



Briefing Note: Anglesey Hubs Network / Community Groups

There is a lot of advice and sources of information available, and it can be very complicated.

This is a summary of the MAIN financial help, sources of information and the most up-to-date support available (October 2022).

We want to keep an up-to-date directory of any further help / support that is available, so please if you are aware of a service or organisation that could help local people that are not listed here, please send the information to financialinclusion@ynysmon.llyw.cymru

The summary is also available here on the Isle of Anglesey County Council website: www.anglesey.gov.cymru

Important things to remember;

- Advise people to contact their suppliers / debtors to discuss their concerns. They have a duty to provide measures to help.
 - Remind people to check that they are claiming the benefits they are entitled to - [Benefits calculators - GOV.UK \(www.gov.uk\)](https://www.gov.uk) or [Turn2us Benefits Calculator](#)
- A lot of the financial support currently available is paid automatically **IF YOU** claim the relevant benefit, and claiming the right benefit makes you eligible for further financial help.
 - Help is available to understand what you are entitled to receive and how to claim it [Claim what's yours | GOV.WALES 0808 250 5700](#).

Encourage people to contact Anglesey Citizens Advice <https://www.citizensadvice.org.uk/local/ynys-mon/> or Stepchange for debt advice. <https://www.stepchange.org/>

- If you are worried about giving the wrong information then remember to refer people to independent, free, safe advice – Canolfan J.E. O’Toole (the Authority’s Welfare Rights Unit) 01407 760208 otoole@anglesey.gov.cymru or Citizens Advice **0808 278 7932** or Advicelink Wales [0808 250 5700](https://www.advicelink.wales/)
- Anglesey County Council’s Financial Inclusion Team can offer support and guidance on utility bills and financial assistance that may be available as well as budgeting support.
<https://www.anglesey.gov.wales/en/Residents/Benefits-and-grants/Financial-inclusion.aspx>

HELP WITH FUEL COSTS AT HOME

What is available at the moment?

£400 off the fuel bill – it will be paid / administered by the supplier.
There is **NO NEED** to apply for it (Energy Bill Support Scheme)

Additional cost of living payments for SOME groups of people;
£650 Cost of living payment for those on low income benefit or tax credits
£300 Cost of living payment for pensioners
£150 Cost of living payments for the disabled

You WILL NOT be required to apply for these, they will be paid alongside your benefit payment / tax credit:

£150 Warm Homes Discount – To be paid / administered by the supplier as a discount on the bill. Eligible people will receive a letter in November / December 2022 to let them know about it.

There is **NO NEED** to apply.

[Warm Home Discount Scheme: Overview - GOV.UK \(www.gov.uk\)](https://www.gov.uk/warm-home-discount-scheme)

Cost of Living Support Scheme – Discretionary Phase

[Cost of living support scheme \(gov.wales\)](https://gov.wales/cost-of-living-support-scheme).

Some individuals who were excluded from the payments made automatically to those in receipt of Council Tax Reduction earlier in 2022 will receive an automatic payment of £150, check the website for full details.

Winter Fuel Payment

If you were born on or before 25 September 1956 you could get between £250 and £600 to help you pay your heating bills. This is known as a 'Winter Fuel Payment'.

[The amount you'll get](#) includes a 'Pensioner Cost of Living Payment'. This is between £150 and £300.

You'll only get this extra amount in winter 2022 to 2023. This is in addition to any [Cost of Living Payment](#) you get with your benefit or tax credits.

Most payments will be made automatically in November or December. You'll get a letter telling you how much you'll get. If you do not get a letter or the money is not paid into your account by 13 January 2023, [contact the Winter Fuel Payment Centre](#)

£25 a week Cold Weather Payment

You may get a Cold Weather Payment if you're getting [certain benefits or Support for Mortgage Interest](#).
[Cold Weather Payment: Overview - GOV.UK \(www.gov.uk\)](#)

Other Financial support available but REQUIRED TO APPLY for:

Cost of Living Support Scheme Discretionary Phase – Hardship/Crisis Payments

Applications can be made by individuals in crisis directly attributable to the Cost of Living crisis. Eligibility, how to apply and the policy can be found at [Cost of living support scheme \(gov.wales\)](#)

£200 One-off Winter Fuel Support – Need to apply

Individuals in receipt of Council Tax Reduction should automatically receive a letter with a Unique reference number enabling them to make a claim online, others should check the eligibility criteria and make an application, full details available at [Winter Fuel Support Scheme \(gov.wales\)](#)

Limited assistance with off grid fuel available via YMCC Financial Inclusion Team. This is not a renewed fund so assistance will only be available until current funding expires.

