

Fuel Poverty Factsheet

Winter Fuel (some of these may only be available at certain times of the year)				
Winter Wellbeing	Anyone with a health issue and struggling to keep warm in the winter	Advice and emergency funding (dependant on availability)	1 ST November to 31 March 0800 954 1956	<p>http://www.cornwall.gov.uk/winterwellbeing We've helped some 7,500 households since Winter 2011/12 to stay warm for less and keep well during winter</p> <p>Are you in poor health or at risk of ill health, or with underlying health issues, or caring for a vulnerable person and / or worried about your home being cold or damp? Is it affecting your health? If so, then Winter Wellbeing can help.</p> <p>For advice and access to services provided by the programme's 30 partner organisations call Freephone 0800 954 1956. The Winter Wellbeing programme offers access to a range of services to help you stay warm and well this winter, including:</p> <ul style="list-style-type: none"> • Services to help you enjoy a warmer, healthier home • Independent energy advice tailored to your individual needs, including home visits and follow-up support • Access to heating and insulation grants • Providing practical advice on understanding and reducing your energy bills and combatting condensation and damp • Support for families with children if they have additional needs • Confidential advice on debt, benefits and Health information
ACTS 435	Anyone in need	Anything considered	£120.00 up to 3 times a year	<p>http://acts435.org.uk/how Requests for help are done through an advocate who verifies need and posts on the website. Funding is reliant on donation and is therefore not guaranteed. Find your local advocate here – http://acts435.org.uk/ask</p>


<u>Big Energy Saving Network (BESN)</u>	All ages	Programme to delivery fuel poverty/energy advice	01872 243557	Fuel Poverty – delivering Energy Best Deal/Big Energy Saving Network to vulnerable, energy efficiency advice, switch and save etc.
British Gas Energy Trust	Applications are welcomed from families and individuals in need, suffering or other distress.	May clear other household debts, pay for white goods		Application form request line: 01733 421060 http://www.britishgasenergytrust.org.uk/
British Gas Energy Trust in Partnership with Shelter	Repayment plans with creditors Debt Relief Order (DRO) applications Advice on IVA's and Bankruptcy Grants to fund insolvency options Purchase of energy efficient white goods and boilers Grants to pay utility debt Challenging incorrect energy bills		Not able to take referrals currently referring to BGET	Contact email: Fuel_Bristol@shelter.org.uk Tel: 0344 515 1412 http://england.shelter.org.uk/get_involved/partner/services_innovation

Community Energy Plus	Everyone	Energy and fuel advice and insulation. Available grants / funds		<p>Community Energy Plus provides free advice to help householders reduce their energy bills. This advice includes energy efficiency, understanding energy bills, tariff switching and dealing with fuel debt. Our team of energy advisers can help householders to access grants for heating and insulation by providing referrals directly to local installers. Where in depth advice and advocacy work is required, we are currently able to provide home visits where appropriate</p> <p>Contact Community Energy Plus on Freephone 0800 954 1956 or 01872 245566, alternatively email us at: advice@cep.org.uk</p>
Community Energy Switch (Community Energy Plus)	Cornwall and Isles of Scilly	All households - Community Energy Switch uses group buying power to secure exclusive cheap energy tariffs with suppliers. We're here to make the switching process as quick and simple as possible.	0800 804 7247	<p>https://communityenergyswitch.org.uk/</p> <p>Customers have saved "...an average of £254* a year, based on the savings from Community Energy Switch's March 2015 collective switch".</p>
Cornwall Home Solutions	Gas Safe Charity Funding 2017/18	To reduce the causes of gas poisoning, fires and explosions and to identify problems where they occur by delivering practical assistance to		<p>Homeowners with a disability over the age of 18. Homeowners over the age of 60 in receipt of means tested benefits such as Guaranteed Pension Credit or Council Tax Support. Last year we assisted 68 households with gas servicing and essential repairs to help them stay gas safe in their homes.</p> <p>The Home Solutions Team can arrange for a local Gas Safe Contractor to carry out work at the homes of successful applicants. The type of work funded by Gas Safe are gas safety checks, gas servicing, gas boiler repairs or work on gas cookers, fire, pipework or water heaters.</p> <p>Eligibility is simple, homeowners with a disability over the age of 18 or homeowners over</p>

