

Royal Borough of Greenwich

Nil Recourse to Public Funds Information Leaflet

If your current immigration status restricts you from having access to public funds (NRPF), such as non-employment related welfare benefits and housing support, you may find some helpful resources in this leaflet.

Support from the council

Nil Recourse to Public Funds Team Referrals for assessment

020 8921 2304
AOPS.Contact.Officers@
royalgreenwich.gov.uk

Advice and Support

Citizens Advice

Citizens Advice is a free organisation in the UK that gives independent and impartial information and advice to help people with financial and legal problems.
citizensadvice.org.uk

Greenwich Advice Line:

080 8278 7965
Old Town Hall,
Polytechnic Street, SE18 6PN

Lines are open

Monday: 10am to 1pm

Tuesday: 2 to 4.30pm

Wednesday: 10am to 12pm / 2 to 4.30pm

Thursday: 2 to 4.30pm

Financial support

Emergency support payments

Emergency support payments are one off payments to help with living expenses. They are intended to help with one-off needs rather than ongoing expenses. Payments are discretionary and can range between £30 to £300. 020 8921 2078
emergency-support@royalgreenwich.gov.uk

Charities / Support Services

Live Well Greenwich

Call Live Well Greenwich on
080 0470 4831 for support with:

- Emergency Financial Support
- Eating well
- Moving more
- Stopping smoking
- Drinking less
- Money, debt and benefits advice
- Employment and training
- Support with housing needs
- Social and community activities
- Support for managing your long-term condition

Please make referrals via **referral**.
connectucommunity.com/livewell/referral
Open Monday to Saturday, 8.30am to 6pm

Little Village

Can provide clothing and shoes (up to age 5), essential baby equipment (sleeping equipment, buggy etc), toys and books, nappies and wipes. littlevillagehq.org/make-a-referral

Housing Rights / Eviction Advice

Greenwich Housing Rights

general@grhr.co.uk
020 8854 8848

Advice Hubs are drop-in centres which are open at the below times:

ADVICE HUB LOCATIONS

Location	Date & time	Advice available
1 The Forum, Trafalgar Road, SE10 9EQ	Mondays 10am to 12noon	Debt, welfare benefits, housing and immigration
2 Migrant Hub - Woolwich Common Community Centre, Leslie Smith Square, SE18 4DW	Tuesdays 10.30am to 1.30pm	Immigration, advocacy and housing
3 St Mary's Community Centre, Eltham High Street, SE9 1BJ	Wednesdays 10am to 12noon	Debt, welfare benefits and housing
4 Thamesmead Moorings Sociable Club, Arnott Close, SE28 8BG *This hub is run by Peabody and funded by the GLA	Wednesdays 9.30am to 12.30pm	Housing and immigration advice
5 Glyndon Community Centre, Raglan Road, SE18 7LB	Thursdays 10am to 12noon	Debt, welfare benefits, housing and immigration
6 Woolwich Clockhouse Community Centre, Woolwich Dockyard, SE18 5QL	Fridays 9.30am to 12noon	Welfare benefits, housing, immigration and debt

ROAMING ADVICE HUB

Location	Date & time	Advice available
7 Abbey Wood Community Centre, 4 Knee Hill, Abbey Wood, London SE2 0YS	Every first Tuesday of the month 10am to 12noon	Debt, welfare benefits and housing
8 Greenwich West Community and Arts Centre, 141 Greenwich High Road SE10 8JA	Every second Tuesday of the month 10am to 12noon	Debt, welfare benefits and housing
9 Storkway Children's Centre, Ridgebrook Road SE3 9QX	Every third Tuesday of the month 10am to 12noon	Debt, welfare benefits and housing
10 Coldharbour Community Centre, William Barefoot Drive, Coldharbour Estate, London SE9 3JD	Every third Tuesday of the month 2 to 4pm	Debt, welfare benefits and housing
11 Middle Park Community Centre, 150 Middle Park Avenue, London SE9 5SD	Every fourth Tuesday of the month 10am to 12noon	Debt, welfare benefits and housing

Hubs are not open on bank holidays.

We know times are tough. You can find lots of information about support from the council, local charities, and community groups at: royalgreenwich.gov.uk/greenwich-supports

Immigration Advice

Greenwich Migrant Hub / Lewisham Refugee Migrant Network (LRMN)
info@lrmn.org.uk
020 8694 0323

Plumstead Community Law Centre
info@pclc.org.uk
020 8853 9993

Immigration links

Change of Condition

If you have Leave to Remain in the UK with Nil Recourse to Public Funds (NRPF), but are struggling financially and would like to have access to mainstream benefits, you can seek legal advice to find out if you are eligible to apply to the Home Office for a Change of Conditions. This is a free application.

