exercises – Simple home exercises to improve steadiness with walking and moving.

[WEBSITE](#)

Strength exercises – Home exercises to improve lower limb strength.

[WEBSITE](#)

Brighton and Hove Healthwalks

Following the easing of some coronavirus restrictions, Healthwalks resume across the city. All walks follow Covid safety guidelines. If you would like to join, download and complete the registration form on their website and email it to the address specified.

[WEBSITE](#)

01273 294589

Brighton Table Tennis Club

BTTC 50+ Sessions are table tennis sessions for people over 50 and are a great way keep fit and meet new people. The group can have 12 people attend per session and runs Mondays, 11am-12.30pm & 12.30-2pm. Call to book.

[WEBSITE](#)

01273 670 145

Rosaria Gracia Dance and Exercise classes

Offering some free and some paid online classes.

[WEBSITE](#)

King Alfred Leisure Centre

All leisure centres are open with Covid safety measures in place. There's no need to book swimming sessions anymore, as drop-in sessions are available. Check their website for timetables and more information.

[WEBSITE](#)

01273 290 290

Reconnect at Moulsecroomb Community Leisure Centre

As lockdown is easing and we are all able to meet up again, the aim of these sessions is to give people in the local community a chance to

[HOMEPAGE](#)

01237 622266

reconnect, whilst reflecting on the last year and the impact it has had on us all. Moving forward, the sessions will be very much member-led and



flexible to the individual - there will be a chance to get moving and join in some gentle exercises, including chair-based exercises, but if you want to just come along to socialise, then please do. It's every Monday 10.30am – 12.30pm for £1.75 including your tea or coffee. The Centre has free parking, disabled facilities and a lift. Any questions, give them a call before going along.

Standing Tall

The Zoom classes are run by qualified physiotherapists designed to reduce the risk of falling and to keep up or improve fitness, balance and strength. If you're aged 65 or over, phone for details or visit their website.

[WEBSITE](#)
Julie: 07736
122941
Ruth: 07399
993426

Walking Netball

The game we all love but at a walking pace. Come and try it at Moulsecoomb Leisure Centre. Every Tuesday, 10am-11am. Cost £2.50.

Exercise for All

Offering online Pilates classes catering for different abilities. To join in, send a message through the Contact tab on website.

[WEBSITE](#)

Possability People – Exercise classes

Possability People are running gentle Zoom exercise classes called Steady & Strong every Tuesday at 2pm. They are designed to build strength and balance, require no equipment (other than a chair) and have no floor work. Sign up to the course through eventbrite. Alternatively, you can watch their Steady and Strong [Youtube clips](#) any time. They also offer a [list](#) of exercises and cultural activities you can do at home.

[SIGN UP](#)
[HOMEPAGE](#)

Brighton Yoga Foundation

Various yoga classes on Zoom as well as face-to-face. They offer a Zoom Chair Yoga class every Tuesday 11am – 12pm.

[TIMETABLE](#)

ROSPA Falls Prevention Hub

Offering information on falls prevention, including information and videos of strength and balance exercises.

[WEBSITE](#)

Silver Swans Ballet Classes Online

Free online ballet exercise classes, designed to get the older generation moving to the music at home.

[WEBSITE](#)

Groups, Activities & Entertainment

Impact Initiatives and Ageing Well Activity Packs

Activity Packs are being made fortnightly, containing lots of different activities, cookery tips and things to do – there is something for everyone! Send an email if you would like to be added to the mailing list to be emailed these packs each week.

[ACTIVITY PACK](#)
[EMAIL](#)



The Hop 50+

Bookings for their lunchtime sittings are back open with slots from 11am-1pm OR from 1.31pm-3.30pm. They are able to welcome up to 12 people into the Café at any one time. Call their office to book your lunch.

01273 729603

[HOMEPAGE](#)

Online exercise classes, quizzes, singing and lots of other activities online.



There is also a Facebook page which is full of puzzles, conundrums and chat to keep us all busy during this time! You do not have to have gone to the Hop before to be able to join the group.

To join the online group activities:

[EMAIL](#)

[FACEBOOK PAGE](#)

Brighton & Hove Libraries

Jubilee Library is now open 7 days a week: 10am to 5pm Monday to Saturday, 11am to 5pm Sunday
Hove Library 6 days a week: 10am to 5pm Monday to Saturday

[WEBSITE](#)

01273 290 800

[EMAIL](#)

- Community libraries are open with a mix of staffed days and Libraries Extra access. See [Library services available during COVID-19 \(brighton-hove.gov.uk\)](http://libraryservicesavailable.duringCOVID-19.brighton-hove.gov.uk) for more details.
- All our libraries close at 5pm until further notice.
- Tables and chairs no longer require booking.
- [Our digital services continue to be available](#). There are many eBooks, eAudiobooks, eNewspapers, eMagazines, eComics and online activities you can enjoy for free.

