

# Cost OF Living SUPPORT

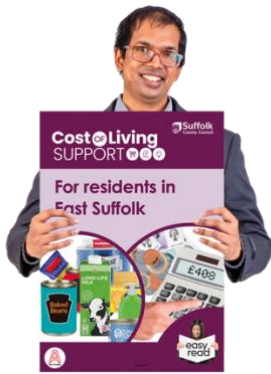


## For residents in East Suffolk



Translated into easy read by  
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## About this guide



This is an easy read guide about the cost of living support for people living in East Suffolk.

Section 1

Section 2

Section 3

Section 4

We have split this questionnaire into sections to make it easier to read.



The words in **blue** are ones we think need to be explained.

We explain what the blue words mean.



## Help in East Suffolk



'Ease the Squeeze' was set up by **East Suffolk Council** to help residents with the rising cost of living.



Visit [www.eastsuffolk.gov.uk/community/squeeze](http://www.eastsuffolk.gov.uk/community/squeeze) where you can also find out more about Ease the Squeeze projects.



East Suffolk's new Community Help Hub includes:



- Community Help Officers, who can provide a range of practical support and advice



- Financial Inclusion Officers, who help residents claim what they are entitled to and reduce their bills and spending



Contact the Hub to make a referral for yourself or someone else: [www.eastsuffolk.gov.uk/cost-of-living](http://www.eastsuffolk.gov.uk/cost-of-living)  
or call 0333 016 2000



**Citizens Advice** East Suffolk can help with a range of issues:



- Benefit



- Employment



- Debt



- Scams



- Family and health



- Help people access funds or vouchers for food or fuel or household items



- They can also help challenge or query a bill from an energy supplier.



Their website [www.caes.org.uk](http://www.caes.org.uk) has:



- Answers to key questions



- List their outreaches and offices



- Includes links to their video link advice service and email form



Email [advice@caes.org.uk](mailto:advice@caes.org.uk) or free phone on 0808 2787866, lines are open 5 days a week between 10am-2pm.



## Help with Food



There are **food banks** throughout East Suffolk.

Food banks are places where people in need can get food for free.



You can find a helpful map of foodbanks and pantries across Suffolk at

[infolink.suffolk.gov.uk/food](http://infolink.suffolk.gov.uk/food)





# What help can you get for money?



**The Local Welfare Assistance Scheme (LWAS)** helps people having problems with their money.



If you're at least 16 years old, live in Suffolk, and can show that you have problems with money, then you may be able to get money.



You can apply for money online or by going to your local Citizens Advice.



For more information please visit  
[www.suffolk.gov.uk/LWAS](http://www.suffolk.gov.uk/LWAS)



**Credit unions** offer loans and savings that are offered at affordable rates.

Check if you are able to join:



**Eastern Savings and Loans**

[www.eslco.co.uk](http://www.eslco.co.uk)

03336 000690



**Suffolk Credit Union**

[www.suffolkcreditunion.onesuffolk.net](http://www.suffolkcreditunion.onesuffolk.net)

01473 265000



## Suffolk Community Foundation

provides support to people of all ages.



They can help anyone finding it hard to cope with heating their homes through the winter months with fuel payments.



Working with Citizens Advice, they also offer help and support about money.



For more information, please visit [www.citizensadviceipswich.org.uk/surviving-winter](http://www.citizensadviceipswich.org.uk/surviving-winter)



**Social tariffs** mean you pay lower prices on some bills if you get certain benefits.



Speak to your suppliers to see if you get cheaper internet broadband, mobile, water and electricity.



You may be able to get help with **NHS health costs**. Check if you can at [www.nhsbsa.nhs.uk/check](http://www.nhsbsa.nhs.uk/check)



**Suffolk Libraries**



Suffolk Libraries are welcoming spaces all year round.



But during winter offer a warm space, with hot drinks and kindness racks so people can pick up second-hand clothes.



For more information, please visit [www.suffolklibraries.co.uk/visit](http://www.suffolklibraries.co.uk/visit)



**Improve your career chances**



Suffolk Adult Learning Service provides support for people aged 19+.



They support people to find the right places to get training and a job.



For more information, please visit [www.learnsuffolk.org/careers](http://www.learnsuffolk.org/careers)



**Help for families**



**Home-Start in Suffolk** is there to support families with children under the age of 12 if they are finding it hard to cope with things.



For more information, please visit [www.homestartinsuffolk.org](http://www.homestartinsuffolk.org)



Or call 0300 330 7010



**Healthy Start** provides vouchers to help buy healthy food and milk.



You may be able to get vouchers if you're on a low income and more than 10 weeks pregnant or have a child under 4.



For more information, please visit [www.healthystart.nhs.uk](http://www.healthystart.nhs.uk)



Or call 0300 330 7010



Your children may be able to get **Free School Meals**, if you are on a low income.





Check now at  
[www.suffolk.gov.uk/  
freeschoolmeals](http://www.suffolk.gov.uk/freeschoolmeals)



Your children could also access the **Holiday Activity & Food Programme**, providing free holiday activities during Easter, Summer and Christmas.



