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COMMUNITY OVERVIEW & SCRUTINY PANEL SUPPLEMENT AGENDA

Date: Monday, 13 June 2022

Time: 6.00 pm

Venue: Hybrid Meeting - Council Chamber, Moorlands House, Leek and via Microsoft Teams

Please find below a presentation which was unavailable when the agenda was published.

PART 1

9. Beat the Cold Service Overview and Recent Utilisation - Thomas Bostock, Development and Partnerships Manager.

MARK TRILLO
EXECUTIVE DIRECTOR & MONITORING OFFICER

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Beat the Cold are a Staffordshire based charity, whose aim is to reduce fuel poverty, and cold related ill health. Trusted partner within Stoke on Trent, Staffordshire, and surrounding areas, and have over 20 years' experience in energy advice and support.

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Beat the Cold is committed to helping those who live in, or are at risk of fuel poverty, or whose health could be detrimentally affected by a cold home. We pride ourselves in going the extra mile to support every service user, regardless of the complexity of their situation.



Department for
Business, Energy
& Industrial Strategy

ofgem



Energy price cap: default tariff

(from)



PA graphic. Source: Ofgem. Figures are for dual-fuel direct debit customers

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Fuel Poverty – NEA predictions

October 2021 – 4M Households

April 2022 – 6.5M (54% increase to Price Cap)

October 2022 – 8.5 M (almost a third) if typical bill is to increase again to £3000

Reduction of outgoings on fuel

Behavioural change

Any concern regarding energy / energy supplier / energy debt

Signpost and refer to partner agencies to maximize the outcomes – Food & Fuel Vouchers

Assisting clients with understanding energy bills

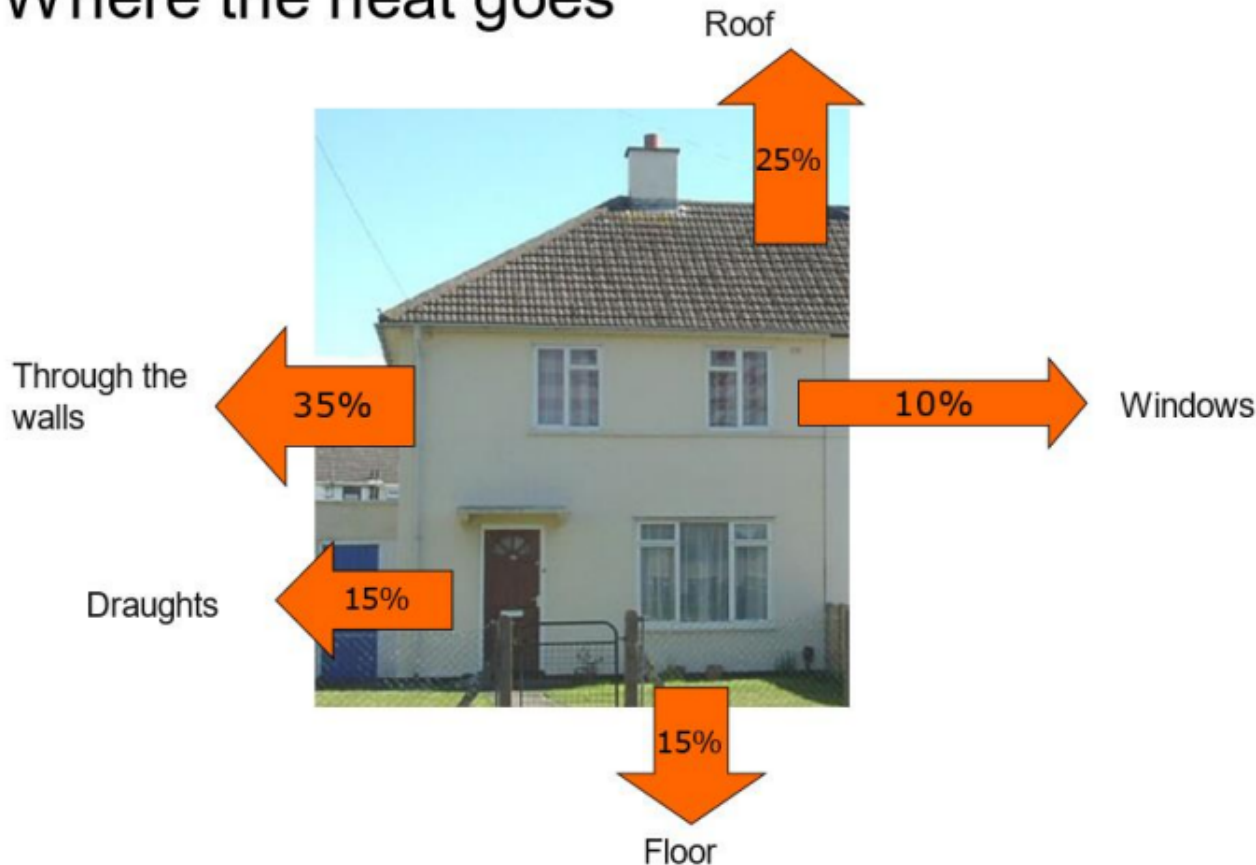
Assisting clients to manage their energy accounts properly and appropriate to their needs.

Income maximisation - Assisting clients to complete benefit entitlement checks to ensure that they are claiming everything they can.

Assisting clients to access and apply for Government and Local Authority Delivery Schemes, such as Energy Company Obligation & Green Home Grants

Wall/loft/floor Insulation / ASHP / Solar

Where the heat goes



	This Quarter				
	Q1	Q2	Q3	Q4	Cumulative
Enquiry count					
No of advice line enquiries	95	95	163	242	595
No of individual Households supported this quarter only			110	205	315
Disadvantaged households (i.e. LI, Health, etc.)	63	76	63	125	327
Disadvantaged households benefitis	70	70	82	188	410
No of referrals for energy efficiency improvements	18	4	19	11	52
Self reported improvement wellbeing			24	65	89
Issue with a problems supplier resolved			15	16	31
No of referrals for benefits checks	0	0	4	2	6
Advice given for tariff switching/billing	25	27	22	26	100
General energy advice	79	95	95	172	441
No of referrals for WHD	£3,080	£4,760	£2,100	£1,400	£11,340
No PSR sign-ups	TBC	N/A	21	32	53
Fuel Vouchers issued £	£3,700	£2,454	£1,043	N/A	£7,197
No SCF referrals for heat grant (£350.00 per household)			61	181	242
Food Vouchers Issued			4	7	11
Water Tariff Support Given			31	92	123

Over 240 Staff Mborland residents referred for a £350 Fuel voucher. Dec 2021 – March 2022.

Partners

University Hospitals
of North Midlands



NHS Trust



City of
Stoke-on-Trent



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**energy
saving
trust**



Thank you

Tom Bostock -
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g.uk

'I feel my energy knowledge has improved since speaking with the team. My house is warmer and I'm more comfortable that I can monitor the costs of energy in the house. The adviser was very helpful and made me aware of other ways I could save money on my water bills. He also put me on the Priority services register which gave me better peace of mind. It was lovely to have someone at the other end of the phone who genuinely cared and listened to me. I would give the service 10/10'