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**SUPPORT  
SERVICES**

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# ARMED SERVICES CHARITIES



*If your client or a member of their close family was/is in the armed services, they may be able to access grants from an armed service charity. There are many armed forces charities including SSAFA: the Armed Forces Charity, and the Royal British Legion.*




*ssafa.org.uk*

*britishlegion.org.uk*

*Available: UK*

# BENEVOLENT FUNDS



*If your client or a close family member has/had a trade/profession, there may be a benevolent fund linked to that profession that can be approached for possible financial help. Each fund often has its own website i.e. BEN (automotive industry), The Lighthouse Club (for construction workers) or the RCN Foundation Benevolent Service (for nursing and midwifery professionals). The Benevolent Funds may be listed in the Directory to Grant Making Trusts.*



*Available: UK*

# CADENT




*Cadent funds multiple partner organisations to provide advice, tools and help to keep people safe and warm.*



*[cadentgas.com/cadent-foundation/support](https://cadentgas.com/cadent-foundation/support)*

*Available: England - North West, West Midlands, East Midlands, North London, South Yorkshire, East of England*

# CARE AND REPAIR CYMRU



*It provides life-enhancing services to keep people safe and comfortable at home in Wales. Services includes home repairs, home adaptations, home from hospital and warm homes help. Not every service is available in every part of Wales.*



[careandrepair.org.uk](http://careandrepair.org.uk)

0292 010 7580

*Available: Wales*

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# CARE AND REPAIR SCOTLAND



*Care and Repair services in Scotland offer independent advice and assistance to help homeowners repair, improve or adapt their homes so that they can live in comfort and safety in their own community.*




*Careandrepairsotland.co.uk*

*0141 221 9879*



*Available: Scotland*

# CITIZENS ADVICE



*Citizens Advice can help people identify any grants they may be entitled to and support people with applications.*



*[citizensadvice.org.uk](https://citizensadvice.org.uk) (England and Wales)*

*[cas.org.uk](https://cas.org.uk) (Scotland)*

*[citizensadvice.org.uk/about-us/northern-ireland/](https://citizensadvice.org.uk/about-us/northern-ireland/)*



*Available: UK*

# CHARIS GRANTS



*Charis Grants supports people in hardship with a utility debt. It offers vouchers for prepayment meters and grants for various needs, including food and fuel.*



*charisgrants.com*

*Available: UK*

# CENTRE FOR SUSTAINABLE ENERGY




*The Centre for Sustainable Energy (CSE) offers free advice materials, leaflets, and videos on energy savings, damp prevention, and managing heating systems effectively. It can supply items like draught-proofing strips, LED bulbs, radiator panels, and blankets to improve warmth and reduce energy use.*



*cse.org.uk*

*Available: UK*

# DIRECTORY OF GRANT MAKING TRUSTS




*The Directory of Grant Making Trusts 2026-27. The Directory gives information on over 2,000 grant making trusts. The Guide is not available online, but can be bought from the Directory of Social Change (DSC) via Directory of Grant Making Trusts 2026-7 Your local Council for Voluntary Service or Volunteer Centre may have a copy.*



*dsc.org.uk*

*Available: UK*

# DIRECTORY OF SOCIAL CHANGE



*The Directory of Social Change hosts a website called Funds Online. It is a source of 8,000+ funders giving away £8 billion. It is a subscription service so you may want to contact your local Council for Voluntary Service or Volunteer Centre which may hold subscriptions as part of their service to the community.*



*fundsonline.org.uk*

*Available: UK*

# E.ON ENERGY FUND



*Helps E.ON customers manage energy debt by offering grants and funding for appliances like boilers and heating systems, cookers and fridges.*




[eonnex.com/energy/guides/energy-fund](https://eonnex.com/energy/guides/energy-fund)

*Available: UK*



## EDF ENERGY CUSTOMER SUPPORT FUND



*The fund supports current domestic EDF Energy customers who find themselves in hardship and are struggling to meet payments for their gas and electricity bills. The fund is managed through Charis Grants.*




*[edfenergy.com/help-support/faq/get-help-our-customer-support-fund](https://edfenergy.com/help-support/faq/get-help-our-customer-support-fund)*



*Available: UK*

# ENERGY EFFICIENCY FUNDING



*Access to schemes like ECO4, Insulation Scheme, and Home Upgrade Grant to improve home energy efficiency.*




*eco4.org.uk*



*Available: UK*

# ENERGY SAVINGS TRUST



*Provides energy advice to individuals (including financial support) and works in partnership with businesses. It delivers through devolved teams across the 4 nations of the UK.*




*[energysavingtrust.org.uk](http://energysavingtrust.org.uk)*

*Available: UK*




# ENGLISH COUNCILS



*Contact your council and ask about their "Household Support Fund". You may be able to get help with essential costs from your local council i.e. energy and water bills, food, essential items.*




*Contact your local council*



*Available: England*

# FIRE AND RESCUE SERVICE



*Check with your local Fire and Rescue Service (FRS) to see if they can help. All FRS undertake "Safe and Well" checks. Most will advise about Carbon Monoxide (CO), and some will install CO alarms.*




*Contact your local Fire and Rescue Service*



*Available: UK*

# FOUNDATIONS




*Foundations is the national body for disabled facilities grants and Home Improvement Agencies (HIAs). Its mission is to help provide life-changing services that enable people to live safely and independently in their homes. The HIAs it supports cover England, although not all areas of England have an HIA.*



*findmyhia.org.uk  
foundations.uk.com*

*Available: England, Wales and Northern Ireland*

## FOUNDATIONS INDEPENDENT LIVING TRUST



*Managed by Foundations, the trust offers individual hardship fund grants to people requiring gas work in their own property.*




