

# Winter Update

**h&f**  
hammersmith & fulham

Help with the cost of  
living – advice & tips  
16-PAGE BOOKLET INSIDE

Stay well this winter  
by getting boosted  
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**PLUS**  
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**Your Christmas & New Year  
bin and recycling collections  
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December 2022

# JACK AND THE BEANSTALK

Lyric

WRITTEN BY JUDE CHRISTIAN & SONIA JALALY  
DIRECTED BY NICHOLAI LA BARRIE

19 Nov – 07 Jan  
[lyric.co.uk](http://lyric.co.uk) | tickets from £10

Don't miss a thing: [f](#) [t](#) [h](#) Nextdoor – Hammersmith & Fulham Council

# Season's Greetings

## H&F Leader Stephen Cowan

On Christmas Day we will provide a two-course festive feast to over 500 local older people. We have been able to continue this tradition because of the generous support offered by H&F Giving, local businesses and many residents. It is always a happy, and at times inspirational, gathering.

We saw that same kindness during the pandemic, with tens of thousands of residents across our borough looking out for and helping people they didn't know.

Now we have a new call to arms.

We face the biggest inflation and drop in living standards in modern history. Britain's economy is blighted by Brexit, which has produced chronic labour shortages, and the worst trade figures since records began. Thousands of local people are struggling to feed their families and warm their homes. These are challenges of historic proportions.

Uniquely, Hammersmith & Fulham offers free breakfasts to all primary school children and free adult social care. We have comprehensive support programmes and will continue to prioritise local services. But we will need to do much more.

So, as we look ahead to 2023, it's vital we do so with a determination that we will win through. We have set ourselves the task of building the biggest support alliance of businesses, charities, faith groups, and residents than ever before. That's how we will rise to these challenges.

I wish you a Merry Christmas and healthy and happy New Year.



P.S. If you'd like to donate to H&F Giving please do so online at **[hf Giving.org.uk](https://hf Giving.org.uk)**



On the cover:  
The cast of Jack  
and the Beanstalk  
performing at the  
Lyric Hammersmith  
© Helen Murray



# Get boosted now

## Protect yourself, friends and family this winter.

We all need to do everything we can to protect ourselves, our loved ones and our NHS this winter. Covid continues to spread. The NHS fears a nasty flu and Covid wave and the cost-of-living crisis is affecting people's physical and mental health.

Here's how to get your free Covid and flu vaccinations, as well as 24-hour mental health support in H&F.



# We're helping you stay safe this winter

## Covid booster

Covid is more serious for older people and those with certain underlying health conditions.

If you're aged 50 and over, pregnant, live in a care home or are aged five and over and in a clinical risk group, you can now get a Covid booster. Other people who can get the booster are frontline health and social care staff, those caring for vulnerable people, and the families of people with weakened immune systems.

Even if you have had all your Covid vaccinations or had the virus itself, your immunity decreases over time. The latest Covid booster provides extra needed protection.

If eligible, you can pop down to your nearest vaccine bus which we're running with the NHS across the borough. There is no need to book. You can find us in December at:

- Old Oak Community Centre, W12
- The Community Hub on Gibbs Green Estate, West Kensington

Visit our website for more details on vaccine opening days, times and locations, and local pharmacies offering the vaccine and walk-in services at [lbhf.gov.uk/covid](https://lbhf.gov.uk/covid). You can also book appointments at local pharmacies via the NHS booking system at [nhs.uk](https://nhs.uk).

## Flu vaccine

Everyone aged 50 and over is eligible for a free flu vaccination. Visit the NHS website to find out who else is eligible for a free flu jab.

You can book an appointment via:

- NHS website
- Ask at your local pharmacy or GP surgery

Find out more at:

[nhs.uk/wintervaccinations](https://nhs.uk/wintervaccinations).

## Mental health support

Residents of all ages needing urgent mental health support can call a free NHS mental health helpline 24 hours a day, seven days a week on **0800 328 4444**.

We also have our dedicated Cost-of-living team who are offering residents support through this tough time.

Contact them on our free phone number **0800 917 6994** (8am to 6pm, Monday to Friday) or get in touch via email on [costoflivingteam@lbhf.gov.uk](mailto:costoflivingteam@lbhf.gov.uk).



# We're tackling our toxic air



**How the new Clean Air Neighbourhoods will help improve our streets and health**

We're working to improve air quality and people's health with a range of new measures including tree planting, traffic reduction trials, sustainable drainage schemes, school streets initiatives and enhanced infrastructure for walking and cycling.

"Filthy air is a threat to all of us. We want all our residents to be safe in the knowledge that they live in a Clean Air Neighbourhood," said Cllr Stephen Cowan, Leader of Hammersmith & Fulham. "And that's what we're working to deliver."





### Pollution spikes as motorists return

Our latest air quality report shows that local levels of nitrogen dioxide (NO<sub>2</sub>) exceeded the annual average national limits of 40 µg/m<sup>3</sup> and World Health Organization's air quality standards of 10 µg/m<sup>3</sup> last year. The latest spike follows a temporary drop from 2020 during the Covid pandemic. And it shows that air quality is again worsening to unhealthy levels in H&F.

### A successful trial in south Fulham

Over the past two years, H&F has successfully worked with residents to reduce pollution and congestion in the streets east of Wandsworth Bridge Road in south Fulham.

Now 8,000 fewer cars a day emitting dangerous nitrogen oxide are entering the area. Carbon dioxide emissions have reduced by one tonne a day. The roads are quieter and safer for pedestrians and cyclists too, because of the 23 per cent reduction in traffic.

Having seen the results, residents in the streets to the west of Wandsworth Bridge Road approached the council about extending this to their area. So, we worked with them to consider how the whole of south Fulham could become a Clean Air Neighbourhood.

The trial in Wandsworth Bridge Road and the streets to the west started at the beginning of December. It will run for between six and 18 months, as required by law.

Smart number-plate recognition cameras in the residential streets to the west discourage out-of-borough drivers from using them as a cut through. The result will be cleaner air and safer streets to make it a better place in which to live, work and shop.

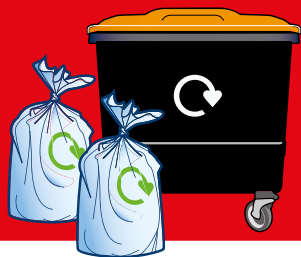
Residents with vehicles registered in H&F – no matter where they live in the borough – can go through the cameras freely. They can also give free access and discounted parking rates to as many visitors as they want by using the RingGo parking app.

