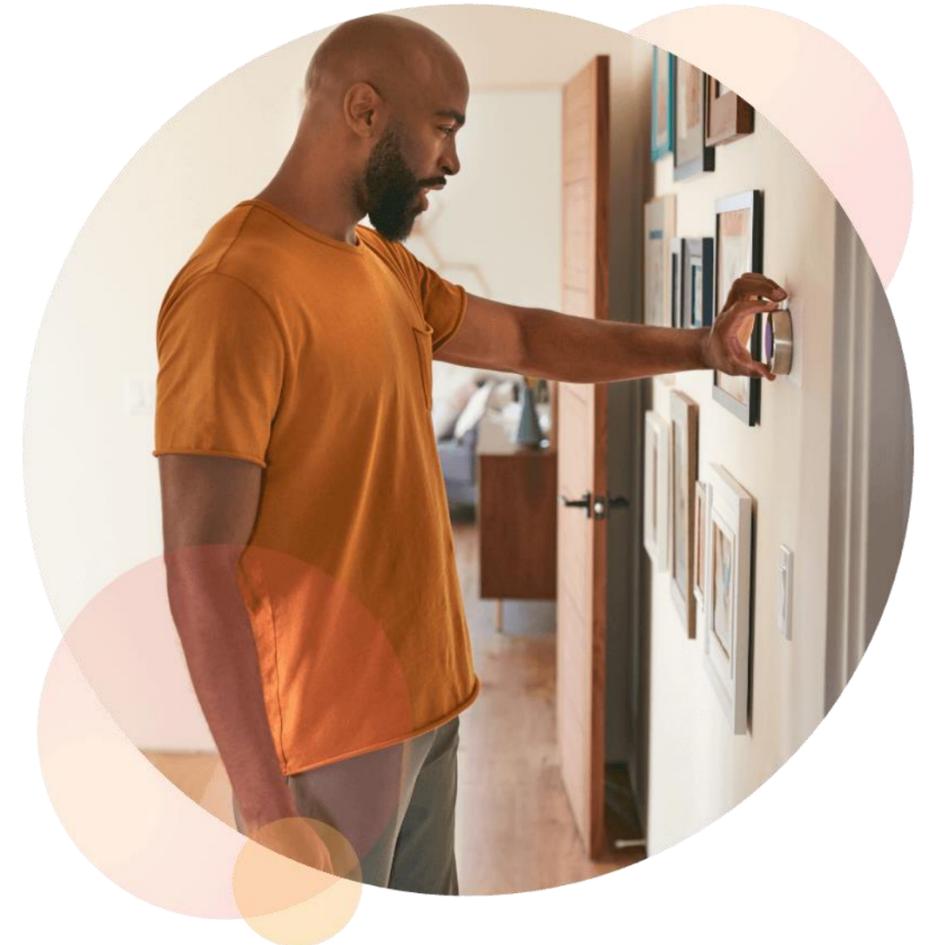




The National Energy Foundation

BETTER HOUSING BETTER HEALTH

The Warmth And Wellbeing Service



TODAY'S SESSION

Introduction to Fuel Poverty

Causes of fuel poverty

The effects of living in fuel poverty

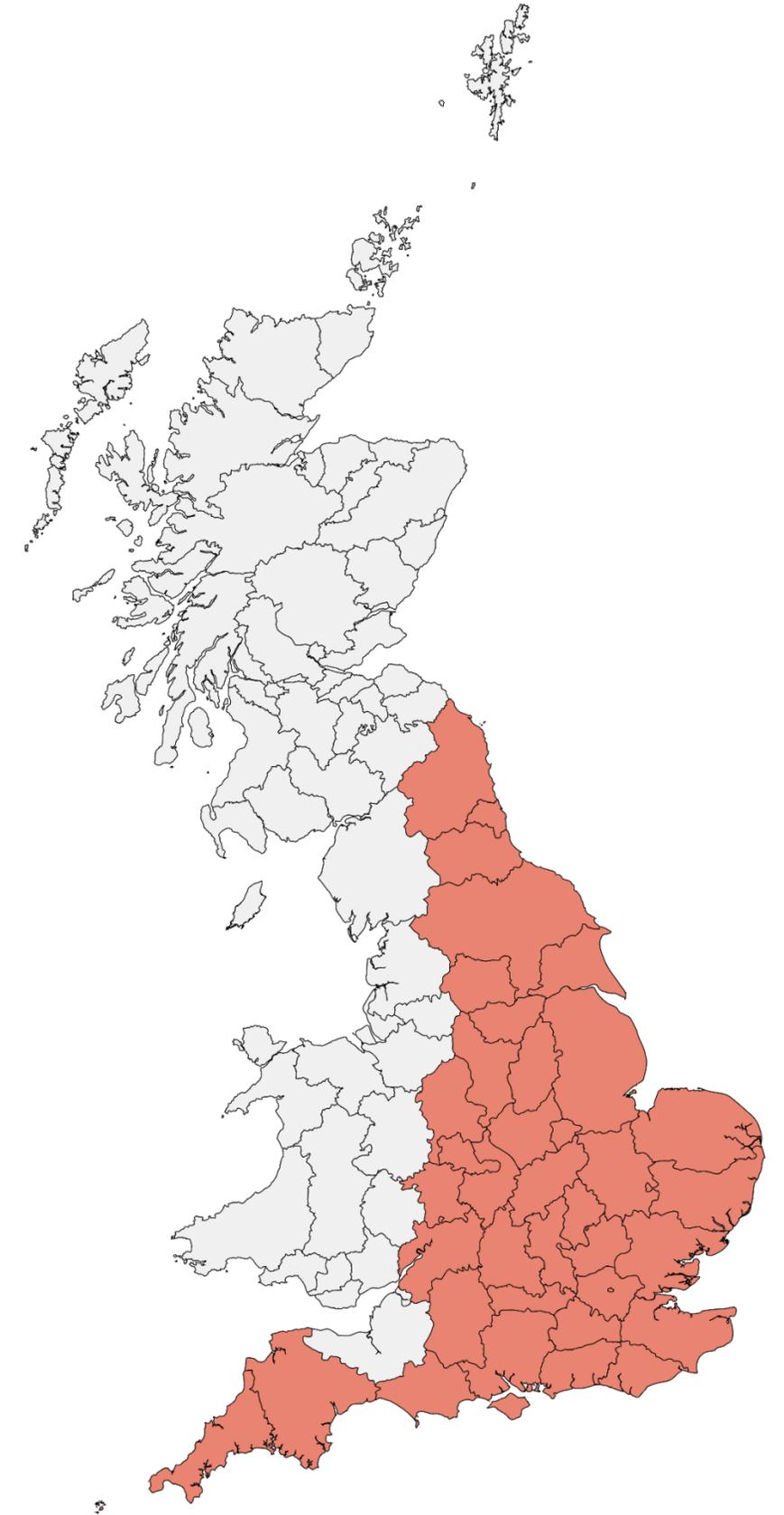
Groups at risk and how to identify them

BHBH services & interventions

Energy saving advice, financial support, signposting to other services and how to refer residents in to us

WHERE WE OPERATE

- North East
- East Midlands
- London and South East
- South Coast
- Parts of the West Midlands
- Devon and Cornwall



WHAT IS FUEL POVERTY?

To count a household as being 'Fuel Poor'¹:

Have a residual income below the poverty line
(after accounting for required fuel costs)

AND

Lives in a home that has an energy efficiency rating
below band C

Score	Energy rating
92+	A
81-91	B
69-80	C
55-68	D
39-54	E
21-38	F
1-20	G

¹ Definition of fuel poor and fuel poverty statistics taken from National statistics - Annual fuel poverty statistics report 2023:
<https://www.gov.uk/government/statistics/annual-fuel-poverty-statistics-report-2022>

CAUSES OF FUEL POVERTY

Energy
Costs

Household
Income

Energy
Efficiency

There are an estimated 3.1 million households in fuel poverty in England.

FUEL POVERTY IN ENGLAND

Over 3.1 million households affected in 2024



No. of Fuel Households-England
(Department for Energy Security & Net Zero)

EFFECTS OF FUEL POVERTY



Physical Health

Cold temperatures affect people particularly with pre-existing respiratory & circulatory conditions



Mental Health

Stress, anxiety, depression and social isolation associated with high bills and cold living conditions



