

Act On Energy

Who We Are

Act on Energy is a 'not for profit' organisation and a registered environmental charity. Our purpose is to promote energy conservation by providing free and impartial advice to householders and small businesses in Warwickshire, Worcestershire, Coventry, Solihull and surrounding areas. We are funded through Service Level Agreements with the local Authorities, County Councils, Public Health and successful funding bids.

Act on Energy (AOE) have co-ordinated and delivered the Warm & Well in Warwickshire Partnership Scheme since 2011 and continue to deliver the service through funding through Warwickshire County Council Public Health.

The Team

David Jullien - Chief Executive

Rachel Jones - Partnership Manager

Gareth Williams - Project Officer

Leanne Durnford - Project Officer

Rosie Hermitage - Assistant Project Officer

Dawn Beachus - Assistant Project Officer

What We Do - Schemes and Services

There are currently a large number of schemes running across Warwickshire these include the following:

- **Freephone Advice Line** - Free impartial advice to all ages and tenures, also offering advice mail outs.
- **Home Visits** - For vulnerable households who require additional support and advice in the home due to health, literacy or mobility.
- **Comparison and Switching Service** - Online and Paper Comparisons, mail outs and home visit switching service for more vulnerable households.
- **Rural Outreach Mobile Library Advice Service** - AOE provide advice on the Warwickshire Mobile Library Service to help those hard-to-reach rural and off mains gas residents, who live in remote locations, with transport or health issues which restrict their use of other services.
- **Able-To-Pay Referrals** - Free No Obligation Quotations from Local Contractor Network
- **Insulation** - £200 per measure towards Loft and Cavity Wall Insulation
- **Boiler and Fire Service and Repairs** - £35 towards the cost of a service and 50% up to £150 towards the cost of a repair
- **Damp and Mould Solutions** - Only if there is a physical measure such as cavity wall extraction and refill required and is assessed case by case
- **Chimney Sweeps Service**
- **Carbon Monoxide Monitors** – These are issued with all heating works carried out by contractors AOE refer to and issued to residents receiving advice who are vulnerable and do not currently have a CO Monitor fitted.
- **EPC's** - £75 Inc. VAT, these provided through some heating schemes free of charge.
- **Thermal Imaging** - £100 Inc. VAT* subject to location

- **Events and Advice Sessions** – These are delivered throughout the year and we welcome all invitations to local events you may be organising.
- **Frontline Staff Training, Talks and Presentations** – These are delivered throughout the year and are available on request for all partner organisations, community groups etc. They can be adapted to the needs of the organisation, audience, venue and time allocation available.
- **Literature** - There is a range of advice literature available to download from our website or order in paper form from AOE including the popular Warm & Well in Warwickshire Service Leaflet, Take Control Leaflets and Warm & Well In Warwickshire Thermocards.
- **Partner Organisation Referrals** - AOE refer residents to a range of partner organisations for other advice needs including Warwickshire Welfare Rights, Citizens Advice, CAVA, Age UK, Fire Service, Local Council, Housing Assessment Teams, Environmental Health, Social Care, Care & Repair Services, Severn Trent, Guide Posts, Alzheimer's Society etc.

Scheme(s) Qualifying Criteria

Tenure - Some schemes are available to homeowners and private rented, however some are only available to homeowners.

Benefits/Low Income - Some are available to those on means tested benefits, others if they have a low household income and low household savings.

Deprivation Area – If the property is located in a one of the top 20% most Fuel Poor Areas identified by AOE who use the following postcode

tool <http://apps.opendatacommunities.org/showcase/deprivation> (Decline 1 – 4, exemptions may be made for those on boundaries or in Decile 5).

Health - Most schemes have a Diagnosed Long Term Health Condition criteria – but Energy Company Obligation (ECO) Home Heat Cost Reduction Obligation (HHCRO) does not.

Fully Funded/Partial Funding - Some schemes are fully funded, others are partial funding and require a customer contribution. In some cases we can use more than one scheme to make the install free e.g. HHCRO and Warm & Well Funding to cover the customer contribution required.

Attached Documents

I have attached the Warm & Well Service Flyer which outlines some of the schemes and criteria (printed supplies are available on request from AOE) and the current ECO HHCRO criteria (this is due to change in response to the Energy Company Obligation (ECO): Help to Heat Consultation - <https://www.gov.uk/government/consultations/energy-company-obligation-eco-help-to-heat>).

Referrals

We ask all frontline staff to refer **ALL** residents that have a heating, insulation or advice needs to AOE, this includes all property, tenure and fuel types; no existing, old, working, broken or condemned heating systems. Please be advised Council and Social Landlord Properties will receive advice only.

Referrals to AOE can be self-referrals, through family, friends or neighbours or via frontline staff, using any of our contact options listed below.

Minimum information required for AOE to contact a client for a full telephone assessment is Name and Contact Number.

Referral Mechanisms and Contact Options

Freephone Advice Line 0800 988 2881 Open Monday to Friday 9am – 5pm, with answerphone service and call back within 48 hours on weekends.

Email advice@actonenergy.org.uk

Post Act on Act on Energy, 29 Wellesbourne House, Walton Road, Wellesbourne, Warwickshire, CV35 9JB.

Online <http://www.actonenergy.org.uk/contact>

If you require any further information, please do not hesitate to contact leanne@actonenergy.org.uk.

Kind Regards

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