



# WINTER SUPPORT GUIDE



Whether you are struggling to pay bills, or are concerned about food and rising energy costs, we have a range of support available to you. This leaflet aims to highlight some of the key schemes you may be able to access.

# AFFORDABLE WARMTH



## Energy support & advice

Any resident in Mid Sussex can access FREE tailor-made energy advice, available to all housing tenancies. Citizens Advice have been helping solve problems since 1939; the energy advice is provided by the Arun and Chichester advisers. They can help with checking the best energy tariffs, energy and household debts, local and national schemes, grant funding and accessing relevant community services.

To speak to one of their friendly advisers call; **01243 974063** (Monday to Friday 10am – 4pm) or email **energy@arunchichestercab.org.uk**.

## Energy saving measures

LEAP – Local Energy Advice Partnership provide FREE support for lower income households across West Sussex. They offer Home Energy visits with free energy saving measures installed. Also there is a telephone support for money advice, information and referrals to other services, schemes & grants and support with bills.

Call: **0800 060 7567** or email: **support@applyforleap.org.uk**

Visit: **Applyforleap.org.uk**

## Energy advice & information

On the West Sussex affordable energy website, you can find a range of trusted information from local services by going to the 'Advice' section and selecting Mid Sussex District Council. There is also energy saving tips, heating, grants and up to date information from the latest government schemes.

Visit: **www.westsussexenergy.co.uk**

## Warm Home Discount

**<https://www.gov.uk/the-warm-home-discount-scheme>**

The Warm Home Discount has been increased to £150 for the winter of 2022/2023 and the eligibility criteria will be extended by almost a third and will benefit up to three million vulnerable households.

You can get help applying through Citizens Advice by calling **01243 974063**

## Warmer Homes Programme

The Warmer Homes programme offers a range of energy-efficiency improvements up to £25,000 for eligible Mid Sussex residents.

Available until March 2023 it includes:

-insulation    -solar PV panels    -air source heat pumps

Funding is offered on a first-come, first-served basis and applications take no longer than 5 minutes! For further information including

eligibility criteria visit **www.warmerhomes.org.uk/programme** and click 'apply now' or Call: **0800 038 5737** (freephone).



# Food Support

Many residents in Mid Sussex are concerned about the cost of living crisis facing them and worry about getting food for themselves or their families.

Mid Sussex Voluntary Action who lead on the local Food Partnership group have created this webpage <https://www.msva.org.uk/get-help-with-food> which will signpost you to local community support.

You can also contact the main Town Foodbanks via telephone for more information if unable to access internet.

**Burgess Hill: 01444 247726 (Town Council for Food Bank vouchers)**

**supplyteam@burgesshillfoodbank.org.uk**

**East Grinstead: 07856 864251 Haywards Heath: 07884 106719**



## Healthy Start

If you're pregnant or have children under the age of 4, you may be eligible for the Healthy Start scheme which provides regular payments to spend on fruit, vegetables and milk, as well as free vitamins.

<https://www.healthystart.nhs.uk/>

# Help with Finances

If you are struggling to pay your bills or rent, make sure you visit

<https://www.midsussex.gov.uk/revsandbens/benefits/>, where you can find details of a range of support that is available to you.

Whether you need help to pay a Council Tax bill or, are struggling to pay your rent or need debt advice, here are a number of ways in which we can help people who are experiencing financial difficulty.



## Benefits calculator

You can find a free benefits calculator at [www.entitledto.co.uk/benefits-calculator](http://www.entitledto.co.uk/benefits-calculator), which provides you with an estimate of your entitlement to benefits, tax credits and Universal Credit.

Citizens Advice also has a free benefits calculator

[www.advicewestsussex.entitledto.co.uk/home/start](http://www.advicewestsussex.entitledto.co.uk/home/start) or call **0808 278 7969**

## Money advice service

The Government's money advice service – [adviser.moneyhelper.org.uk/en](http://adviser.moneyhelper.org.uk/en) – can also help you find financial support. It includes a tool that provides specific guidance for customers whose income has been impacted by coronavirus as well as advice for people whose incomes are stretched due to rising costs.

**Pension Credit** Find out if you or someone you know could get Pension Credit to top up your weekly income if you are over state pension age

<https://www.citizensadvice.org.uk/benefits/help-if-on-a-low-income/pension-credit/>. Receiving pension credit can give you access to additional help, such as help with heating bills, housing costs and a free TV licence if you're over 75.

# USEFUL CONTACTS



**West Sussex Citizens Advice**  
**Financial Support** 0808 278 7969

**West Sussex Citizens Advice**  
**Home Energy** 01243 974063

**Universal Credit Helpline**  
0800 144 8444

**West Sussex Community Hub**  
033 022 27980 (open 7 days a week)

**NHS Free Prescription**  
0113 265 0222

**Carers Support**  
0300 028 8888  
<http://www.carerssupport.org.uk/>

**www.gov.uk**  
(Wide range of support options)

**E.ON**  
0345 052 0000

**EDF Energy**  
0333 200 5100

**National Grid**  
105

**South East Water**  
0333 000 0001

**Southern Water**  
0330 303 0368

## Local Foodbanks :

**Burgess Hill:** 01444 247726  
(Town Council number for Food Bank Vouchers)  
**East Grinstead:** 07856 864251  
**Haywards Heath:** 07884 106719



<https://www.msva.org.uk/get-help-with-food>

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