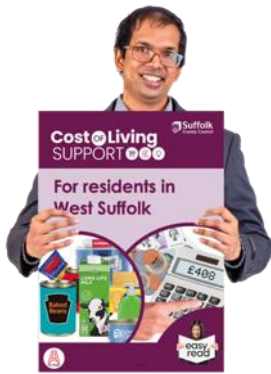


Cost OF Living SUPPORT

For residents in West Suffolk





About this guide



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



Are you, or someone you know in West Suffolk finding it hard to cope with the cost of living?



There is help and advice that can help.



For details, see the West Suffolk Council website at:

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



Citizens Advice are a charity that gives free advice on many issues.

They can help with:



- Benefit



- Debt



- Increasing your income



- Problems at work



- Problems with you landlord



If your energy supplier wants to put you on a **prepayment meter** they can help. A **prepayment meter** is a pay-as-you-go meter for gas or electricity.



More information can be found on the Citizens Advice website www.suffolkwestcab.org.uk



or
call Citizens Advice West Suffolk
on 0808 278 7868
Monday to Friday 9.30am – 3.30pm



Help with Food

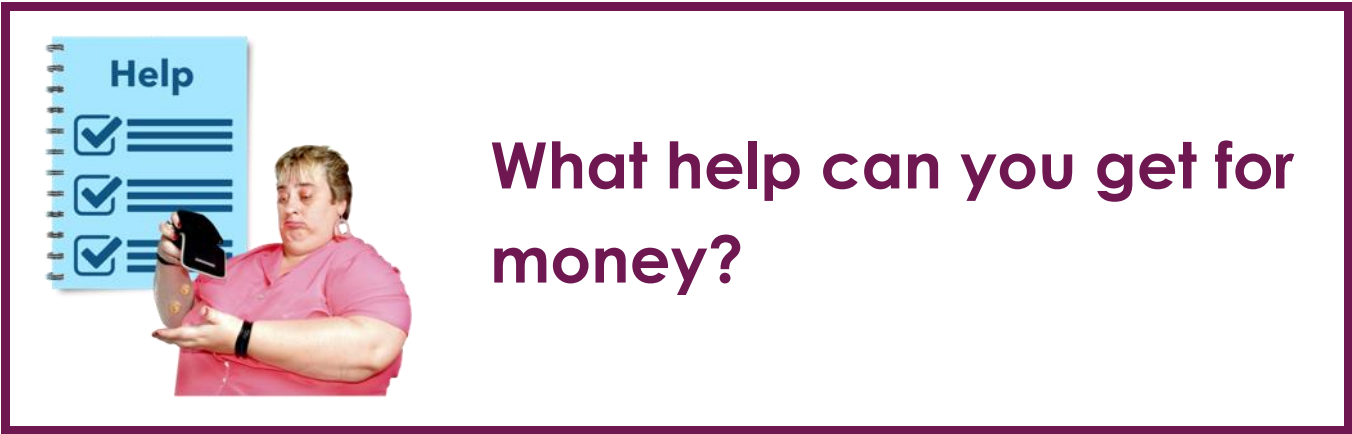
There are **food banks** throughout West Suffolk.



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



For more information, visit
www.westsuffolk.gov.uk/cost-of-living/food.cfm



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



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

03336 000690



Suffolk Credit Union

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



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



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



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



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



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



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



Or call 03456 037 686



Heating oil



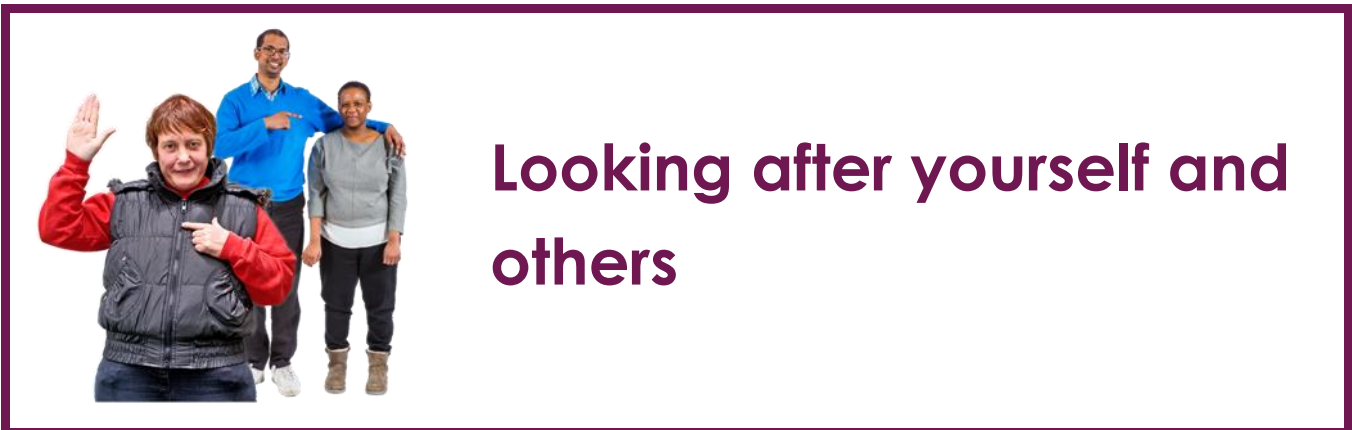
Do you regularly order heating oil?



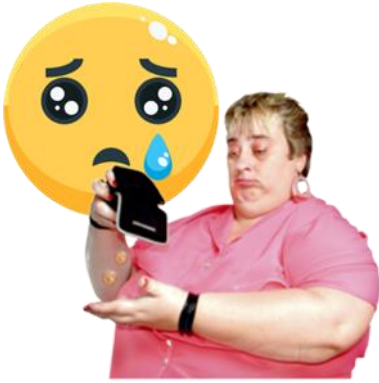
Community Action Suffolk's oil buying scheme offers multiple payment options to help you budget your household bills.



Call 01603 881 888 or visit 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.suffolldahepline.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



More help



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

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



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