

Winter Resilience Help Sheet

Created by the Suffolk Health and Housing Working Group to support colleagues across Suffolk to identify need and signpost to available resources

Homes
with
Cold
Damp
Mould
issues

Housing Support – District and Borough Councils have Housing Needs Teams to identify options for those in unsuitable accommodation. For local information visit: [East Suffolk Council](#); [Ipswich Borough Council](#); [Mid Suffolk and Babergh Councils](#); [West Suffolk Council](#)

Local Welfare Assistance Scheme (LWAS) helps those experiencing financial hardship. This could mean you are struggling to afford the basics, such as food, heating, clothing and fuel, or to pay your household bills. The scheme is not intended as emergency support and only one award can be made to an eligible household in a 6-month period. Successful applicants will receive a BACS payment directly into their bank account or a Post Office cash out voucher that can be redeemed in store. To be eligible the household should have an income of no more than £27,500 a year and have a maximum of £1500 available in savings. To find out more and how to apply visit [Suffolk Local Welfare Assistance Scheme - Suffolk County Council](#)



Mid Suffolk Cosy Homes – Aims to help residents in the district improve the efficiency of their home. To find out more visit cosyhomes@baberghmidsuffolk.gov.uk

Suffolk Centres for Warmth – Energy and financial inclusion advice to help people stay warm and healthy in their homes. The team can support at community events and offer outreach support as well as home visits. Contact them on: **East Suffolk:** [Suffolk Centres for Warmth » East Suffolk Council](#) **Mid Suffolk:** [Suffolk Centres for Warmth - Mid Suffolk District Council - babergh.gov.uk / midsuffolk.gov.uk](#) **West Suffolk:** [Warm spaces](#)

Safe Suffolk Renters – Advice and support, including inspections of private rental homes to make sure they are free from hazards that are detrimental to health. E.g. damp, mould, falls etc. Support to tenants living in in unsatisfactory conditions to improve their health outcomes. Advice and, if required, enforcement to landlords to achieve compliance with required housing standards. To find out more visit www.safesuffolkrenters.org/support-your-service-user/request-our-help



Social Housing – Advice and support for social housing tenants with complaints about damp and mould. For more information visit [Social housing issue? Know how to complain](#)

Warm Homes Healthy People Suffolk - Suffolk's Warm Homes Healthy People project helps vulnerable people and families make their homes warmer and cheaper to heat, improving health and wellbeing. The team can provide a range of free support for residents across Suffolk, including:- Home surveys for home-owners and those privately renting; treatment for damp and mould; loft, cavity wall, external and internal wall insulation; clean heat and renewable energy systems such as solar photovoltaics and heat pumps; loan of temporary oil filled electric heaters for those with faulty/no heating. Help can also be given for referrals and signposting for emergency fuel payments - this includes heating oil and pre-pay key and card meters; fuel vouchers; grants for the servicing of gas appliances; access to an interest free loan for other heating and energy related measures. For further information and how to apply/refer please visit [Warm Homes Healthy People » East Suffolk Council](#)



Warm Homes Suffolk Retrofit Assessment Voucher Scheme – Warm Homes Suffolk is offering a voucher that covers the cost of a retrofit assessment for eligible homeowners who wish to improve the energy efficiency of their home. The assessment will be undertaken by a trained professional who will analyse the building's construction, materials, existing energy efficiency measures and any relevant heritage or planning constraints. A total of 637 vouchers are available. If the home has an EPC rated D or below applications can be made via www.suffolkenergyassessment.co.uk



Warm Welcome Spaces – These are places in the community for people to gather to keep warm, make new friends and connect with the local community. They are open to all. To find a local space visit [Warm Welcome Campaign](#)

Suffolk-wide Winter Warm Packs – standard and bespoke packages to help people keep warm over winter - for all Suffolk districts. Items that can be provided:- hats; gloves; scarves; blankets; duvets; baby sleep bags; hot water bottles; LED bulbs and draughtproofing. To make a referral visit [Winter warmth referral » East Suffolk Council](#).



