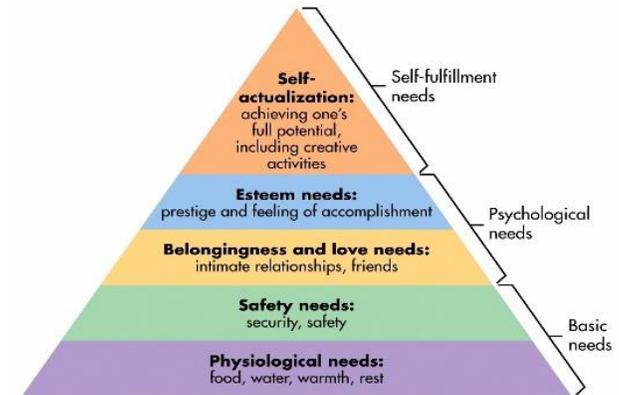




# Support available from Warm Wales

*“Improve  
people’s health  
outcomes by  
tackling the root  
causes”*

Joanna Seymour  
Head of Partnerships and Development  
[Joanna.Seymour@warmwales.org.uk](mailto:Joanna.Seymour@warmwales.org.uk)  
01352 711751





# Energy crisis

## Energy Price Guarantee:

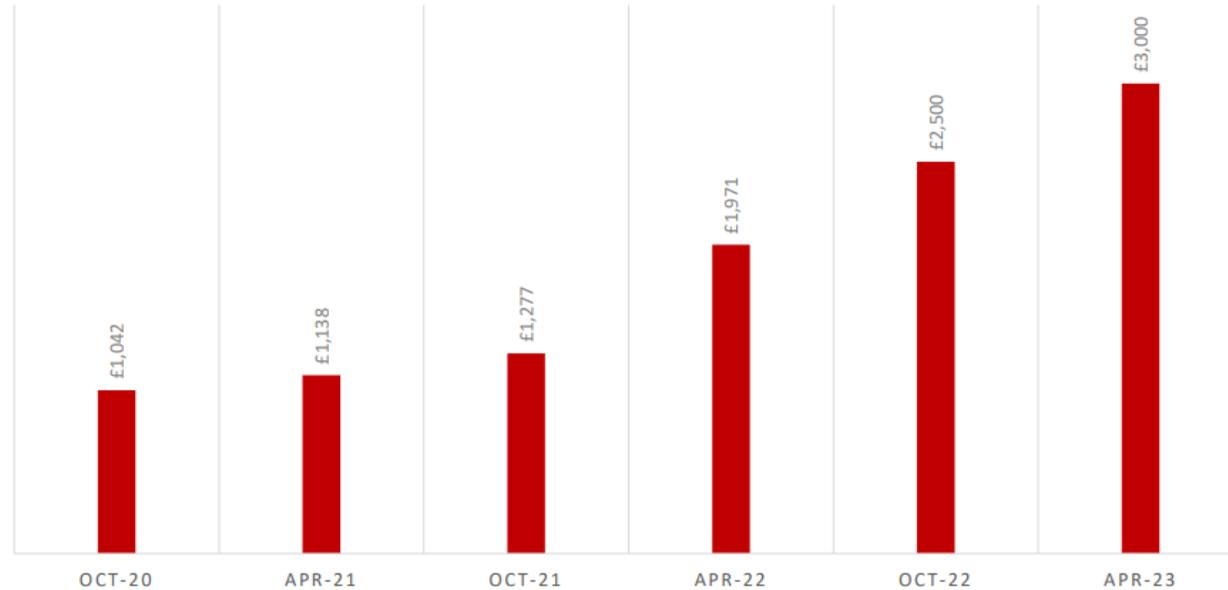
Average of £2,500/year for six months. £3,000/year from April 2023.

