



# Cost-of-living support guide

Support and advice services to help people across the city with the rising cost-of-living.



# Help with energy costs





## Organisation Help available

## More information




### The Consumer Council

Energy price comparison tool  
Save money on your gas and electricity bills by using a price comparison tool which will help you find the lowest tariffs and cheapest payment methods.

 [www.consumerCouncil.org.uk/energy](http://www.consumerCouncil.org.uk/energy)  
 028 9025 1600

### NI Housing Executive

NI Energy Advice  
Free advice on saving energy in your home, energy efficiency grants and oil buying clubs.

 [www.nihe.gov.uk/NI-energy-advice](http://www.nihe.gov.uk/NI-energy-advice)  
 [NIenergyadvice@nihe.gov.uk](mailto:NIenergyadvice@nihe.gov.uk)  
 0800 111 4455





### NI Housing Executive

Boiler replacement grant  
Based on income and owning your own home, the Housing Executive can offer a Boiler Replacement Allowance, to help with the cost of replacing your old, inefficient boiler that is over 15 years old.

 [www.nihe.gov.uk](http://www.nihe.gov.uk)  
 03448 920 900

### National Energy Action

Belfast Warm & Well Project  
Confidential advice and practical support to help people struggling to pay their fuel bills including advice on saving money, accessing benefits, applying for grants and applying for rebates. NIE also offers free energy awareness and energy efficiency training sessions.












 [www.nea.org.uk](http://www.nea.org.uk)  
 @NEANorthernIreland  
 [warmandwell@nea.org.uk](mailto:warmandwell@nea.org.uk)  
 028 9023 9909

### Belfast City Council

'Stay Warm' oil stamp saving scheme  
Save towards your next oil delivery by buying £5 oil stamps and collecting these on a card which can be used to pay part or all of your next oil bill.

 [www.belfastcity.gov.uk/staywarm](http://www.belfastcity.gov.uk/staywarm)  
 [staywarm@belfastcity.gov.uk](mailto:staywarm@belfastcity.gov.uk)  
 028 9027 0428



Organisation	Help available	More information
<b>NI Direct</b>	Help with energy bills Energy Bills Support Scheme (£400) and the Alternative Fuel Payment (£200). This will be a single payment to all households, provided by the UK government, through your electricity supplier.	 <a href="http://www.nidirect.gov.uk">www.nidirect.gov.uk</a> (search for 'help with energy costs')
<b>NI Direct</b>	Winter Fuel Payment Available for those eligible for the state pension or another social security benefit (not housing benefit, child benefit or Universal Credit).	 <a href="http://www.nidirect.gov.uk/winter-fuel-payment-centre">www.nidirect.gov.uk/winter-fuel-payment-centre</a>  0800 731 0160
<b>NI Direct</b>	Cold Weather Payment If you're receiving certain benefits, you could qualify for extra money for each week there is very cold weather in your area.	 <a href="http://www.nidirect.gov.uk/cold-weather-payment">www.nidirect.gov.uk/cold-weather-payment</a>  0800 731 0160
<b>NI Direct</b>	Staying warm in winter Tips and information on government energy support schemes.	 <a href="http://www.nidirect.gov.uk/staying-warm-winter">www.nidirect.gov.uk/staying-warm-winter</a>  0300 200 7814
<b>Power NI</b>	Energy efficiency support Based on income, Power NI can offer a number of schemes including free insulation, cavity wall insulation or a Snug Plus Heating.	 <a href="http://powerni.co.uk">powerni.co.uk</a>  03457 455 45
<b>Phoenix Natural Gas</b>	Energy efficiency support Based on income, Phoenix Natural Gas can offer a Boiler Replacement Allowance, to help with the cost of replacing your old, inefficient boiler that is over 15 years old.	 <a href="http://phoenixnaturalgas.com">phoenixnaturalgas.com</a>  08454 555555

# Help with food




## Organisation


## Help available

## More information

### Trussell Trust


Food banks across the city. A referral is required.


 [www.trusselltrust.org/find-a-foodbank](http://www.trusselltrust.org/find-a-foodbank)

 01722 580 180

**North Belfast Food Bank**  
Rosemary Presbyterian Church,  
Ekenhead Halls, 19 North Circular  
Road, Belfast BT15 5HB


**North Belfast Food Bank**


 07902 099840

 [info@northbelfastfoodbank.org.uk](mailto:info@northbelfastfoodbank.org.uk)

**East Belfast Food Bank**  
971 Upper Newtownards Road,  
Belfast BT16 1RL

**East Belfast Food Bank**


 07514 213900

 [info@dundonald.foodbank.org.uk](mailto:info@dundonald.foodbank.org.uk)

**South Belfast Food Bank**  
Mornington Community Project,  
117 Ormeau Road, Belfast BT7 1SH

**South Belfast Food Bank**


 07743 332489

 [info@southbelfastfoodbank.org.uk](mailto:info@southbelfastfoodbank.org.uk)  
South

**South-West Food Bank**  
124 Stewartstown Road, Belfast  
BT11 9JQ

**South-West Food Bank**

 07938 706552


 [info@southwestbelfast.foodbank.org.uk](mailto:info@southwestbelfast.foodbank.org.uk)

### St Christopher's Church

The Larder Community food bank aims to ensure everyone in east Belfast has reliable access to good and affordable food. Registration is via their website.