Listening Books

Audiobook lending service providing postal and internet-based audiobooks to anyone who has a disability or illness that impacts their ability to read the printed word. Annual membership costs between £20 and £45. [Free membership](#) is available to people who would benefit from this service but don't have the financial means to access it.

[WEBSITE](#)

020 7234 0522

[EMAIL](#)

Brighton & Hove City Council's new Adult Education

Have a range of courses designed to support you; whether you want to improve your wellbeing, develop your personal skills, gain a qualification to become more employable or build your career aspirations.

[EMAIL](#)

[HOMEPAGE](#)

Papers, Puzzles and Pastries at The Old Boat

Join this wonderful, welcoming group of people every Monday at the Old Boat Community Centre on Carden Avenue, BN1 8GN from 10am to 10am.



Art Club

Every two weeks Age UK WSBH's art club will continue to send out a project by email to subscribers with a rough guide for completing a lovely art piece. Once subscribers have completed their work, they can take a picture and send it back. Age UK WSBH we will collate a gallery to share with the group. Find out more

[EMAIL ART CLUB](#)

[here.](#)

Evolution Arts

Lots of different courses, workshops and yoga classes – online, outdoors and in person.

[WEBSITE](#)

[TIMETABLE](#)

Getting Together Matters

Free, fun online events for older people across the UK

If you want to join one of our events call Freephone 080 8196 6831

Calendar of events for Feb 2022 can be found [here](#)

Hangleton and Knoll

The H and K 50+ Steering Group's list of community groups and activities offers a range of online, face-to-face and social experiences for older people. Click the web link for the latest list of what is on. We also offer a range of activities for older people from multi-cultural communities.

[HOMEPAGE](#)

[EMAIL](#)

07422 692845

01273 410858

Phoenix Art Space

Phoenix Art Space offers a full programme of exhibitions, events, arts courses and community engagement. Find their spring/summer timetable [here](#).

[WEBSITE](#)

Open University

Free online education courses.

[WEBSITE](#)

MovingSounds

This community of professional facilitators have put together this list of their best music and movement videos for your entertainment.

[WEBSITE](#)

Belltree Music CIC

Offering fantastic free music making videos for Wellbeing and Mental Health online

[WEBSITE](#)



ChatterPack	A list of free, online, boredom-busting resources.	WEBSITE
Online Sudoku	Free Sudoku games online.	WEBSITE
Grace Eyre's group for learning disabilities	A Facebook group for people with learning disabilities to connect with each other.	FACEBOOK GROUP
Online Scrabble	Free scrabble games online.	WEBSITE



Free knitting patterns online	Explore a wide range of free knitting patterns.	WEBSITE
Lifelines	Led by volunteers, people can take part in group activities online, over the phone or even by post. Sessions range from various online exercise classes, over-the-phone coffee mornings to reading groups, quizzes, and more.	TIMETABLE 01273 688 117 EMAIL
Brighton Natural Health Centre	Yoga, pilates and movement classes, as well as free guided relaxation sessions – online or in the studio.	TIMETABLE
Cornerstone Community Centre	Cornerstone is a safe, welcoming and inclusive community space offering low cost rooms, classes, groups and activities to the people of Brighton and Hove. Various group sessions resuming their face-to-face services, From support groups to yoga classes. Check out their timetable.	HOMEPAGE TIMETABLE EMAIL
WEA Adult Learning	Offering a selection of free online courses and taster sessions in a variety of subjects, as well as their new exercise classes titled 'Healthy Body'. Enrol on their website or give them a call.	WEBSITE FACEBOOK 0300 303 3463
Online tours of museums	Stuck at home? These famous museums offer virtual tours you can take on your couch.	WEBSITE
Sing for Better Health	Uplifting singing sessions for older people, helping to improve health and wellbeing. Four groups per week, meeting via Zoom and telephone. It's fun and supportive with friendly and welcoming members. No singing ability is required.	WEBSITE
Sofa Singers	The Sofa Singers is a free, weekly online singing event from James Sills that brings hundreds of people together from around the world to spark joy and human connection.	WEBSITE
Carers Zoom Coffee and Chat	While we are still all social distancing, the Carers Hub is hosting a new weekly online meeting for all carers via Zoom on Wednesdays at 10.30am. This is a bookable event and is open to all unpaid family/friend carers in Brighton & Hove.	WEBSITE 01273 977 000



**LGBTQI+ Carers
Group**

LGBT+ carers group on Zoom run by the Carers Hub. The group will meet fortnightly and hopefully face-to-face events will resume once it's safe enough to do so. Email Louisa Marchant for more information.