For help completing the form contact the **Plumstead Community Law Centre, Lewisham Refugee Migrant Support Network or Greenwich Advice Hubs.**

Struggling to pay NHS costs / prescription costs

HC2 form

If you are struggling to pay NHS costs e.g. prescription costs, then you can complete a HC2 application form which, if granted, can help with these costs: services.nhsbsa.nhs.uk/apply-for-help-with-nhs-costs/apply-online

Free school meals

Children from families with Nil Recourse to Public Funds (NRPF) are now eligible to receive free school meals. Families must apply via the link below or contact the children's schools: royalgreenwich.gov.uk/free-school-meals

Asylum seekers

Asylum intake unit appointments line
030 0123 4193, Monday to Thursday, 9am to 4.45pm, Friday, 9am to 4.30pm

Asylum Help UK

080 8801 0503, Monday to Friday, 8am to 8pm (24-hour service for emergencies)

Call Asylum Support Application UK if you're an asylum seeker and can't support yourself financially and want to apply for asylum support.

Asylum Support Application UK

080 8801 0503

Monday to Friday, 8am to 8pm

Or use 'Form ASF1' to apply for support if you (and any dependants) are, or are likely to become, homeless or run out of money within the next 14 days.

You can use this form if:

- You have made a claim for asylum in the UK under the Refugee Convention or Article 3 of the European Convention on Human Rights and are waiting for a decision, or you are the dependant of an asylum seeker, and no application for support has been made for you.
- You have appealed against the refusal of your asylum claim and you do not have the decision yet, and you want to apply for support.
- Your application for asylum has been refused and all rights of appeal have been exhausted, and you wish to apply for support until you can make arrangements to leave the UK: gov.uk/government/publications/application-for-asylum-support-form-asf1

Library Services

The Woolwich Centre library has 100 computers for free public use and access to books, CDs and DVDs.

The Woolwich Centre library, 35 Wellington Street, London SE18 6HQ

020 8921 5750
better.org.uk

Open: 9am to 5.30pm

Mental health support

Mental health problems range from everyday worries, to serious long-term conditions.

Anxiety, post-traumatic stress disorder and depression are the most common problems.

Your doctor is trained to treat mental health as well as physical health.

For further support:

Mind **030 0123 3393** - Text **86463**

mind.org.uk

Samaritans **116 123**

Email: jo@samaritans.org

Greenwich Time to Talk

Time to Talk provides counselling services for people aged 16 and above.

Phone number: **020 3260 1100**

Email: oxl-tr.greenwichtimetotalk@nhs.net

Website: oxleas.nhs.uk/greenwich-time-to-talk

Sexual health support

You have the right to access free sexual health services. Speak to your GP for information about sexual health and contraception. This is confidential between you and the doctor.

Alternatively **Greenwich Sexual Health (GSH)** is the one stop shop for all sexual health information, advice and support. Visit greenwichsexualhealth.org or call **020 8305 5005** to speak to one of our advisors.

General Information - Emergency Contact Numbers

For police, ambulance, and firefighting call **999**.

NHS Medical Helpline: **111**.

National Victim Support: **0845 3030900**

National Domestic Violence Helpline: **080 8200 0247**

Royal Borough of Greenwich contact number: **020 8854 8888**

SHELTER: **080 8800 4444**

Healthwatch Greenwich:

healthwatchgreenwich.co.uk

Independent Domestic Violence Advocacy Services

Greenwich Domestic Violence and Abuse Service (GDVA)

The GDVA will do everything it can to help you if you are suffering from domestic abuse. Email: info_gdvah4w.co.uk Telephone: **020 8317 8273** Referrals: referrals@h4w.co.uk

Her Centre

Her Centre offers free and confidential advocacy, counselling, weekly drop ins, advice and training in the following areas:

- Domestic abuse and violence
- Rape and sexual abuse
- Young women's relationship abuse
- Legal issues (signpost)
- Health and Wellbeing
- Language skills
- Immigration (signposting to specialists)

Emergency housing (relating to domestic violence)

Phone number: **020 3260 7715 / 020 3260 7772**

Email: info@hercentre.org

Environmental Health

Residential Environmental health monitors housing conditions in the area.

**Fourth floor, The Woolwich Centre,
Wellington Street, London SE18 6HQ**

020 8921 8157

private-housing-regulation@royalgreenwich.gov.uk

Help with Employment

Greenwich Local Labour and Business (GLLaB)

GLLaB is a free service which can help you to get training and find local jobs. It can also help you register with HMRC for self-employment.

Address: **25 Calderwood St, London SE18 6QW**

Open: **9.30am to 4.30pm**

Phone: **020 8921 2440**

Woolwich Job Centre Plus

Job Centre Plus can help you find a job if you're out of work and provide benefits payments if you're on low or no income.

Address: **Nelson House, 15 Wellington St, London SE18 6PY**

Open **9am to 5pm**

Phone: **080 0169 0190**