

Navigating winter together

Some useful information to help you and your household this winter

This has been put together by town and parish councils and East Suffolk Council's Communities team



East Suffolk
**Community
Partnerships**

Framlingham,
Wickham Market,
Kelsale, Yoxford
& villages

Preparing for winter

- Winter can be a great season but also a challenging one
- Shorter days, colder temperatures, higher heating bills and Christmas preparations can all have an impact on local residents
- 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.***

Key messages

- **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

Budgeting, debt and bills

Don't worry – reach out for advice



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's 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 call East Suffolk Council's Customer Services Team and ask for the Community Help Hub on 0333 016 2000



Suffolk Coastal Poverty Action - focussing on poverty and debt; call 07942 359865 or email help@scpa.uk

Citizens Advice outreaches

Framlingham

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

Citizens Advice outreaches

Wickham Market

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

Citizens Advice outreaches

Saxmundham

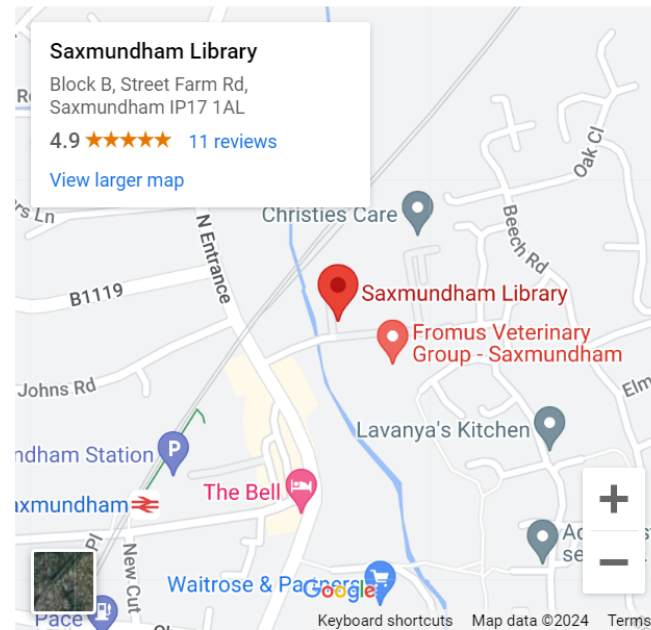
Saxmundham Outreach

Saxmundham Library

Street Farm Road

IP17 1AL

Freephone – 0808 278 7866



Advice session times

Drop in

Day	Time
Wednesday	10.00 - 12.00

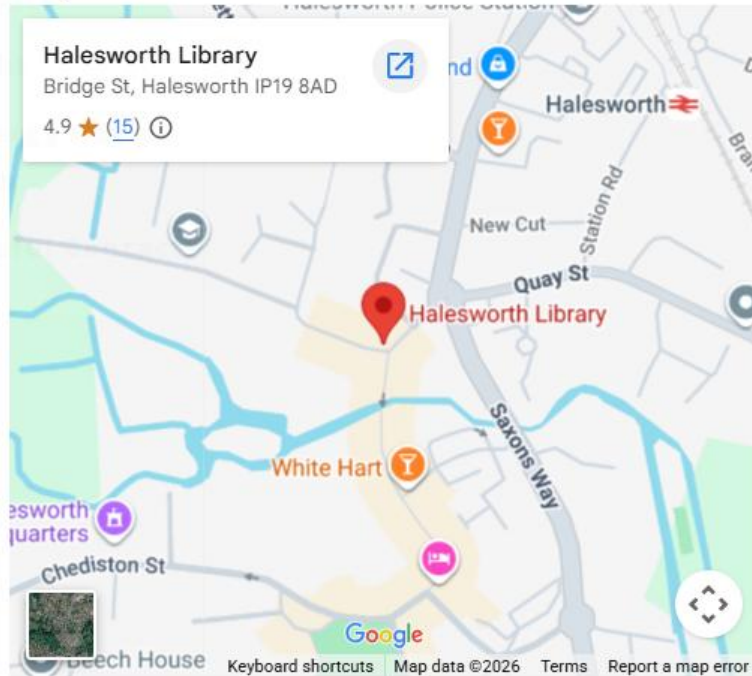
Citizens Advice outreaches

Halesworth

Halesworth Outreach

Halesworth Library
Bridge Street IP19 8AD

Freephone – 0808 278 7866



Advice session times

Drop in

Day	Time
Tuesday - Every fortnight	10:00 - 12:00
Next session: 28th July	

Citizens Advice outreaches

Woodbridge

Woodbridge office

7 Cumberland Street

Woodbridge
IP12 4AH

Freephone – 0808 278 7866

Face to Face: please ring 0808 2787866 and discuss with an adviser.