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For more details, visit: [lbhf.gov.uk/clean-air-neighbourhoods](https://lbhf.gov.uk/clean-air-neighbourhoods)



# Your Christmas collection dates



Use this quick reference guide to check your household recycling and rubbish collections this Christmas. As some collection dates will change, please keep this guide handy.

During the festive period, Christmas and Boxing Day collections move

to Tuesday 27th, while New Year's Day collection moves to Monday 2 January. All collection days will be back to normal by Monday 2 January.

For more information on rubbish collections and recycling, visit [lbhf.gov.uk/rubbish](http://lbhf.gov.uk/rubbish).

| Day       | Date   | Status               | Collection | Alternative days     |
|-----------|--------|----------------------|------------|----------------------|
| Monday    | 19 Dec | Collection day       | ✓ Yes      | n/a                  |
| Tuesday   | 20 Dec | Collection day       | ✓ Yes      | n/a                  |
| Wednesday | 21 Dec | Collection day       | ✓ Yes      | n/a                  |
| Thursday  | 22 Dec | Collection day       | ✓ Yes      | n/a                  |
| Friday    | 23 Dec | Collection day       | ✓ Yes      | n/a                  |
| Saturday  | 24 Dec | <b>Christmas Eve</b> | ✓ Yes      | n/a                  |
| Sunday    | 25 Dec | <b>Christmas Day</b> | ✗ No       | Moved to Tues 27 Dec |
| Monday    | 26 Dec | <b>Boxing Day</b>    | ✗ No       | Moved to Tues 27 Dec |
| Tuesday   | 27 Dec | <b>Bank Holiday</b>  | ✓ Yes      | Moved to Wed 28 Dec  |
| Wednesday | 28 Dec | Collection day       | ✓ Yes      | Moved to Thur 29 Dec |
| Thursday  | 29 Dec | Collection day       | ✓ Yes      | Moved to Fri 30 Dec  |
| Friday    | 30 Dec | Collection day       | ✓ Yes      | Moved to Sat 31 Dec  |
| Saturday  | 31 Dec | <b>New Years Eve</b> | ✓ Yes      | n/a                  |
| Sunday    | 1 Jan  | <b>New Years Day</b> | ✗ No       | Moved to Mon 2 Jan   |
| Monday    | 2 Jan  | <b>Bank Holiday</b>  | ✓ Yes      | n/a                  |
| Tuesday   | 3 Jan  | Collection day       | ✓ Yes      | n/a                  |





# Don't forget to recycle your tree!



## Free Christmas tree recycling collection

If you normally get an on-street rubbish collection, simply leave your tree where you'd leave your rubbish.

### Please make sure:

- it is clearly visible
- it is not obstructing the pavement
- all decorations and pots are removed.

Please put your tree out for collection before 7am on your regular collection day between Monday 2 January and Sunday 22 January.

## Designated Christmas tree drop-off points

You can also take your tree to one of the designated drop-off points below.

### Bishops Park

Next to café. Bishops Park Road/  
Stevenage Road entrance

### Cathnor Park

Next to play area, Greenside Road

### Fulham Palace Road Cemetery

Opposite Queensmill Road

### Loris Road Community Gardens

Batoum Gardens

### New King's Road

On the edge of Eel Brook Common

### Normand Park

Opposite Lillie Road entrance

### Ravenscourt Park

By football pitch, access by foot via  
Ravenscourt Park Road

### South Park

Hard standing next to cricket nets,  
access by foot via Woolneigh Street

### Wormholt Park

Sawley Road entrance

### Wormwood Scrubs car park

Off Scrubs Lane

For details visit [lbhf.gov.uk/rubbish](https://lbhf.gov.uk/rubbish), email [cleaner.greener@lbhf.gov.uk](mailto:cleaner.greener@lbhf.gov.uk) or call 020 8753 1100. Or, book a free drop-off at our Western Riverside recycling centre at: [wrwa.gov.uk](https://wrwa.gov.uk).





# Taste the success

**We hate seeing good food go to waste, so it's great to see our food waste trial reducing how much food goes to disposal. There's also lots you can do to create less food waste at home.**

In the UK, we throw away 9.5million tonnes of food every year. We can't go on like this. So, in selected areas of H&F we asked residents to recycle their food waste. We started in November 2020 – and it's been a huge success! Instead of your scraps

and peelings costing taxpayers a small fortune every year, they're now being turned into electricity at a biomass generator. Thank you for your efforts. Soon we will be adding more areas to our food waste programme to save even more food.

# 278

**tonnes of food waste  
have been recycled by  
H&F so far this year  
(Jan to Sept 2022)**

# 792

**tonnes of food waste  
have been recycled in total  
since the scheme launched  
(Nov 2020 to Sept 2022)**

**Food  
waste  
recycling  
in H&F**



## Here are six tasty food waste tips to make your Christmas a success:

### 1 Planning is key!

Overbuying and overcooking is a waste of food, money and energy. Plan your meals in advance and stick to your shopping list.

### 2 Buy loose

Buy your fruit and veg loose or unpackaged – this allows you to buy the exact amounts you need and avoids extra packaging.

### 3 Use what you don't need

If you're planning for leftovers, make sure there's room for them! Use up frozen food in the lead up to Christmas and create space in the freezer.

### 4 Best Before or Use By

If the use-by date is coming up, freezing food can buy you some extra time. Almost anything can be frozen, including smoked salmon, vegetables

and dairy products. Best before is about quality and not safety. The food will be safe to eat after this date but may not be at its best.

### 5 Love what's left

Leftovers are perfect for the following day's lunch. You can even get creative and use the roast turkey in a curry.

### 6 Get composting

Home composting is an excellent way to reduce the amount of garden and food waste. You can help us save approximately £145 for every tonne of waste diverted from incineration. Your bin will also provide you with a free supply of compost that is great for your garden.

Buy one compost bin and get one half price! For more details visit: [lbhf.gov.uk/compost](http://lbhf.gov.uk/compost).

## Winning the recycling battle

We'd like to thank H&F residents for helping us recycle more than ever.

