East Suffolk Community Partnerships | Framlingham, Wickham Market, Kelsale, Yoxford & villages

EASTSUFFOLK COUNCIL

Navigating winter together

Shorter days, colder temperatures, higher heating bills and Christmas preparations can all have an impact on local residents over winter. We want to make sure local residents know where to go if they need some support this winter. ***Please bear in mind how Christmas and New Year may affect response times in December and early January.*** Please remember that your local community is here to support you; don't worry – reach out for advice.

Before you read what is available, some useful things to say:

- **Reaching out for help is a strength** – It means you are trying to do something to help yourself and your household; that is brave and proactive
- **There is a lot of help out there and there is support available to find it** – hopefully the below helps and organisations will try and point you in the right direction if they can't help you themselves
- **Every step (however small it may sometimes be) matters in solving issues** – some solutions will take time to address because there are different issues involved (e.g. lack of food and budgeting) but taking a step on the road will help. Some solutions may not always be possible but organisations like the ones below will see what might be able to help and help guide you
- **Organisations try their best and deserve respect** – Sometimes, you may not get the outcome you really wanted and while it may be disappointing, organisations like the ones below do try their best and deserve respect – especially as volunteers and staff members support lots of people

Support with budgeting, debt, bills and heating your home

- **Citizens Advice East Suffolk** - providing support on things including benefit entitlement, debt and budgeting. Advice line 0808 278 7866 open Monday to Friday 10am to 2pm; can also email on advice@caes.org.uk. Find out more about offices and outreaches they run at www.caes.org.uk
- **East Suffolk Council (ESC) Community Help Hub** - providing support on health and wellbeing and helping you budget and see what you're entitled to. You can self refer at www.my.eastsuffolk.gov.uk/service/Community_Help_Hub_referral or ask for the Community Help Hub when calling ESC's Customer Services on 0333 016 2000
- **Suffolk Coastal Poverty Action** - focussing on poverty and debt; call 07942 359865 or email help@scpa.uk
- **Citizens Advice East Suffolk Energy Advice Hub** –can help advise on hardship support, help understanding bills, energy efficiency advice, support with supplier issues and complaints, how to save money and debt advice. You can call them on 0808 278 7866 or use the form www.form.caes.org.uk/ – please include Energy Advice Hub as the subject
- **YES Energy Solutions** – you can access personalised advice, information about funding in your area if available, easy to implement techniques, benefit entitlement checks, income maximisation advice, gas safety guidance and financial support to help alleviate fuel

debt. You can contact on 08081642444 Monday – Friday; 09:00 – 17:00 or contact them on https://www.yesenergysolutions.co.uk/yes-advice-line/

There are also Warm Welcomes running - including at all libraries; free, supportive spaces for you to do activities or just 'be' if you prefer

Food

- **Waveney Foodbank** – deliveries in the Framlingham area; if you need a voucher, please see if you can get referred from housing officer, district council, social worker, Citizens Advice – if not, you can contact Waveney Food Bank for a voucher on 0808 208 2138 (free phone number) or email info@waveney.foodbank.org.uk
- **Saxmundham Foodbank**: can make deliveries to area around Wickham Market and Yoxford – ask Citizens Advice East Suffolk, social worker or school if they can refer you
- **IP17 Good Neighbours Social Supermarket** – Tues 9:30-11:00am at the Gannon Rooms, Saxmundham. Subsidised shopping for those experiencing food uncertainty. £5.00 per visit. Registration is required - just turn up on the day
- **Wickham Market Open Pantry** – open every Thursday; 9-11am at All Saints Church
- **FramFridge** – can support around food; email at info@framfridge.co.uk

Local support and numbers

If you need solutions in your local town/parish, you may want to reach out to:

- **Hour Community (Framlingham area)** - 01728 440511 or admin@hourcommunity.co.uk
- **Wickham Market Good Neighbours (Wickham Market)** - 07914 494108
- **Halesworth Volunteers (serving parishes down to Peasenhall)** - 01986 875600 Monday to Friday; 9am-3.30pm or info@halesworthvolunteers.org; also host a Larder at St Mary's Church Hall in Halesworth (Steeple End) on Saturday, Monday and Wednesday mornings: 10am-11.30am
- **IP17 Good Neighbours in Saxmundham (serving Kelsale area)** – 07835064587 or email volunteer@ip17gns.com (non-urgent)
- **Reporting a fallen tree in an emergency such as a storm** – 0345 606 6171; otherwise report on online Highways reporting tool (www.highwaysreporting.suffolk.gov.uk/en-gb)

Wellbeing, health, connection and socialising with others this winter

It may be that a short walk or cycle or meeting up with a friend for a coffee or a natter may help keep you healthy, well and connected over the winter. If you're not able to see friends, family or neighbours as often as you'd like, your local library or coffee morning is a good place to go where you will get a warm welcome and chat with others. There is also remote support available. Silver Line is run by Age UK free and is a confidential telephone service for older people. They provide friendship, conversation and support 24 hours a day, 7 days a week. Call for free on 0800 4 70 80 90.