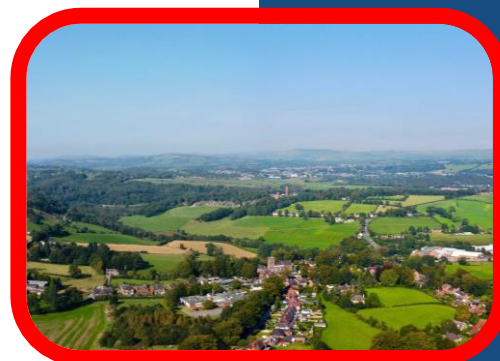


COMMUNITY OVERVIEW & SCRUTINY PANEL.

ENERGY ADVICE SERVICE REVIEW.

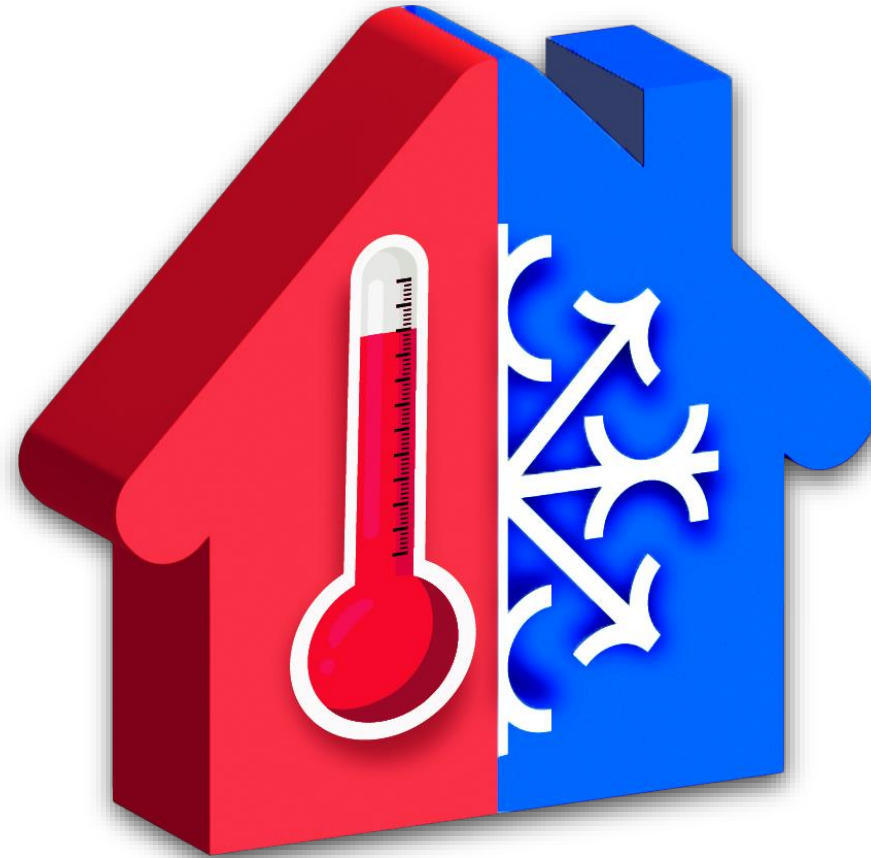
**FIONA MILLER.
DEVELOPMENT &
PARTNERSHIP MANAGER.
BEAT THE COLD.**




BEAT
— THE —
COLD

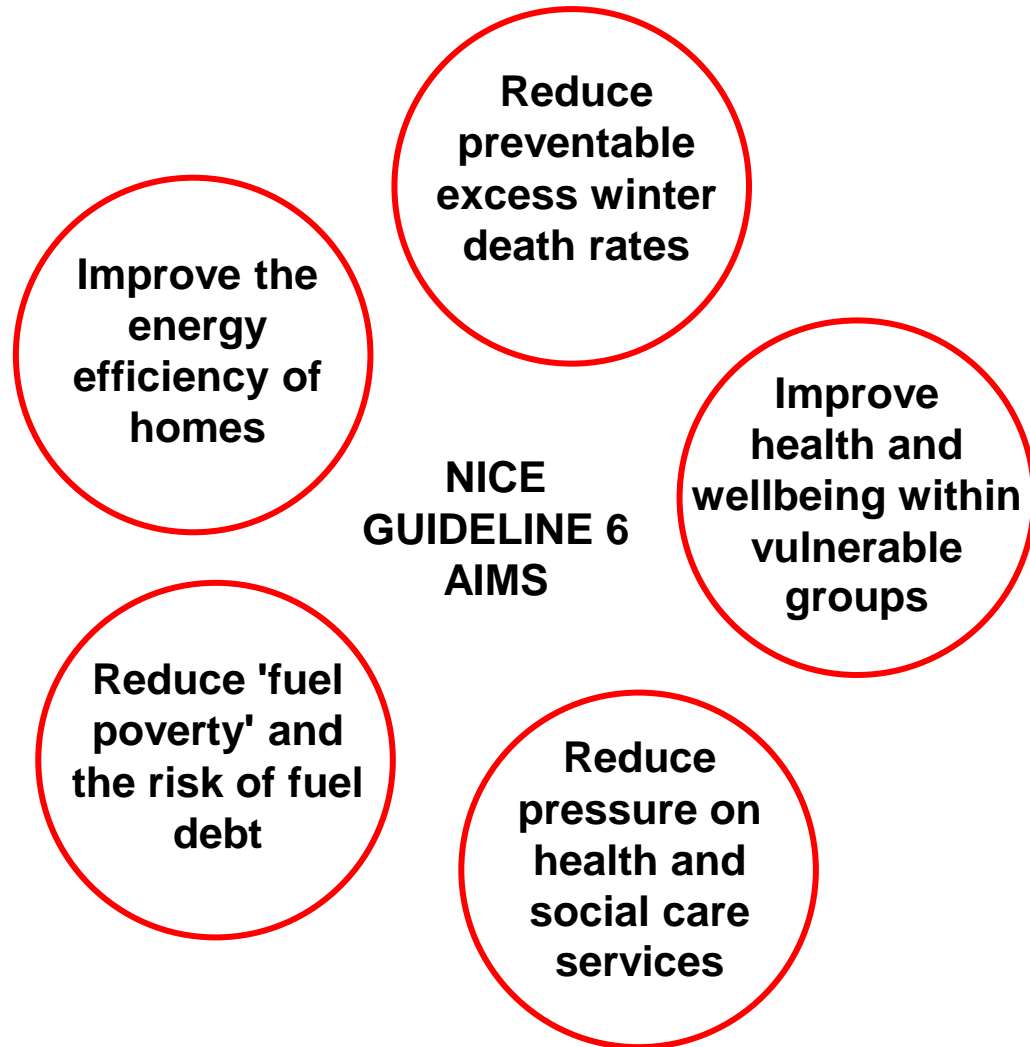
AGENDA

- **Beat the Cold Overview**
- **NICE Guideline 6**
- **Beat the Cold Team**
- **Service Level Agreement**
- **Key Performance Data 2023/24**
- **Case Study One - Cheadle**
- **Case Study Two - Leek**
- **Questions & Close**



BEAT THE COLD OVERVIEW

- Beat the Cold are a Staffordshire-based charitable incorporated organisation delivering **fuel poverty and energy efficiency advice** and support to Staffordshire residents
- Commissioned by SMDC in line with NICE Guideline 6, Recommendation 2: “ensure a **local, single-point-of-contact health and housing referral service** is commissioned to help vulnerable people who live in cold homes”
- Beat the Cold have over **two decades of experience** in delivering **impartial, trusted energy advice** to residents
- Expertise includes HUG2, ECO4 and GBIS schemes to **improve the fabric of homes**, for residents who are **disadvantaged through health or low income**, through supporting the installation of retrofit measures
- No enquiry is too complex for Beat the Cold to undertake, and an **unscripted approach** to advice ensures that **residents are fully supported regardless of the complexity**