It:

- is *\*not\** a cap on your overall bill
- limits the amount you can be charged per unit of gas or electricity
- is presented as a GB average, based on typical consumption
- varies by region and how you pay
- is **almost DOUBLE** what it was last winter (**2.5x** from April)

## AVERAGE ENERGY PRICES

■ Direct Debit



Gweithredu dros Gortrefi Cynnes  
Action for Warm Homes

We now know that the price for typical use is £2500 until end of March 23, it will then rise to £3000, but still more than in Oct 2021 which was £1277





# Typical costs using the Price Guarantee

<b>Terrace</b>	<b>£2,400</b>
<b>Semi</b>	<b>£2,650</b>
<b>Detached</b>	<b>£3,300</b>
<b>Bungalow</b>	<b>£2,450</b>

<b>Gas</b>	<b>Electric</b>
Usage- £0.10/kWh	Usage- £0.34/kWh
Standing Charge- £0.28/day	Standing Charge- £0.46/day

Low usage

Gas- 8,000kWh

Electric-1,800kWh

Medium usage

Gas- 12,000kWh

Electric- 2,900kWh

High usage

Gas- 17,000kWh

Electric- 4,300kWh

**Important to note that if you have access to a gas and electric meter you will be paying on average £273/yr for standing charge**



**Aim to provide homes with affordable warmth and to alleviate fuel poverty across the country**

**"Our mission is to empower people to make the right choices and decisions for themselves to enable them to alleviate fuel poverty and become more resilient"**

- Established 2004
- Community Interest Company
- Tackling causes of fuel poverty
- Not for profit organisation
- Reinvesting surpluses in the community
- Cover all of Wales
- Gas Connections
- ECO4 Management
- Energy Advice, support and Education
- FRESH- Vulnerability Mapping
- Partner Referrals