 07750 271547

 [www.thelarderbelfast.com](http://www.thelarderbelfast.com)


 [www.facebook.com/thelarderbelfast](https://www.facebook.com/thelarderbelfast)

 [hello@thelarderbelfast.com](mailto:hello@thelarderbelfast.com)

### In This Together

A range of support including provision of food and other necessities (collection or delivered), a telephone befriending service and workshops.

 [www.togetherni.com](http://www.togetherni.com)

 [info@togetherni.com](mailto:info@togetherni.com)

 07783 431899



Organisation	Help available	More information
<b>Food Storehouse</b>	Emergency food relief through recommendations from organisations throughout the city. A referral is required.	<a href="http://www.storehousebelfast.com">www.storehousebelfast.com</a> 028 9023 6333
<b>Belfast South Methodist Church Agapé Centre</b>	Low-cost lunch afternoons for senior citizens in the area. The centre is linked with Food Storehouse to provide emergency food relief and signposting to other services.	028 9066 2560
<b>Belfast Central Mission</b>	Can provide emergency food relief food parcels and signposting to other services.	028 9024 1917 <a href="http://www.belfastcentralmission.org">www.belfastcentralmission.org</a>
<b>Society of St Vincent De Paul</b>	Can provide emergency food relief food parcels and signposting to other services.	028 9035 1561 <a href="http://www.svdpmi.co.uk">www.svdpmi.co.uk</a>
<b>Salvation Army</b>	Can provide emergency food relief as a one off for people in crisis.	028 9032 9429 <a href="http://www.salvationarmy.org.uk/contact-us">www.salvationarmy.org.uk/contact-us</a>
<b>The Consumer Council</b>	Helpful information and advice on saving money while shopping and when using energy in the kitchen, as well as links to other useful resources to help with food costs.	<a href="http://www.consumerCouncil.org.uk/costofliving">www.consumerCouncil.org.uk/costofliving</a>
<b>Love Food Hate Waste</b>	Can help you waste less and save your money. Visit their website for information on food portions and meal planning, recipes, saving time and money.	<a href="http://www.lovefoodhatewaste.com">www.lovefoodhatewaste.com</a>
<b>Belfast City Council</b>	Reducing food waste Free “Waste Less Save More” recipe books available.  The team also offers food waste workshops and demos on how to make the most of your food and leftovers.	<a href="http://www.belfastcity.gov.uk/recipebook">www.belfastcity.gov.uk/recipebook</a> <a href="mailto:environmentaloutreach@belfastcity.gov.uk">environmentaloutreach@belfastcity.gov.uk</a>










# Warm and welcome spaces



Organisation	Help available	More information
<b>Belfast City Council</b>	<p>Warm Spaces, Warm Welcome</p> <p>Our 26 community centres are opening their doors this winter with dedicated time for older people to drop in for company, chat and a cuppa! Contact your local centre for more information on drop-in session times.</p>	<p> <a href="http://www.belfastcity.gov.uk/communitycentres">www.belfastcity.gov.uk/communitycentres</a></p> <p> 028 9032 0202</p>
<b>GLL</b>	<p>Warm and Welcome Spaces.</p> <p>If you are struggling to heat your home this winter, you will receive a warm welcome in dedicated spaces at these leisure centres:</p> <ul style="list-style-type: none"><li>• Indoor Tennis Arena and Ozone Complex</li><li>• Olympia Leisure Centre</li><li>• Falls Leisure Centre</li></ul>	<p> <a href="mailto:OzoneTennisArene@gll.org">OzoneTennisArene@gll.org</a></p> <p> <a href="mailto:Olympia@gll.org">Olympia@gll.org</a></p> <p> <a href="mailto:falls@gll.org">falls@gll.org</a></p> <p> 0330 123 1500</p>
<b>Libraries NI</b>	<p>17 libraries across Belfast offer welcoming, free and inclusive spaces, with a range of services, activities and resources for everyone.</p>	<p> <a href="http://www.librariesni.org">www.librariesni.org</a></p>
<b>Warm Welcome UK</b>	<p>Warm Welcome UK</p> <p>Information on community organisations, churches, libraries, businesses and other faith groups who have opened their doors to provide warm and welcome spaces to people struggling to heat their homes this winter.</p>	<p> <a href="http://www.warmwelcome.uk">www.warmwelcome.uk</a></p>









