



Suffolk Climate Change Partnership  
**Community Buildings  
Advice Service**

# Citizens Advice North East Suffolk



**Citizens Advice in Lowestoft has raised £22,000 for a new heating system and lighting at St. Margaret's House following a report and ongoing support from SCCP's Community Project Officer**

# Citizens Advice

## St. Margaret's House, Lowestoft

St. Margaret's House in Lowestoft is the home of Citizens Advice in North East Suffolk. It is a Grade II listed Victorian building in a neighbourhood ranked as within the 10% most deprived in England. Over 3,000 people visit the building each year for free advice, mainly on social welfare law. The charity approached the Suffolk Climate Change Partnership looking for support on reducing costs and improving comfort in the building, which was getting very expensive to run and uncomfortably cold for staff and the visiting public.

Following a visit in December 2018 from SCCP's Community Project Officer, a report was produced recommending multiple changes including a new heating system, lighting and insulation, with savings estimated at £4,262 and 15.0tCO<sub>2</sub>e per year. Funding advice was also provided and using the report as evidence for environmental and financial benefit, the charity was successfully awarded £20,000 from the UK Power Networks Power Partners Fund and £2,000 from Green Suffolk to cover the costs of a new heating system and LED lighting. This work was completed in June 2019 and the charity is looking into making the final recommendation a reality with funding applications made for insulation.

Susan Meeken, Business Development Officer at Citizens Advice stated; "We were very appreciative of the thorough Report produced by SCCP's Community Project Officer that enabled us to examine where savings could be made both in terms of cutting our electric bills and reducing our carbon footprint whilst making our building much more comfortable for staff and users alike. I have no doubt that it was crucial to funders that this professional Report accompanied our bids."



**Annual savings of £4,262 and 15.0tCO<sub>2</sub>e have been identified from replacing the heating system, installing LED lighting and insulating the building. £22,000 has been successfully fundraised towards these projects.**