Damage to property

Cold properties are more likely to develop condensation and mould

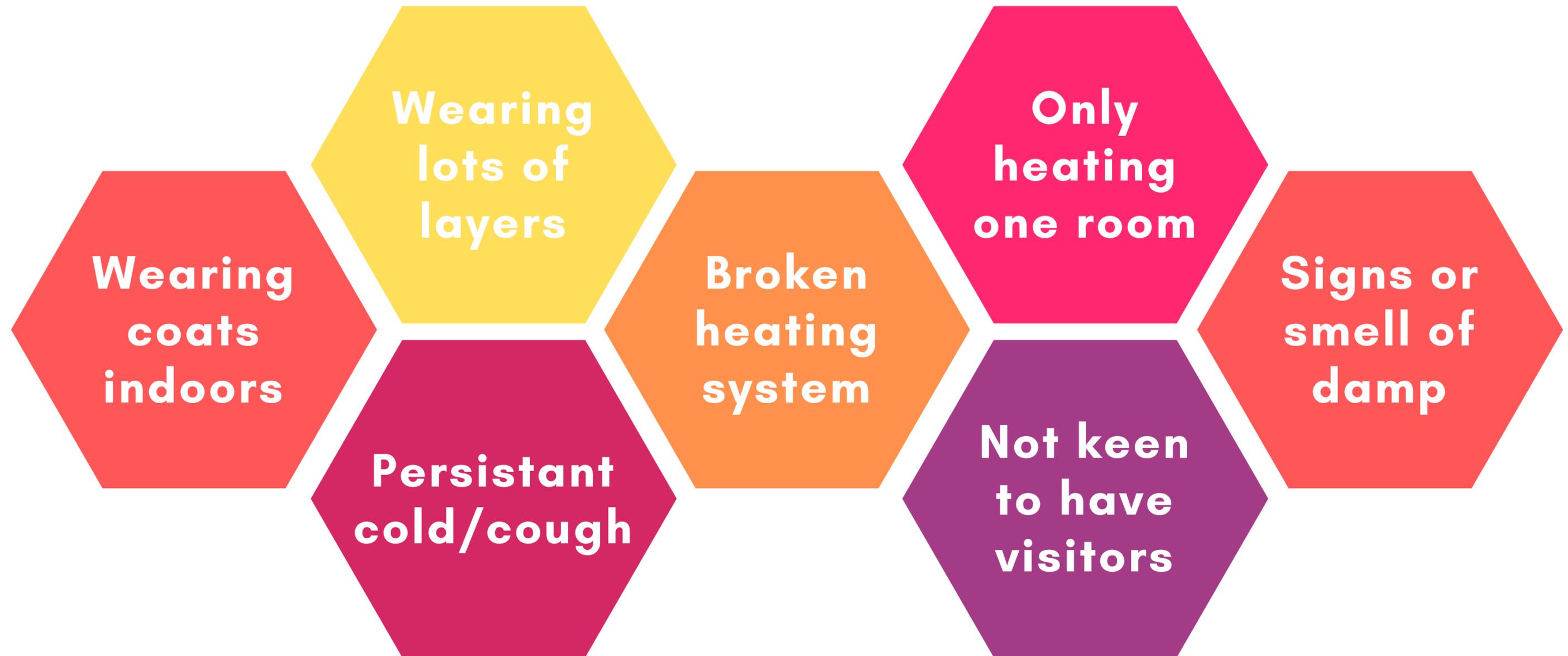


GROUPS AT RISK

- Typically spend more time at home, requiring longer spells of heating
- Have less money to spend on their heating
- Certain medical conditions / disabilities can make people feel more affected by the cold



HOW TO IDENTIFY SOMEONE AT RISK



HOW CAN WE HELP?

- Energy saving advice
- Free home energy visits
- Grant funding towards energy measures
- Grant funding towards energy bills/debt
- Other interventions / referrals



COMMON INTERVENTIONS



General energy advice

Helping with understanding bills and usage, switching tariff and supplier

Priority Services Register

Support from Network Operators & suppliers available to those reliant on electricity for medical / mobility needs or those requiring extra help

Fire & Rescue Visits

Energy Debt Advice

Other local support services

EMERGENCY FUEL VOUCHERS

Referral partners may refer residents to BHBH for £49 vouchers if they are struggling to top up their prepayment meter. The voucher can all go to gas or all to electric, or can be split between both.



HOME ENERGY VISITS

Our Home Visit Advisor can offer guidance on energy bills, advise on heating systems and controls, advise on damp and mould issues and how to combat them, give their top tips on energy efficiency and energy saving inc. behaviour change, and advise on what grants may be available.

Can signpost/refer to other organisations if further help and support is needed.

Can issue residents with energy efficiency items



GRANTS

FOR ENERGY EFFICIENCY IMPROVEMENTS

ECO Funding

Available for insulation measures (loft, walls & floors) and heating system replacements

Boiler funding

Emergency boiler scheme in autumn and winter—repair or replace

BHBH National Grid Grant

Available to help with the cost of items, servicing or measures relating to the energy performance of the property

Council Funding & more





CONTACT US

 www.bhbh.org.uk

 0800 107 0044

 bhbh@nef.org.uk

 @bhbhadvice 



MAKING A REFERRAL

Better Housing Better Health Referral Form:

For energy advice and support, complete the form below with your contact details and query. Our advisors will respond within **3 working days**.

Alternatively, call our free helpline at **0800 107 0044** (Mon-Fri, 9:00-17:00, excluding bank holidays) or email bhbh@nef.org.uk to speak with the team.

Please note that our phone lines will be closed from 5:00pm on the 19th of December and will reopen at 9:00am on the 30th December. During this time, you can still reach us via email at bhbh@nef.org.uk or make a referral via the form below.

Please provide as much information as possible on the form so we can better understand your circumstances and offer tailored solutions to help you.

First Name *	Last Name *
<input type="text"/>	<input type="text"/>
Address	Phone number*
<input type="text"/>	<input type="text"/>
City	Email (please input N/A if no email address)*
<input type="text"/>	<input type="text"/>
Post Code*	County*
<input type="text"/>	<input type="text"/>

Please provide a brief description of your enquiry