



# West Sussex Affordable Energy

Working in partnership

[www.westsussexenergy.co.uk](http://www.westsussexenergy.co.uk)



The West Sussex Affordable Energy Partnership is a collaboration of the West Sussex District and Borough Councils, County Council and community groups, coordinated by the West Sussex Fuel Poverty Coordinator. This newsletter aims to provide householders, front line workers, Councillors and health/community workers with advice on local home energy schemes and support services.



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**W**elcome to the 2nd West Sussex Autumn/Winter 2021-22 Affordable Energy Newsletter. This edition provides updates on the home energy support available for residents across West Sussex this Autumn/Winter. We are delighted to share the new look website. It provides impartial trusted information on local schemes in your area, advice and tips on energy saving and the grants available across the County. For everything home energy related in West Sussex visit:

<https://www.westsussexenergy.co.uk>



# Support available for residents this winter

There are a wide range of FREE Home Energy support services available for residents to access over the winter and summer months. This page lists them below including contact details and any eligibility information.

**citizens  
advice**

## West Sussex Citizens Advice Home Energy Telephone Service

West Sussex residents can get FREE tailor-made home energy advice from the West Sussex Citizens Advice home energy telephone service. The telephone service is provided by Arun and Chichester Citizens Advice but covers all West Sussex. They can help with:

- Checking you are on the best tariff and look at ways to save you money
- Support with energy bill and other household debts
- Information on Local and National schemes to help keep you warm and well at home
- Helping you find grant funding for further energy saving and heating measures
- Signpost you to other relevant community services and schemes, and much more.

Available to all housing tenures, owner occupied, private and socially rented homes.

To speak to one of their friendly advisors:

CALL: **01243 974063** (Monday to Friday 10am - 4pm)

Email: [energy@arunchichestercab.org.uk](mailto:energy@arunchichestercab.org.uk)  
*\*local call charges or mobile data use may apply, please check your provider. If you are unable to call or are worried about your mobile credit you can email and request a call back.*

Free support and home energy visits for lower income households across West Sussex. Available across all tenures. Home Energy visits available, with free energy saving measures installed.

Call: **0800 060 7567** or email [support@applyforleap.org.uk](mailto:support@applyforleap.org.uk) / <https://applyforleap.org.uk/>



Part of the LEAP service also includes access to additional funding measure when identified by the LEAP advisor:



**ECHO is an emergency scheme offering a free of charge service to vulnerable lower income households**

**whose gas boiler have broken down.**

**It is aimed at households that are vulnerable and need immediate assistance to stay warm. You will need to book a LEAP visit to access this funding, information available at**

**<https://www.emergencyheating.org.uk/>**

**HEART supports fuel poor Households by replacement of old, inefficient fridges, fridge/freezers, washing machines and cookers with modern, efficient alternatives. Eligibility criteria apply, but households will be either in fuel poverty, in danger of falling into fuel poverty, or otherwise vulnerable. You will need to book a LEAP visit to access this service, the advisor will assess your eligibility.**

**<https://www.applyforleap.org.uk>**





## Age UK

Age UK West Sussex Brighton and Hove

Information and Advice line

- General Advice Line
- Welfare Benefits and Money advice
- Offers impartial local information and advice on a range of topics including money and housing advice, and referral into their [winter home energy services](#)

- For the over 50's

Call: 0800 019 1310 Monday to Friday  
10am – 2pm

**Wellbeing Home** is an all year home energy advice service in Arun District. It offers FREE support to vulnerable low-income clients, specifically looking to reduce the health impacts of living in a cold home. It offers advice to owner occupiers and private tenants. They can also help clients apply for grants and any other council administered grants for new heating. The HEA's have a wide knowledge of local support groups and services to signposting clients onto. You can self refer or be referred by a professional when consent is given.

Arun: call **01903 737862** or to find out more and make a secure referral out the secure <https://arun.westsussexwellbeing.org.uk/topics/healthy-home/keep-warm>



## The Emergency Heater Scheme

**Please note - professional referrals only. Requests will not be accepted directly from members of the public.**

If a resident has no working heating system, no additional plug in heaters and is on a low income or vulnerable then they could benefit from the West Sussex Emergency Heater scheme. Eligible residents are provided with an oil-filled plug-in The heater is a stopgap until the client is able to have their central heating system repaired or replaced.

To qualify for an emergency heater the client must be a homeowner or living in private rented accommodation with no working heating system. (Household income of less than £18,000 P/A) and have a vulnerability to the cold. For more information and to make a referral:

<https://westsussexenergy.co.uk/frontline-worker-information/emergency-heater-referral/>

**Emergency-heater-scheme** or front-line workers and organisations can call the West Sussex Fuel Poverty Coordinator for further guidance: **01903 737537**

**Broken heating systems:** Each District and Borough has eligibility criteria to support low income, vulnerable/ disabled residents who have a broken heating system. You can contact your local Housing department to see if you qualify for any local assistance. Further information available at

<https://westsussexenergy.co.uk/advice-in-your-area/>

## Winter price Cap:

### BAD NEWS:

Energy bills are set to go up for 15 million households in England, Wales and Scotland. Why? - Because of the energy price cap – (the maximum price suppliers can charge customers on a standard tariff) - is rising. If you are on a standard tariff or prepayment meter, then your bills may go up.