This year, you've recycled 8,874 tonnes of material. That also includes a general reduction in the amount of waste sent to disposal. Not only does sending less to disposal save taxpayers' money, it is also better for the environment. Recycling in 2022 (so far):

- **Less waste to disposal:**  
Down by 2,310 tonnes  
(Jan to Sept)
- **Recycling collected:**  
8,362 tonnes
- **Electricals recycled:**  
1 tonne
- **Clothes recycled:**  
233 tonnes



# Recycle more this Christmas



Please **do** put these in your recycling sack, bin or bank:



✓ Paper, card and cardboard



✓ Cans and tins



✓ Cartons



✓ Glass bottles and jars



✓ Plastic bottles, pots, tubs and trays



✓ Please ensure all items are clean and dry

Please **don't** put these in your recycling sack, bin or bank:



✗ Nappies



✗ Aerosols



✗ Garden waste



✗ Food waste



✗ Clothes and textiles (see tips on page 29)

✗ Any items not ticked opposite: Shredded paper; polystyrene; DIY materials; hard & soft plastics; foil; wood; electricals; cables; metal items

## Lids on or off?

Lids can be left on plastic bottles and cartons. But please remove lids from glass jars.

## Aerosols? No can do

For safety reasons, we're no longer recycling aerosol cans. Please now put them in your general waste.



Winter 2022-23

**h&f**  
hammersmith & fulham



# Help with the cost of living

We can help if you're struggling to pay your bills and in many other ways.

Call us for free on **0800 917 6994**,  
email **[costoflivingteam@lbhf.gov.uk](mailto:costoflivingteam@lbhf.gov.uk)**  
or visit **[lbhf.gov.uk/costofliving](https://lbhf.gov.uk/costofliving)**

## We are here to help you

As a compassionate council, our number one priority is helping everyone in our borough through the cost-of-living crisis.

We know how worried residents are about food and fuel bills and keeping warm.

So, together with community groups, residents and business, we've been working to put in place a lot of support for residents and businesses.

That includes hardship payments and fuel vouchers, funding for warm meals and food banks, free school breakfasts and free home care, new support for businesses, free warm hubs with hot meals, advice stalls in shopping areas, money management classes and much more.

For those looking to volunteer and contribute, we are crowd funding with H&F Giving and have a volunteers' hub.

We've also set up a **new Cost-of-living team** to help everyone get the support they need. Just call it for **free** on **0800 917 6994** or email **costoflivingteam@lbhf.gov.uk**.

This booklet is packed with details about the help you can get – including many new, innovative sources of assistance. I hope you find it useful.

Best wishes

**Cllr Rebecca Harvey**  
H&F Cabinet Member for Social Inclusion and Community Safety

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 If you would like any of this information in large print, braille or a different language, call **0800 917 6994** or email **costoflivingteam@lbhf.gov.uk**



## Someone you can talk to

H&F has a dedicated team to help you through this difficult time. Please call or email us (details below).

### Ways our team can help

They can discuss your current financial circumstances and provide help and advice with:

- Council tax.
- Rent and discretionary housing payments.
- Free school meals and clothing grants.
- Local support payments for crises and emergencies.
- Fuel bank vouchers.
- Budgeting advice.

If you are a **Disabled person**, you may be able to get a grant to adapt your home to improve accessibility.

If you are a **business**, contact our 1-2-1 Business support team:  
[lbhf.gov.uk/business-support](mailto:lbhf.gov.uk/business-support).


If you're struggling to **heat your home** or **buy food**, we can help connect you to local organisations or services within the council that could help.

### Help with benefits and grants

If you are a council tenant and need advice on benefits, grants or budgeting, please call the H&F Welfare benefits team on **020 8753 5566** or email: [welfare.benefit@lbhf.gov.uk](mailto:welfare.benefit@lbhf.gov.uk).

### Coming to you

Look out for our pop-up stalls in shopping areas across H&F, with information about benefits, debts, health and wellbeing. Call the Cost-of-living team for details.

 Call our Cost-of-living team for free on **0800 917 6994**  
Lines are open 8am-6pm, Monday to Friday  
Or email: [costoflivingteam@lbhf.gov.uk](mailto:costoflivingteam@lbhf.gov.uk)

## Keeping warm this winter

### Warm, friendly places to go

H&F has activity hubs across the borough where you'll get a friendly welcome to participate in activities and keep warm, have a free or low-cost healthy meal or just get some advice.

- Sands End Arts & Community Centre, Peterborough Road, SW6 3EZ
- Our Lady of Fatima church, Commonwealth Avenue, W12 7QR
- Old Oak Community Centre, Braybrook Street, W12 0AP
- Earls Court Community Hub, 1a Aisgill Avenue, W14 9NF

For details of opening hours and activities please visit:


**[lbhf.gov.uk/warmhubs](http://lbhf.gov.uk/warmhubs)**.

### Local libraries

Our libraries are a warm space throughout the day.

- Askew Road Library, W12 9AS
- Avonmore Library and neighbourhood centre, W14 8TG
- Fulham Library, SW6 5NX
- Hammersmith Library, W6 7AT
- Hurlingham Academy school and community library, SW6 3ED
- Shepherds Bush Library, W12 7BF



 For more details call our Cost-of-living team for free on **0800 917 6994**

Lines are open 8am-6pm,  
Monday to Friday

Or email:

**[costoflivingteam@lbhf.gov.uk](mailto:costoflivingteam@lbhf.gov.uk)**



## Help with food and supplies

Nobody should go without food. Here are a few local organisations that can offer you help with nutritious meals.

### H&F Foodbank

Open every week across four locations. Offers free food parcels to residents in need upon referral.

**020 7731 3693**

**[hammersmithfulham.foodbank.org.uk](https://hammersmithfulham.foodbank.org.uk)**

### The Upper Room W12

Offers free, hot meals every weekday between 3pm and 6pm to anyone in need, with toiletries, bedding and clothing often also supplied.

**020 8740 5688**

**[theupperroom.org.uk](https://theupperroom.org.uk)**

### Rose Vouchers

Helps families with children under the age of five to buy fresh fruit and vegetables from local markets. To be eligible, families should meet the criteria for the Healthy Start voucher scheme for pregnant women, or be in receipt of benefits. Ask at children centres.

**[alexandrarose.org.uk](https://alexandrarose.org.uk)**

### Nourish Hub

Offers hot meals every weekday on a 'pay as you feel' basis, plus free cookery classes and breakfasts.

**020 7967 1302**

**[nourishhub.org.uk](https://nourishhub.org.uk)**

### Barons Court Project

Day centre for people on low income, homeless and/or vulnerable to mental health issues. You can have something to eat, do laundry, shower and enjoy wellness activities.

**020 7603 5232**


**[baronscourtproject.org](https://baronscourtproject.org)**

### Free sharing apps

You can pick up free (or low cost) household items or food via a number of good local sharing apps, including Olio and Too Good To Go. These pass on delicious, unsold food from businesses to people in need.

