

Information and advice about cost of living support

This booklet has been collated by the Belfast Health and Social Care Trust, Carer Support Service. This will help carers to identify sources of information, advice and support.

Information correct - October 2022



Support and advice services

NI Direct – Cost of Living Information and Advice

Provides a range of tips and information on government energy support schemes.

Website: <https://www.nidirect.gov.uk/articles/staying-warm-winter>

National Energy Action

Provides helpful independent and confidential advice and practical support to fuel poor and vulnerable households to help them save money, access vital benefits/ grants/ rebates and navigate the range of advice and support available in Belfast.

Tel: 028 9023 9909

Website: www.nea.org.uk

NI Energy Advice Line

Offers free comprehensive advice on saving energy in the home and energy efficiency grants.

Tel: 0800 1114 455

Website: <https://www.nihe.gov.uk/Community/NI-Energy-Advice>

Email: NIenergyadvice@nihe.gov.uk

Belfast Safer Homes Scheme

Provides people aged over 65 years (or vulnerable adults), with advice and support to help increase home comfort levels and reduce heating costs. Some of the services include referrals to other schemes, a home visiting advice service (safety and energy efficiency), equipment e.g. touch lamps, keep warm packs (warm clothing and blankets) and Bryson Energy – Handyperson Service.

To make a referral, contact:

Tel: 0800 1422 865

Email: handyman@brysonenergy.org



The Consumer Council

Offers energy advice for consumers during these difficult times and also provides an independent energy price comparison tool. You can save by switching supplier, tariff, payment methods, how you receive your bills or a combination of all these.

Tel: 028 9025 1600

Website: <http://www.consumercouncil.org.uk/energy>,

Belfast Advice Services

The Belfast Advice Centres across the city provide advice on a range of issues including benefit entitlement, consumer, debt, employment or housing issues.

Website: <https://www.belfastcity.gov.uk/community/community-safety-and-advice/advice/advice-providers>

Christians against Poverty

Provides a range of free services across Northern Ireland and the UK through local churches. CAP helps people break free from debt in cities, towns and communities across Northern Ireland.

Tel: 0800 3280 006

Website: <http://capuk.org/i-want-help/our-services/cap-debt-help/free-debt-help-in->





Disabled Person's Allowance

If you live in a property that has been adapted or has additional features to accommodate the needs of a disabled person living there, you might be entitled to a discount of 25% on your rates with Disabled Person's Allowance.

Disabled Person's Allowance is not means tested, so we won't ask you to provide information about your income and savings. The property must be adapted to meet the needs of a person with a disability who lives in your home. Types of adaptations that qualify are:

- ✓ a room, other than a kitchen, bathroom or toilet, which is wholly used by the person with a disability for treatment or therapy
- ✓ an extra kitchen for the person with a disability
- ✓ an extra toilet for the person with a disability (including an ensuite)
- ✓ an extra bathroom (including extra toilets and an ensuite)
- ✓ extra floor space to use a wheelchair easily inside the property (wheelchairs for outdoor use only are excluded)

Current Covid circumstances mean we are not carrying out home visits to confirm entitlement. If you are entitled after a visit has been completed, it will not affect the start date of your award.

Further information is available on the nidirect website:



[Full details and how to apply for Disabled Person's Allowance](#)
[Other available help with paying domestic rates](#)



Grants and practical assistance

Boiler Replacement Scheme

Helps homeowners with the cost of replacing boilers. The boiler must be at least 15 years old. It is for homeowners with a total income of less than £40k.

Email: energyefficiency.psis@nihe.gov.uk

Fuel Stamp Scheme

Belfast City Council's fuel stamp scheme helps householders save for home heating oil, by spreading the cost of their fuel. Residents can buy oil stamps from participating retailers, collect them on a savings card and use the value of the stamps to pay for all or part of an oil purchase when placing an order.

Website: <https://www.belfastcity.gov.uk/community/housing/home-heating>

Make the call

The service makes sure you're getting all the benefits, services and supports you're entitled to.

Tel: 0800 2321 271

Website: <https://www.nidirect.gov.uk/campaigns/unclaimed-benefits>

Belfast Warm and Well Scheme

Provides advice and practical support to vulnerable people to help stay warm and well through the provision of heating measures and financial assistance (subject to assessment) to help alleviate the effects of living in cold and damp homes.

Tel: 028 9023 9909

Email: warmandwell@nea.org.uk



Home Safety Check Scheme

Belfast City Council offers home safety checks for residents with young children and would refer to other schemes and support where applicable in relation to fuel poverty issues e.g., broken heating system in a rented property.

Tel: 028 9027 0428

Email: envhealth@belfast.gov.uk

Advice NI

The Independent Advice Network, providing advice to those who need it most.

Tel: 0800 915 4604

Email: advice@adviceni.net

Website: <https://www.adviceni.net/>

Affordable Warmth Scheme

Supports vulnerable, low income households (gross income of less than £23,000), who are in owner-occupied or private rented properties.

