

## **Cost of Living and general support in Framlingham, Wickham Market, Kelsale and Yoxford and surrounding villages and East Suffolk 2022/23**

### **May half term holidays**

#### **Overview**

In light of the challenges residents and families are facing with the cost of living, we have created a document of the various support services available for local residents and families.

The sources of support listed below are sources of support that schools should be aware of. This isn't exhaustive and indeed, there may be more provision added as the cost of living situation continues but hopefully this is useful to signpost and support people.

#### **How residents can get in contact with agencies**

- Ease the Squeeze
  - Ease the Squeeze is East Suffolk Council's response to the rising cost of living
  - There are different projects and support available to help those in need
  - If you need help, please visit;  
<https://www.eastsuffolk.gov.uk/community/squeeze/>, call 0333 016 2000 or email [col@eastsuffolk.gov.uk](mailto:col@eastsuffolk.gov.uk)
  - There is lots of support on the page as well as a referral form to ask for help
- Citizens Advice East Suffolk
  - Available on the phone on 0808 2787 866; 10am-2pm Monday-Friday
- Waveney Food Bank
  - Deliveries in and around Framlingham
  - If a family is in need, they can contact Waveney Food Bank for a voucher on 0808 208 2138 or email [info@waveney.foodbank.org.uk](mailto:info@waveney.foodbank.org.uk).

#### **Places to go and get support**

##### **Local libraries**

- Spaces to be, activities to do and signposting support
- There are libraries at:
  - Framlingham
  - Wickham Market
  - Saxmundham (not in this patch but close by to Yoxford and Kelsale)
- The Old Court House, Bridge Street, Framlingham, IP13 9AJ
  - Monday 09:30-12:30
  - Tuesday 09:30-17:30

- Wednesday - Closed
- Thursday 09:30-17:30
- Friday 09:30-17:30
- Saturday 09:30-17:00
- Sunday 11:00-15:00
- Wickham Market – Resource Centre, Chapel Lane, Wickham Market, IP13 OSD
  - Monday Closed
  - Tuesday 09:30-17:30
  - Wednesday 09:30-17:30
  - Thursday 09:30-17:30
  - Friday 09:30-17:30
  - Saturday 10:00-12:30 and 13:00-16:30
  - Sunday Closed
- Saxmundham – County Offices, Street Farm Road, Saxmundham, IP17 1AL
  - Monday Closed
  - Tuesday 09:30-17:30
  - Wednesday 09:30-17:30
  - Thursday Closed
  - Friday 09:30-17:30
  - Saturday 10:00-13:00
  - Sunday 10:00-15:00

## Cost of Living support available to residents locally

### Citizens Advice outreaches

#### Framlingham Outreach

Framlingham Library  
 The Old Court House, Bridge Street  
 IP13 9AJ

Freephone – 0808 278 7866



#### Advice session times

Drop in

Day	Time
Friday	10:00 - 12:00

## Wickham Market Outreach

Wickham Market Resource Centre  
 Chapel Lane  
 IP13 0SB

Freephone – 0808 278 7866



## Advice session times

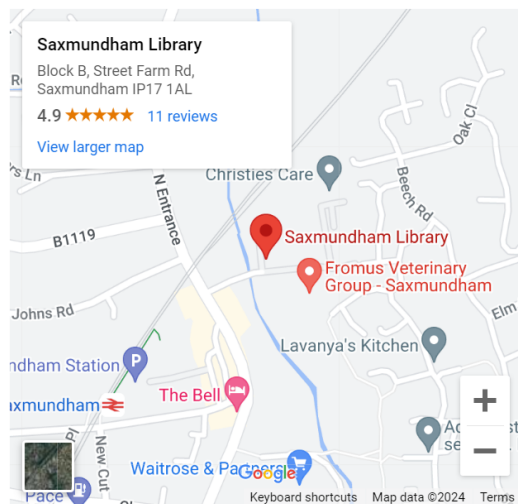
Drop in

Day	Time
Tuesday	13.30 - 15.30

## Saxmundham Outreach

Saxmundham Library  
 Street Farm Road  
 IP17 1AL

Freephone – 0808 278 7866



## Advice session times

Drop in

Day	Time
Wednesday	10.00 - 12.00

## Wickham Market Open Pantry

[Open Pantry - All Saints Wickham Market \(wickhammarketchurch.org\)](http://wickhammarketchurch.org)

**OPEN EVERY  
THURSDAY  
9-11AM  
ALL SAINTS CHURCH**



"ANYONE WHO HAS TWO SHIRTS SHOULD SHARE WITH THE ONE WHO HAS NONE, AND ANYONE WHO HAS FOOD SHOULD DO THE SAME"  
LUKE 3:11

*Free for anyone in need.  
Just turn up and choose  
from a selection of fresh and  
long-life goods.*



*Food or financial donations always welcome.*



**SHARING THE LOVE OF JESUS**

## **IP17 Good Neighbour Scheme (Saxmundham but covers Kelsale area)**

[About Us – IP17 Good Neighbour Scheme \(ip17gns.com\)](http://ip17gns.com)

- Can offer support if you're experiencing difficulty accessing food or difficulty getting out to the shops
- Their Social Supermarket is open on Tuesdays 9:30-11:00am at Saxmundham Town House and offers food & household essentials at subsidised prices
- For a £3.50 charge, you leave with a bag of shopping worth £12 – £20
- For people in crisis, they can offer an emergency food parcel free of charge
- Can make food bank referrals if you need support in the longer term