**[olioex.com](https://olioex.com)**

**[toogoodtogo.co.uk](https://toogoodtogo.co.uk)**

 For urgent help with food or medicine or if you're feeling isolated or lonely, please call us for free on **0800 917 6994**.

## Help with money worries

You can get free advice from these organisations.

### **Crosslight**

Provides free debt advice, budgeting support and money management classes.

**020 7052 0318 or email:  
info@crosslightadvice.org**

### **Citizens Advice Hammersmith & Fulham**

Free debt advice.

**Debt line 020 3137 6295**

### **Nucleus Legal Advice Centre**

Free legal help for money, welfare, housing and job issues.

**020 7373 4005  
nucleus.org.uk**



### **StepChange**

Offers debt support and working with you through budget challenges and debt solutions.

**0800 138 1111  
stepchange.org.uk**

### **Money Helper**

A national organisation that provides free advice on debts and benefits.

**moneyhelper.org.uk**

### **CAP London Fulham Reach Debt Centre**

Free professional advice.

**0800 328 006  
capuk.org/i-want-help**

### **National Debtline**

A national organisation that provides free impartial debt advice, factsheets and an online budgeting tool.

**Freephone 0808 808 4000  
nationaldebtline.org**

### **Tax Aid**

Free, independent tax advice for people on low incomes when things go wrong.

**0345 120 3779  
taxaid.org.uk**

Struggling with credit, in debt, or worried about bailiffs? You are not alone. Help is available. Here are some ways you can resolve debt problems with the support of the organisations mentioned here.

### Debt Respite Scheme (or 'Breathing Space')

Under the scheme, people will be given legal protection from their creditors for 60 days, with most interest and penalty charges frozen, and bailiffs paused. During this time, you can focus on getting advice and support to manage your debts.

### Pro-rata payments

Struggling with your debts – such as credit cards, store cards and payday loans? If so, get advice on agreeing a repayment plan with your creditors. You can ask for lower monthly payments based on your disposable income.

### Debt relief orders

A relief order means you don't have to pay certain kinds of debt. If you are eligible, your creditors cannot recover their money without the court's permission. And you're usually freed (or 'discharged') from your debts after 12 months.

### Bankruptcy – get advice

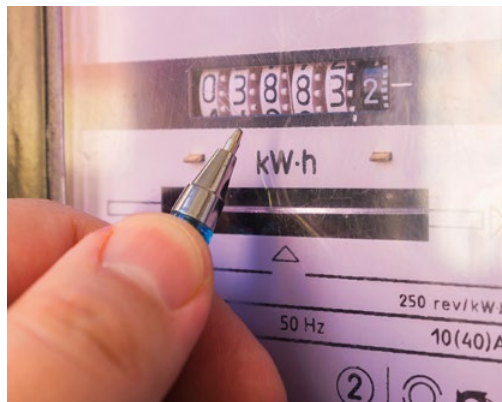
If the amount you owe is more than the value of your belongings and you can't pay your debts, you can apply for bankruptcy. This is a serious decision that will affect things like your credit rating, pensions and life insurance. It could also severely affect your ability to run a business or borrow money in the future. Please seek independent advice.

### Taking control

In early 2023, H&F will be offering two new cost-of-living courses at the Macbeth Centre in Hammersmith. Our **Money Matters** course will teach you how to make informed choices about your personal finances and budgeting. You can also learn to feed yourself or your family on a budget in our **Ready Set Cook on a Budget** course.

Visit [hfals.ac.uk](https://hfals.ac.uk) for details and how to enrol. We can help with course fees.

## Help with energy costs



### Do you have a pre-payment gas or electricity meter?

If so, your energy supplier should have sent you £400 discount vouchers (either by text, email or post). These can be redeemed at your usual top-up point, such as a local PayPoint or Post Office branch. Contact your supplier if you haven't received them.

### Run out of gas or electricity?

Your energy supplier should give you temporary credit if you can't top up. If you are on a pre-payment meter or just struggling to heat your home, you may be eligible for **Fuel Payment Vouchers**.

Call our Cost-of-living team for free on **0800 917 6994** (8am-6pm, Monday to Friday).

### Warm Home Discount Scheme

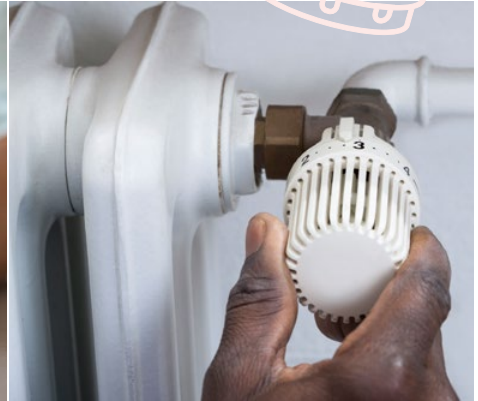
You could get £150 off your electricity bill this winter. The money is not paid to you – it's a one-off discount on your electricity bill. You may qualify if you are on a low income or pension credit. Contact your supplier to find out.

### Warmer Homes Scheme

Grants of up to £25,000 are available from the Mayor of London for free heating, insulation and ventilation improvements for low-income homeowners and private tenants: **[london.gov.uk/warmer-homes](https://london.gov.uk/warmer-homes)**.







## Hardship fund energy grants

If you're in debt to your energy supplier, you might be able to get a grant to help pay it off. Firms offering hardship fund grants include: British Gas, EDF, Shell, Octopus, E.ON Next, Ovo Energy Trust and Scottish Power. Check with your supplier. If you can't get help, you could still qualify for a grant from the British Gas Energy Trust: [britishgasenergytrust.org.uk](https://britishgasenergytrust.org.uk).

## Priority Services Register

The register is a free service offered throughout the energy industry to support customers in need. It provides priority support in the event of an emergency or power cut. Contact your energy supplier, or visit: [ofgem.gov.uk](https://ofgem.gov.uk).

## Green Doctors

Energy experts can visit your home and offer free tips and advice to help keep your home warm. You're eligible if you are over 65, a Disabled person, have a long-term health condition or are on a low income.

Call **0300 365 5003** or email: [greendoctorsldn@groundwork.org.uk](mailto:greendoctorsldn@groundwork.org.uk).

## Help from the Mayor

The Mayor of London's website has useful tips and suggestions to help people struggling: [london.gov.uk/cost-of-living](https://london.gov.uk/cost-of-living).



## Grants and funds

There are many grants and free or low-interest loans around. Here are a few.

### Charitable grants

If you need help to purchase white goods or other items you may be able to apply to a charity. You can search for charities on websites Turn2Us and EntitledTo. Some charities give grants depending on where you live, your occupation or age and other criteria.

