



St Michael and St Martin Catholic Primary School

Belgrave Road, Hounslow, Middlesex TW4 7AG

Headteacher : Mrs N Duggan
Deputy Headteacher : Mrs S Bell
Chair of Governors : Mr Remie Antao



Learning our faith, Living our faith, Loving our faith

15th October 2026

Dear Parents and Carers,

Help with living costs: support for you and your family

We know that managing household costs can be difficult. If you are worried about food, energy bills, housing or other essentials, the services below may be able to help. Please contact the school office in confidence if you would like help finding appropriate support.

Free, confidential advice

Citizens Advice Hounslow offers advice on benefits, debt, housing, employment and other concerns. Call 0808 278 7830. Check its website for current appointments and opening arrangements before visiting.

Feltham: 2nd Floor, The Centre, High Street, Feltham TW13 4GU.

Brentford & Chiswick: Town Hall, Heathfield Terrace, Chiswick W4 4JN

[Citizens Advice Hounslow](#)

[Hounslow Family Service Directory](#)

Check benefits, grants and your tax code

A benefits calculator can help you explore support you may be entitled to. Eligibility depends on your circumstances. Migrant families, including those with no recourse to public funds, should seek specialist advice; standard benefits calculators may not cover their situation.

[Turn2us benefits calculator](#)

[Policy in Practice calculator](#)

[Support options for migrant families](#)

Turn2us also offers a grant search. If you work, checking your tax code may help identify an error or possible refund.

[Tax code calculator](#)

If you are waiting for your first Universal Credit payment, you may be able to request an advance through your online account or by calling **0800 328 5644**. Advances normally have to be repaid from future payments, so check the terms before accepting one.

[Universal Credit advances](#)



Telephone number : 020 8572 9658

e-mail : office@stmichaelrc.hounslow.sch.uk

www.stmichaelandstmartin.co.uk

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The Education
Staff Wellbeing
Charter

Help from Hounslow Council

The **Crisis and Resilience Fund (CRF)** may help with essential costs during financial difficulty. You do not have to receive benefits to apply. Current criteria include living in Hounslow, being over 16 and living independently of parents or carers, and not having received help from the fund within the previous six months. An award is subject to assessment.

Apply online, visit a Community Hub or Hounslow House, or call **020 8583 2211** for help with an application.

[Apply for the Crisis and Resilience Fund](#)

The council may also help vulnerable households with essential household items through the CRF. For general questions about this support, call **020 8583 2000**.

[Essential household items](#)

For current information about clothing support, local services and help with household costs, use the council and Family Service Directory pages below. Awards, availability and eligibility can change.

[Hounslow cost-of-living support](#) [Household support, money and benefits](#)

Free school meals and additional support

Hounslow Council confirms that all primary school children attending state schools in the borough receive free school meals for the academic year beginning September 2026 under the Mayor of London's programme. You do not need to apply for this universal provision.

Please still check whether your family qualifies for benefits-related support. An eligibility assessment may unlock additional help, including holiday vouchers and pupil premium funding for the school. Hounslow now distinguishes between Targeted and Expanded Free School Meals, with different additional entitlements. Use the current council guidance rather than the previous benefits list.

[Check eligibility and apply for additional support](#)

Help with energy bills

The **Warm Home Discount** offers eligible households a one-off **£150 discount** on their electricity bill. It is usually applied automatically for eligible households in England. Check the current winter eligibility rules and any action requested in your official letter.

[Warm Home Discount](#)

Contact your energy supplier promptly if you cannot pay a bill or top up a prepayment meter. Ask about affordable payment arrangements, emergency credit, hardship support and any fuel-voucher referral options. Grants have their own eligibility rules and opening periods.

[Current energy grants and support](#) [British Gas Energy Trust](#)

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Help with food and everyday essentials

For local foodbanks, free meals and other food support, follow the food-support links on Hounslow's current cost-of-living page. Some services require a referral. Please contact the school office in confidence if you need help finding a service.

[Local food and living-cost support](#)

NHS Healthy Start: eligible pregnant women and families with children under four may receive support through a prepaid card to buy eligible food and milk, as well as access to Healthy Start vitamins. Check the scheme's current eligibility criteria.

[NHS Healthy Start](#)

Olio can help you find free food and household items locally. **Too Good To Go** offers surplus food at reduced prices. **Low Price Foods** sells discounted clearance food online; check delivery charges and product details. Availability varies.

[Olio](#) [Too Good To Go](#) [Low Price Foods](#)

Other organisations that may be able to help

[StepChange](#) : Free debt advice and support.

[Shelter](#): Advice on housing and homelessness.

[End Furniture Poverty](#) : Information about finding furniture and essential household items.

[Freecycle](#) : Free items offered by people in your local community.

[The Salvation Army](#) :The Salvation Army: Local practical support, subject to availability.

[Gingerbread](#) : Information and support for single-parent families.

[Family Fund](#) : Grant support for eligible families raising a disabled or seriously ill child.

[BBC Children in Need Emergency Essentials](#): Essential items for eligible children and young people.

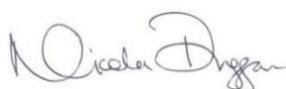
Applications must be made through an approved referrer; contact the school if you need help exploring a referral.

Stay alert to scams

Do not share bank details, passwords or security codes in response to unexpected messages offering grants or payments. Check an offer independently using the organisation's official website or a trusted telephone number.

Please do not struggle in silence. We will listen sensitively and help you find appropriate advice and support.

With very best wishes,



Mrs N Duggan
Headteacher

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