

# Suffolk Centres for Warmth

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## What we do

- Supporting households in vulnerable situations
- All Tenure
- Face to face advice (plus phone/email)
- Targeting areas: Lowestoft Nov 2023, Babergh/Mid Suffolk June 24, West Suffolk Nov 24
- Ipswich from Spring 2025
- Providing additional resource, delivery alongside existing services

# Outline

- Supporting the most vulnerable (all tenure)
- In communities – warm welcomes, events, talks, health support groups (e.g. Stroke Association)
- CO safety at home
- Extra help including Priority Services Register (PSR) and support to make home warmer (benefit checks)
- Energy advice including efficiency, billing etc
- In-depth support including home visits
- Referrals and healthy-eating

## Advice



- Raise awareness of potential sources of CO, side effects of CO poisoning, ways to reduce CO risks.
- Cost of living/energy efficiency advice
- FREE Carbon Monoxide alarms
- FREE Lockable cooker valves (Dementia, Autism, cognitive impairment)
- PSR Sign ups
- Referrals to FREE Gas safety check by Cadent (home-owners/PSR)
- Households fitted with fully funded NEW gas boilers.

## In-depth Support



- Check benefits and discounts that household may be entitled to
- Energy Advice (meter readings, billing, tariffs etc.)
- Budgeting and helps with applications for grants, plus emergency support
- Slow cookers sessions (given away FREE)
- Referrals for other local support, such as food pantries and warm spaces, warm packs, small measures (e.g. draft proofing)

## Case Study

- Elderly couple on low income needing replacement tumble drier
- Weren't eligible for LWAS (as over £1,500 savings)
- Full benefit entitlement check and referral to DANES
- Outcomes: Attendance Allowance awarded & backdated
- Carers allowances underlying entitlement
- Pension credit (£140/week) back-dates to Jan 24, full housing costs & full council tax reduction
- Warm home discount (£150/year)
- Additional annual household income: £14,944, plus Winter fuel allowance

**Community  
impact:  
Lowestoft  
Stroke  
Association**

- **January: Talk to group (Energy, extra help, CO Awareness etc)**
- **May: Follow-up visit – due to demand (esp. Face to face advice/ in-depth support)**
- **Outcomes: 15 CO alarms, 8+ PSR sign-ups, referrals and benefit checks**
- **July Slow cooker session.**

## Help is available

- Energy Suppliers are obliged to provide extra support to the most vulnerable customers
- Priority Services Register – e.g. extra support in the event of a power cut.
- Bills available in other formats, request regular meter readings.
- Free gas safety checks
- Slow cooker sessions



## Other help with energy costs?

- Winter fuel payment (no longer all pensioner, if low income – check benefit entitlement)
- Warm home discount (depending on supplier, benefits, and energy rating of home)
- Emergency fuel vouchers
- Slow cookers (very energy efficient and ideal for healthy budget cooking/food planning)



## Energy Advice

- **Avoid estimated energy bills**
- **Send regular meter readings (ideally monthly & take photo, if you have digital phone)**
- **Consider getting a smart meter – this should help avoid estimated bills – but also with an inhouse display – you can see what you are using in real time.**
- **Smart meter can also mean you may get more tariff options (e.g. time of day rates and cheaper rates if you don't use electricity at peak times e.g. 4-7pm)**
- **Check your are on the correct energy tariff (e.g. Econ 7 usually costs more unless you have night time electric storage heaters)**

## Contact us



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More info online at:

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