[EMAIL](#)



**Switchboard
Older People's
Project**

For LGBTQ people aged 50+ looking for a sense of community, support or information. Currently, they offer a Zoom group on the 1st Wednesday of each month at 11am - 12.30pm. They've also started small group activities to reconnect face-to-face, such as a meetup at the Breakfast Club on the 2nd Tuesday of each month 10-11.30am. Please contact Helen Bashford for more information or to receive their monthly newsletter with their activities timetable.

[HOMEPAGE](#)

[EMAIL](#)

01273 234009

**The Rainbow
Café**

The Rainbow Café is for LGBTQ people living with dementia or concerned about memory loss. They are currently offering one-to-one telephone and online support, as well as group peer support session in-person at Plot 22 on the last Wednesday of every month from 1:30-3:30pm.

[HOMEPAGE](#)

[EMAIL](#)

07783 760249

**BHFP – Cooking
with Confidence**

An online group to share tips and video tutorials of BHFP's favourite recipes, plus information about core cookery skills, healthy eating, budget cookery and lots more.

[FACEBOOK
GROUP](#)

**BHFP –
Dementia
Friendly
Gardening
Group**

BHFP are offering a weekly supportive gardening group to help improve wellbeing, get outdoors and take time to notice nature. No gardening experience or knowledge is required. Participants may attend alongside a family member, friend or carer if needed. Group runs Mondays 2-4pm.

[WEBSITE](#)

[EMAIL](#)

PLOT 22

Based in Hove, Growing Together welcomes older people, people living with dementia, and carers. The group runs two Wednesday mornings a month, from 10.30 to 12.30. Whether you are a seasoned gardener or new to growing, enjoy quality time together while completing gentle, seasonal gardening tasks. The group will also prepare and enjoy a seasonal snack.

[WEBSITE](#)

07717 467862

**Tea, Cake and
Something
Lovely Group**

We organise and run community companionship events for older people around Brighton and Hove. Free to attend and always tea, biscuits, entertainment and some friendly faces!
Our next event is on Thursday the 3rd March, 2 – 4pm in the Bishop Hannington Church Hall, Neville Avenue, BN3 7NH with a gentle and uplifting dance session led by South East Dance's Rosaria Gracia. All abilities welcome – including seated. Spaces are limited, so please let us know you're coming by calling our office 01273 284090 or to find out more.

01273 284090



**Brighton & Hove
Organic
Gardening
Group**

BHOGG's allotment is open again for their Sunday morning gardening sessions 11am–1pm. Social distancing measures will be in place at all times and own gardening gloves are required.

[HOMEPAGE](#)

[EMAIL](#)

**Fabrica – Going
to See Culture
Together**

[Going to See Culture Together](#) is a monthly event that brings people together to discover new places explore art in the city, led by arts facilitator Jonathan Quarterman. They also offer loads other workshops and events in person or online. Go to their [homepage](#) for more information.

[WEBSITE](#)

[BOOK ONLINE](#)

**The Lowry's
Creative Hub**

The Lowry have created an online resource space for people of all ages, with activities divided into broad age ranges, then listing options that cover dance, drama, creative writing, wellbeing and visual arts PDF's or Videos. There is a subsection with activities for older people.

[WEBSITE](#)

**Community Base
Online Event
Calendar**

Check it out to see what is going on, or if you are running an event, add yours to the calendar for free.

[CALENDAR](#)

**u3a – Brighton
and Hove**

u3a is designed to offer a range of activities for those who are retired – currently B&H u3a have about 700 members and 60 regular activities. A few groups meet in members' houses but most are either in central venues from Hove through to Kemptown, operate outdoors or as zoom sessions. And don't fret about the 'University' tag! There are no exams, and no qualifications needed - it's just for people to explore old and new interests and activities, or perhaps just to join a lunch club. Most groups should restart in September.

[WEBSITE](#)

**RNIB Connect
Radio**

Listen to RNIB's Connect Radio for books, yoga sessions adapted for people who are blind and partially sighted, news updates, tech talk and specialist music shows.

[WEBSITE](#)

**Strike A Light –
Arts & Heritage
CIC**

Creative and heritage activities exploring memories and archive material. Strike A Light focus on exploring people's life stories and local memories through exhibitions, books, reminiscence and oral history, heritage, arts and crafts, and more.

