

Surrey support for the “financially challenged”

31 October 2024



Surrey County Council welcomes the extension by government of the Household Support Fund in this year’s Autumn Statement, after 86,000 Surrey households were supported by the fund last year.

In addition to the Household Support fund this autumn and winter, the council will continue to support residents with financial help, support and information. The council has, alongside partners, established a priority focus on 21 key neighbourhoods identified as having the highest levels of disadvantage, aligning with the organisation’s aim to enable as many people as possible to access the right support.

Councillor Mark Nuti, Cabinet Member for Health, Wellbeing and Public Health said: *“We recognise times are still financially challenging for both Surrey residents and local government. As an organisation we commit to do the best we can with the resources we have available to us – working with system-wide partners across Surrey to ensure No One Is Left Behind. We therefore welcome the continuing support the Household Fund provides us to help Surrey’s most vulnerable residents and organisations such as SGN who have once again supported us with funding.”*

Other support available to residents includes:

- Continued provision of the **Surrey Crisis Fund**. Thanks to funding from SGN, the council is able to offer the continued provision of the Surrey Crisis Fund. The Surrey Crisis Fund provides financial help to Surrey residents who have nowhere else to turn in an emergency or following a disaster. It also can provide assistance to set up a home in the community where no other funds or resources are available.
- **Warm Welcomes** launch again in November across the county as places where residents can enjoy a safe, warm, friendly environment to have a hot drink, read a book, socialise with others and receive energy saving information and advice.
- Surrey County Council have been working with **Citizens Advice** who can provide free advice and support on benefits, housing, debt and a range of other problems that people might be experiencing.
- The online **Financial, Welfare and Health and Wellbeing Hub** has been updated with the all the latest information to help with everyday living expenses surreycc.gov.uk/welfare.
- Free online **Energy Advice Tool** for information and advice on a range of topics including debt relief grants and fuel vouchers.
- Surrey County Council is working in partnership with FurbNow to launch a Home Energy Improvement ‘One-Stop Shop’ offering **subsidised ‘Home Energy Plans’** and hassle-free energy saving measure installations.
- Continue to work closely with the **Voluntary Community Social Enterprise** sector to ensure the right support gets to Surrey’s most vulnerable residents.
- 52 **Libraries** across Surrey continue to provide face-to-face support in communities for those who may be struggling. Providing a space to meet others, offering free Wi-Fi, access to computers, digital upskilling, volunteers who can help with digital support.
- Surrey Fire and Rescue Service **Safe and Well** visits out in the community often identify vulnerable residents and where they think appropriate, they can provide winter essentials, heaters, fuel vouchers and electric blankets thanks to our partnership with SGN.
- Working with the Surrey Coalition of Disabled People to provide a number of cost-of-living initiatives to support disabled residents with rising energy bills.
- In October, as part of the organisation’s ongoing priority of ensuring No One Is Left Behind, Surrey County Council signed the Good Company’s End Poverty Pledge – **Surrey County Council signs the End Poverty Pledge | Surrey News**

The Community Helpline is also available to talk to someone to help residents check that they are getting all the financial support they are entitled to and maximising their income. The Community Helpline is available on **0300 200 1008** 9am to 5pm Monday to Friday except bank holidays.



Photo by Timur Weber