Adult Social Care

A guide to freebies and discounts for Unpaid/informal Carers

Looking after someone who needs extra support can bring additional financial costs, so it's always useful to know where you can save money, access discounts and pick up the odd freebie.

This information sheet is designed to help unpaid and informal carers discover the discounts, concessions, benefits and freebies they may be entitled to.

Service/ Organisation	How it can help	Contact details	Cost
CarerSmart (a partner of Carers Trust)	CarerSmart gives unpaid carers free access to hundreds of carer discounts - from supermarket cashback to travel deals and lifestyle savings.	Open to carers, people with care needs, and Carers Trust staff and volunteers. Register for free at: https://is.gd/HY2pNm **W:** https://is.gd/tu65Mn	FREE to join.
Carers Card UK	Enjoy discounts, wellbeing resources, free events and access to a supportive carers community. The card can be used to verify your status as a carer and includes ICE (In Case of Emergency) details to help ensure the person you care for is supported if you are unable to provide care.	Open to unpaid and paid carers. Register online or via the Carers Card UK app. **W**: www.carerscarduk.co.uk	£10 for 2-years membership.
Discounts for Carers	Discount codes and money-saving deals for hundreds of high street brands.	Worth checking before you shop! **W:** discountsforcarers.com/	FREE sign-up
Access Card	A photo ID card that communicates access needs at venues and events and can be used online to unlock accessibility services. Uses symbols to indicate disabilities, barriers, and required reasonable adjustments.	Apply online for the Access card. The Access Card app provides you with a personalised directory of venues, with first-class accessibility information to help you plan your trips. **W:** www.accesscard.online	£15 for 3 years
Days out and carer activities	Many cinemas, attractions and venues offer free or discounted companion/carer tickets. There is no national scheme, so discounts and concessions vary. Many theatres and concert venues offer Essential Companion tickets.	Contact the cinema, attraction or venue in advance to check what support, discounts or concessions are available. Many offer free or significantly reduced admission for carers.	

Discounted fitness activities for Carers (Lampton Leisure)	Free access to gyms, swimming pools and fitness classes across Lampton Leisure centres in the London Borough of Hounslow when accompanying the cared-for-person.	Call in to your local Lampton Leisure Centre to check your eligibility and find out about concessionary membership rate. **W:** lamptonleisure.co.uk Alternatively, contact them via their online form: lamptonleisure.co.uk/contact-us	FREE if accompanying or concessionary rate for own membership.
Free or discounted theatre tickets	Most theatres offer a free or significantly discounted ticket for an accompanying carer, although there is no national scheme.	Contact individual theatres directly and book as far in advance as possible. Availability and eligibility vary by venue.	Varies
Free cinema tickets with a CEA Card	Provides a free ticket for an accompanying carer at participating cinemas (around 90% of UK cinemas take part). Many cinemas offer autism-friendly or relaxed screenings.	Apply online or by post. Eligibility is subject to the person you care for receiving a qualifying disability benefit. **T:** 01244 526 016 **Textphone:** 18001 01244 526 016 **E:** info@ceacard.co.uk **W:** ceacard.co.uk	£6.50 admin fee for 1 year from date of issue.
60+ Oyster Card Photocard	London residents aged 60+ not yet eligible for an Older Person's Freedom Pass. Free travel on London's buses, Tube, Overground, Elizabeth line and most rail services in London (subject to time restrictions.	If you currently have a 60+ Oyster card and are becoming eligible for an Older Person's Freedom Pass, you will need to apply for a Freedom Pass. **W:** https://tinyurl.com/5mfeer34	£36 application fee
Older Person's Freedom Pass	Free travel for eligible London residents aged 66 or over.	Check eligibility and apply online. If you qualify for both the Older Person's and Disabled Person's Freedom Pass, apply for the Disabled Person's Freedom Pass. **W:** https://tinyurl.com/9yv5fs7v	FREE
Disabled Persons Freedom Pass	Free for eligible disabled London residents and provides free travel on TfL services and most National Rail services (subject to time restrictions on some rail services).	Check eligibility and apply online. **W:** https://tinyurl.com/4yd79da3 **E:** info@freedompass.org **T:** 0300 330 1433	FREE
Disabled Persons Railcard	If the person you care for qualifies for a Disabled Persons Railcard, both the railcard holder and an accompanying adult can receive discounted rail travel.	**W:** www.disabledpersons-railcard.co.uk	Annual railcard fee applies.
Veterans Oyster Photocard	Eligible armed forces veterans receiving qualifying compensation or war pension payments. Free travel on Transport for London services across London and discounted travel on selected transport services.	Apply by requesting an application form from TfL by calling on the number below. Then return it with proof of eligibility and a passport-sized photo. **W:** https://tinyurl.com/yc3scj2h **T:** 0343 222 1234	FREE