Advice session times

By appointment only

Day	Time
Wednesday	10:00 - 14:00
Thursday	10:00 - 14:00
Friday	10:00 - 14:00

Heating your home and energy

Don't worry – reach out for advice

- **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*

Your energy this winter

Don't worry – reach out for advice

- If you feel like you may not be able to cover your energy bill this winter, don't worry
- Everyone's bills are rising and there is help available
- Reach out to Citizens Advice if you can't cover a bill or are in debt
- Look at the Energy Saving Trust for tips
- If you don't understand certain bits of your bill, ask Citizens Advice as they can walk you through it

Food

Foodbanks

- **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 if you need a voucher

Local food pantries

A Little Help with Your Food Shop

**Tuesdays
9:30-11:00am**

**The Gannon
Rooms,
Saxmundham
IP17 1BW**



The IP17GNS Social Supermarket helps families and individuals make their food budgets go further.

For just £5 a week, members can choose from a range of subsidised groceries and household essentials.”



- **Wickham Market Open Pantry** – open every Thursday; 9-11am at All Saints Church



**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 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

Food pantries

- **FramFridge**
- Organisation working to tackle food insecurity & reduce social isolation in Framlingham & surrounding areas. They aren't a food bank and you don't need a referral for it.
- If you need access to food, you can fill in the form here <https://framfridge.co.uk/need-help/> or email at info@framfridge.co.uk.
- Whether you're between jobs, waiting for pay, or just going through a tough patch — this is a resource for short-term help, not long-term reliance.
- They can arrange for a food package to be prepared for collection from their base at the Sheds or if necessary one of their team can deliver to you.

Local support

Local support

- 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)

Transport options

Katch bus

- On demand community transport between:
- **Wickham Market (multiple stops),**
- **Framlingham (multiple stops),**
- **Hacheston,**
- **Parham,**
- **Campsea Ashe (the train station),**
- **Rendlesham,**
- **Easton,**
- **Tunstall, and**
- **Snape**
- Katch is an on-demand bus service that runs on the same route each time but needs to be booked.
- Just book your journey and time and Katch will pick you up at your chosen time and take you to your chosen stop.
- You can book a trip on the website www.katchalift.com/book-a-journey/, you can email katch@cats-paws.co.uk or phone 01728 635 939 (Mon - Fri 08.30am – 4.30pm)
- Fares here: <https://www.katchalift.com/routes-and-fares/>
- Book 2 weeks in advance or 45 mins in advance, and Katch will pick you up at your chosen stop & time!
- You can pay by cash or card on the bus
- If you live in Wickham Market, you might want to use the bus to pop into Framlingham
- If you don't live in Wickham Market but live on the route, you might want to pop into Wickham Market to pop into the Library or the Co-op
- If you're wanting to head to the train station, it is an ideal way to get to the train station and head off in whichever direction you choose!

Connecting Communities

- For parishes where there is no regular bus available, there is a transport scheme called Connecting Communities. Like Katch, this needs to be booked and can pick you up from your village and take you to your nearest train station for example or in some cases, your final destination.
- Website is here: <https://communities.suffolkonboard.com/>
- Just pop in a booking request of where you want to go and Coastal Accessible Transport Service (CATS) will get back to you with details and fare: <https://communities.suffolkonboard.com/book-a-journey/suffolk-coastal/>
- *Example: if you want to get from Yoxford to Darsham train station to travel somewhere, they could do this trip.*

Connection and socialising
with others this winter

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



East Suffolk Council 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.



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



Reporting a fallen tree

Reporting a fallen tree

- In an emergency like a storm, call 0345 606 6171
- In non-emergency times, report on online Highways reporting tool (www.highwaysreporting.suffolk.gov.uk/en-gb)

Remember your local libraries

- Services libraries offer:
- Printing, copying and scanning
 - All libraries have high-quality printing, scanning and photocopying facilities to use.
- Using library computers
 - Computers in each library are free to use for up to two hours.
- Free Wi-Fi
 - All libraries offer free, unlimited Wi-Fi.
- Free period products
 - Libraries are trusted, safe spaces for all. Many libraries across the county provide free menstrual products.
- Baby weighing
 - Monitor the weight and health of your baby or toddler using libraries' free self-service baby weighing facilities in libraries.
- Free SIM cards
 - If you're struggling to get online, you can get a free SIM card from libraries which are preloaded with data, calls and text

**We hope this was
helpful**

**Remember – don't
worry, reach out for
advice if you need it**