



COST OF LIVING

SUPPORT & ADVICE

How to help with the cost of living



What can you do to help?

Wherever you work, if you work directly with people in Portsmouth, you might spot signs that someone is struggling. This quick guide is designed to help you to signpost people to one of the many sources of help and support available.

The cost of living is increasing at its fastest rate in 40 years, with rising costs of food and energy the main causes. Rising costs affect everyone, but the effects are felt most by those who are least well off.

There are lots of places for people in Portsmouth to get support.

If you work directly with people in the city, you may spot signs that someone is struggling.

This guide is designed to help you signpost people to the right available support.

A longer guide is also available to support you to make every contact count (MECC) by using healthy conversation techniques.



Online cost of living help hub

If you think someone is struggling, you can guide them to information and sources of support around the cost of living.

We have a cost of living hub on our website at www.portsmouth.gov.uk/costofliving which contains all the most up-to-date information on services, help and support for people in the city.

If the person you are working with can use online information confidently, signpost them to the hub first – the hub will be regularly updated, and will enable them to continue to access support independently



Online cost of living help hub

The hub contains sections on:

Money and debt – information on how to get debt advice, benefits and managing money

Food and essentials – information on where to get help if struggling with food or essentials, including information about where to get help with household items/repairs, school uniform and help for parents

Energy and bills – information on where to get help with the cost of energy bills, with making homes more energy efficient, and with bills more generally for anyone who is struggling

Health and Wellbeing – information on support around mental health, as well as on things like help to stop smoking, maintain a healthy weight on a budget

Skills and employment – information around how to develop skills and find work

The hub also contains information about low cost travel and free/cheap things to do in the city.



Cost of living helpline and support worker

If the person you are working with can't use online confidently or you feel they need more support than you are able to give them, you can signpost them to the council's cost of living helpline on **023 9284 1047**.

The helpline will be able to provide all the information from the hub over the phone, and if the person calling is vulnerable, or has other additional needs, the helpline will be able to refer the person on to the cost of living support worker for additional help.