- The energy price cap will rise from the start of October.
- Those on standard tariffs could see an increase of £139, from £1,138 to £1,277, regulator Ofgem has announced.
- Prepayment customers could see an increase of £153, from £1,156 to £1,309.

### GOOD NEWS:

Support is available

- Contact your local Home Energy advice service 'Support for residents this winter' (p.2-3) to get support with energy tariff price comparisons and other energy and money saving tips
- Many customers can save an average of £216 on your dual bills simply by changing tariffs.

## COP 26

Stands for Conference of Parties- and brings together a global conference to tackle issues relating to Climate Change. The November climate summit in Glasgow is a unique opportunity for the UK to show bold leadership and set us on the path to the greener, fairer future. The discussions and targets set at this conference will impact our future energy systems not only in the UK but globally.



## Looking to the future:

### Sustainable Energy and Climate Change

The UK's 30 million homes account for more than 21% of the UK's total carbon emissions, with around three-quarters of this coming from our heating systems – Energy Saving Trust.

The Energy we use to power our homes is facing some major changes with the drive to reach Net Zero in the UK by 2050. It is however important that those on the lowest incomes who are in or face the threat of living in fuel poverty are not left behind. The West Sussex Affordable Energy Partnership continue to work towards a West Sussex where all residents have the information, resources and support available so they can afford to keep warm and well in their homes.

We are currently reviewing the Fuel Poverty: Framework for Action and will share this in the coming months.

Our new website has a section dedicated Sustainability and Climate change and provides information on the new types of heating technology and insulation you may start hearing about or already be aware of <https://westsussexenergy.co.uk/sustainability-looking-to-the-future/>

### The Local Authority Delivery Scheme (LAD)

Across West Sussex we have been successful in securing additional Government funding for low carbon heating technologies and insulation measures for homes on the lowest EPC's and income under £30,000.

We have joined up with Agility Eco, our LEAP partners, to deliver this scheme as part of a consortium bid. The Warmer Homes scheme is now full but we are awaiting the outcome of a large regional bid, and hope to be able to update everyone soon.

More information and videos can be seen in the Grant section of the website <https://westsussexenergy.co.uk/heating-and-insulation-grants/>.

## Spotlight on:

### Warm Welcome Project – NEA

**N**ational Energy Action, the national fuel poverty charity, is offering extra support for expectant and young families, and those who work with them as part of their roles through the **Warm Welcome Project**.

As part of the project, NEA is offering to deliver **community advice sessions** to build family's resilience against fuel poverty as well as administering a **crisis fund** for families in need. Additionally, professionals can access **free accredited training** for frontline staff to better understand the links between health and warmth and empower professionals to provide more effective support. The group sessions will also have useful freebies for the parents who attend.

If you would be interested in hosting a community advice session for pregnant and new parents and/ or if your staff would be interested in taking advantage of the free accredited training offered through the Warm Welcome project, please do not hesitate to get in touch. Rebecca Jones, will be delivering the public sessions locally. She has been working in this sector for 14 years and is more than happy to have a chat on Teams/Zoom or over the phone if you want to find out a bit more **Rebecca.jones@nea.org.uk** **07738417448**.

**NEA works with all individuals at risk of fuel poverty – for more information, please use the contact details above or visit their website.**

### Arun's Wellbeing Home Energy Advisor Marc Brooker's top energy and Wellbeing tips:



*“Always put lids on saucepans when boiling vegetables. Water takes less time to boil and cook food. Using less energy. Also it reduces steam in the kitchen. Keeping condensation levels lower reducing mould risk. You can also reduce the amount of moisture being created in your bathroom by adding cold water to your bath first”*



This will reduce the amount of steam by 90%. Try it you'll be amazed! And remember the West Sussex Wellbeing teams can offer a range of support to help you boost your Wellbeing - visit <https://www.westsussexwellbeing.org.uk/> or call your local Council and ask for the Wellbeing Team.

# West Sussex Framework for action: FUEL POVERTY PROPOSAL



The West Sussex Partnership are reviewing and updating their West Sussex Fuel Poverty Framework for Action. As a complex Public Health issue Fuel poverty straddles a wide variety of important health, social, housing, income and energy saving departments. We have identified 7 key areas for action.

**Vision:** To work towards a West Sussex where all residents have the information, resources and support available so they can afford to keep warm and well in their homes.

**Aims:** To support and empower residents to:

1. Improve household energy efficiency
  2. Reduce energy costs
  3. Increase household income
- and to:
4. Identify and support residents in the greatest need, and most at risk of living in a cold home.