[turn2us.org.uk](https://turn2us.org.uk)  
[entitledto.co.uk](https://entitledto.co.uk)

### Family Fund

The Family Fund provides grants for essential items to low-income families raising a disabled or seriously ill child.

[familyfund.org.uk](https://familyfund.org.uk)

### DWP interest-free budgeting loans and advance payments

If you receive benefits from the Department for Work and Pensions you may be able to apply for a budgeting loan or a budgeting advance payment. This can pay towards the cost of white goods or replacing a broken cooker, or staying in work. It is an interest-free loan and you only pay back what you borrow.

[gov.uk/budgeting-help-benefits](https://gov.uk/budgeting-help-benefits)



## Disability benefits

If you or someone you know is a Disabled person, or has a long-term health condition, you may be entitled to receive a disability benefit.

Disability benefits can be claimed from the Department for Work and Pensions (DWP) even if you work, have savings or are in full-time education. Here are some often under-claimed disability benefits:

### Disability Living Allowance (DLA)

For children aged up to 16 years old. The child must need extra care and attention and/or supervision, or have long-term mobility problems and difficulty getting around. Disabilities can include ADHD, asthma and autism. Call **0800 121 4600**.

### Personal Independence Payments (PIP)

For adults over 16 to state pension age. You can qualify if you need help with daily living or you have difficulties with mobility. Call **0800 917 2222**.

### Attendance Allowance (AA)

This benefit is for people over state pension age who need help with their care, attention or supervision from another person, and who

are not already receiving PIP/DLA. Call **0800 731 0122**.

Health problems that could help you qualify for PIP or AA payments include long-term health conditions such as arthritis, asthma, heart problems, cancer, bowel or bladder incontinence, Crohn's disease, depression, PTSD, epilepsy and dementia.

It's not the condition or impairment itself, but the help you need and the difficulties you experience due to how it affects you.

If you are unsuccessful, seek advice from a welfare rights adviser about appealing the DWP decision.

You can look at the full range of benefits offered and check your eligibility with the DWP at: **[gov.uk/browse/benefits](https://gov.uk/browse/benefits)**.

There is also helpful information on the Citizens Advice website on benefits, debt, housing and more: **[citizensadvice.org.uk](https://citizensadvice.org.uk)**.

## Housing and travel help

### Responsible landlords

If you're renting privately, your landlord is required to keep your appliances working, make sure water, gas and electricity are supplied, and fix any problems such as damp or mould.

If you need help, ask us to inspect your home. We can instruct your landlord to put things right. Call **020 8753 1081** or email: **phs@lbhf.gov.uk** or visit: **lbhf.gov.uk/private-tenants**.

### Housing worries

Are you at risk of eviction? If your landlord tries to evict you without going to court or threatens

your services (gas, electricity or water) you can get free legal advice from **H&F Law Centre** on **020 3880 1727** or **Shelter** on Freephone **0808 2000 247**. At risk of losing your home or already homeless? Visit our advice page and get help now: **lbhf.gov.uk/homeless**.



### Blue Badge

Helps people with significant walking difficulties to park close to places they wish to visit. Call **020 8753 6681** (Monday to Friday, 9am-5pm) or email: **bluebadges@lbhf.gov.uk**.

### Older person's Freedom Pass

Allows free travel across London and free local bus journeys nationally. Call **0300 330 1433** (Monday to Sunday, 8am-8pm) or visit **lbhf.gov.uk/freedom-passes**.

### Disabled person's Freedom Pass

Disabled people can travel for free if they are eligible. Call **020 8753 6681** (Monday to Friday, 9am-5pm) or email: **freedompasses@lbhf.gov.uk**.

### Taxicard

If you are Disabled or blind and need to be picked up at your door, you can travel in designated licensed London radio taxis at a reduced rate. Call **020 8753 6681** (Monday to Friday, 9am-5pm) or email: **taxicards@lbhf.gov.uk**.



## Other help on offer

### New-style contributions-based benefits

If you recently had to stop working due to unemployment or sickness you may be able to claim new-style contributions-based benefits. These are based on your National Insurance contributions, and not on any savings or assets you may have. Details here: [gov.uk/jobseekers-allowance](https://gov.uk/jobseekers-allowance) and [gov.uk/employment-support-allowance](https://gov.uk/employment-support-allowance).

If you are not entitled to statutory maternity pay from your employer, you may be entitled to **Maternity Allowance** for up to 39 weeks.

The **Sure Start Maternity Grant** provides £500 for people receiving benefits who are having their first child.

Pregnant women, or those who have a child aged up to four, may qualify for the **Healthy Start Scheme** to help buy essentials.

### Support for Mortgage Interest (SMI)

If you're a homeowner you may qualify for government help for interest payments on your mortgage or loans for repairs/improvements. You'll need to repay with interest when you sell

or transfer ownership. Details here: [gov.uk/support-for-mortgage-interest](https://gov.uk/support-for-mortgage-interest).

### Pension Credit

Gives you extra money to help with living costs if you're over State Pension age and on a low income. You may be entitled even if you own your home or have some savings or a pension. Details here: [gov.uk/pension-credit](https://gov.uk/pension-credit).

### Cinema Exhibition Card

Enables a Disabled cinema guest to receive a free ticket for someone to go with them when they visit a participating cinema.

To qualify you must be receiving Disability Living Allowance, Personal Independence Payment or Attendance Allowance for daily living or care. Details here: [ceacard.co.uk](https://ceacard.co.uk).

### Online benefit calculators

There are a number of benefit calculators that can help you identify any benefits you may be able to claim including: [gov.uk/benefits-calculators](https://gov.uk/benefits-calculators), [turn2us.org.uk](https://turn2us.org.uk) and [entitledto.co.uk](https://entitledto.co.uk).



## Local partners who can help

H&F is a borough rich in community support. Here are some examples.

### **Citizens Advice**

#### **Hammersmith & Fulham**

Free, confidential advice on benefits, debt, housing, energy, free digital skills training and English Language classes. Face to face support available at Avonmore Library, Shepherds Bush Family Project and Charecroft Estate Community Hall.

**[cahf.org.uk](http://cahf.org.uk) or Freephone 0808 278 7832 (Monday to Friday, 10am-4pm)**

### **H&F Law Centre**

Advice on housing and homelessness problems, employment law and immigration issues.

**Email: [hflaw@hflaw.org.uk](mailto:hflaw@hflaw.org.uk) or call 020 3880 1727**

### **Action on Disability**

Offers advice and support to Disabled people across employment, youth, welfare benefits and direct payments.