Prevention

Accessibility

Affordability



Income

Energy costs

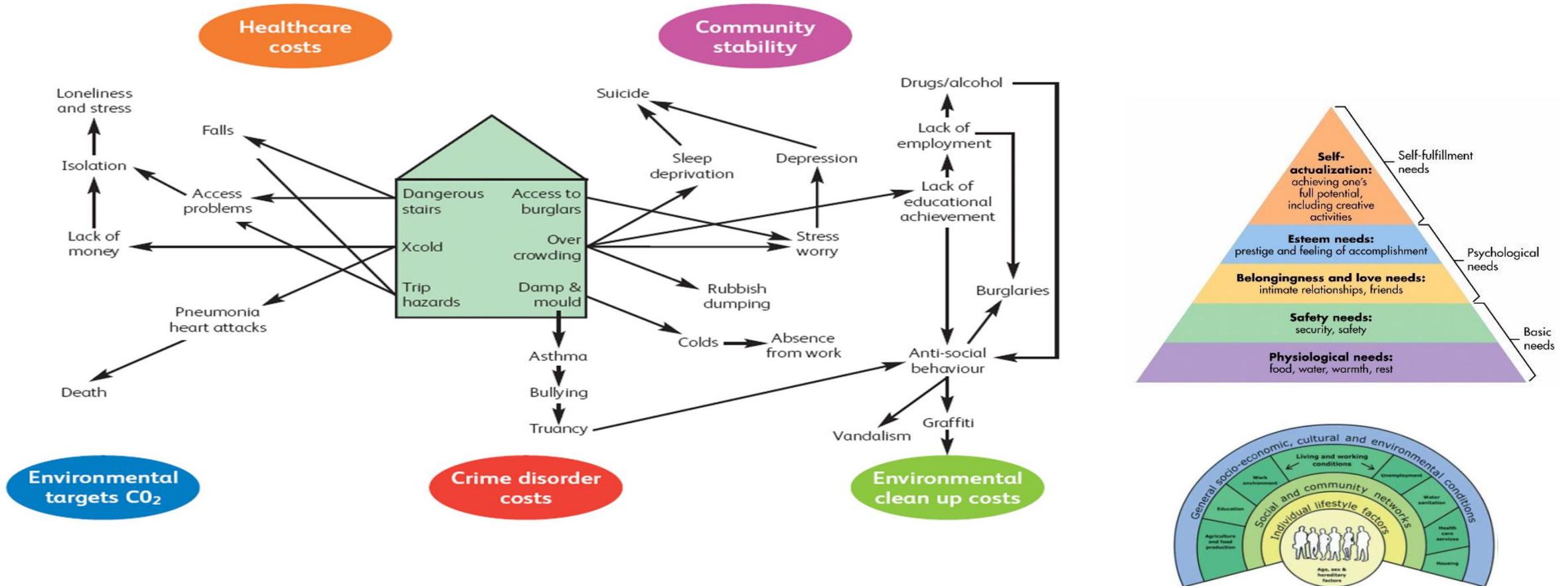
Energy Efficiency

[warmwales.org.uk](http://warmwales.org.uk)



# Starts with the Home

*“Improve people’s health outcomes by tackling the root causes”*





# “How to make a house a home”

Bringing together Energy Advice, case work support, education and behaviour change with Social Prescribing and wellbeing to improve people’s health outcomes by tackling the root causes

- ✓ 1700 referrals from across North Wales supported with over 4000 interventions.
- ✓ Light touch training provided to 94 Clwyd Alyn Staff
- ✓ Awareness training provided to 400 other partner organisations

## MY HOME DENBIGHSHIRE

A service provided by



Healthy Homes, People,  
Lives and Communities



HEALTHY HOMES  
HEALTHY PEOPLE

CARTREFI IACH  
POBL IACH

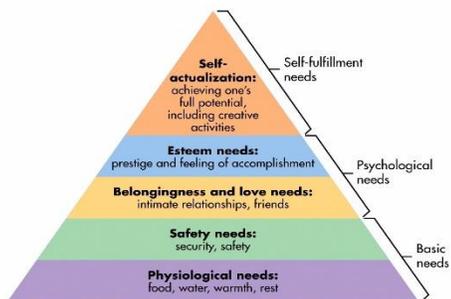




# Questions to ask

A central white silhouette of a person with glasses and a bow tie is positioned within a dark red triangle. The three vertices of the triangle are labeled in white circles: 'GP' at the top, 'HOME' at the bottom left, and 'HOSPITAL' at the bottom right.

1. Is your property affecting you or your family's health?
2. Is your property cold or damp?
3. Are you struggling to heat your property?
4. Are you struggling with money?



People

Partnership

Property

Policy

Place





# Support Interventions



Energy and affordable warmth, Money maximisation and financial security, Home safety and Health and wellbeing along with Basic needs.

## **Affordable Warmth and Energy Advice\*:**

- Energy advice, support and education
- New Heating systems
- Energy Efficiency
- Behaviour change and awareness

## **Basic Needs\*:**

- Emergency gas and electric top ups
- Food Packs
- DAF- Oil, LPG solid Fuel

## **Money Maximisation and financial security\*:**

- Switching
- Fuel debt
- Water support
- Water debt
- Benefits

## **Health and Personal Wellbeing:**

- ONS4- Personal wellbeing
- Social Prescribing

## **Home Safety\*:**

- Fire Safety
- Repairs
- STF
- PSR
- CO Awareness

\*The support listed is subject to change and can be criteria dependant



# Impact



- **You will be healthier**
- **You will be more likely to afford to heat your home**
- **You will be less likely to be in Poverty** due to the cost of running the home
- **Your wellbeing will be improved** (80% seen an increase in personal wellbeing (happiness, life satisfaction and worthwhile))
- **Your anxiety will be reduced** (93.3% seen a decrease in anxiety levels)



# How to avoid fuel debt

- Check bill especially if it is **estimated**
- Choose the right payment **method**
- Talk to a debt advisor if unable to **pay the bill**
- Improve energy **efficiency**
- Contact the **supplier**