Other

Benefits eligibility - many benefits are under-claimed. Even a small entitlement to one benefit can open-up a range of other benefits such as:- Pensioner Winter Fuel Payments; Cold Weather Payments; Warm Homes Discount and help with health costs. Check for eligibility by visiting [Benefits calculators - GOV.UK](#)

Charities – To find out how these organisations can help and which areas they cover visit [The Mrs L D Rope Third Charitable Settlement](#) or [Local Community | Forge Community Church](#)

Christians Against Poverty (CAP) – provides information on a range of money and debt advice including:- support with cost of living; practical resources; improving your financial situation. To find out more visit [Home | CAP UK](#)

Citizens Advice organisations offer a wide range of services across the county covering housing, financial advice/support, benefits maximisation, referrals for fuel vouchers etc. Visit the individual provider websites to find out local provision in the districts. **West Suffolk:** [Citizens Advice West Suffolk | Free, confidential, independent advice](#) **Mid Suffolk:** [Citizens Advice Mid Suffolk - Free, Confidential & Independent Advice](#) **Ipswich:** [Citizens Advice Ipswich – Citizens Advice Ipswich](#) **East Suffolk:** [Home | Citizens Advice East Suffolk](#) **Sudbury and South Suffolk:** <https://www.sudburycab.org.uk/>

Cost of living leaflets – Suffolk County Council has a range of leaflets detailing locality-specific cost of living support covering a wide range of services/initiatives such as Cooking on a Budget classes; free slow cookers and air fryers; Uniform banks; Holiday Activities and Food (HAF) Programme; Winter Warmth Packs; help with money and support for families. To find out more about services in your area go to <https://suffolk.gov.uk/community-and-safety/communities/healthier/cost-of-living-support/helpful-resources>



Council Tax Reduction – discounts are available for single person households and those in financial difficulties. Visit the relevant local authority website for more details. **East Suffolk:** [East Suffolk Council Online Services](#) **Ipswich:** [Discounts, exemptions and empty properties | ipswich.gov.uk](#) **Babergh:** [Exemptions, discounts and premiums - Babergh District Council - babergh.gov.uk / midsuffolk.gov.uk](#) **Mid Suffolk:** [Exemptions, discounts and premiums - Mid Suffolk District Council - babergh.gov.uk / midsuffolk.gov.uk](#) **West Suffolk:** [Council Tax](#)

East Suffolk Community Help Hub for residents struggling with the cost of living and a wide range of other issues with 1) A team of Community Help Officers who can help resolve immediate issues such as access to food and other essentials alongside a supported access model to help with gaining access to organisations such as Social Care, Mental Health, DWP etc and 2) A team of Financial Inclusion Officers for residents who need help with money issues such as budgeting, benefit maximisation and grant applications. There is an online referral form at [Community Help Hub referral - My East Suffolk](#)



Food Banks – for details of those currently available in Suffolk visit [Suffolk InfoLink | Accessing food in Suffolk](#) . Citizens Advice also have a dedicated Foodbank helpline: 0808 208 2138

Moses Project – is run by Forge Community Church to support parents expecting a baby and struggling to source all the newborn essentials [Local Community | Forge Community Church](#)
Abi's Footprints Baby Bank – is run by New Life Church, Great Cornard and supports parents and families struggling in difficult circumstances to meet the practical needs of a new baby or infant up to age five. Contact them on 01787 323737, website: <http://www.abisfootprints.co.uk> email: abisfootprints@newlifechurch.community

Oil buying syndicates – reduce the cost of oil through bulk purchasing. Community Action Suffolk run an oil club [Community Oil Buying & Bulk LPG - Community Action Suffolk](#) and there is a list of further groups on [Home - "Together We Save" - The Oil-Club](#)

Priority Services Register (PSR) – this is a free UK-wide service which provides extra advice and support to vulnerable households including when there's an interruption to electricity, gas and water supplies. Joining the register helps utility companies to look after customers who have extra communication, access or safety needs and helps them tailor their services to support households who need extra help with everyday energy matters such as managing bills. To find out how to register visit <https://www.thepsr.co.uk>



Samaritans – Call: anytime, day or night, on 116 1123 email: jo@samaritans.org Website: [Contact Us | Samaritans](#)

Suffolk Info Link – search for “Winter help” to find out more about what is available in your area [Suffolk InfoLink | Accessing food in Suffolk](#) .

Surviving Winter – Financial help for those age 66+, not on Pension Credit (max income £24k/couple and savings under £5000). Visit: www.suffolkcf.org.uk