

FUEL POVERTY: ADVICE FOR FRONTLINE PRACTITIONERS



Spotting the signs of a cold home



- Complains of being cold or feeling draughts
- Energy bills too high, owes money for fuel
- Uses prepayment meter to avoid running up debt
- Uses only part of the house to keep warm
- Stays in bed, next to heater or uses hot water bottle to keep warm
- Wears LOTS of clothes indoors
- Wants to stay in hospital or outside their home because more comfortable
- No heating in home or just open fires, plug-in electric heaters or bottled gas heaters
- Home is damp, mouldy, condensation

Recommended home temperature:



- WHO recommends 21°C (70°F) in the living room and 18°C (65°F) elsewhere
- When a home is below 16°C (61°F) people have reduced resistance to respiratory infections, below 12°C (54°F) leads to an increase in blood pressure and blood viscosity
- Below 9°C (48°F) after two or more hours, deep body temperature falls

Health impacts of a cold home:



- Persistent headaches
- Nausea and vomiting
- Constipation
- Breathlessness
- Backache
- Mental health concerns
- Wheezing
- Sore throats
- Fevers
- Runny/blocked noses

How can you help?

Help access financial support and benefits

Our Newham Money

Energy vouchers are provided to applicants with prepayment meters without electricity/gas or is in risk of having their fuel supply cut. Tel: **020 8430 2041**



East End Citizens Advice

Call **020 8525 6379**. Lines are open at the following times:
Tuesdays and Wednesdays: 10am-1pm

GLA Warmer Homes Programme



Get advice and support if you are fuel poor. Services include:

- Telephone advice and home energy visits
- Installation of small measures such as draught excluders
- Support with energy bills and debts
- Grants of up to £20,000 per household to improve insulation

You can self refer directly to the warmer homes advice service:

Call **0300 555 0195** or contact shine@islington.gov.uk

Water Bills

WaterSure bill cap and WaterHelp schemes to lighten the load on households in need of extra support. This includes low-income households, with large families and those who have a water-dependent medical condition.



Find out more:

www.thameswater.co.uk/help/account-and-billing/financial-support/waterhelp

The Priority Services Register



If you are struggling to pay your energy bills you can contact your supplier and ask to be put on the priority service register. This means suppliers must offer payment plans you can afford and you can ask for 'emergency credit' if you use a prepay meter and can't top up. Find out more at: www.ofgem.gov.uk/getting-extra-help-priority-services-register

Find out more about additional benefit schemes including the Warm Home Discount, the Cold Weather Payment and the Winter Fuel Payment by visiting: www.newham.gov.uk/public-health-safety/energy

www.turn2us.org.uk/Benefit-guides/Fuel-Poverty/Grants-and-Schemes

National Energy Action (NEA) has developed a series of multi-lingual information leaflets aimed at frontline workers to help provide advice in the communities:

www.nea.org.uk/get-help/advice-resources

Advice for carers Help with fuel costs - Carers UK