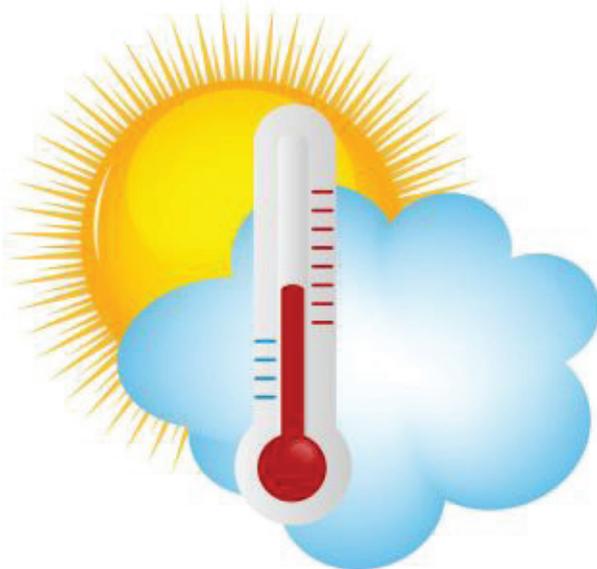
We look forward to sharing the framework soon but in the meantime if wish to feedback, reflect or contribute to this vision please email [emma.pagett@arun.gov.uk](mailto:emma.pagett@arun.gov.uk).

## CASE STUDY – “Tackling Fuel Poverty Together”

In January 2021, Arun and Chichester Citizens Advice launched a new energy advice service for West Sussex residents. The energy team provide free, independent, impartial and confidential advice on all things related to energy, including problems with suppliers, switching suppliers or tariffs, accessing discounts or fuel vouchers, understanding what an EPC rating means and grants to make the home more energy efficient.

The team has already had some great successes having helped over 400 people in its first 6 months of delivery, as well as gaining £80,000 in financial outcomes for clients.

The service’s phone line, which is the main channel through which clients access the service, has also grown in popularity despite the weather getting warmer and energy not being a topic on most people’s minds.



**Arun &  
Chichester**

The service forms part of the wider project, “*Tackling Fuel Poverty Together*” which also includes Citizens Advice 1066, who are helping to train every adviser in Sussex in the importance of energy advice, and Emma Pagett, West Sussex Fuel Poverty Coordinator, who has been vital in connecting the service with local authorities and other services to ensure everyone is kept up to date and knows what grants and schemes are currently available, and how they can be accessed.

When the energy advice team aren’t busy answering inbound calls, they’re calling back clients who they’ve undertaken casework for, such as raising complaints to energy suppliers, or they’re exploring why someone might be in fuel poverty, and how we can support them to lower their energy bills and make their home more energy efficient.

The team are able to offer emergency fuel or cash vouchers for those in immediate crisis and ensure they continue to work with clients to build financial resilience.

Already the service has made a positive difference to the lives of so many people, such as Frank (name changed for anonymity). Read his case study overleaf.

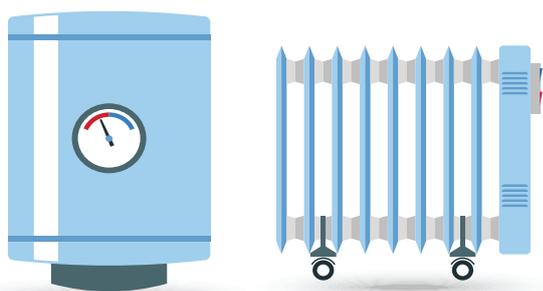
# Frank's story

Frank was in his 70s, living alone in the property he owned with some health conditions. He approached the service to get help following a water leak causing severe damage to his property. The team later found that his heating system was also broken and he was unable to afford the cost of keeping his house warm with the temporary heaters he was using. Frank didn't have internet access and had no idea where to start looking for help.

The service was able to refer him to a local authority grant to help with getting a new heating system. The team also referred him to a grant being managed within the service to help pay towards the costs of his fuel and water bills. The team also identified that he wasn't receiving a disability benefit when it seemed he was entitled. He was successful in his application and so was also able to apply for a Council Tax Reduction, meaning his income increased by over £600 per month, as well as savings made from the new heating system.



The service helped Frank from start to finish, empowering him to take actions that were within his capabilities and be supported with the tasks he wasn't able to complete himself.



If you think a client or someone you know would benefit from talking to the energy service, they can call the team on **01243 974063** (Monday to Friday 10am - 4pm) or email [energy@arunchichestercab.org.uk](mailto:energy@arunchichestercab.org.uk). If you'd like to refer the client, you can use the Arun and Chichester Citizens Advice online referral form: [www.arunchichestercab.org.uk/refer](http://www.arunchichestercab.org.uk/refer)

## West Sussex Affordable Energy Advice

If you wish to discuss or follow up on any of the content of the newsletter please contact [Emma.Pagett@arun.gov.uk](mailto:Emma.Pagett@arun.gov.uk). Please note for Home Energy support enquiries residents should contact their local home energy adviser service.