		vulnerable gas consumers in Cornwall		the age of 60 in receipt of means tested benefits such as a Guaranteed Pension Credit www.cornwall.gov.uk/homesolutions email adaptationsteam@cornwall.gov.uk phone 01872 224707
Cornwall Rural Community Charity	Keeping Carers Warm Combined Cornwall & Plymouth Veteran Support	One to one Energy Advice for carers to help reduce bills and keep warm Veterans, their families and carers		<p>Home visits, to save money, ensure you are on the right tariff, discuss other energy related issues, one to one support to reduce your bills and keep you warm, help with managing your money, find out about PSR, fuel debt, switch and save, benefit health checks and support. If interested call Sharon on 01872 273952 or email sharon.davey@cornwallrcc.org.uk</p> <p>Get F+IT supports individuals to embrace technology, courses will be running throughout Cornwall and are open to Aged Veterans their carers and families. The courses look at staying safe online, using technology, emailing, using comparison websites, future planning & online advice, these 6 week courses are free to attend. Available to those living in Cornwall, Plymouth Isles of Scilly</p> <p>Home Guard Through one to one support Home Guard helps those who may be struggling with fuel bills. We can support you to make sure you are getting the best energy deals and that you are given impartial information, advice and guidance when it comes to your energy needs. All living in Cornwall and Isles of Scilly</p> <p>Active Plus are a local organisation that motivates and builds confidence, there will be courses running throughout Cornwall and Plymouth for Aged Veterans, their carers and families. The courses are delivered by injured military veterans and are fund and informative way to meet new people and try something new. Available to those living in Cornwall, Plymouth and Isles of Scilly.</p> <p>Carer Support Are you caring for an Aged Veteran or are you yourself an Aged Veteran looking after someone? The we can support you to get access to the information and advice you need, we can offer one to one support group events and information to</p>

				support you. Available to all in Cornwall and Plymouth 01326 567174 or agedveterans@cornwallrcc.org.uk
Crisis Fund	benefit people in crisis who are urgently in need of small, one off amounts of money			http://www.cornwallfoundation.com/crisis-fund.html These funds can be accessed through charitable organisations throughout Cornwall who hold a pot of funds to distribute to individuals in crisis situations. Charitable organisations reaching people in Crisis can apply for £250 to distribute small amounts, usually £30 or less to a maximum of £90 when there is a need for immediate help, to alleviate destitution or poverty.
EDF Energy Trust Fund	The Trust awards grants to individuals and families to:	Gives grants and efficiency advice to those having problems paying electricity, gas, 'phone, and insome cases other essential household items and debts		http://www.edfenergytrust.org.uk/
Happy Energy	Grants available Grants available for Cornish Park Homes			Grants for Everyone (Regardless of Income) Free Loft Insulation Top-up, Free Cavity Wall Insulation, Roof in Room, Flat Roof and Underfloor Insulation, Partial Grants for Double Glazing (for homes with single glazing) Grants for Communal Heating (including for Landlords) Grants for People on Benefits Free Oil & LPG Boiler Upgrades, running inefficiently, fault or is completely broken Free Heating Control Upgrades, Free Storage Heater Upgrades, if they are old or broken, Grants for Air Source Heat Pumps, Grants for Biomass Boilers and Stoves. Park Homes –, if the Park Home/Caravan is a permanent residence. Your oil or LPG Boiler

				<p>is old inefficient, faulty completely broken down or you have electric heating. You your tenant or someone living in the property is in receipt of an income related benefit. You may be eligible for free boiler and heating controls.</p> <p>Happy Energy 0800 0246234 email hello@happyenergy.co.uk www. HappyEnergy.co.uk</p>
Heating Oil - Community Oil Buying Club	People living in Cornwall	Community Energy Club is an oil buying club bringing together the collective buying power of domestic, community and business heating oil users across the South West.	0800 954 1956	<p>Oil Buying Club (there are others) www.communityenergyclub.org.uk/</p> <p>Shop around for cheap heating oil /www.moneysavingexpert.com/utilities/cheap-heating-oil</p>
Home Heat Helpline	Free, not-for-profit 'phone line for those struggling to pay fuel bills and keep warm			<p>Run by the Energy Retail Association:</p> <p>http://www.homeheathelpline.org.uk/</p> <p>0800 33 66 99</p>
Npower Energy Fund	Customers of Npower	Aim is to help domestic customers of npower who are experiencing hardship and struggling to pay their gas and electricity		http://www.npowerenergyfund.com/