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Fuel Price Checker	Fuel Price Checker helps you find the cheapest petrol stations in your area. You can make one search per day without registering, or up to 20 searches per week by registering.	Register with Fuel Price Checker to save. **W:** www.confused.com/petrol-prices	FREE
Energy and Water Company Schemes	Check with your Supplier - Most energy and water companies offer hardship funds, social tariffs, bill discounts and debt support schemes.	Contact your supplier directly to check what support is available.	FREE
Octopus Energy (Octoplus Rewards)	Octopus Energy customers may be eligible for Octoplus Rewards, which can include a free monthly film rental, hot drinks, vouchers and other rewards.	Availability and eligibility criteria apply. **W:** https://octopus.energy/	FREE
WaterHelp (Thames Water)	WaterHelp may reduce your water bill if it is more than 5% of your net household income. Help is available for low-income and larger households. Eligibility also depends on household size.	Apply online: https://is.gd/MBbwAs **T:** 0800 980 8800 (Monday to Friday 8am to 5pm).	FREE
WaterSure Scheme (Thames Water)	If you're on a water meter and have high water usage due to a large family or a medical condition, Thames Water may be able to cap your water bills.	Check your eligibility and apply: https://is.gd/BHjnvi **T:** 0800 009 3652 (Monday to Friday 8am to 5pm).	FREE
Water Direct	Water Direct can help if you're struggling to pay your water bill by combining your current charges and any arrears into regular payments taken directly from certain benefits.	Check your eligibility and apply: https://is.gd/xwsxwZ **T:** 0800 980 8800 (Monday to Friday 8am to 5pm).	FREE
Customer Assistance Fund (Thames Water)	The Customer Assistance Fund can help clear water bill debt if you're struggling to pay. Thames Water may match payments you make towards your outstanding water debt.	Check your eligibility and apply: https://is.gd/EmdRLy **T:** 0800 009 3652 (Monday to Friday 8am to 5pm).	FREE
Green Doctors Free Independent Energy Advice Service	Free, impartial energy advice for residents to help reduce energy bills, keep their homes warm, improve energy efficiency, access grants and discounts, and receive support with energy debt. Advice is available by phone or home visit.	Register for your free Green Doctor consultation. **T:** 0300 365 3005 Freephone **E:** greendoctorldn@groundwork.org.uk **W:** www.Lonodn.greendoctors.org.uk	FREE

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Priority Services Register (PSR)	PSR is a free service across England, Scotland and Wales that gives extra support to customers who may need it. This includes help during power cuts, gas emergencies and water supply interruptions.	Register online: https://tinyurl.com/5n8m8ek4 **W:** www.thepsr.co.uk Alternatively, ask your energy and water suppliers about their Priority Services Register.	FREE
Local Energy Advice Partnership (LEAP)	LEAP Appliances helps eligible low-income and vulnerable households replace old, inefficient domestic appliances with more energy-efficient models to help reduce energy costs.	Please note, LEAP Appliances cannot replace gas cookers. **T:** 0800 060 7567 (Freephone) **W:** https://is.gd/DF7GQo	FREE
Broadband Social Tariffs	Discounted broadband packages for people receiving Universal Credit, Pension Credit and certain other benefits. Available from many providers including BT, Virgin Media, Sky, Community Fibre and Vodafone.	Check eligibility with your provider.	FREE to check eligibility.
Uswitch	Compare and switch broadband and mobile phone deals to help save money. Many broadband providers offer discounted Social Tariffs for people receiving Universal Credit or certain other benefits.	Go online to check eligibility, compare deals and find discounted Social Tariffs. **W:** https://tinyurl.com/4s6sdpzv	FREE
VOXI (operates on the Vodafone network)	Social tariff offering unlimited data, calls and texts for £10 per month for people receiving benefits such as Universal Credit, Jobseeker's Allowance, Employment and Support Allowance, Disability Living Allowance or Personal Independence Payment.	The VOXI tariff lasts for 6 months. **W:** https://www.voxi.co.uk/for-now	FREE (to check eligibility and apply).
NHS Low Income Scheme	Help with NHS prescription, dental, optical and travel costs for people on a low income.	**W:** www.nhsbsa.nhs.uk/nhs-low-income-scheme	FREE
Too Good To Go (Mobile phone app)	The 'Too Good To Go' app lets you buy and collect surplus food from local restaurants, cafés, shops and other food businesses at reduced prices.	**W:** www.toogoodtogo.com	FREE
OLIO (Mobile Phone App)	Share or collect surplus food and household items from local people and businesses.	**W:** www.olioapp.com	FREE

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