

**Malvern Hills District  
Hardship Support and Advice (Updated July 2021)**

Hardship Support

Category	Organisation	Description/Services offered	Location	Areas covered	Website	Email	Tel
Chaplaincy	Lyttelton Well	A free Christian Chaplaincy service.	Church Street, Malvern, WR14 2AY	Malvern and surrounding area		<a href="mailto:office.info@lytteltonwell.co.uk">office.info@lytteltonwell.co.uk</a>	01684 573702
Clothing and equipment (for under 5s)	Grow Baby	Good quality, new and second-hand baby clothes and equipment (for children up to 5 years old). This service is free of charge, to anyone who needs it. Held on the second Saturday of the month from 10.15am to 11.45am. Call ahead as times subject to change.	Horizon Community Centre, Midland Road, Worcester	Worcestershire	<a href="https://www.worcestervineyard.org.uk/">https://www.worcestervineyard.org.uk/</a>		01905 676424
Connectivity (free internet and printing service)	Community Café, St Mary's Church	Held on Fridays at 9am to 12pm in term time. Free internet access and printing service. Please check in advance regarding Covid restrictions.	St Mary's Church Pickersleigh, Sherrards Green Road, WR14 2EE	Pickersleigh and surrounding area	<a href="https://sites.google.com/view/stmaryschurchpickersleigh/home">https://sites.google.com/view/stmaryschurchpickersleigh/home</a>		01684 561506
Counselling	Lyttelton Well - The Well Counselling	Professional counselling service. Donations of what you can afford.	Church Street, Malvern, WR14 2AY	Malvern and surrounding area	<a href="https://www.thewellcounselling.co.uk">https://www.thewellcounselling.co.uk</a>	<a href="mailto:info@thewellcounselling.co.uk">info@thewellcounselling.co.uk</a>	01684 563456
Family Support	BBC Children in Need Emergency Essentials Programme	<b>This is a REFERRAL ONLY service</b> - BBC Children in Need Emergency Essentials Programme supports children and young people who are facing exceptionally difficult circumstances, and is delivered by Family Fund. The programme provides items that meet a child's most basic needs such as a bed to sleep in, a cooker to provide a hot meal and other items or services critical to child's wellbeing.		National	<a href="https://www.familyfundsolutions.co.uk/emergency-essentials/">https://www.familyfundsolutions.co.uk/emergency-essentials/</a>		
Family Support	Homestart South Worcestershire	Home-Start helps families with young children cope with whatever life throws at them. Volunteers support parents as they learn to cope, improve their confidence and build better lives for their children.		South Worcestershire	<a href="https://www.home-startsw.org.uk/contact/">https://www.home-startsw.org.uk/contact/</a>	<a href="mailto:enquiries@home-startsw.org.uk">enquiries@home-startsw.org.uk</a>	01905 29377

