

Energy and cost of living support for staff, volunteers and our community

November 2023

Local support

BaNES

- [Energy at Home](#) two energy related home improvement grant schemes for Bath and North East Somerset (BANES) residents on low income.
- [Citizen's Advice BaNES](#) offers free, confidential and impartial advice.
- [Age UK BaNES](#) offers cost of living support.
- [Apply for Welfare Support | Bath and North East Somerset Council \(bathnes.gov.uk\)](#) advice on how to apply for welfare support
- [Share & Repair \(Bath Library of Things\)](#) there are over 400 items that you can borrow to help with maintenance tasks.

Somerset/East Mendip

- [Citizens Advice Mendip](#) provides advice on on [debt and money issues](#).
- [Age UK Somerset](#) offer help with claiming welfare benefits.
- [Somerset Village and Community Agent](#) who provide confidential, practical community-based solutions.
- [Somerset County Council's Household Support Fund](#) is designed to provide short-term urgent financial help for those on low incomes.

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Wiltshire

- [Citizens Advice Wiltshire](#) offers free, confidential and impartial advice.
- [Age UK Wiltshire](#) provides a surviving winter grant for the elderly.
- [Cost of Living Support](#) gathers information through research carried out by [Wiltshire Citizens Advice](#).
- [Warm and Safe Wiltshire](#) works in partnership with the Centre for Sustainable Energy to help residents live in safer and healthier homes across Wiltshire.
- [Wiltshire Community Foundation](#)- Surviving Winter 2023/24 Campaign – supporting elderly and vulnerable people to keep warm and safe.

Regional support

- 3SG offers [Cost of Living support and grants](#) for charities, councils and community groups to support people in fuel poverty, across South West.
- [Centre for Sustainable Energy](#) free energy advice training for anyone with three offers; 1. Training/advice/guidance to support people 2. Safe & Warm Support Groups 3. Referrals for people who need 1:1 help.
- [Too Good To Go](#) includes a lot of local pubs who have food offers (e.g. Toby Carvery offer £3/£4 'Magic Bags- a whole roast dinner to collect).

Warm spaces or hubs

- [Warm welcome](#) holds a directory of places for anyone in need of warmth, found in BaNES, Somerset and Wiltshire.
- [Frome Town Council](#) has a directory of warm spaces locally and a cost of living support leaflet.
- [Bath Abbey](#) Tuesdays from 12.30 to 2.30pm. 'The Cosy Place', in the Learning Room. There will be a free lunch of hot soup and a roll, fruit and hot drinks, as well as a range of activities and workshops. Abbey is also available Monday to Saturday as a 'warm place' to pray.

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volunteerserviceteam@dorothyhouse-hospice.org.uk

- [St Luke's Church Centre, Wellsway, Bath](#) Open house on Mondays from 11 am to 3 pm. Soup and roll lunch served, as well as tea and coffee. Come along for a chat, games and a children's corner.
- [Malmesbury Library](#) has a public living room where you can sit and have a cuppa, Tuesdays 1:30-4:30pm

Community foodbanks and fridges

- [Too Good To Go](#) is a national programme and app for finding unsold food nearby, to buy and collect at lower cost.
- [The Trussel Trust](#) have a directory of foodbank locations nationally.

BaNES

- [Bath Foodbank](#)
- [Keynsham Foodbank](#)

Somerset/East Mendip

- [Mendip Foodbanks](#) provides a list from Somerset Council of the foodbanks available across towns in Somerset.
- [The Frome Community Fridge and Larder](#) located at Frome Town Hall. Open Monday-Thursday 9am-5pm and Friday 9am-4.30pm.
- [Shepton Mallet Community Fridge](#) Situated within The Haskins Retail Centre, Shepton Mallet. Open daily 9.30am-5.30pm

Wiltshire

- [Calne Foodbank](#)
- [Corsham Churches Foodbank](#)
- [Devizes and District Foodbank](#)
- [Malmesbury and District Foodbank](#)
- [Salisbury Foodbank](#)
- [Trowbridge Storehouse Foodbank](#)
- [Warminster and District Foodbank](#)

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National providers

- [StepChange](#) offers free, online debt advice and money guidance, with the widest range of debt solutions to help, no matter what you're dealing with.
- [Turn2us](#) has a directory of grants for individuals as well as a helpful Benefits Calculator so you can check if you are receiving all the benefits you are entitled to.
- [British Gas Energy Trust](#) grants available. You do not need to be a British Gas customer to qualify.
- [British Gas](#) and [Wales and West Utilities](#) have a priority register that offers support to vulnerable people who have accounts directly with them.
- [Octopus Energy](#) offer advice if you are struggling to pay energy bills.
- [Wessex Water](#) offers advice if struggling to pay water bill.
- [Bristol Water](#) offer advice on payments of water bill if you are in the Bristol area.
- [NHS Low Income Scheme | NHSBSA](#) for those on a low income to help pay for prescriptions, dental treatment, sight tests, glasses and contact lenses, cost of travelling for NHS treatment and NHS wigs and fabric supports.
- [Household Support Fund \(HSF\)](#) Government funding for those with low savings who may struggle with cost of living but not on the usual schemes covered in Winter Fuel Payments or Cost of Living payments.

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