**[aod.org.uk](http://aod.org.uk) or call 020 7385 2098**

### **Crosslight**

Offers debt advice and budgeting support and money management classes.

**[crosslightadvice.org](http://crosslightadvice.org) or call 020 7052 0318**

### **Bishop Creighton House**

Tackles social isolation via home visits, calls, walks and classes.

**[creightonhouse.org](http://creightonhouse.org) or call 020 7385 9689**

### **Mind (Hammersmith & Fulham)**

Offers emergency support for many mental health concerns, including depression and anxiety.

**[hfehmind.org.uk](http://hfehmind.org.uk) or call 020 8571 7454**

### **Solidarity Sports**

Fulham-based charity improving the wellbeing of children through fun activities.

**[solidaritysports.org](http://solidaritysports.org) or call 07947 758 634**

### **H&F Works**

Provides support to people looking to go back to work or increase their hours, and offers help with CVs, interviews and jobs.

**[hfworks.lbhf.gov.uk](http://hfworks.lbhf.gov.uk)**

### **Sobus**

Support with training, community organising, networking and office space to community and voluntary groups.

**[sobus.org.uk](http://sobus.org.uk) or call 020 7952 1230**

## Angelou Project

Help with domestic violence.

**Freephone 0800 801 0660**  
(Monday to Friday, 10am-4pm  
and Wednesday 6pm-9pm)

## Age UK

Over 50? Get advice about energy bills and cost-of-living payments.

**ageuk.org.uk** or call **020 7386 9085**

## The Listening Place

Face-to-face support in H&F for those who feel life is no longer worth living. Walk in or call.

**listeningplace.org.uk** or call  
**020 3906 7676**

## West London Welcome

Community-based refugee and migrant centre.

**westlondonwelcome.com**

## Children's Centres

Range of activities for under-5s.

- Bayonne Children's Centre, 50 Paynes Walk, W6 8PF
- Cathnor Park Children's Centre, 1 Melina Road, W12 9HY
- Edward Woods Community Centre, 60-70 Norland Road, W11 4TX
- Flora Gardens Children's Centre, Dalling Road, W6 0UD
- Fulham Central Children's Centre, Tudor Rose Building, SW6 5PG

- Masbro Brook Green Children's Centre, 49 Brook Green, W6 7BJ
- Masbro Children's Centre, 87 Masbro Road, W14 0LR
- Melcombe Children's Centre, Fulham Palace Road, W6 9ER
- Old Oak Community and Children's Centre, 76 Braybrook Street, W12 0AP
- Randolph Beresford Children's Centre, Australia Road, W12 7PH
- Ray's Playhouse, 247 Stephendale Road, SW6 2PR
- Shepherds Bush Families Project, 58a Bulwer Street, W12 8AP

For details, visit:

**lbhf.gov.uk/childrens-centres**

## National organisations

### National Domestic Abuse Helpline

Confidential 24-hour helpline

**Freephone 0808 2000 247**

### Shelter

Help with housing or homelessness.

**england.shelter.org.uk** or  
**Freephone 0808 800 4444**

### Samaritans

Whatever you're going through, a Samaritan will face it with you 24/7 every day.

**samaritans.org** or call **116 123**

## Money-saving tips



### Get cheaper energy

Need a cheaper energy tariff? You can compare prices at [uswitch.com](https://uswitch.com) or get help and advice from Citizens Advice.

[uswitch.com](https://uswitch.com)

[citizensadvice.org.uk/energy](https://citizensadvice.org.uk/energy)

### Save on water bills

If your household income is below £20,111 the WaterHelp scheme can provide a 50% discount on your water bill. Other schemes include WaterSure and Customer Assistance Funds if you get into debt.

[thameswater.co.uk/help](https://thameswater.co.uk/help)

### Save mobile or broadband costs

Struggling to afford your broadband or phone services? Most providers offer customers a wide range of 'social tariffs' as a safety net.

[ofcom.org.uk/social-tariffs](https://ofcom.org.uk/social-tariffs)

### NHS

The NHS Low Income Scheme could help you pay for NHS prescriptions, NHS dental treatment, eyesight tests, glasses and contact lenses and the cost of travelling to receive NHS treatment:

[www.nhsbsa.nhs.uk/](https://www.nhsbsa.nhs.uk/)

[nhs-low-income-scheme](https://nhs-low-income-scheme)

### Energy-saving tips

Did you know you can save £60 a year if you draught-proof windows and doors? Or £43 a year if you don't overfill the kettle? Or £65 if you don't put devices on standby? More helpful energy tips:

[energysavingtrust.org.uk](https://energysavingtrust.org.uk)

### Freecycle furniture

Give and get stuff for free, recycle and reuse unwanted items and save useful things from landfill.

[uk.freecycle.org](https://uk.freecycle.org)

### Hammersmith BID Privilege Card Scheme

Get this to enjoy discounts from local shops and businesses.

[hammersmithbid.co.uk](https://hammersmithbid.co.uk)

### Money saving and price comparison websites

Lots of tips and ideas on how to save money and get the best deals:

[moneysavingexpert.com](https://moneysavingexpert.com)

### H&F Business Support

Help and advice for new and established businesses, specifically with finding and winning new customers.

[lbhf.gov.uk/business-support](https://lbhf.gov.uk/business-support)

❗ For more cost-of-living help, visit [lbhf.gov.uk/costofliving](https://lbhf.gov.uk/costofliving) or call us for free on **0800 917 6994**



# Top Christmas recycling tips



Everything you need to know about recycling during the holidays – including the most popular Christmas items such as small electrical devices and clothing.

## Cards and gift wrap

Recycle Christmas cards and wrapping paper (not metallic wrapping paper) in your clear sack or smart bank.



## Small electricals

Recycle small electrical items, such as mobile phones and hair dryers, by organising a free collection from Traid. Call **020 8733 2595** to book, or visit our website [lbhf.gov.uk/traid](http://lbhf.gov.uk/traid).



## Clothing and textiles

Traid also offers a free collection for clothing and textiles. To book, call **020 8733 2595**.



Alternatively, you can find your nearest textile recycling bank at [lbhf.gov.uk/traid](http://lbhf.gov.uk/traid).

## Bulky waste

For large items, like furniture or appliances, call **020 8733 1100** to book a bulky waste collection. Charges apply.



## Batteries

Recycle your old batteries at one of our libraries or at many supermarkets and stores.



## Food waste

For tips to help reduce your food waste this Christmas, check out [lovefoodhatewaste.com](http://lovefoodhatewaste.com). If you have a garden, why not get a composter and recycle your leftover sprouts? Visit [getcomposting.com](http://getcomposting.com).