[WEBSITE](#)

[EMAIL](#)

**The Baring
Foundation –
Treasury of
Arts**

The Baring Foundation have put together an exciting pack of 50 long and short activities called 'The treasury of arts for Older People' for use in any setting with older people.

[WEBSITE](#)

Tower House

The aim is to build friendships and community at Tower House. They are open 3 days a week 12-2pm: Tuesdays for their Memory Café for people with dementia, and Wednesday and Thursdays for older people to enjoy a light lunch, an activity and a raffle. To make sure everybody is continuing to feel safe, guests are asked to have had 2 vaccinations (plus 21 days) and to wear their masks as much as possible. Get in touch via email or call them to organise attending the centre.



Befriending

**Time To Talk
Befriending**

Time To Talk Befriending are offering befriending support via telephone, as well as some doorstep pop-rounds as safe to do so.

[WEBSITE](#)
01273 737710

Together Co

Together Co offer one-to-one befriending as well as in-person befriending groups.

[WEBSITE](#)
01273 775888

The Silver Line	A free confidential helpline providing information, friendship and advice to older people, open 24 hours a day, every day of the year. Their specially trained team can offer information, regular friendship calls and advice, as well as protect and support older people who are suffering abuse and neglect.	WEBSITE 0800 4 70 80 90
Independent Age	Independent Age offers telephone befriending.	WEBSITE 0800 319 6789
Aphasia Befriending Service	Offering befriending of those who have had a stroke with those who have Aphasia. Offering people living with stroke and communication difficulties after stroke the chance to talk with someone who understands what they are going through, and has been trained to do so	WEBSITE 01273 242271 EMAIL
Reengage	Get a Call Companion from Reengage, is a free service for anyone over-75 who lives alone and feels they could do with a friendly phone call every week or two.	WEBSITE 0800 716543

Carers	Agespace	Guidance for people supporting older relatives.	WEBSITE
	Brighton & Hove Council	Advice for anyone who is looking after a relative or a friend with a health problem. If they need to go into hospital or a care home, or need extra care at home during the pandemic, this information will help you to know what to expect, and to prepare for the new environment.	WEBSITE
	Carers Centre	Providing family Carers with emotional support, advice and a well-deserved break from their caring role.	WEBSITE 01273 746 222 EMAIL
	Carers UK	General Coronavirus Information. A-Z of changes to benefits, assessments and support for carers due to Covid-19.	WEBSITE WEBSITE

Mental Health **If you are experiencing a mental health crisis and need urgent support, call 999 or contact your local Emergency Department / A&E**

Every Mind Matters help and support (NHS)	If you are worried about Coronavirus or how staying at home may affect your mental health, this website could help.	WEBSITE
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Brighton Mental Health Rapid Response	A rapid assessment service for patients suffering from mental health problems who are at risk and may not be able to keep themselves safe, or are considering attending A+E for help with their mental health. Available 24 hours a day, seven days a week.	0300 304 0078
MIND Brighton & Hove	Their mental health advice and information service remains open during lockdown offering advice, support and information via both telephone and email.	WEBSITE 01273 666 950 EMAIL
Community Roots	A network of local services dedicated to supporting good mental health and wellbeing in Brighton & Hove.	WEBSITE 0808 196 1768 (Freephone)
Sussex Mental Healthline	Offering a 24/7 telephone service offering listening support, advice, information and signposting to anyone experiencing difficulties with their mental health.	WEBSITE 0800 0309 500 <i>For hearing and</i> <i>speech impaired</i> <i>callers:</i> 0300 5000 101
SHOUT	A texting service for those feeling anxious, worried or stressed. Open 24 hours a day, 7 days a week.	WEBSITE Text 85258
Penny Appeal	A confidential, freephone helpline for adults aged 18+ who find themselves increasingly worried about COVID-19 and how it may affect their daily lives.	Freephone: 0300 303 1360 Mon – Sun: 12pm – 8pm
Side by Side	Mind's online community (formerly known as Elefriends) to connect with others over shared experiences. Open to anybody who has an experience of mental health problems, or is closely connected to someone that has.	WEBSITE
Grow	Focuses on the healing power of nature to improve wellbeing. They run small safe supported groups that aim to help people connect to nature, each other and themselves.	WEBSITE 07557 501557 EMAIL
Homenauts	Free resources for better mental health.	WEBSITE

d National Provides advice,
information and support to anyone
experiencing mental health problems.