# Help for families and children

Organisation	Help available	More information
<b>Family Support NI</b>	Family support services and childcare Information on a wide range of family support services and registered childcare provision in Northern Ireland. There are 10 family support hubs in Belfast, providing emotional health and wellbeing support, family support, advice and guidance, employability support and mentoring support. Visit their website for information on your local support hub.	<ul style="list-style-type: none"> <li> <a href="http://www.familysupportni.gov.uk">www.familysupportni.gov.uk</a></li> <li> 0845 600 6483</li> </ul>
<b>Belfast City Council</b>	Home safety checks Home safety checks for residents with young children. The checks offer tips on all aspects of home safety, as well as specialist advice on topics like heating and saving energy.	<ul style="list-style-type: none"> <li> <a href="http://www.belfastcity.gov.uk/homesafety">www.belfastcity.gov.uk/homesafety</a></li> <li> <a href="mailto:envhealth@belfastcity.gov.uk">envhealth@belfastcity.gov.uk</a></li> <li> 028 9027 0428</li> </ul>
<b>Children &amp; Young People's Strategic Partnership</b>	Publication with information on organisations supporting families and children who are struggling with the current cost of living crisis.	<ul style="list-style-type: none"> <li> <a href="https://cypsp.hscni.net/cost-of-living-resource/">https://cypsp.hscni.net/cost-of-living-resource/</a></li> <li> <a href="mailto:una.casey@hscni.net">una.casey@hscni.net</a></li> </ul>
<b>Parenting NI</b>	Support for parents Delivering services to promote positive parenting and support to parents on a wide range of issues including financial stresses and family planning. They also have a Small Change six-week parenting programme which looks at managing debt and finances and the stresses which go with it, as well as offering hints and tips for planning and family budgeting.	<ul style="list-style-type: none"> <li> <a href="http://www.parentingni.org">www.parentingni.org</a></li> <li> 0808 8010 722</li> </ul>

# Help for older people



Organisation	Help available	More information
<b>Bryson Energy</b>	Handyperson services Advice and support for people aged over 65 and vulnerable adults including free home safety checks and subsidised rates for repairs.	<ul style="list-style-type: none"> <li> <a href="http://www.brysonenergy.org">www.brysonenergy.org</a> (search for handyperson service)</li> <li> <a href="mailto:handyman@brysonenergy.org">handyman@brysonenergy.org</a></li> <li> 0800 14 22 865</li> </ul>
<b>Age NI</b>	Free advice, information and practical support on a wide range of issues including welfare benefits, community care, housing and health.	<ul style="list-style-type: none"> <li> <a href="http://www.ageuk.org.uk/northern-ireland">www.ageuk.org.uk/northern-ireland</a></li> <li> <a href="mailto:advice@ageni.org">advice@ageni.org</a></li> <li> 0808 808 7575</li> </ul>

## Other support and advice

Organisation	Help available	More information
<b>Advice NI</b>	Financial advice Independent advice on benefits, money and debt, tax credits and HMRC issues, and how to access additional support on managing your bills.	<ul style="list-style-type: none"> <li> <a href="http://www.adviceni.net">www.adviceni.net</a></li> <li> Email: <a href="mailto:advice@adviceni.net">advice@adviceni.net</a></li> <li> 0800 915 4604</li> </ul>
<b>Belfast Citywide Tribunal Service</b>	Financial and other advice The service provides free, confidential and independent advice on a range of issues including benefits, consumer advice, debt, employment and housing issues.	<ul style="list-style-type: none"> <li> <a href="http://www.belfastcity.gov.uk/advice">www.belfastcity.gov.uk/advice</a></li> <li> 028 9039 1765</li> </ul>
<b>Debt Advice NI</b>	Debt advice They offer free, confidential and independent debt and money advice.	<ul style="list-style-type: none"> <li> <a href="http://www.debtadvicenorthernireland.co.uk">www.debtadvicenorthernireland.co.uk</a></li> <li> 0800 917 4607</li> </ul>
<b>Credit Unions</b>	Financial support Credit unions offer a safe place for savings and access to loans at a reasonable rate of interest, starting from £50.	<ul style="list-style-type: none"> <li> <a href="http://www.creditunionni.co.uk">www.creditunionni.co.uk</a></li> <li> 028 9061 4394</li> </ul>





