



[Wiltshire Money](#) is the lead body for financial inclusion activity within the county and provides a strategic framework for local organisations to co-ordinate their work, develop collaborative partnerships and share lessons learnt.

Fuel Poverty:

£3million households nationally are in fuel poverty

Approx. £30,000 in Wiltshire

Fuel poverty is most common in private renting

The average dual fuel bill is £1300 annually

Discounts for fuel are often an issue as they're only available if paying on direct debits, paying annually or paying online all of which are impossible for people on lower incomes. Also many discounts are linked to dual fuel but where much of rural Wiltshire is off mains gas this is obviously unavailable to customers.

Most people affected by fuel poverty are those already vulnerable – elderly, families with young children, those with long term illness and disability and – key to Wiltshire, those restricted to using solid fuels.

The government are looking at ways of dealing with energy companies to make things easier for the customers – in 2011 there were 400 different tariffs available.

Fuel costs are affected by tariffs, fuel type, choice and behaviour

Knock-on effects are:

- Financial pressures
 - Whether to heat or eat
 - Pay day loans
 - Anxiety stress
- Poor living conditions
 - Cold/damp
 - Mould/poor air quality
 - Fabric of building suffers
- Health
 - Respiratory/circulatory
 - Excess of deaths in winter
 - Increased hospital admissions
 - Mental health
- Social challenges
 - Increased isolation
 - Social stigma



Statistics have been produced that map Wiltshire showing issues as above, such as respiratory problems etc and therefore grade the areas to high risk/low risk

Opportunities for positive impact include training Tenant Energy champions to work within council housing stock helping support behaviour change, advising and signposting.

Southern Wye Energy Agency

Registered educational charity

Promote sustainable energy and affordable warmth

Warm & Well project:

- Started over 10 years ago
- Approved over 40,000 households

Work with partners in the community to identify those most in need and to ensure, when signposting, they can also provide links to organisations that specialise in knock-on issues such as health, food etc

The Green Deal

Central government energy initiative.

- Households that apply have an assessment carried out on house and a report produced. The report advises measures that would improve energy efficiency in the house, this can be anything from insulation, heating, draught-proofing, double glazing, renewable energy technologies - eg solar panels or wind turbine.
- You then choose which energy provider (certified by Green Deal – includes most major providers) you wish to go with and they calculate the savings you're likely to make.
- The contract is to your electricity meter and so stays with the house.
- The deal is open to landlords, private-renters and owner occupiers. It is potentially available to some housing association tenants but will need to go through the housing association.
- You then pay back, in instalments, the cost of the improvements but the 'golden rule' ensures you will never need to pay more than the savings you are making.

The Green Deal assessment is free (through the government's ECO – Energy Company Obligation rule) to those in deprived areas, hard to treat properties and those who don't have affordable warmth. For others it costs £150.

Freephone 08005003076 or text WARM to 83010 for a free callback



Achieve

Project funding household in the Trowbridge and Melksham area, for those where the inhabitants are over 70, have children under 16 or receive income or disability benefits.

A visit takes place at the house (1 ½ hours) giving advice and assessing the home for potential improvements. A report is written and then a second visit to give further advice and install energy and water saving devices such as:

- LED lights
- Radiator panels
- Cistern hippos
- Tap aerators
- Energy saving light bulbs

Average savings are £45 per year, can be up to £175.

Good Neighbour Scheme

Funded by Wiltshire Council and Age UK

Information and sign-posting, work with other partners and services, to enable people to access services they need.

There are 20 coordinators working across Wiltshire

As well as the core service there is also A Winter's Journey scheme to 'maintain quality of life and to reduce deaths due to poverty'