[WEBSITE](#)
0300 123 3393
Text **86463**
[EMAIL](#)



Anxiety UK

Information line service. Many of the staff and volunteers have personal experience of anxiety, stress or anxiety-based depression and can offer practical advice and information on support services that are available.

[WEBSITE](#)

03444 775 774

Text **07537 416905**

[EMAIL](#)

**Staying Well
Space (SWS)**

Out-of-hours mental health crisis prevention service, open 7 days a week, 365 days a year, providing psychosocial support and crisis prevention planning.

[WEBSITE](#)

0800 023 6475

option #3

[EMAIL](#)

Dementia

Mental Health Foundation	Guidance on how to look after your mental health during the coronavirus outbreak.	WEBSITE
SANE	Provides care and emotional support to anyone affected by mental illness, including family, friends and carers.	WEBSITE 0300 304 7000
Ageing Well – Early Interventions for People Living with Dementia	As part of our single point of contact (SPOC) service, we now offer signposting for those in the early stages of dementia. This includes for anyone who suspects they may have dementia or for those looking for groups and activities in the city.	Call: 01273 322947 Text: 07770 061 072 Mon – Fri: <i>9am – 5pm</i> EMAIL
Agespace	From information on diagnosing Dementia to helping someone with Dementia eat more, they can offer lots of information as well as signposting to services and organisations that can help.	WEBSITE
Alzheimer’s Society	A service offering advice, support and information for anyone affected by dementia including carers, friends and family.	WEBSITE 01273 726 266
Dementia Connect	A national support line for support on a range of issues and to connect to local services.	WEBSITE 0333 150 3456
Health Innovation Network	Resource with lots of activities to do at home with the person you care for, including a video to help understand the needs of people living with dementia during the Covid-19 pandemic and an guide to signpost you to excellent activities.	WEBSITE
Time to Talk Befriending	Working with experts in the field of dementia, this service offers a range of workshops and opportunities for volunteers to benefit from, including a new concept called ‘Use Your Marbles’ to benefit people living with dementia and the volunteers that are matched with them.	WEBSITE EMAIL
Brighton & Hove Music for Connection (formerly Open Strings)	Offering their wonderful musical activities online and over the phone for everyone, including people living with dementia and carers. Please contact them for more information.	WEBSITE 01273 569 096 EMAIL



AGEING
WELL



Plot 22

Offering the opportunity to be with nature in community. A range of sessions available including Dementia Inclusive Gardening, Women only, families with children and adults only. Please get in touch for more information, booking essential.

[WEBSITE](#)

07717 467 862



	Dementia Friendly Food Project - BHFP	Supportive gardening group offering weekly sessions providing gentle, regular activity. Currently running 10 week courses from The Garden House in Brighton.	WEBSITE EMAIL
	3 Nations Dementia Working Group	A working group of people living with dementia creating a network of voices on dementia who can lead on regional projects. Events page offers videos of past webinars for people affected by dementia.	WEBSITE EMAIL EVENTS
	LGBT Switchboard	Currently running the Rainbow Café, one to one support in person, by phone or online and training, advice and information on LGBTQ dementia for individuals, care givers and organisations.	WEBSITE 07783 760249 EMAIL
	Dementia Adventure	Currently offer supported dementia holidays with restrictions in line with current covid guidelines. Training remains online at this time. EMAIL	WEBSITE 01245 237548
Digital Help	Digital Unite	Over 400 how-to guides covers a whole host of digital topics including online shopping, social networking, health & fitness and music.	WEBSITE 0800 048 7642
	AbilityNet	Free IT support at home over the phone or online. Use their library of free webinars to learn more about accessibility, disability and technology.	WEBSITE 0800 048 7642
	Learn My Way	Free courses (online) to learn different digital skills to stay safe and connected.	WEBSITE
	Age UK WSBH – Computer Centre	A group of friendly and experienced volunteers who offer a free telephone service to help you to learn and improve your IT skills. For beginners and those with computer experience.	WEBSITE 01903 731800 EMAIL
	Hangleton and Knoll – IT Suite	The HKP IT Suite is now open every Wednesday 10am-3pm for 1-hour bookable slots. Call David to book your slot or to get some IT help over the phone.	WEBSITE EMAIL
	Digital Brighton & Hove	Offering resources, information and digital support, including matching up volunteers with people needing digital help. Digital B&H have some internet-connected tablets all set up and ready loan to vulnerable people with no internet access. Please complete the referral form if you know a vulnerable person who could benefit	from this. WEBSITE Digital Helpline: 07475 946084 EMAIL