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Financial advice and support	Christians against poverty – also known as CAP	A Christian charity with a debt centre in Malvern. CAP is a national organisation specialising in debt counselling for people in financial difficulty, including those in need of bankruptcy or insolvency. It works with the local church to support people through their journey out of debt and seeks to offer them emotional and spiritual support along the way.	Run in partnership with St Andrews and All Saints	Malvern and surrounding area	<a href="https://capuk.org/i-want-help">https://capuk.org/i-want-help</a>	<a href="mailto:info@capuk.org">info@capuk.org</a>	0800 328 0006
Financial advice and support	Debt Advice Foundation	A national debt and education charity offering a free telephone counselling service		National	<a href="https://www.debtadvicefoundation.org">https://www.debtadvicefoundation.org</a>		0800 0434050
Financial advice and support	Job Centre Plus	New and existing benefit claims and Universal Credit.		National	<a href="https://www.gov.uk/contact-jobcentre-plus">https://www.gov.uk/contact-jobcentre-plus</a>		New claims - 0800 0556688 Existing - 0800 1690910 Universal credit - 0800 3289344
Financial advice and support	Malvern Hills District Council	Help with paying your council tax	The Council House, Avenue Road, Malvern, WR14 3BS (reception closed to general public at present but pre booked appts taking place)	District wide	<a href="https://www.malvernhills.gov.uk/covid-19-update">https://www.malvernhills.gov.uk/covid-19-update</a>		01684 862413
Financial advice and support	Money Advice Service – also known as MAS	Free and impartial money advice, set up by the government. The website offers advice and guidance to help you to keep track of your finances.		National	<a href="https://www.moneyadviceservice.org.uk/en">https://www.moneyadviceservice.org.uk/en</a>	Web chat available	0800 1387777
Financial advice and support	National Debt Line	A debt advice charity run by the Money Advice Trust.		National	<a href="https://nationaldebtline.org/">https://nationaldebtline.org/</a>		0800 8084000
Financial advice and support	No Interest Loans Malvern Hills – also known as NILS	Offering interest free loans to people in receipt of benefits or on low income, who live in the district area. Offering a maximum of £250 for essential items such as white goods, school uniforms, travel passes, medical appliances, shoes.	52 Prospect Close, Malvern, WR14 2FD (Appt only, Wed)	District wide		<a href="mailto:malvernhillsnils@gmail.com">malvernhillsnils@gmail.com</a>	0778 3899519

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Financial advice and support	No Interest Loans Tenbury – also known as NILS	No interest loans to local people in acute financial need. Providing people who live in Herefordshire, Shropshire and Worcestershire with loans of up to £400 to pay for essential items purchased from local businesses.		Worcestershire	<a href="https://nils.org.uk/">https://nils.org.uk/</a>	<a href="mailto:enquiries@nils.org.uk">enquiries@nils.org.uk</a>	01584 811512
Financial advice and support	Relief in Need fund (Great Malvern)	<b>This is a REFERRAL ONLY service</b> - Support grants of up to £110 provided via referral from agencies including Citizens advice and local churches.		Great Malvern			
Financial advice and support	Step Change Debt Charity	Free and impartial advice. Ongoing support to become debt-free. Helpline open Monday to Friday, 8am to 8pm and Saturday, 9am to 2pm		National	<a href="https://www.stepchange.org/">https://www.stepchange.org/</a>		0800 13811
Financial advice and support	Turn2Us	National charity providing financial support to help people get back on track. The website has a useful benefits calculator and a 'search for grants' option which has information about financial grants available to help those in need.		National	<a href="https://www.turn2us.org.uk">https://www.turn2us.org.uk</a>	<a href="mailto:info@turn2us.org.uk">info@turn2us.org.uk</a>	0808 8022000
Financial advice and support	The Unity Project	Supporting people with 'No Recourse to Public Funds' (NRPF) to make an application to remove this restriction. People can make this application themselves. There is information about this application on the Unity Project website.		National	<a href="https://www.unity-project.org.uk/">https://www.unity-project.org.uk/</a>		
Financial advice and support (families with children with disabilities)	Family Fund	Helping families across the UK who are raising a disabled or seriously ill child or young person aged 17 or under.		National	<a href="https://www.familyfund.org.uk/">https://www.familyfund.org.uk/</a>		01904 550055
Financial advice and support (for women)	Smallwood Trust	Mission to enable women to become financially resilient, providing grants and support for women on low income who have specific needs and are struggling to make ends meet	Lancaster House, 25 Hornyold Road, Malvern, WR14 1QQ	District wide	<a href="https://www.smallwoodtrust.org.uk">https://www.smallwoodtrust.org.uk</a>	<a href="mailto:info@smallwoodtrust.org.uk">info@smallwoodtrust.org.uk</a>	0300 3651886