## Run out of clear recycling sacks?

To order more call **020 8733 1100**.



# How to recycle small electrical items

## You can help us save money by recycling your electrical appliances!

Electrical appliances are mostly made of plastic and metal, with small amounts of many other substances, some of which may harm the environment. Reusing and recycling is the best way to reduce the environmental impact of these products.

### Recycle your electrical goods

Bring your small electrical items to be recycled at one of the 17 recycling sites across the borough. These are known as WEEE banks. Some retailers will also accept your small electrical appliances for recycling when you buy new ones. Visit the Recycle Now website ([recyclenow.com](https://www.recyclenow.com)) to find stores which offer a take-back service.

### Reuse your electrical goods

If your electrical appliance is still in working order, pass it on to someone else who could use it. Try advertising your appliance on the H&F group of Freecycle or give it away to a neighbour using Street Bank.



# 33%

of UK households have at least one non-working electrical device that could be recycled



# £3.7m

are lost yearly in the UK by not recycling electricals containing gold, copper, aluminium and steel



# 2m

tonnes of electrical items are discarded by UK households and companies every year



## Electrical waste and electronic equipment recycling in H&F

WEEE banks accept unwanted (working or broken) small, portable electrical items, for example: electrical tools, radios, hair dryers, kettles, computer keyboards, small laptops and mobile phones. For larger items visit: [lbhf.gov.uk/bulky-waste](http://lbhf.gov.uk/bulky-waste).

### Outdoor bank locations

**Junction of Durrell Road  
and Fulham Park Road**  
SW6 5LQ

**Junction of Dawes Road  
and Aintree Street**  
SW6 7QZ

**Eel Brook Common**  
New King's Road, SW6 4SG

**Waitrose car park**  
Heckfield Place, SW6 5BE

**Junction of Lillie Road  
and Everington Street**  
SW6 7PD

**Junction of Munster Road  
and Kingwood Road**  
SW6 6AZ



**Junction of Peterborough  
Road and Sullivan Court**  
SW6 3DL

**North End Road**  
Near Lytton Estate, W14 0SJ

**Uxbridge Road**  
Opposite Askew Crescent, W12 0NE

### Indoor bank locations

**Askew Road Library**  
87/91 Askew Road, W12 9AS

**Avonmore Library and  
Community Centre**  
North End Crescent, W14 8TG

**Fulham Library**  
598 Fulham Road, SW6 5NX

**Hammersmith Library**  
Shepherds Bush Road, W6 7AT

**Old Oak Housing Association**  
43-45 Erconwald Street, W12 0BP

**Shepherds Bush Library**  
6 Wood Lane, W12 7BF



# Giving a second life to unwanted appliances

**Thousands of electrical items from H&F homes – including washing machines, fridges, cookers, microwaves and other household items – are now being repaired rather than thrown away.**

Previously these appliances would have been scrapped, recycled or sent to disposal. But now they are being returned to working order, thanks to environmental charity Groundwork London, the Western Riverside Waste Authority and Cory Riverside Energy.

Once repaired, they are passed onto charity retailers and social enterprises who sell them at an affordable price.

## **This helps us:**

- save approximately 300,000+ tonnes of household items from waste disposal every year.
- provide high-quality affordable large and small electrical appliances to low-income families.

Please help us by donating any unwanted domestic items – especially white goods – so they can be repaired and re-used.

## **How can I donate?**

Give your electrical items a second life. Call Western Riverside recycling centre on **020 8871 2788** or email **[info@wrwa.gov.uk](mailto:info@wrwa.gov.uk)** to book an appointment.





# Don't buy – borrow at the Library of Things!



**Why buy when you can borrow? Now you can do that at Hammersmith & Fulham's first Library of Things.**

Set to save residents money, the new community hotspot opened its doors at Hammersmith's Livat shopping mall in King Street earlier this year. It offers a range of useful household, DIY and gardening items, available to rent from only a few pounds a day.

Shirley Cupit, Hammersmith resident and chair of the Queen Caroline Estate Tenants and Residents Association, said: "Especially for those residents with a smaller living space, it's going to make it possible for people to look after their homes and their environment in a way that's affordable."

To get started, visit:  
[libraryofthings.co.uk/hammersmith](http://libraryofthings.co.uk/hammersmith)



# Climate emergency – rising to the challenge

The local impact of the global climate crisis has been felt in H&F in recent flooding and extreme summer heat. We're taking urgent action, but there's still a long way to go. And we can't do it without you.

## Here are all the things we're doing to help in Hammersmith & Fulham:

### Electrifying our streets

Make the switch! H&F now has over 1,000 rental e-bikes, five e-vans – free to rent for local businesses – and soon we'll have at least one EV charge point in every street in the borough.

You can help your business make the shift to zero emission deliveries through our new cargo bike scheme. Details: [lbhf.gov.uk/parcels-not-pollution](https://lbhf.gov.uk/parcels-not-pollution).

### Warm homes

We're helping residents save money, cut carbon emissions and stay healthy and warm. Apply for a **free** whole-house retrofit plan, or find out what else you can do to make your home more energy efficient. Details: [lbhf.gov.uk/energy-efficiency-support](https://lbhf.gov.uk/energy-efficiency-support).

### Tiny Forests

We've planted three Tiny Forests with approximately 2,000 new native trees to help clean our air, support wildlife and boost biodiversity.



You can visit them in Hammersmith Park, Normand Park, and Eel Brook Common. Or do your bit to invite more nature into the borough. Details: [lbhf.gov.uk/rewilding-raves](https://lbhf.gov.uk/rewilding-raves).

### **Hammersmith Cycle Hub**

We've built H&F's first mass bike storage hub under the Hammersmith Flyover on Fulham Palace Road, making cycling across H&F easier and safer than ever. Request a free parking space now. Find out more at: [lbhf.gov.uk/cycle-hub](https://lbhf.gov.uk/cycle-hub).

### **Nourish Hub**

Our new Nourish Hub on the Edward Woods Estate in White City is a space for local people to come together to cook, eat and learn.

You can get a healthy lunch, made fresh from rescued ingredients, on a 'pay-what-you-can' basis.

Or sign up for free cooking lessons. Details: [nourishhub.org.uk](https://nourishhub.org.uk).

### **Building stronger communities**

We're helping H&F take Climate Action Together through the H&F Climate Alliance, Sustainability Champions and Climate Action Microgrants.

You can work with us to help local communities thrive, drive climate action and make progress against your own sustainability targets.