		bills		
Plymouth Energy Community	People living in Devon, Cornwall and Isles of Scilly	Managing fuel debt and energy efficiency advice	Not able to take referrals currently referring to BGET	Fuel Debt Advice Service http://www.plymouthenergycommunity.com/
Priority Services Register	Gas, Electric and Water companies	Free service. Anyone eligible for additional support if they are vulnerable.	Western Power (electric) 0800 096 3080 Wales and West (mains gas) 0800 912 2999	<p>The Priority Services Register (PSR) is for customers that vulnerable and may need help with their utilities. The general eligibility criteria to be registered include:</p> <ul style="list-style-type: none"> - Pensionable age - Chronically sick - Registered disabled - Children under 5 - Other specific needs such as sight or hearing impairments <p>If consent is given, then one application for PSR can cover water, electric and gas (where applicable). This means the customer does not have to contact each one separately and run through a repetitive process each time.</p> <p>https://www.westernpower.co.uk/About-us/Priority-Services/Priority-Services-Register.aspx or Wales and West form - wpdpriorityservices@westernpower.co.uk</p> <p> PSR - Paper Form Cornwall.pdf</p>
Warm Homes Discount Scheme	Core group = pension credit guarantee element who should get automatically and	Credit to electricity accounts (or vouchers for prepayment	£140	Warm Home Discount Scheme helpline Telephone: 0845 603 9439 Monday to Friday, 8.30am to 4.30pm

	Broader group = vulnerable criteria decided by each energy supplier	meters)		https://www.gov.uk/the-warm-home-discount-scheme/what-youll-get
Water Debt	People living in Devon and Cornwall Over 50 (Age UK Cornwall)		01752 502697/ 01752 502698 01872 266388	The Water Debt Gateway, hosted by Plymouth Citizens Advice Bureau, aims to assist people who are struggling to pay their water bills and give grants to ensure a fresh start free from water debt. http://www.plymouthonlinedirectory.com/kb5/plymouth/directory/service.page?id=W0uEh25zcxM Water debt service (customers aged 50+)
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Welcome Home For Hospital service	All eligible patients		To make a referral, call us on 01872 265300 (Monday to Friday: 8.30am to 5pm), 01209 823132 (Out of Hours)	Volunteer Cornwall/Red Cross service to support safe discharge from hospital and help patients move back home and settle Referrals can be made from the hospital, GP, Social Services, family or friends – or even a self referral. Please try to give us 48 hours notice of discharge to give us time to contact volunteers. 24 hour service for referrals but be aware that normally return your call during normal office hours (Monday to Friday) or email training@volunteercornwall.org.uk ;

Winter Fuel Payment	Tax-free payment for over 60's, usually paid in November		Further details on www.gov.uk	<p>You usually get a Winter Fuel Payment automatically if you get the State Pension or another social security benefit (not Housing Benefit, Council Tax Reduction or Child Benefit).</p> <p>You need to claim Winter Fuel Payment if you've not had it before and either of the following apply: you don't get benefits or the State Pension you only get Housing Benefit, Council Tax Reduction, or Child Benefit: https://www.gov.uk/government/publications/winter-fuel-payment-claim-form Helpline: 08459 15 15 15</p>
Wood Bank	offers a lifeline to those who are unable to heat their homes and have to choose between heating and eating.			<p>http://www.cornishfirewood.co.uk/cornwall-wood-bank-scheme</p> <p>Similar to a food bank the wood bank offers a lifeline to those who are unable to heat their homes and have to choose between heating and eating. Many local sawmills offer offcuts and pallets for free or a charitable donation. Contact your nearest sawmill to find out if/what they offer.</p>