## INVEST IN ENERGY EFFICIENT APPLIANCES

Throwing out a perfectly good appliance won't save you much money, but when it is time to swap, going for one with a high energy-efficiency rating can be worth the investment. An A fridge freezer will save around £320 in energy bills over its lifetime compared to an B model.

swipe >



## MAKE USE OF YOUR MICROWAVE

The microwave is generally the most efficient way to heat up and cook food - it's always quicker and its smaller size (as opposed to the oven) means that the heat is more focused on whatever's being cooked. Opt for this appliance whenever possible.

swipe >



## ABOLISH STANDBY MODE

Our living rooms are full of electronic devices. Television and entertainment systems, and games consoles that all use energy. When on standby mode, these devices will continue to use energy. By unplugging these devices when they are not in use you could save you around £35 annually.

swipe >



## FILL UP!

- Wash full loads of laundry when possible; try 30 degree washes instead of 40 degree.
- A well-known trick to making your fridge and freezer more efficient is to fill it to capacity.- freezers can be costly so make sure you have the right size freezer to suit you- do you really need two freezers?

swipe >



## CLEAR FURNITURE FROM IN FRONT OF RADIATORS

Clear furniture from in front of your radiators so heat can circulate more easily. Also avoid drying clothes directly on the radiator which can make them work harder to provide the same level of heating, use a clothes airer instead

swipe >



## TURN YOUR THERMOSTATS DOWN BY 1 DEGREE, OR MORE

Turn your thermostats down by 1 degree, or more - most people find between 18°C and 21°C comfortable.

swipe >



**REDUCE DRAUGHTS**

Reduce draughts around windows, doors, cat / dog flaps, loft doors with shop bought, or home-made draught excluders

swipe >

**WARM WALES CYMRU GYNNES**



**TURN IT OFF**

A running tap wastes more than five litres of water a minute, so turn off the tap while brushing your teeth, shaving, or washing your face. Use cold water if you don't need hot.

swipe >

**WARM WALES CYMRU GYNNES**



**SHORTER SHOWERS**

Spending one minute less in the shower each day will save up to £8 a year off your energy bills, per person. Replacing your shower head with water efficient one could save a four-person household as much as £38 a year on gas for water heating, as well as a further £53 a year on water bills if they have a water meter\*. That's a total annual saving of around £91.

swipe >

**WARM WALES CYMRU GYNNES**



**INVEST IN INSULATION**

As we're heading in to summer you may not need to insulate right away- but it may be a good idea to set aside some money in preparation of investing in insulation. When it comes to heat, around 25% is lost through the roof. This can be easily reduced by installing 25cm of insulation throughout your loft

swipe >

**WARM WALES CYMRU GYNNES**



**UPGRADE YOUR BOILER**

If your boiler is more than 10 years old, it may be time to replace it with a new, more energy efficient one. Depending on your old boiler type and house, you could save up to £350 with a new A-rated condensing boiler.

swipe >

Cant afford one? Contact one of our community workers to see if you're available for NEST boiler replacement

**WARM WALES CYMRU GYNNES**



**TO FILL OR NOT TO FILL?**

**Don't fill:** The average UK household puts the kettle on 1,500 times a year - only fill it with the amount of water you need

**Fill:** Wash full loads of laundry when possible; try 30 degree washes instead of 40 degree

swipe >

**WARM WALES CYMRU GYNNES**



# Resident feedback



“The difference that Warm Wales has made is massive, I can’t thank them enough. They made me feel like someone was listening and does care. I love speaking to Jodie, she makes me laugh”





# Getting in Contact

North Wales Office  
Unit 96-98, Greenfield Business Centre,  
Bagillt Road,  
Greenfield,  
CH8 7GR  
01352 711751

For general enquires email: [NWreferral@warmwales.org.uk](mailto:NWreferral@warmwales.org.uk) or [hhplc@warmwales.org.uk](mailto:hhplc@warmwales.org.uk)

Referral link:-

[Get Support - Warm Wales](#)





Thank you  
Any questions

