



Wellbeing & Welfare Support  
**Chepstow**

# A little help can go a long way...

**If you're worried about the rising cost of living, you are not alone. Millions of people are finding it hard to pay for everyday things because of the sudden price increases in things like food, fuel and energy.**

We've created a pocket guide of information about various local support that may be available to you such as grants, Community Fridges, Baby Banks and much more!

**Please note:** Opening days/times may vary, we kindly advise you to check before your visit.  
**Contact details of each service provided below.**

## Rising cost of living support

### Discretionary Assistance Fund

Emergency Assistance Payment (EAP)

A grant to help pay for essential costs, such as food, gas, electricity, clothing, or emergency travel if you:

- Experiencing extreme financial hardship.
- Lost your job.
- Applied for benefits and are waiting for your first payment.

You cannot use it to pay for ongoing bills that you cannot afford to pay.

You can claim 3 EAP's in a 12-month period.

**Web:** [www.gov.wales/discretionary-assistance-fund-daf](http://www.gov.wales/discretionary-assistance-fund-daf)

### Fuel Bank Foundation

If you are struggling and use a prepayment meter, you are eligible for support in the form of a voucher:

- You are eligible for £30 Fuel vouchers
- Clients are eligible for 1 voucher in 10 days.
- Clients are eligible for a maximum of 3 vouchers in a 6-month period.

Additional distributors of Fuel Vouchers and alternative vouchers:

### Citizens Advice

**Monday & Friday:** 10am - 2pm

The Gate House, High St, Chepstow NP16 5LH

**Tel:** 01291 622185

**Email:** chepstow@monca.org.uk

## Food

### Chepstow Food Banks

The Food Banks provides 3 days of nutritionally balanced food and support to local people who are referred.

**Bridge Church** \*Referral only

**Wednesday:** 10:30am - 12:30pm

Bridge Church Unit 1, Bulwark Industrial Estate, Chepstow, NP16 5QZ

**Tel:** 07931 911869

**Email:** info@chepstow.foodbank.org.uk

**Baptist Church** \*Referral only

**Friday:** 10:30am - 12 noon

Baptist Church Lower Church Street, Chepstow, NP16 5HJ

**Tel:** 07931 911869

**Email:** info@chepstow.foodbank.org.uk

### Community fridge

Chepstow's Community Fridge, at the old Rainbow Cafe, offers a range of surplus food from supermarkets free of charge to prevent food waste. \*Subject to availability

**Wednesday & Friday:**

11am - 12 noon

Rainbow cafe, Moor Street, Chepstow NP16 5DF

**Email:**

chepstowcommunityfridge@gmail.com

### Food on our doorstep

**FOOD club** - great quality food at affordable prices, while also alleviating food waste. To get involved, it costs only £1 per year for a family membership. Once you've joined, you can purchase a bag of delicious food weekly for just £3.50!! Worth approx. £15.00!

**Monday:** 10am - 12 noon

Rainbow cafe, Moor Street, Chepstow. NP16 5DF

**Tel:** 07977 636522

**Email:** monmouthshirefoodclubs@family-action.org.uk

# Home & Family

## Monmouthshire Upcycle

Monmouthshire Upcycle can help support those in need with preloved and affordable furniture.

### Tuesday – Friday:

9:30am – 4:30pm

**Saturday:** 9am – 2pm

**Monday/Sunday:** Closed

## School Uniforms

For financial support accessing school uniforms, please contact: Monmouthshire County Council benefits department

**Tel:** 01495 742037 or 01495 742377

## Period Dignity

### Free Sanitary Products

Rainbow Café situated within Chepstow Community Fridge offers a range free sustainable sanitary products. \* Subject to availability

### Wednesday & Friday:

11am-12 noon

Rainbow cafe , Moor Street, Chepstow. NP16 5DF

### Email:

chepstowcommunityfridge@gmail.com



**iConnect** is here to support **MHA tenants** through digital inclusion. We can help you gain confidence and develop your digital skills, all while ensuring you do so independently and safely.

## Digital Surgeries:

### 1-to-1 Digital Coaching

Please call to book your place.

### TogetherWORKS, Caldicot

Every Wednesday, 1-3pm

Please call to book your place.

**Helping you stay connected with friends and family**

**Support with using the UC portal and maximising income**

**Guidance on how to use the app to report a repair or view rent accounts**

**Improving your digital skills and boosting confidence**

**Assistance with accessing online services, education and training**

**Support sourcing affordable devices, WiFi and SIM cards that meet your needs**



**Meet Alisa,**  
our experienced  
Digital Coach!



Scan for more info



## Get in touch:

📞 0345 677 2277

✉ [iconnect@monmouthshirehousing.co.uk](mailto:iconnect@monmouthshirehousing.co.uk)

📢 Community buzz

# Monmouthshire Housing Association

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 **0345 677 2277**

 **customerservices@monmouthshirehousing.co.uk**

 **[www.monmouthshirehousing.co.uk](http://www.monmouthshirehousing.co.uk)**

 **Monmouthshire Housing Association**  
**Nant-Y-Pia House, Mamhilad Technology Park**  
**Mamhilad, Monmouthshire, NP4 0JJ**

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