

Energy Projects at Citizens Advice Rossendale and Hyndburn



Why is there a need?

According to Government statistics* the **North West** has the highest proportion of fuel poor households. A household is in fuel poverty if;



Their fuel costs are above average - e.g. because the property has a low energy performance rating



Their disposable income after housing and fuel costs would take them below the poverty line

The COVID pandemic is increasing energy costs and reducing incomes, with many people staying at home, using more fuel and earning less.

Consequences of fuel poverty

The

health risks of living in cold homes are well documented;

- Existing health problems are made worse, especially circulatory and respiratory illnesses affected by cold, damp and mould.
- Risk of developing these illnesses is higher.
- Detrimental effect on children's wellbeing and education.
- Cold homes are especially dangerous for older people.
- Damages mental health causing anxiety and depression.
- Each year between December to March there are excess winter deaths; in 2019-20 there were approx. 28,300 excess winter deaths* in England and Wales (not including COVID).

* Excess winter mortality in England and Wales: 2019 to 2020 (provisional)



Our energy projects

We have two energy

projects running hand in hand to combat energy poverty;

- **The British Gas Energy Trust COVID response** - affectionately known as BGET; we have energy advisors to help people over the phone.
- **The Healthier Energy Project** - in partnership with **Homewise**, and funded by the Energy Redress Fund; aimed at those who need additional support. Under normal circumstances this project would see people face to face at home or in the community but for now is over the phone.

These projects work together seamlessly - callers will be directed to the most appropriate service according to their needs.

What can we do?

drivers of fuel poverty...



We target the three main



We can help people to...



- **Maximise household income** - budgeting advice, reduce outgoings, benefit checks, debt assessments and offering urgent advice.
- **Increase**

Energy efficiency - energy saving tips, how to make small changes that have a big impact over time, where to get help with making bigger changes such as adding insulation to the home.

- **Reduce energy costs** - compare prices, switch supplier, change tariff, understanding bills, check eligibility for grants and discounts, help with complaints.
- **Help people access other services** - we offer a holistic service and work closely with other organisations to ensure people gain access to the help they need. CARH services include; Universal Credit Help to Claim, housing & homelessness and specialist debt advice.

Contact us for energy advice



- **Online** - Complete our online form here:



<https://carh.org.uk/index.php/contacts> •

Phone - Leave a message on 01706 252012 •

Email - energyproject@carh.org.uk

General Advice

- **Adviceline:** 0300 456 2552
- **UC Help to Claim:** 0800 1448 444