



BOURNMOOR PRIMARY SCHOOL

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Dear Parents and Carers

Advice and Support for our community

The following information may be useful if you need help or advice about a range of matters which can affect our daily lives. We have also shared information regarding broadband costs and packages.

Help for families - Durham County Council – help for parents, support for rising cost of living, help with family relationships, safety and wellbeing, life skills, One Point Family Centres, training Empowering Parents, SEND Local Offer, childcare

Social Prescribing Link Workers - Wellbeing for Life – workers provide support to individuals to access help to housing, finance and benefits, long term health conditions, general and emotional wellbeing, food poverty, buddy schemes, emergency grants, training and volunteering

Home | Durham Locate – an online directory allowing residents to connect with local services in their community (for just about anything)

County Durham's Families Information Service | Search results (countydurhamfamilies.info) – extensive links to advice and support on counselling, domestic violence, health, housing, support services

Help with your money - Durham County Council - includes links to free school meals, council tax support, help with rising energy bills, help with food costs, Welfare Assistance Scheme, claiming benefits for families, help with childcare costs, Fun and Food Programme, discretionary housing payments, Household Support Fund, home to school transport, debt advice and financial help, help to avoid becoming homeless, getting money off council tax bill, furniture reuse schemes, help with buying items for school, including school uniform distribution points and Family loans (Credit Union).

Support - Durham County Council – social care support groups, Victim Care and Advice Service, Domestic Abuse, Drug and Alcohol help, Mental health support etc.

Warm Homes Campaign - Durham County Council – grants and support with energy efficiency schemes, heating, energy saving advice, benefits checks, fire safety checks, help for living in a cold home with cold related illness etc

Broadband and mobile social tariffs (published November 01, 2022)

Cheaper services for low-income households

Please see information on the social tariffs (below) which may help families to maintain or get affordable internet access, calls and texts. Discounts are available to residents on a number of benefits including:

- Universal Credit
- Pension Credit
- Income Support
- Income-Based Jobseeker's Allowance
- Income-Related Employment Support Allowance

Packages available include:

Package	Price	Average Speed	You Could Qualify If You Receive...
<u>BT Home Essentials</u>	£15 a month	Up to 67 Mbps	Various benefits (in and out of work)
<u>NOW Broadband Basics</u>	£20 a month	36 Mbps	Universal Credit or Pension Credit
<u>SKY Broadband Basics</u>	£20 a month	36 Mbps	Universal Credit or Pension Credit
<u>Virgin Media Essential Broadband</u>	£15 a month	15 Mbps	Universal Credit
<u>VOXI For Now</u> (unlimited data, calls and texts for 6 months)	£10 a month	5G where available	Various benefits (in and out of work)

These packages can save people around 50% compared to a provider's standard tariff.

How to access a social tariff

A resident simply needs to contact their chosen provider to discuss eligibility for a social tariff. If they have an existing contract, it's really important that they contact their current provider first to discuss the remaining contract period before subscribing to a new package. Anyone struggling to pay their bill may find this advice from Ofcom [advice if you're having difficulty paying a bill](#) helpful.

We aim to support our local community so please share these tariffs to anyone who may benefit.

In addition to the above information, we have our Parent Support Advisor (Claire Donnelly) who can offer advice and support to families so please get in touch if you would like to speak to her.

Yours sincerely,

L Snowden

Mrs Laura Snowden (Headteacher)