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	Ageing Well: How to Create an Email Address	For those who have internet access and can watch videos on YouTube, here is a tutorial on how to create an email address.	YOUTUBE
	Deafcog	Resource Hub of How-to videos on downloading and using Zoom, with BSL narration.	WEBSITE
Support with obtaining equipment	Wavelength	Supports organisations helping people who are lonely and isolated, by giving free TVs, tablets, and radios. This technology is often used in communal spaces or as part of specific projects.	WEBSITE 01708 621101 EMAIL
	Friends of the Elderly	Provide grants to help older people get online and stay connected. They can be used towards the cost of equipment such as tablets and smartphones as well as broadband costs.	WEBSITE 0207 730 8263 EMAIL
	GrandPad	A rental service of a smart, simple, and safe way to connect older adults with their family and friends. GrandPad is an internet enabled tablet device which comes preloaded with all features older adults need to reconnect to their family, friends, and community, with a Lifetime guarantee.	WEBSITE 0808 168 7278 CONTACT ONLINE
	Get Online at Home	Affordable refurbished laptops and PCs for all, with discounts available to those in receipt of benefits.	WEBSITE 03719 100 100
	LGBTQ+ Services	LGBT Switchboard	If you could use a friendly chat with another LGBTQ person, please call Switchboard helpline.
Directory of Services		During the COVID-19 Pandemic, many LGBTQ service providers have made significant changes to their services. This directory lists those changes.	WEB CHAT DIRECTORY
MindOut		LGBTQ mental health service. All services are offered online, by phone and by email.	WEBSITE 01273 234 839 EMAIL
Galop		Helplines supporting LGBT+ people who have experienced abuse and violence.	WEBSITE 0800 999 5428 EMAIL REFER ONLINE



**Domestic
Violence**

Rise

Supports people in Brighton & Hove affected by domestic abuse and violence with resources, counselling, solicitor's appointments and much more.

[WEBSITE](#)
01273 622 828

**Survivors'
Network**

Supporting survivors of sexual violence and abuse in Sussex.

[WEBSITE](#)
01273 203 380

**Refuge -
Domestic Abuse**

National helpline service with help and support for women facing domestic abuse.

[WEBSITE](#)
0808 2000 247

	Respect - Men's Advice Line	National helpline service with help and support for men facing domestic abuse.	WEBSITE 0808 801 0327 EMAIL
	Galop	Their National LGBT+ Domestic Abuse Helpline gives emotional and practical support for LGBT+ people experiencing domestic abuse. You can speak over the phone or online via their website.	WEBSITE 0800 999 5428 EMAIL
Elder Abuse	Hourglass	Free and confidential national Helpline provides information and support to an older person or anyone concerned about the harm, abuse or exploitation of an older person.	WEBSITE 0808 808 8141 07508 823975 (Sussex contact Gail Shanahan)
999 calls if you cannot speak, but need help			
Police have modified the 999 system for people who cannot speak, but need help. Make yourself known to the operator by coughing or tapping the handset, and then press 55 on the keypad. You must press 55, or the call will be ended			
Bereavement services	Cruse	Information, advice and support for bereaved people including specialist support to those dealing with coronavirus-related loss.	WEBSITE 0808 808 1677 ONLINE CHAT
	At A Loss	Signposting for the bereaved and those supporting them to information and support services appropriate for their loss.	WEBSITE
	Sudden	Currently offering online resources for people who suffered sudden loss.	WEBSITE
	Sussex Health and Care Partnership	Information and guidance for the tasks that need to be completed after a death – such as registration of the death, arranging a funeral or informing other people and organisations. The Helpline can also give you information about other sources of bereavement support for you, your family and friends.	WEBSITE 0300 111 2141 Mon – Fri: <i>8am – 5pm</i>
	NHS	Online advice and guidance on coping with grief after bereavement or loss.	WEBSITE
Refugees, Asylum Seekers	Voices In Exile	Supporting refugees, asylum seekers and those with no recourse to public funds with a free advice. Currently not taking on referrals for immigration casework. Still offering advice via phone and email.	WEBSITE 01273 082105 EMAIL



Miscellaneous

Cinnamon Trust

Offers dog walking for people aged 65+. Also offers practical help and advice for elderly or unwell people with pets.

[WEBSITE](#)

01736 757 900

**Now! Charity -
The Essential
Household item
Sussex Relief
Scheme**

Supply beds, white goods, small appliances and miscellaneous essential household items to people in need living in Sussex. Please note it is only one item per household and does not include installation.