For more information, visit: [lbhf.gov.uk/hf-climate-action-hub](https://lbhf.gov.uk/hf-climate-action-hub).

To find out more, please visit [lbhf.gov.uk/climate](https://lbhf.gov.uk/climate) where you can also sign up for our monthly Climate Connects e-newsletter.







# What's on

Here are some of the best local days and nights out for the festive season



**Until 8 January**

## Ice skating at Westfield London's Winter Village

Open daily, Westfield's outdoor ice rink and festive winter village can be found at Westfield Square.

*Daily 10am to 9pm. Sessions last 45 mins. Ages 3+. Ticket prices vary.*

[uk.westfield.com/london](http://uk.westfield.com/london)

**Until 31 December**



## Raymond Briggs' Father Christmas at the Lyric

Watch Father Christmas prepare his Christmas Eve deliveries, feed his reindeer, and take flight in the snow. *Ages 6 and under. Tickets from £10.*

[lyric.co.uk](http://lyric.co.uk)

**Until 8 January**



## Jonny Feathers the Rock and Roll Pigeon at Riverside Studios

Musical pigeon, Jonny Feathers, has lost his guitar the day of his gig. Join Jonny and his friends as he retraces his steps trying to find it, accompanied by live music and original songs.

*Ages 4-8. From £14.*

[riversidestudios.co.uk](http://riversidestudios.co.uk)

**Until 24 December**

## A Christmas Carol at Barons Court Theatre

Watch this haunting Christmas ghost story unfold as Ebenezer Scrooge journeys into the past, present and future in a thrilling solo show.

*Tickets from £16.*

[baronscourttheatre.com](http://baronscourttheatre.com)

### Until 24 December

#### Santa's Breakfast and Bowling with his Elves at Westfield London

Join Santa for family-friendly fun, a festive breakfast and bowling with his Elves at Westfield's All Star Lanes. Up to three children per family group. 9am to noon. Each slot lasts an hour. £20 per child.

[uk.westfield.com/london](http://uk.westfield.com/london)



### Until 24 December

#### Meet Santa at Westfield London

Come and meet Santa and his Elves in his winter woodland lodge. No booking in advance is required.

12.30pm to 6.30pm each weekend and daily from December 19. Free.

[uk.westfield.com/london](http://uk.westfield.com/london)

### Until 19 December



#### Joe Stilgoe's Christmas at the Lyric

Expect special guests, gospel choirs, brass bands and more as Joe returns to continue his joyful Christmas party tradition at the Lyric Hammersmith.

Tickets from £15.

[lyric.co.uk](http://lyric.co.uk)

### Until 7 January

#### Jack and the Beanstalk pantomime at the Lyric

Visit the Lyric Hammersmith Theatre to join Jack and the gang for a climb of a lifetime as they battle giants and discover a golden egg-laying goose. This modern retelling of the fairy tale includes extreme skateboarding, milk explosions, Beyoncé and a new take on Jack herself – it's much more than the classic beanstalk climb.

Suitable for ages 6+.

Tickets from £10.

[lyric.co.uk](http://lyric.co.uk)

Fee-fi-fo-fum  
it's panto  
time!





**Until 1 January**



**Circus 1903 at Eventim Apollo**

The marvellous Circus 1903 has fun for all the family this Christmas, including daredevil entertainment, sensational puppetry, and unexpected acts from across the world.

*Tickets from £22.50.*

[eventimapollo.com](http://eventimapollo.com)

**17 December**

**Festive Family Hooley at the Irish Cultural Centre**

Come and celebrate the end of year season with music and fun, including, for the first time ever, the Irish Cultural Centre Band.

*Tickets £8 for adults, £5 for under 18s.*

[irishculturalcentre.co.uk/whats-on](http://irishculturalcentre.co.uk/whats-on)

**23 December and 27 January**

**Brekky Club at the Nourish Hub**

Running on the last Friday of each month, Brekky Club is your chance to enjoy a continental breakfast for free at the Nourish Hub. 9am to 11am. Open to all on a 'pay what you can' basis.

[nourishhub.org.uk/events](http://nourishhub.org.uk/events)



**17 December**

**North End Road Christmas Market**

North End Road's Christmas Market is back this year with fun for all the family. With more than 150 stalls, live music and seasonal entertainment, the festive day promises something for every Christmas fan. Come on down for your fix of mince pies, spiced mulled wine, skating snowmen and Christmas shopping.

*10am to 5pm. Free.*

[lbhf.gov.uk/xmas-sw6](http://lbhf.gov.uk/xmas-sw6)



## 31 December

### Nell's New Year's Eve Party

See in the new year in style with Kanda Bongo Man and Volta45, and their unique musical styles and combinations of Jazz, afro funk, and the Congolese favourite soukous beats. Doors open 8pm. Tickets £25.

[nells.co.uk](http://nells.co.uk)

## 7 January

### Ghosts of West London guided walk

This hour-long spooky stroll starts from Stamford Brook Tube station and leads past the haunting grounds of several ancient ghosts, including an apparition of a bloody Bishop. 11am, meet at Stamford Brook. Free. Book online.

[hammersmithbid.co.uk/calendar](http://hammersmithbid.co.uk/calendar)



## 28 and 29 January



### London Winter Walk

Sign up to walk a marathon or half marathon along the Thames, including Fulham's Thames walkway. Starting at the Oval Cricket Ground this is one way to get your January fitness journey kick-started.

Starts 8am to 10am. Advised for ages 14+. Tickets from £15.

[ultrachallenge.com](http://ultrachallenge.com)



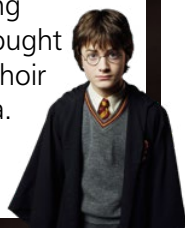
## 8 January

### The Magical Music of Harry Potter at Eventim Apollo

Hear the very best of the award-winning Harry Potter films' soundtracks, as well as the music from theatre production "Harry Potter and the Cursed Child". The Oscar-winning magical music will be brought to life by star soloists, a choir and symphony orchestra.

Tickets from £39.50.

[eventimapollo.com](http://eventimapollo.com)



# Struggling with your energy bills?



## Call the Green Doctors

# 0300 365 3005

**Our Green Doctors can help you:**

- Save money on your energy bills
- Install energy saving devices
- Tackle energy or water debt
- Priority Services Register

**FREE**  
for eligible  
residents

Green Doctors are part of Groundwork London, a charity that helps people save money, stay warm, and use less energy.

Find out more at: [london.greendoctors.org.uk](https://london.greendoctors.org.uk)