<https://www.anglesey.gov.wales/en/Residents/Benefits-and-grants/Financial-inclusion.aspx>

Payments or advice to help when someone is in an emergency, such as:

Discretionary Assistance Fund – EAP. [Discretionary Assistance Fund \(DAF\) | GOV.WALES](#)

£30-£49 emergency fuel voucher for those on a Pre-paid meter / Pay as you go, or Off-grid through the Fuel Bank Foundation. Administered on Anglesey by the Anglesey Foodbank – only available to individuals in crisis being referred for foodbank issue. Help also available from CAB Energy Advisers.

Advise customers to contact their energy suppliers if they are in crisis and about to be disconnected or run out of emergency credit. On occasion suppliers will arrange an emergency top up but customers are usually required to repay in instalments from future top ups.

WHAT ELSE CAN YOU DO?

Help people to register for a Priority Service with an energy supplier if they are a resident with a disability, health condition, pensioner, with a child under 5 or pregnant.

Help people make their homes as warm as possible – small changes to energy use, reducing draft, insulation and other measures such as solar panels (through schemes such as ECO and NYTH) for further information see <https://www.anglesey.gov.wales/en/Residents/Housing/Private-housing/Nest-a-scheme-to-make-your-home-warmer-and-more-energy-efficient.aspx>

Or contact Nyth/Nest on Freephone 0808 808 2244

Understanding your bills

Such as installing a smart meter at home - ask your energy supplier.

Understanding Tariffs

Use the Energy Wardens scheme in Anglesey (this is available for Anglesey Council tenants)

<https://www.grwpcynefin.org/en/more-than-housing/protect-the-environment>

There are more details in this manual from CAB & Ofgem
[Help with bills England and Wales August 2022 \(ofgem.gov.uk\)](https://www.ofgem.gov.uk)

HELP WITH OTHER BILLS

Paying your rent

Housing Benefits and/or Council Tax Reduction claim online at:

<https://www.anglesey.gov.wales/en/Residents/Benefits-and-grants/Housing-benefits/Housing-benefit-and-council-tax-reduction-online-application.aspx>

Discretionary Housing Payments (DHP) Claim – downloadable form available at:

<https://www.anglesey.gov.wales/en/Residents/Benefits-and-grants/Housing-benefits/Discretionary-Housing-Payments-and-Discretionary-Assistance-Fund.aspx>

Social Housing landlords:

Isle of Anglesey County Council – 01248 752200

Clwyd Alyn – 0800 183 5757

Grŵp Cynefin - 0300 111 2122

North Wales Housing - 01492 572727

Homeless or threatened with homelessness?

Contact Isle of Anglesey County Council who can also provide advice and assistance to prevent homelessness [Homelessness advice \(gov.wales\)](#) or call on 01248 752200

Shelter Cymru -Get housing help and advice Call Shelter Cymru's urgent helpline on 08000 495 495 (9.30am – 12.30pm Monday to Friday)

[Contact us - Shelter Cymru](#)

OTHER HELP

Free school meals

<https://www.anglesey.gov.wales/en/Residents/Schools-and-learning/Financial-Support/Free-school-meals.aspx>

Grant for school pupils to help with school costs

<https://www.anglesey.gov.wales/en/Residents/Benefits-and-grants/School-uniform-and-pupil-development-grant.aspx>

Childcare payments

<https://www.anglesey.gov.wales/en/Residents/Children-and-families/Childcare-for-3-and-4-year-olds.aspx>

Phones and Internet (Social tariffs from suppliers for people on benefits or tax credit / pension)

[Cheaper broadband and phone packages - Ofcom](#)

Water - [HelpU tariff | Dŵr Cymru Welsh Water \(dwrcymru.com\)](#)

Access to food - <https://anglesey.foodbank.org.uk/>

Bwyd Da Mon - <https://www.bwyd-da-mon.org.uk/>