## **Halesworth Community Larder (covering villages like Chediston, Walpole, Huntingfield)**

Halesworth Community Larder – Blyth Valley Ministry Team/Halesworth Volunteer Centre Community Larder run at St Mary's Church Hall in Halesworth (Steeple End) – open Saturday, Monday and Wednesday mornings: 10am-11.30am



## General sources of support

### Local Welfare Assistance Scheme (LWAS)

The Local Welfare Assistance Scheme (LWAS) is available for residents most in need. LWAS can provide support around **Fuel vouchers** (for gas and electricity meter top ups) redeemable at East of England Co-ops (NB: these cannot be used by British Gas customers), **Cash payments** towards utility/food costs, **Essential household furniture and large kitchen goods** (1 item), **Supermarket vouchers**.

To receive help from LWAS you must:

- Be able to demonstrate you are in financial hardship
- Live in Suffolk
- Be 16-years old or over (living independently)
- Not be subject to immigration control or have no recourse to public funds
- Have a combined household income of £25,000 a year or less?
- Have less than £500 available in any current and/or savings accounts across the household
- Have not made an application in the previous 6 months

The scheme is not intended as emergency support and only one application can be made per household. LWAS is not intended as long-term support. The quickest way to make an application is via the webform, using your smartphone, tablet or computer. If you have all the information required to make an application the webform will take approximately 15 minutes to complete.

For more information about the Local Welfare Assistance Scheme and to make an application please visit the Local Welfare Assistance Scheme webpage:  
<https://www.suffolk.gov.uk/community-and-safety/communities/healthier/suffolk-local-welfare-assistance-scheme/>

### **Needing financial support to purchase key items**

Sometimes, household items go wrong and we need to replace them. Whether it is a washing machine, cooker or a bed, these are often things we can't really go without for too long. With the current situation, it isn't always possible to purchase a new one immediately. There are charities who can consider funding these items for households in need. If you need help around this, please visit; <https://www.eastsuffolk.gov.uk/community/squeeze/> or call 0333 016 2000 to make a cost of living referral and then we will be in touch to see what options are available.

### **Some helpful places to look for activities happening in half term holidays – please note: this isn't an exhaustive list!**

#### **Let's Get Creative website - Activities & events across Suffolk**

'Let's Get Creative' is an online directory of free and low-cost creative and cultural activities available across Suffolk - a 'library of experiences'. The ambition of the website is to make it super easy for people on low incomes or experiencing financial difficulties to find and access free or very low-cost cultural activities taking place near them.

<https://getcreative.suffolklibraries.co.uk/>

#### **Your local library Facebook page**

#### **Local village hall noticeboard**

## **Other support available to residents**

### **Well Minds East Suffolk**

East Suffolk Council now has the Well Minds East Suffolk booklet – the booklet provides a range of information and advice about mental health and wellbeing, useful contacts and ways to find out more.

Hopefully it will help you and help your friends, family and community

The link is here: <https://www.paperturn-view.com/uk/east-suffolk/east-suffolk-well-minds?pid=ODc8797953>

If you like to request a hard copy/copies, please email [communities@eastsuffolk.gov.uk](mailto:communities@eastsuffolk.gov.uk)

### **Inspire Well-being service for 10 to 25 year olds**

Inspire's wellbeing service offers virtual and face-to-face support and counselling to young people aged 10-25 in Suffolk who need someone to talk to if feeling low, stressed, anxious or unable to cope. This counselling is **free** for up to 12 sessions.

Over the course of around 12 weeks, they work with you to improve your outlook, wellness, and mental health. These sessions provide the knowledge, tools and coping strategies you need to deal with your mental health in a positive way. They make sure each session is personalised to you, so you receive the support you need.

For more information, please contact [wellbeing@inspiresuffolk.org.uk](mailto:wellbeing@inspiresuffolk.org.uk), call/text 07720 087487. Website here: [Wellbeing Service | Inspire \(inspirecharityuk.org\)](https://www.inspirecharityuk.org)

### **Disability Advice Service – East Suffolk**

Providing free advice relating to disability related issues across East Suffolk. Advice is also available to family members and carers.

[Disability Advice Service – East Suffolk – Free independent disability advice \(daseastsuffolk.org\)](https://daseastsuffolk.org)

**01394 387070** - Lines are open Monday – Thursday (10:00am – 3:00pm)  
[advice@daseastsuffolk.org](mailto:advice@daseastsuffolk.org)

### **Holiday Activity and Food (HAF) programme**

The [Holiday Activity and Food programme \(HAF\)](#) offers a range of free holiday activities and clubs across East Suffolk.

The local programme is for children (5-16) who are eligible for benefits-related school meals, vulnerable or who may have additional needs and would benefit from accessing the programme. The programme also provides a meal for participants.

HAF runs over Easter, Summer and Christmas holidays only and funding currently expires in March 2025. But be prepared to go on booking platform [Eequ](#) to view different activities available and to book for the summer holiday when it launches in June. There is an interactive map and a search function on Eequ. The booking process asks about eligibility i.e. Free School Meals or other qualifying factors.

You might want to check though if you are eligible for Free School Meals? Check here: [Apply for free school meals - GOV.UK \(www.gov.uk\)](#)

Programmes will also try and provide information about other things that may be helpful – e.g. food pantries nearby.