Provides grant aid to improve energy efficiency measures within the home and makes referrals to all other schemes and support.

Contact Belfast City Council

Tel: 028 9027 0651 (office hours),

Website: <https://www.nihe.gov.uk/Housing-Help/Affordable-Warmth-Boiler-Replacement/Affordable-Warmth-Scheme>.



Northern Ireland Sustainable Energy Programme

The Northern Ireland Sustainable Energy Programme (NISEP) is an £8 million fund, to help households across Northern Ireland. Households benefit from the NISEP with funding being used for such energy efficiency schemes including:

- [Boiler upgrade](#)
- [LED light bulbs](#)
- [Hot water tank jacket](#)
- [Water widget](#)
- [Remote smart heating controls](#)
- [Radiator panels](#)
- [Draught proofing](#)

The majority of the funding (80%) has been targeted at vulnerable customers. [NISEP schemes for 2022-23](#) and are now open and details of how to apply are below.

To apply:

Download the full list of [NISEP List of Schemes](#)

Identify the scheme you are interested in and contact the Scheme Manager or follow the Application Details

[Find out more](#)

If you want to discuss with an energy advisor, you can contact by:
Telephone: 0800 111 4455.

Website: <https://www.nihe.gov.uk/Community/NI-Energy-Advice/NI-Energy-Advice-GET-IN-TOUCH>

Belfast Advice Services

Advice on a range of issues including benefit entitlements, debt, employment or housing issues.

Website: www.belfastcity.gov.uk/advice-providers



Fuel stamp Scheme

Helps you save for home heating oil, by spreading the cost of fuel

Website: www.belfastcity.gov.uk/staywarm

Debt management

If you are struggling to manage deductions from your benefits payments, you can contact the Debt Management Service.

Tel: 0800 587 1322

Website: www.nidirect.gov.uk/contacts/debt-management-northernireland

Discretionary support

You can apply for help from Discretionary Support if you are in financial crisis. Depending on your circumstances, you could be offered either an interest free loan or a grant that you would not have to pay back.

Tel: 0800 587 2750

Website: <https://www.nidirect.gov.uk/services/claim-discretionary-support>



Food Banks

The foodbank works using a voucher referral system. In order to get help from the foodbank, you will need a voucher issued by local agencies

To find out more about the agencies that hold the vouchers and how you can get help, please contact the numbers below.

Food Banks

Area	Address	Opening Hours	Contact Number	Contact details
South Belfast	Belfast City Mission – (by appointment) Belfast City Mission Hall, Majestic Drive, Sandy Row, BT12 5JA	Tuesday – 10.00am – 4.00pm	07743332489	Email: info@southbelfast.foodbank.org.uk
	All Saints (by appointment) All Saints Church, University Street, BT7 1LB	Wednesday – 10.00am – 4.00pm		
North Belfast	Ekenhead Halls – Ekenhead Halls, 19 North Circular Road, BT15 5HB	Tuesday – 2.00pm – 4.00pm Thursday – 6.30pm – 8.00pm	07902099840	Website: https://northbelfast.foodbank.org.uk/contact-us/ Email: info@northbelfast.foodbank.org.uk

	Immanuel Presbyterian Church - Immanuel Presbyterian Church, 35 Agnes Street, BT13 3GG	Monday – 2.00pm – 3.30pm		
East Belfast	Dundonald Foodbank – 971 Upper Newtownards Road, BT16 1RL	Monday – 9.00am – 12.00pm Wednesday - 9.00am – 12.00pm Friday – 9.00am - 12.00pm	028 9543 5310/ 07763849030	Website: https://dundonald.foodbank.org.uk/ Email: info@dundonald.foodbank.org.uk
	Castlereagh Centre - Orangefield Presbyterian Church, 464 Castlereagh Road, BT5 6BH	Tuesday – 2.30pm – 4.30pm Thursday 2.30pm – 4.30pm	028 9079 9391	

	Social supermarket - 55 Templemore Ave, BT5 4HP		07783431899	Email: christinah@togetherni.com
West Belfast	124 Stewartstown Road, BT11 9JQ	Tuesday – 1.30pm – 2.30pm Thursday – 1.30pm – 2.30pm	07743332489	Website: https://southwestbelfast.foodbank.org.uk/
	Food Delivery Service for those in poverty who cannot come in person	Tuesday – 1.00pm – 3.00pm Thursday – 1.00pm – 3.00pm Friday – 1.00pm – 3.00pm	07938705552	Email: info@southwestbelfast.foodbank.org.uk

	West Belfast Community Foodbank – Conway Mill 5-7 Conway Street Belfast BT13 2DE	Thursday – 12.00pm – 1.00pm	07743625760	Email: info@westbelfastprojects.org
	Food Stock – 150 F Andersonstown Road, BT11 9BY		07794 304259	Website: https://www.facebook.com/FoodstockCharity/ Email: Paul.Doherty@foodstockcharity.com
	Shankill Foodbank		028 9514 2029	