[WEBSITE](#)

[EMAIL](#)

Financial and
Home Safety
Advice

**Understanding
Universal Credit**

Information regarding claiming benefits and the support available to you if you have been affected by coronavirus or its effect on the economy.

[WEBSITE](#)

Moneyworks

This service is provided by a partnership of community advice agencies across the city and can help with all money issues, including:

[WEBSITE](#)

0800 988 7037
01273 809 288

- fuel bill payments and vouchers
- debt and benefits help
- foodbank referrals
- getting a bank account
- getting online

To access the service, contact either:

Moneyworks Adviceline on 0800 988 7037
(open Mon 1-5, Tue 9-1, Wed & Thu 12.30-4.30, and Fri 10-2)

Citizens Advice Helpline on 08082 78 78 15
or go to
<https://www.cabrightonhove.org/get-advice/>

**Money Advice
Plus**

Money Advice Plus provide money and debt advice services, including casework, by phone to people who have money and debt difficulties.

[WEBSITE](#)

08081 963699
[EMAIL](#)

**Post Office Card
Account Holders**

To nominate a helper to access your Post Office Account get a 'Permanent Agent Access Form P6163' available at your local Post Office or telephone. For more details go to their website.

[WEBSITE](#)

03457 22 33 44

**Having other
people withdraw
money from your
bank account**

**using
the
Post
Office.**

Self-isolating or vulnerable citizens can now contact their bank and arrange to withdraw cash quickly from their normal accounts through

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any local Post Office branch, with the help of a friend, family member, carer or local support worker. Please note that not all banks are participating.



AGEING
WELL

WEBSITE

Southern Water - Priority Services Register

A register to ensure those most in need are always catered for. For example, the register will let Southern Water know who to prioritise if water or wastewater services fail.

REGISTRATION FORM

Trading Standards

Find a trader you can trust using the Buy With Confidence initiative from Brighton & Hove Council's Trading Standards service.

<https://www.brighton-hove.gov.uk/business-and-trade/trading-standards/what-buy-confidence-scheme>

For the hospital discharge grant, contact **Possability People** on **01273 069851** or HDS@possabilitypeople.org.uk

East Sussex Fire and Rescue Service

Offer Home Safety Visits carrying out special assessments over the phone talking to you about the fire risks in your home.

Brighton & Hove City Council – Help with food, fuel and other essential costs

Household Support Fund

Extra help is available this winter for households struggling to pay for food, fuel and other essential costs. The funding is part of the government's Household Support Fund and is available until 31 March 2022. The council can offer vouchers or find another way to help access many essential goods and services.

Help is available for people who are not on benefits, as well as those who are.

To find out more and apply, go to www.brighton-hove.gov.uk/household-support-fund or call the **Community Hub** on **01273 293117 (option 2)**.

Disabled Facilities Grant

A wide range of help for older and disabled people, including a Warm Safe Homes Grant, as well as grants to help prevent falls and injury in the home and assist hospital discharge. These are all non-repayable grants with a simple application process.

To apply, contact the **Disabled Facilities Grant Team** at disabledfacilitiesgrant@brighton-hove.gov.uk or call **01273 294366**. For more information about the range of assistance on offer go to www.brighton-hove.gov.uk/adult-social-care/care-and-support/adults/change-your-home

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[WEBSITE](#)

0800 177 7069

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Brighton and Hove Independent Mediation Service (BHIMS) - Homeless Prevention Service

A free of charge mediation service for anyone living in Brighton & Hove whose housing may be at risk because of conflict.

[WEBSITE](#)

01273 700812

[EMAIL](#)

Keeping Safe From Scams

Age UK

Protect yourself by knowing what to look for and what to do if you suspect a scam on any of your digital devices.

[WEBSITE](#)

Which?

A useful scam protection toolkit with examples of typical scams and common warning signs.

[WEBSITE](#)

Prepaid Electricity

Citizens Advice Bureau

A clear and detailed online advice page for prepayment customers who are ill from coronavirus or self-isolating.

[WEBSITE](#)

08082 78 78 15

If you feel overwhelmed, or are unable to deal with your supplier on your own because of personal circumstances, the helpline may also be able to refer you to the Citizens Advice Extra Help Unit.

[WEBSITE](#)

Winter Fuel and Energy Support and Advice.

BHESCo

Will be providing a free energy advice service for Brighton & Hove residents this winter. They can help people with:

Call 01273 284470 / 0800 999 6671

- Switching to a cheaper tariff or supplier
- Applying for the Warm Home Discount
- Accessing energy vouchers
- Tackling energy debts
- Getting free energy saving measures for the home
- Signing up for the Priority Services Register
- Getting a smart meter installed

They can also deliver talks or workshops for any groups who may be interested, and we are happy to do this in person or online.