Organisation	Help available	More information
<b>Benefit Advice Line</b>	Call the benefit advice line to make sure you're getting all the money you are entitled to.	0800 232 1271
<b>Housing Rights Service</b>	<b>Housing advice</b> They work to achieve positive change by promoting and protecting the rights of people in housing need.	<a href="http://www.housingrights.org.uk">www.housingrights.org.uk</a> 028 9024 5640
<b>Housing Rights</b>	Independent housing advice and information on homelessness, housing options and renting privately.	<a href="http://www.housingadviceni.org">www.housingadviceni.org</a> 028 9024 5640 Telephone: 028 9026 7927
<b>Helplines NI</b>	Details of different helplines providing information, advice, counselling and be-friending services. Some are telephone helplines and some can help via email, text and live web-chat.	<a href="http://helplinesni.com">helplinesni.com</a>
<b>NI Direct</b>	<b>Make the Call service</b> Advice service to ensure that you get all the benefits, services and support you are entitled to.	<a href="http://www.nidirect.gov.uk/make-call-service">www.nidirect.gov.uk/make-call-service</a> <a href="mailto:makethecall@dfcni.gov.uk">makethecall@dfcni.gov.uk</a> 0800 232 1271
<b>NI Direct</b>	<b>Cost of living information and advice</b> Information and advice on a range of issues including energy, income support and housing.	<a href="http://www.nidirect.gov.uk/campaigns/cost-living">www.nidirect.gov.uk/campaigns/cost-living</a> 0300 200 7814
<b>Public Health Agency</b>	<b>Mental health support directory</b> A directory of organisations that offer services to help improve mental health and emotional wellbeing.	<a href="http://www.publichealth.hscni.net">www.publichealth.hscni.net</a> (search for mental health support directory)
<b>Christians Against Poverty</b>	A range of free services through local churches to help people break free from debt.	<a href="http://www.capuk.org">www.capuk.org</a> 0800 328 0006
<b>Department for Work &amp; Pensions</b>	<b>Money and Pensions Service (MaPS)</b> Financial wellbeing support including money and pensions guidance and debt advice.	<a href="https://moneyandpensions.service.org.uk">https://moneyandpensions.service.org.uk</a> <a href="mailto:contact@maps.org.uk">contact@maps.org.uk</a> 01159 659570
<b>Advice services</b>	Belfast City Council supports generalist advice centres across Belfast to provide free, confidential and independent advice.	<a href="http://www.belfastcity.gov.uk/advice-providers">www.belfastcity.gov.uk/advice-providers</a>

# 10

## Top ten tips to save energy

Here are some top tips to help you save energy from National Energy Action:



You can save around **£55** by just remembering to turn off electric appliances and not leaving them on standby e.g. TV, laptops, mobile phones



Save an average of **£65** a year on electricity by drying clothes on a clothesline, instead of a tumble dryer



Room thermostats allow you to set the temperature your home heats up to and maintains. Turning it down by just one degree could save you around **£80-£100** per year



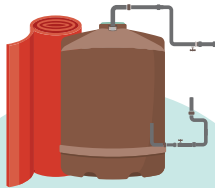
Spending one minute less in the shower every day will save up to **£9** per person on household energy bills each year.



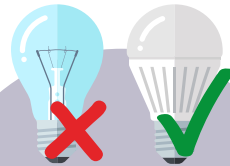
Only boil the water you need in your kettle. This can save you **£12** per year.



Washing clothes at 30°C and one less cycle per week can save around **£15** a year on energy



Effective insulation is important. Increasing your hot water cylinder insulation to 80mm could save you **£45** a year and increasing loft insulation to 270mm could save you **£35 - £300** per year



Switch off lights when not in use. This could save your household **£20** a year. Switching to LED bulbs could save you between **£4 - £13** per bulb per year



Only run the dishwasher when full. One less run per week could save **£15** per year



Draughtproofing windows and doors can save around **£40** per year. Chimney draught excluders can save an additional **£20**

**Sources:** Information sourced from Energy Saving Trust - Northern Ireland savings are for a typical three-bedroom, semi-detached home in Northern Ireland using an oil price of 9.2p/kWh and an electricity price of 30.9p/kWh (as of July 2022).



# #BelfastTogether

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Look out for our #BelfastTogether campaign across our social media channels this winter, sharing:

- useful information and advice to help residents with rising costs
- details of events and activities in our community centres and other venues across the city
- recognising the great work happening in local communities to bring people together and support each other.



**Follow us on:**

 Facebook - @belfastcitycouncil

 Twitter - @belfastcc

 Instagram - @belfastcitycouncil

 [belfastcity.gov.uk/costofliving](https://belfastcity.gov.uk/costofliving)

\*This guide does not include details of all localised support services in the city. Check local community organisations for information on additional support available in your neighbourhood.