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Financial advice and support (maternity)	Sure Start Maternity Grant	You could get a one-off payment of £500 to help towards the costs of having a child.		National	<a href="https://www.gov.uk/sure-start-maternity-grant">https://www.gov.uk/sure-start-maternity-grant</a>		
Financial advice and support (supporting charitable organisations to support their communities)	Charities Aid Foundation – also known as CAF	The CAF Resilience Fund exists to help charitable organisations in England, including community interest companies and social enterprises, to support vulnerable and disadvantaged communities hit by Covid-19. Grants range from £10,000 to £100,000 to deliver rapid relief from the impact of the pandemic.		National	<a href="https://www.cafonline.org/charities/grantmaking/caf-resilience-fund">https://www.cafonline.org/charities/grantmaking/caf-resilience-fund</a>		
Food	Malvern Foodbank (Trussel Trust)	<b>This is a REFERRAL ONLY service</b> - Uses voucher referral system, working with local agencies. Visit the foodbank website for a full list of agencies that can refer. <b>However anyone in a crisis or knowing someone in a crisis should phone the mobile number for advice</b>	Unit 4, Spring Court, Spring Lane South, Malvern, WR14 1AT	Malvern and surrounding area including Upton upon Severn		<a href="mailto:info@malvernhills.foodbank.org.uk">info@malvernhills.foodbank.org.uk</a>	01684 564491 07529 322985
Food	St Mary's Church	Community Fridge on Thursday and Friday mornings 9am to 12noon for people to come and collect free food that has been donated by supermarkets. All are welcome, no referral needed.	St Mary's Church Pickersleigh, Sherrards Green Road, WR14 2EE	Pickersleigh and surrounding area	<a href="https://sites.google.com/view/stmaryschurchpickersleigh/home">https://sites.google.com/view/stmaryschurchpickersleigh/home</a>		01684 561506
Food	Tenbury Foodbank	Foodbank ran from the Methodist Chapel in Tenbury including collection and delivery.	Methodist Chapel, Cross Street	Tenbury and surrounding area		<a href="mailto:revmark.inglis@gmail.com">revmark.inglis@gmail.com</a>	01584 819849
Food	The Octagon Food Pantry	A community pantry on Tuesdays from 9.30 to 11am and Thursdays from 2 to 4pm. They ask for a donation of £2 per week and people can receive up to 10 items.	Brook Farm Drive, WR14 3SQ	Poolbrook and surrounding area		<a href="mailto:info@theoctagoncentre.org.uk">info@theoctagoncentre.org.uk</a>	01684 572872
Food	Upton Baptist Church - Foodbank	<b>This is a REFERRAL ONLY service</b> - Uses voucher referral system, working with local agencies. Visit the foodbank website for a full list of agencies that can refer.	Upton Baptist Church	Upton-upon-Severn and surrounding area	<a href="https://malvernhills.foodbank.org.uk/locations/">https://malvernhills.foodbank.org.uk/locations/</a>		01684 594991

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Food	Upton Baptist Church Community Fridge and Freezer	For anyone. It is more about reducing waste but provides free food including fresh fruit and veg which is donated by supermarkets. Anyone can turn up and take what they want, they just have to make a note of the weight of things they take, so it can be added to the 'food waste saved' statistics.	Upton Baptist Church	Upton-upon-Severn and surrounding area	<a href="https://uptonbaptistchurch.co.uk/">https://uptonbaptistchurch.co.uk/</a>	<a href="mailto:contact.us@uptonbaptistchurch.co.uk">contact.us@uptonbaptistchurch.co.uk</a>	01684 594991
Food	Worcestershire Homeless Appeal (Malvern)	<b>This is currently a REFERRAL ONLY service</b> - A weekly hot meal delivery service each Wednesday evening between 6pm - 8pm. Grocery donations from Morrisons and from Greggs are also distributed.		Malvern and surrounding area		<a href="mailto:wha.malvern@gmail.com">wha.malvern@gmail.com</a>	07704 478792
Food & other essentials	Severnside Community Pantry	No referral required- Located in Kempsey Village Hall and run by Severnside Community Support, available for anyone to access in the local community. In partnership with Fare Share and receiving donations from local supermarkets. Available to collect from the Village Hall Tuesday from 10.30am to 12.30pm and Sunday from 3pm until 5pm. At other times contact 07936 034395	Kempsey Village Hall, WR5 3JF	Kempsey, Severn Stoke, Kinnersley, Norton & Littleworth	<a href="https://www.severnsideparishes.co.uk">https://www.severnsideparishes.co.uk</a>	<a href="mailto:enquiries@severnsideparishes.co.uk">enquiries@severnsideparishes.co.uk</a>	01905820057 07936 034395 07828 233049
Food and facilities (for homeless)	Maggs Day Centre	Available for food, showers, laundry and support. But at the moment depending on numbers food may be served outside until COVID-19 restrictions are lifted. Open Tuesday and Friday from 8am to 1pm. Operate on a first come first served basis so waiting restrictions may apply.	The Salvation Army, 62 Newtown Road, Malvern, WR14 1NZ	Malvern and surrounding area		-	01684 575999
Furniture	Roundabout	Roundabout provides essentially free furniture to individuals and families in financial need via a referral process. A small admin charge is applicable. Roundabout operates this service Mon – Thur 08:45- 16:30.  Roundabout also operates a small retail outlet selling affordable furniture to the public from its Blackminster base to offset the cost of its charitable activities. See web site for more information about Roundabout.	Blackminster Business Park, Evesham	South Worcestershire, West Warwickshire and North Gloucestershire	<a href="http://www.roundaboutevesham.org.uk/">http://www.roundaboutevesham.org.uk/</a>	<a href="mailto:admin@roundaboutevesham.org.uk">admin@roundaboutevesham.org.uk</a>	01386 83 30 30