*[foundations.uk.com/how-we-help/foundations-independent-living-trust-3/](https://foundations.uk.com/how-we-help/foundations-independent-living-trust-3/)*

*Available: UK*



# FUEL BANK FOUNDATION




*Provides emergency fuel vouchers to households living without heat or light or on the brink of losing energy which prepay for their energy.*



*[fuelbankfoundation.org](https://fuelbankfoundation.org)*

*Available: UK*

# GAS SAFETY CHECK



*Energy suppliers provide free gas safety checks (e.g. for appliances such as a gas boiler) for homeowners. These are available once every 12 months. You are eligible for this service if you: get a means-tested benefit and live with a child under five, live alone and are of pensionable age, disabled or chronically sick, live with others who are of pensionable age, disabled, chronically sick or under 18 and you are also of pensionable age, disabled or chronically sick. Contact your supplier to request your free gas safety check if you're eligible and haven't had a check in the last 12 months.*




*Contact your energy supplier*



*Available: UK*

# GRANTS ONLINE



*Grants Online is the UK's most comprehensive and up to date UK grant funding information service. It is updated on a daily basis.*



*grantsonline.org.uk*



*Available: UK*

# GROUNDWORK



*Groundwork runs a network of Green Doctors who provide energy advice and runs an Get Energy Help support hub.*


*Green Doctors are our energy efficient experts who provide free one-to-one advice to individuals struggling to heat their homes. They can visit people in their homes to carry out a range of energy efficiency measures, such as re-programming boilers, to help people save money and energy, as well as signposting to other organisations and services that can provide support and assistance across a range of different issues and concerns.*



[groundwork.org.uk/east/what-our-green-doctors-do/](https://groundwork.org.uk/east/what-our-green-doctors-do/)

*Available: UK*

# NATIONAL ENERGY FOUNDATION



*The National Energy Foundation implements projects to help residents feel warmer, healthier, and more comfortable in their homes while also helping them cut the cost of their bills. Projects includes Better Housing Better Health, Super Homes and the Home Energy Link Programme.*




*nef.org.uk*



*Available: UK*

# PRIORITY SERVICES REGISTER



*The Priority Services Register is a free UK wide service which provides extra advice and support, including when there's an interruption to your electricity, gas or water supply. Extra support is offered during power outages or emergencies for vulnerable individuals.*




*thepsr.co.uk*  
*0800 975 1818*

*Available: UK*



# SCOTTISH COUNCILS



*All local Scottish councils participate in the Scottish Welfare Fund. This includes a crisis grant which you can apply for (provided you are eligible) to cover the costs of food and gas and electricity in an emergency.*




*[mygov.scot/scottish-welfare-fund/crisis-grants](https://mygov.scot/scottish-welfare-fund/crisis-grants)*

*Available: Scotland*

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# SGN HELP TO HEAT



*If a household does not currently have gas central heating and is struggling to stay warm, they may be eligible for a reduced cost, or free gas connection. Administered by YES Energy Solutions.*



*[sgn.co.uk/were-here-help](https://sgn.co.uk/were-here-help)  
0800 015 5174*

*Available: Scotland, parts of Northern Ireland, parts of South-East England*

# STEPCHANGE



*StepChange is a UK-wide charity which provides free advice and help for people with their debt problems.*



*[www.stepchange.org](http://www.stepchange.org)*

*Available: UK*

# TRUSSEL TRUST




*Runs a network of food banks  
but some also provide support  
with fuel bills.*



*[trussell.org.uk/help-and-advice/energy-bill-support](https://trussell.org.uk/help-and-advice/energy-bill-support)*

*Available: UK*

# TURN 2 US



*The Turn2us grants database contains information on over 3,000 charities charitable funds offering welfare and educational grants, as well as other support and services. It also offers a free benefits calculator and an online PIP helper.*



*turn2us.org.uk*

*Available: UK*

# UNDER ONE ROOF




*Under One Roof provides  
common repair  
and retrofit support for  
tenement flat owners in  
Scotland.*



*[underoneroof.scot](http://underoneroof.scot)*

*Available: Scotland*

# WALES & WEST UTILITIES




*West and Wales Utilities Warm Home Assistance scheme is for private householders, private tenants and tenants who rent from a local authority or housing association. It's only for properties that have already been built. If eligible, people could qualify for funding for a gas connection, installing a gas meter, the costs of a new gas boiler or central heating system.*



*[wwutilities.co.uk/services/priority-customers/warm-home-assistance/](http://wwutilities.co.uk/services/priority-customers/warm-home-assistance/)*

*Available: Wales and South-West England*

# WARM HOME DISCOUNT SCHEME



*The Warm Home Discount Scheme is a one-off £150 discount off your electricity bill. If you're eligible, your electricity supplier will apply the discount to your bill. The money is not paid to you. You'll usually get the discount automatically if you're eligible. You only need to apply if you're on a low income in Scotland - contact your energy supplier to apply. You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity and you're eligible. Contact your supplier to find out.*




[gov.uk/the-warm-home-discount-scheme](https://www.gov.uk/the-warm-home-discount-scheme)



Available: UK

# WARM HUBS



*Many councils and local voluntary organisations have set up Warm Hubs. They are places within the local community where people can be assured of finding a safe, warm and friendly environment in which to enjoy refreshments, social activity, information, advice and the company of other people.*




*Check your local council's website*



*Available: UK*

# YES ENERGY SOLUTIONS



*YES Energy Solutions can help people reduce their fuel bills with a broad range of energy efficiency services. Homeowners, tenants and landlords are eligible with the aim of keeping people warm for less and reduce their carbon footprint.*



*[yesenergysolutions.co.uk](https://www.yesenergysolutions.co.uk)*

*Available: UK*