

Local Partnerships in the South East

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Partnership Working is Key

- Fuel poverty is a complex problem
- Requires flexible solutions that address the individual needs of each client
- Energy Assistance Package is providing help on a national level
- Needs to be co-ordinated with local schemes and hands-on support for more vulnerable clients



Example Edinburgh Partnership Domestic Advice Service

Provides extra support for vulnerable clients

- Free home visits
- Advice on operating heating systems
- Problems with gas/electricity suppliers
- Access to Social Tariffs
- Advice on dampness/condensation
- Help with managing gas/electricity debts
- Guidance on selecting a suitable supplier



Who Can Access Help?

- **Covers** Midlothian, East Lothian and Edinburgh
- **Cosy Kids** provides support to families with kids under 5
- **Warm and Well** provides support for people with health problems such as disabled/frail and elderly



Case Study 1

- Mrs L called the ESSac and was assessed for help through the EAP. She was referred for a social tariff but SAP too high for Stages 3 & 4. Essac advisor referred Mrs L to ELAC on health grounds (cancer) and because her electric heating system was broken. ELAC organised a home visit to client and arranged quotes for new heating system. Care and Repair sourced a heater at cost and fitted for free. ELAC also referred Mrs L to MacMillan advice team for income maximisation advice.

Case Study 2

Mr R contacted the advice centre to get help heating his home. He lives in a rural 17th Century property. Mr R is eligible for Stage 4 of the EAP but needs to wait until after winter before he meets the criteria of living in his property for 1 year. The ESSac advisor referred him to the ELAC to see what other help he could access in the meantime. After a home visit Mr R completed as many draught proofing measures as possible including windows, doors, installing curtains and secondary glazing. Mr R also has a child with disabilities so the ELAC referred him to the Action Group for specialised welfare rights advice and help to complete benefit forms.



How to Contact

- Referrals made through the Energy Saving Scotland advice centre

0800 512 012

Advisor will work out eligibility for EAP and refer on to Domestic Advice Service

- Referrals made directly by email at warmth@changeworks.org.uk



Example Fife Partnership Fife Save Scheme

- Provides one-to-one support to fuel poor households in Fife
- Home visits by energy efficiency advisors to more vulnerable clients
- Debt and Income maximisation advice from Citizens Advice Rights Fife
- Support for Fife Council Tenants including priority access to heating systems and insulation



Who Can Access Help?

- **Covers** the whole of Fife council area
- **Home Visits** provide support to people who are vulnerable because of age or disability. Can be private, council or housing association tenants
- **Fife Council Tenants** can get support if they are spending more than 10% of income heating their homes to a satisfactory level



How to Contact

- Referrals made through the Energy Saving Scotland advice centre

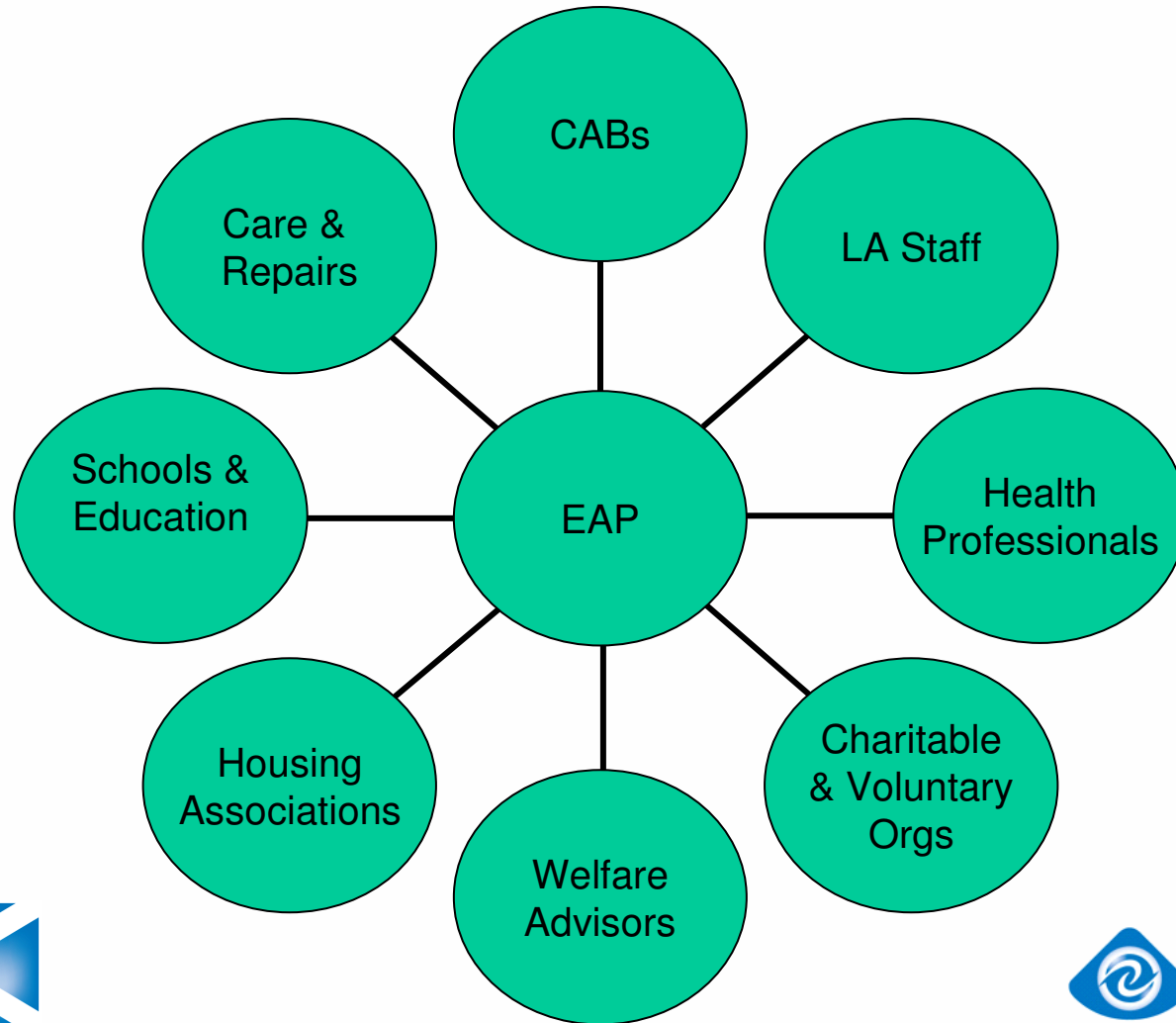
0800 512 012

Advisor will work eligibility for EAP and refer on to Fife Save Scheme

- Referrals made directly using **FORT Database**



Training & Partnerships with...



With your help we can reach more people!

To organise training, staff briefings, joint events or more formal partnership working please contact:

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