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Housing	Malvern Hills District Council	Support for those at risk of becoming or who are homeless.		District wide	<a href="https://www.malvern hills.gov.uk/housing/homelessness">https://www.malvern hills.gov.uk/housing/homelessness</a>		01386 565020 01684 862413
Housing	Shelter	Shelter helps millions of people every year struggling with bad housing or homelessness through their advice, support, and legal services.		National	<a href="https://england.shelter.org.uk/">https://england.shelter.org.uk/</a>	Web chat available	0808 8004444
Housing	St Martins in the Field Charity	<b>This is REFERRAL ONLY service</b> - The Vicars Relief Fund helps people experiencing homelessness through small, quick grants that prevent eviction or help people access accommodation. Applications are received from frontline workers on behalf of the people they are supporting and are assessed in just 2 days on average. They offer grants of up to £350.		National	<a href="https://www.smitfc.org/the-VRF/">https://www.smitfc.org/the-VRF/</a>	<a href="mailto:vrf@stmartinscharity.org.uk">vrf@stmartinscharity.org.uk</a>	020 3795 5746
Housing (young people)	YMCA	Supported housing for young people with access to education and training. YMCA will prepare young people to move on and live independently in their own home.		Worcestershire	<a href="https://ymcaworcestershire.org.uk/">https://ymcaworcestershire.org.uk/</a>	<a href="mailto:contact@ymcaworcestershire.org.uk">contact@ymcaworcestershire.org.uk</a>	01527 61643
Information and advice	Citizens Advice (South Worcestershire)	Help with benefits, debt, money advice, housing, employment and more. The service is free and advice is independent, confidential and impartial.	52 Prospect Close, Malvern, WR14 2FD	South Worcestershire		<a href="mailto:enquiries.malvern@citizensadvice.org.uk">enquiries.malvern@citizensadvice.org.uk</a>	01684 563611
Information and advice	Civil Legal Advice (formerly Community Legal Advice)	Advice and legal aid benefit appeals, debt (if your home is at risk), housing, help and advice if you are a victim of domestic violence and issues around a child being taken into care.		National	<a href="https://www.gov.uk/civil-legal-advice">https://www.gov.uk/civil-legal-advice</a>		0345 3454345
Information and advice (disability)	Disability Information and Advice Line – also known as DIAL	Free confidential and impartial information and advice on all aspects of welfare benefits and in particular, help with disability benefit entitlement checks, calculating housing and council tax benefit, support with completing claim forms.		South Worcestershire		<a href="mailto:mail@dialsworcs.org.uk">mail@dialsworcs.org.uk</a>	01905 27790

