

# FUEL POVERTY: ADVICE FOR FRONTLINE PRACTITIONERS



**WE ARE NEWHAM.**

## Spotting the signs of a cold home



- The home feels cold, damp or draughty.
- Higher than expected energy bills or in fuel debt.
- Resident uses prepayment meter to avoid running up debt.
- Resident uses only part of the house to keep warm.
- Stays in bed to keep warm.
- Resident wears LOTS of clothes indoors.
- Resident wants to stay in hospital or outside their home to feel comfortable and warm.
- No heating in the home or just open fires, plug-in electric heaters or bottled gas heaters.
- The home has condensation, mould or damp.

## Recommended home temperature:

- The World Health Organization 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.
- Deep body temperature falls after two or more hours below 9°C.



## 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 with access to financial support and benefits:



### Our Newham Money

Energy vouchers are provided to applicants with prepayment meters without electricity/gas or at risk of having their fuel supply cut.

Tel: **020 8430 2041**

### Citizens Advice

Call **020 8525 6379**. Lines are open Tuesdays and Wednesdays 10am-1pm.

## Mayor of London Warmer Homes Programme



Eligible low income homeowners and private tenants can receive grants of between £5,000 and £25,000.

### What energy efficiency measures are available?

- Heat pumps.
- Insulation for walls, lofts, and floors.
- Heating system improvements or repairs.
- Draught proofing.
- Solar energy installations.

### Who is eligible?

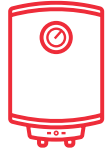
Applicants need to:

- Live in Greater London.
- Own or rent their home, landlords can apply as long as the tenant is eligible.
- Receive a means tested benefit OR have a low household income (less than £20,000 a year after rent/ mortgage and council tax deductions).
- Have a property EPC rating of D, E, F, and G\*.

\*EPC ratings can be determined at the survey stage (if the home has an expired EPC or no EPC rating)

For more information or to apply please visit [www.london.gov.uk/warmerhomes](http://www.london.gov.uk/warmerhomes) or call **0800 029 3576**.

## Energy Company Obligation (ECO)



ECO is a scheme offering energy saving improvements to eligible households.

You may be able to get help with the cost of:

- insulation work – for example to your loft or cavity walls
- replacing or repairing your boiler – or other upgrades to your heating.

The work offered can depend on the supplier used.

You can find details of suppliers here: [www.ofgem.gov.uk/eco](http://www.ofgem.gov.uk/eco)

## Water bills

Thames Water's WaterSure bill cap and WaterHelp schemes help households in need of extra support; this includes low income households, households with large families and those with a water-dependent medical condition.



Find out more:

[www.thameswater.co.uk/waterhelp](http://www.thameswater.co.uk/waterhelp)

## The Priority Services Register

If your client is struggling to pay their energy bills, they can contact their supplier and ask to be put on the priority service register. This will give them access to affordable payment plans and emergency credit if they are unable to top up their pre-pay meter. Find out more at: [www.ofgem.gov.uk/getting-extra-help-priority-services-register](http://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](http://www.newham.gov.uk/public-health-safety/energy)

<https://helpforhouseholds.campaign.gov.uk/help-with-your-bills>

## Translated leaflets

National Energy Action (NEA) has developed a series of multilingual information leaflets aimed at frontline workers to help provide advice: [www.nea.org.uk/get-help/advice-resources](http://www.nea.org.uk/get-help/advice-resources)

## Advice for carers

Help with fuel costs from Carers UK at: [www.carersuk.org](http://www.carersuk.org)

## Mayor of London's Cost of Living Hub

This hub contains a wide range of information about benefits, grants and discounts that may be available to you: [www.london.gov.uk/what-we-do/communities/help-cost-living](http://www.london.gov.uk/what-we-do/communities/help-cost-living)

## ENERGY SAVING TIPS



Save around £80 a year just by remembering to unplug your appliances and not leaving them on standby mode



Save about £35 a year on bills by replacing all of your old bulbs and halogens with LEDs



Only fill the kettle with the amount of water that you need and save around £7 a year



Turning down your thermostat by just 1°C can save between £80-£100 a year



Turn your lights off when you're not using them. This will save you around £15 on your annual energy bills



DIY draught-proofing of windows, doors and filling holes in floors can save up to £25-£35 a year on heating bills



Washing your clothes at 30°C can help you save a significant amount of money on utility bills



When buying new appliances check the energy label to make sure you're buying an efficient product