

Surviving Winter APPEAL

2024/25



CASE STUDY

Jennifer (whose name has been changed) visited Gatehouse's community café regularly in early 2024 so that she could stay warm and enjoy a bowl of hot soup without needing to put the heating on at home.

As fuel prices have soared, she has had to restrict how often she puts on the heating, which in turn has made her long-term health conditions worse.

After hearing about the issues Jennifer was facing, Gatehouse helped her to get a Surviving Winter payment. This reduced her monthly fuel costs, which made a significant and positive difference to her physical and mental health.

Gatehouse was also able to give Jennifer blankets, a hot water bottle and electric radiator, which has helped her to keep warm, especially at night.

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HOW TO RECEIVE SUPPORT

Don't choose between eating and heating this winter. If you're struggling to heat your home, help is at hand.

You may apply for financial support if you meet the criteria below:

- Aged 66 plus
- Not on pension credit
- Maximum income £20k individual and £24k couple
- Maximum savings £5,000
- Live in Suffolk

Please contact the organisation listed for your district council area to find out if you are eligible for support.

Three charity partners are working with Suffolk Community Foundation to manage the applications and payments. They are:

BABERGH AND MID SUFFOLK

Sudbury & South Suffolk Citizens Advice



E: session.supervisor@sudburycab.org.uk
T: 01787 321 400

IPSWICH AND EAST SUFFOLK

East Suffolk Citizens Advice



E: advice@caes.org.uk
T: 0808 278 7866

WEST SUFFOLK

Gatehouse Caring



E: survivingwinter@gatehouse.org.uk
T: 01284 703 835

CASE STUDY



Brian and Susan's health was deteriorating rapidly as they were unable to afford to keep their heating on, despite working full time their whole lives.

They asked for help from Gatehouse after seeing an advert on Facebook. The couple agreed to let the charity look for a better electricity deal for them, while Gatehouse was also able to make a one-off payment using the Surviving Winter fund. They are now in a much better place financially and on a good, fixed-price deal.

Surviving Winter helped to vastly improve their situation and Brian and Susan are now able to enjoy their retirement.