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Information and advice (for new guardians)	The Kinship Carers	Kinship Carers UK is a national not for profit charity. It champions the vital role of Kinship Carers, 'Connected Families' when they take on the challenging role of permanently parenting someone else's child. Providing independent support, information and advice.		National	<a href="https://www.kinshipcarersuk.com">https://www.kinshipcarersuk.com</a>	<a href="mailto:kinshipcarers.org@mail.com">kinshipcarers.org@mail.com</a>	07714 531802
Information and advice (for parents and carers)	Action for Children dots	Action for Children's under-fives team bring you advice and one-on-one chat support. Can also signpost you to local services, and the best parenting apps and websites.		National	<a href="https://dots.actionforchildren.org.uk/">https://dots.actionforchildren.org.uk/</a>		-
Information and advice (older people)	Age UK Malvern and District	Range of services for older people. Information, advice, counselling, befriending. Issues dealt with include benefits, care, disability, housing rights, legal issues, local services.	Offices in Malvern and Tenbury	District wide	<a href="https://www.ageuk.org.uk/malvernanddistrict/">https://www.ageuk.org.uk/malvernanddistrict/</a>	<a href="https://www.ageuk.org.uk/malvernanddistrict/about-us/contact-us/">https://www.ageuk.org.uk/malvernanddistrict/about-us/contact-us/</a>	01684 560666
Information and advice (SEND)	Special Educational Needs and Disabilities Information, Advice and Support Service – Worcestershire County Council – also known as SEND	A team of advisors offering legally-based and easily accessible information and advice about special educational needs and disabilities. Service is impartial and confidential.		Worcestershire	<a href="https://www.worcestershire.gov.uk/">https://www.worcestershire.gov.uk/</a>	<a href="mailto:sendiass@worcestershire.gov.uk">sendiass@worcestershire.gov.uk</a>	01905 768153
Utilities (heating)	Act on Energy	Do you support families at risk of fuel poverty? Are you in contact with residents who are struggling to pay their energy bills due to job losses, reduced pay or higher usage? Act on Energy provides <b>FREE support</b> to any resident living in Worcestershire. We offer: <ul style="list-style-type: none"> <li>• Support with reading and understanding fuel bills and switching energy supplier</li> <li>• Support for accessing funding for emergency heating replacements (subject to eligibility)</li> </ul>		Worcestershire	<a href="https://actonenergy.org.uk/location/worcestershire/">https://actonenergy.org.uk/location/worcestershire/</a>  <a href="https://actonenergy.org.uk/home/professionals/">https://actonenergy.org.uk/home/professionals/</a>		Specialist helpline for residents or professionals, offering support and advice on keeping warm and ways to help reduce your energy bills: 0800 988 2881



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		<ul style="list-style-type: none"> <li>• Home visits to support the most vulnerable households – these may be booked in for the future or carried out remotely</li> <li>• Heat4Health project to strengthen the pathway between Health services and Act on Energy and to raise awareness with professionals and residents of the health implications of living in a cold and damp home</li> </ul>					
Utilities (water)	Severn Trent Trust Fund	Help with debt or difficulty paying for water services or other services. May give small grants.		National	<a href="https://www.sttf.org.uk/">https://www.sttf.org.uk/</a>	<a href="mailto:contact@sttf.org.uk">contact@sttf.org.uk</a>	0121 3557766
Utilities (heating)	Warm Homes Discount Scheme	You could get £140 off your electricity bill for winter 2020 to 2021 under the Warm Home Discount Scheme. For those on low income - criteria applies.		National	<a href="https://www.gov.uk/the-warm-home-discount-scheme">https://www.gov.uk/the-warm-home-discount-scheme</a>		

If you are aware of other support services not listed or you think any of this information is inaccurate please email us at [engagement@malvernhills.gov.uk](mailto:engagement@malvernhills.gov.uk)

This guide is for information and includes information for local and national organisations that provide support services. These organisations and the services offered through them are not controlled by Malvern Hills District Council and should not be understood to be approved or endorsed by Malvern Hills District Council.