Anybody is welcome to contact BHESCo for help and advice, although eligibility criteria applies in some instances.

Winter Fuel Payment

You could get a Winter Fuel Payment of between £100 and £300 to help pay your heating bills, if you were born on or before 26 September 1955.

If you get the state pension, you'll usually get the payment automatically in November or December. Call 0800 731 0160

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**AgeUK – Warm
Homes
Campaign**

Offers practical help and assistance to older people worried about keeping warm this Winter. The initiative helps people living in, or at risk of fuel poverty by offering:

- free benefit reviews
- home energy checks
- warm homes packs, including a hot water bottle, blanket and socks.

What happens during the home energy check?

- A thorough conversation assessing the older person's heating patterns, health needs and home environment.
- Installing simple energy efficiency equipment, such as draught excluders around doors and windows, and radiator panels when it is safe to do so.
- Giving some key tips and advice and distributing relevant information guides on how to keep warm and save energy. Providing information on other support services, depending on their needs.

Who is eligible?

- Over 65 years of age?
- Receiving means tested benefits or income below £16,190?
- Have a long-term health condition?
- Finding it hard to heat your home?

The service is free and is available for older people who are finding it difficult to keep their homes warm and are therefore at risk of cold related illnesses. This could include people who are struggling to pay their bills, who are in fuel debt, who have no heating, or don't know how to work their heating controls.

The Warm Homes programme is funded by E.on, Avro Energy, Octopus Energy and Shell Energy

To find out more about the Warm Homes Programme, or to seek help to stay warm this winter, please contact Age UK WSBH on 0800 019 1310 between 9am – 5pm or email information@ageukwestsussex.org.uk

**Local
Discretionary
Social Fund**

can help people who find themselves in a difficult situation and need emergency help:

- to get food & groceries
- with gas and electricity payments
- with other items you might need in an emergency

To qualify for **emergency help** you will need to show something unexpected has happened which meant you couldn't get

To download application forms click here: <https://www.brighton-hove.gov.uk/benefits/help-and-support/apply-discretionary-payment>
Or call 01273 292



this yourself.

Essential items

The scheme may also be able to help with essential items for your home such as:

- beds
- cookers
- items to help you cook
- other essential items you might need to live in your home

To get help with **essential items** you will need to show you or your family may not be able to cope without them.

000 or email DHAT@brighton-hove.gov.uk

Local Energy Advice Partnership (LEAP)

Offers eligible residents free home visits from a local and qualified Home Energy Advisor to help you save money and keep your home warm. They will:

- Check energy tariffs and help with switching to save money
- Install free, simple energy saving measures, such as lightbulbs and draught-proofing
- Give practical advice on heating systems and saving energy
- Arrange a free money advice consultation to help with benefits, debt and other money problems
- Make referrals for additional energy-saving home improvements, such as loft insulation or a new boiler.

If you, or someone you know, is living in or at risk of fuel poverty, apply now:

Go to www.applyforleap.org.uk
Call LEAP free on 0800 060 7567 (8.45am–7pm, Monday to Friday or 9am–12noon, Saturday)

Applying for (or referring others to) the service is quick and easy. It's available to homeowners, private renters and social housing tenants who meet any of the following criteria:

- have a low income
- receive tax credits
- receive housing benefit
- receive an income or disability related benefit
- have a long term illness or disability

Transport

Brighton & Hove Buses – Important Information

From 19th July, capacity numbers on the bus will return to pre-covid amounts but almost all other policies and restrictions applied throughout the pandemic will remain in place. They still advise to wear face coverings if you can in all enclosed spaces.

[WEBSITE](#)

[EMAIL](#)

01273 886200



**Brighton & Hove
Buses – The
Helping Hand
Scheme**

For bus users to discreetly and directly advise bus drivers of any assistance they may require. This includes a face covering exemption support card.

[WEBSITE](#)

Southern Rail

Train operators for large parts of South East. Check website for latest information on restrictions.

[WEBSITE](#)

Easy Link

Door-to-door transport service for people, who find it difficult or impossible to get on and off buses, or to get to the bus stop. This includes people in wheelchairs.

[WEBSITE](#)

01273 677559

For the **Ageing Well Shopping and Help Accessing Food Directory** previously listed here please visit our website to find the most up to date version. If you have any questions regarding accessing food please call Ageing Well **07770 061 072**

<http://ageingwellbh.org/coronavirus/>