

Warmer Wales | Cynhesu Cymru

Introduction | Cyflwyniad

Citizens Advice Bridgend
County Borough

26th November 2019



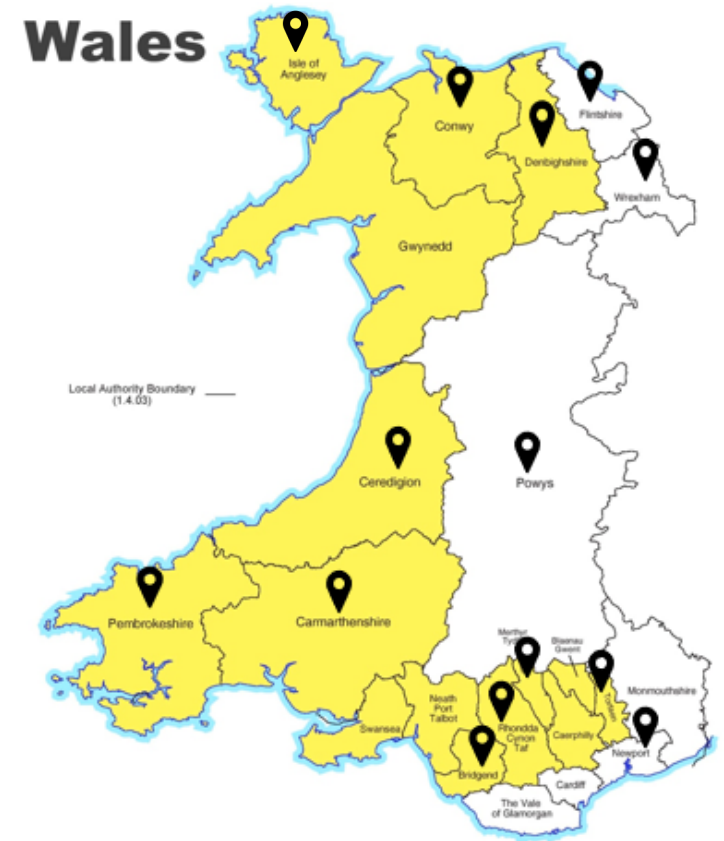
The British Gas
energy trust

What is Warmer Wales?

Warmer Wales is a holistic energy advice service funded by the British Gas Energy Trust and delivered by 14 local Citizens Advice offices in Wales

**Bridgend
Ceredigion
Denbigh
Merthyr Tydfil
Pembrokeshire
Rhondda Cynon Taf
Wrexham**

**Carmarthen
Conwy
Flintshire
Newport
Powys
Torfaen
Ynys Mon**



Who do we help?

Warmer Wales aims to reach out to those most in need across Wales who are experiencing, or at risk of experiencing, fuel poverty

Cold homes

People with disabilities

Physical health conditions

Pregnant women

Households with young children

Respiratory conditions

Vulnerable to ill health

Mental health conditions

Older people (aged 65 and above)

Low incomes

Cardiovascular conditions



What do we do?

We explore issues – we don't just advise on the presenting problem



Energy awareness

Providing information and advice on energy saving, preventing heat loss, using heating systems, reducing condensation/damp and grant schemes



Maximise income

Offering welfare benefit checks, support with applications and advice on further charitable support and bill reductions



Reduce bills

Comparing tariffs and providing switching support to access cheaper rates and national, local and small emergency funds



Manage debts and budgets

Offering advice on areas including bankruptcy, DROs, IVAs and Debt Management Plans



Improve health and wellbeing

Providing support to reduce stress and improve living conditions to help clients' mental and physical health

How do we do it?



We can deliver the service in a convenient **local location** - either in a client's home, an outreach venue or at a local Citizens Advice office



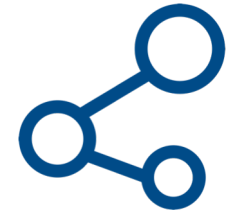
Clients can meet or talk with an energy adviser as often as they need to, depending on the level of **support** needed



Appointments can be face-to-face or over the phone



We talk to the client about their situation and help them identify some **practical steps** they can take to find a way forward



We help the client with debt and benefit issues as well as referring them for further **specialist support** if needed

How do our clients enter our service?

Drop-in and outreaches

Collaborative working with front-line workers (especially health and social service practitioners)

Referrals from external organisations

Who are they?

Since the 1st January 2019 we have seen 1,693 clients through this project with 15,803 different issues.

62% have been female.

66% have been disabled and/or had a long-term health condition.

Their top debt issues have been fuel debts, followed by water and sewerage debts.

Their top issues have been financial capability and utilities and communications.

The majority of our clients are aged 50 to 64 years of age.

The ***confirmed*** income gain for the year is £495,334. That's £292.58 per client.

Lasting outcomes

Warmer Wales also aims to:



- Help clients develop the knowledge, skills and behaviours to improve energy efficiency and reduce their consumption
- Increase the health and wellbeing of whole families along with developing community resilience
- Help with residential carbon reduction, creating healthier communities, reducing mortality rates and GP referrals
- Support the Well-being of Future Generations (Wales) Act 2015 objectives
- Prevent problems in the future, not just resolve the symptoms, thereby reducing the pressure on follow-on health and social care services particularly during the winter

What else do we do?



We record information, look for patterns and measure outcomes so we can:

- Feed into debt, welfare benefit, fuel poverty and health/mental health policy reporting
- Influence policy development in the fields of health and wellbeing, financial and consumer literacy skills and wider community resilience
- Feed in data captured for planning future Wales wide projects
- Share our insight and findings with relevant stakeholders to form evidence where useful
- Contribute to the Welsh Government's well-being goals



Thank you | Diolch

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**cyngor ar
bopeth**

**citizens
advice**

**The British Gas
*energy trust***