Find out more at:  
[infolink.suffolk.gov.uk/  
haf](http://infolink.suffolk.gov.uk/haf)

Warm  
Homes  
Suffolk



**Warm Homes Suffolk**



Warm Homes Suffolk can help people who are finding it hard to heat their homes.



A free home survey could help you access:



- Loft and wall insulation – Insulation helps keep heat in your home



- Winter warmth packs including free ways to keep your house warm and low-energy bulbs



- Temporary loan of heaters if yours break down



You may also be able to apply for Solar panels and renewable heating including heat pumps, if:



- Your total household income is less than £31,000



- Your home has a low energy rating



- and you are not connected to mains gas



Visit [www.warmhomessuffolk.org](http://www.warmhomessuffolk.org)



Or call 03456 037 686



**Heating oil**



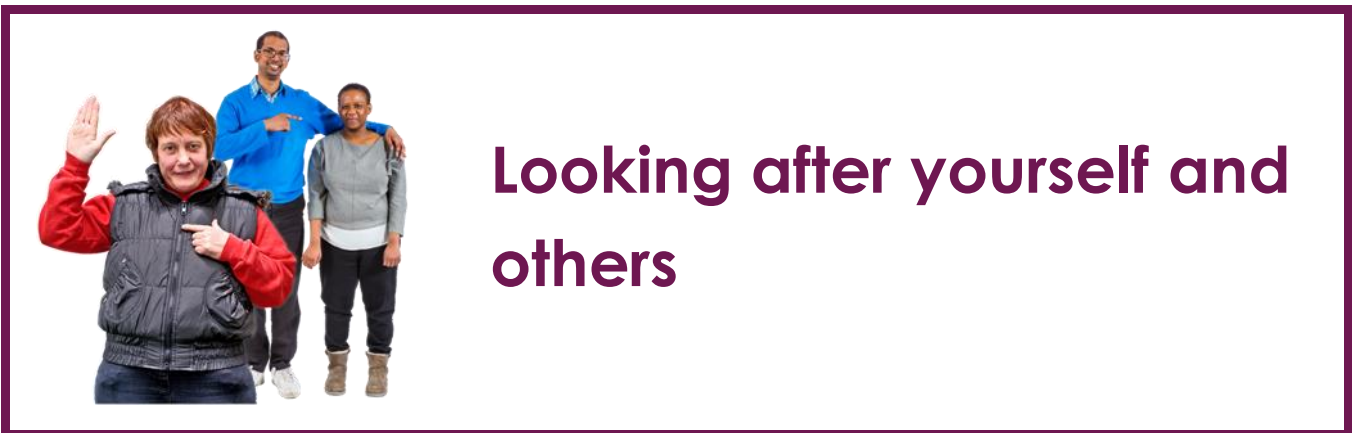
Do you regularly order heating oil?



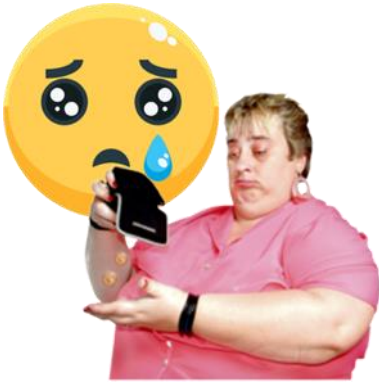
Community Action Suffolk's oil buying scheme offers multiple payment options to help you budget your household bills.



Call 01 603 881 888 or visit [www.communityactionsuffolk.org.uk/oilbuying](http://www.communityactionsuffolk.org.uk/oilbuying)



**Looking after yourself and others**



When facing difficult times,  
our mental health can suffer.



It's important to reach out for  
support.



Speak with your GP or visit:  
[infolink.suffolk.gov.uk](https://infolink.suffolk.gov.uk/costofliving)  
[/costofliving](https://infolink.suffolk.gov.uk/costofliving)



**Domestic abuse help**



Financial stress can place more strain on our relationships.



Please contact the Suffolk Domestic Abuse Helpline if you think you might be experiencing domestic abuse,



or are concerned for a family member/friend.



The Suffolk Domestic Abuse Helpline for support and advice.



Call the Suffolk Domestic Abuse  
Helpline on 0800 977 5690.



or webchat at  
[www.suffolkdahelpline.org.uk](http://www.suffolkdahelpline.org.uk)





## Scammers



Scammers will always find ways to trick people out of money.



More scams than ever are emerging, so it is important that we are vigilant for ourselves and those close to us.



Visit:  
[www.suffolk.gov.uk/scams](http://www.suffolk.gov.uk/scams)



## More help



For tips on reducing everyday living costs from Anglia Care Trust visit:

[www.angliacaretrust.org.uk](http://www.angliacaretrust.org.uk)

01473 622888



The Government has a range of support available.



Check you are receiving all the benefits you are entitled to, visit:

[www.gov.uk/cost-of-living](http://www.gov.uk/cost-of-living)



For information on what cost of living support is available locally in your community, visit:

[infolink.suffolk.gov.uk/costofliving](https://infolink.suffolk.gov.uk/costofliving)

**This document was translated into easy read by Ace Anglia.**

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If you have any questions about this information please call

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