

HEALTHY HEATING UPDATE

FUEL POVERTY TEAM

The New Normal

It has been an extraordinary few months! Our team has been redeployed for the last 12 weeks which resulted on a lot of our projects and operational work being put on pause.

Over the next few months, as we slowly get back into our 'normal' roles, we hope that we can start to provide more of a service that resembles the one we had before. Unfortunately many of our contractors are furloughed so it will take some time before we can pick up where we left off but we will be looking at how we can support tenants and residents in a different way moving forward. We would like to thank everyone for their hard work over the last few months.

New Grants, Funding & Compensation for Tenants

Switching Compensation: customers can receive £30 compensation for delays or issues while switching suppliers

Best Start Grants provide eligible households with new born or young children a one off payment between £250-£600.
<https://www.mygov.scot/best-start-grant-best-start-foods/>

Newly available crisis funding for people with prepayment meters who are struggling with rising energy costs. Refer to Cosy Kingdom / Home Energy Scotland

Receive £140 towards your energy bills with the Warm Homes Discount!



Eligible households could receive £140 towards their fuel costs over the winter months.

If someone receives the Guarantee Credit element of Pension Credit they are known as the 'core group' so automatically qualify.

Those that may be eligible but have to apply directly include those on a low income and who meets their suppliers criteria - known as the 'broader group'

You can apply through your suppliers website. Keep an eye out for when your supplier opens the application window.

We are going online!

We are currently working on a heating advice page within the Fife Council website which we hope will cover a range of common heating issues such as affordability, usage, meter readings and tariffs.

If there are any particular issues that you think we should cover please email the team.

Cosy Kingdom Update

Like the rest of us, Cosy Kingdom have had to adapt their services. Currently they are predominately offering telephone advice services and socially distanced fuel top ups. Here are some of their highlights this quarter:

- Over 850 households have received telephone energy advice in April-June
- They have hosted Q&A's and information sessions on social media
- Their YouTube channel has lots of useful information such as how to read your meters, switch suppliers and how to save money
- Cosy have also been busy supporting tenants and residents who have been shielding, ensuring they have plenty food.

CARF Update

Citizens Advice and Rights Fife (CARF) have been busier than ever, providing telephone advice services since the beginning of lockdown.

It is important that referrals continue to CARF for households who have been financially impacted over recent months to ensure they receive the right advice and support early on.

Home Energy Scotland Update

Home Energy Scotland are continuing to provide telephone energy advice services. The government have also provided HES with funding to support households who are struggling with their fuel costs during this pandemic.

Cosy Kingdom and Home Energy Scotland work together to ensure that tenants are receiving all of the assistance and advice available to them.

For this reason we would encourage all referrals to go through Cosy Kingdom in the first instance.

Fuel Poverty Strategy and Consultation

We have started the consultation period with tenants and residents to identify gaps that we can address over the next 5 years which will form the basis of our strategy.

This is a continuation of the consultation we carried out during our Fuel Poverty Conference back in March.

We would appreciate if you could share the online survey as widely as possible when it is published.



Fuel Poverty Conference: March 10th 2020

Electric Heating Company

Home visits are still on hold at the moment but EHC are still assisting us with enquiries over the phone. If tenants can take meter readings regularly and keep note of these, this can assist EHC when providing advice over the phone.

If tenants are having any issues with their EHC heating, please contact the team so we can address them as soon as possible.