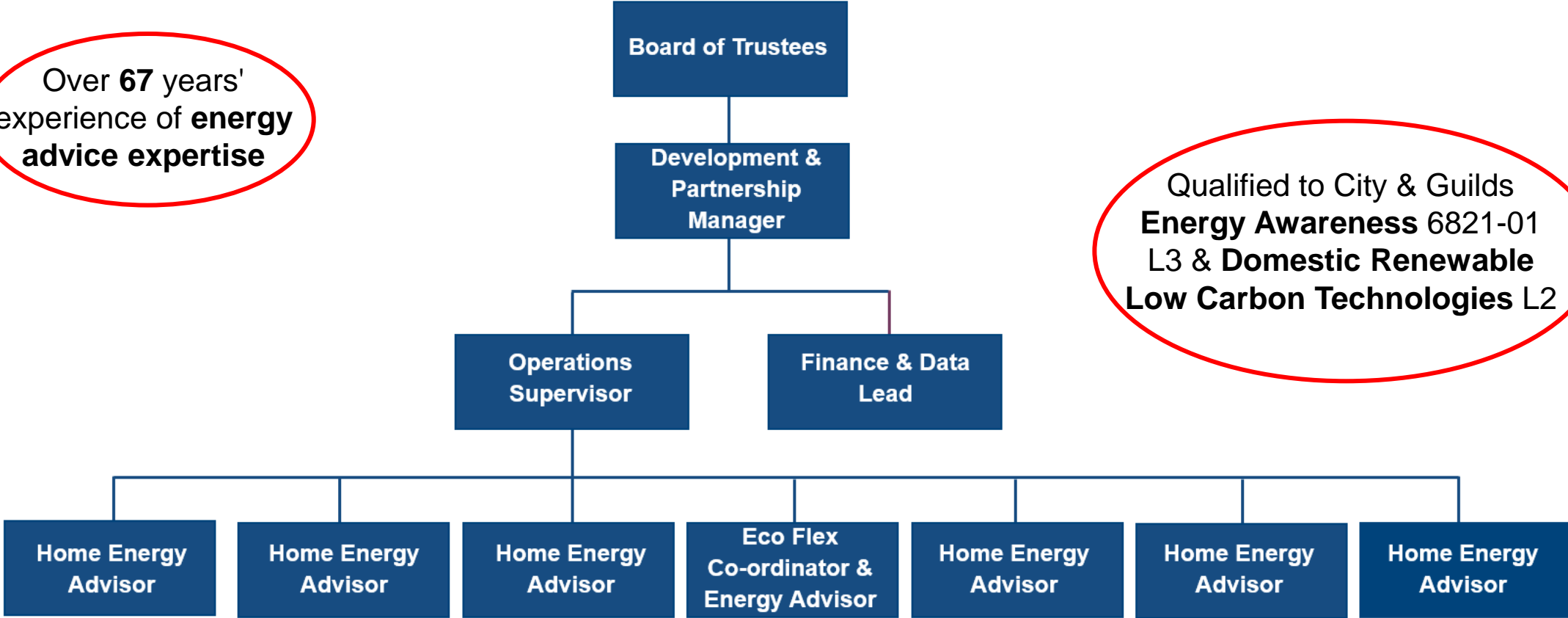
“Excess winter deaths and illness and the health risks associated with cold homes.”

Guideline definition of ‘vulnerable people’:

- people with **cardiovascular** conditions
- people with **respiratory** conditions
- people with **mental health** conditions
- people with **disabilities**
- **older people** (65 and older)
- households with **young children**
- **pregnant women**
- **people on a low income**

BEAT THE COLD TEAM

Over **67** years' experience of **energy advice expertise**



Qualified to City & Guilds **Energy Awareness 6821-01 L3 & Domestic Renewable Low Carbon Technologies L2**

SERVICE LEVEL AGREEMENT

1. Provide an **energy advice service**
2. Offer **extra advice and support to vulnerable residents**; ensuring information and advice is easily accessible
3. Maintain and **actively promote** the brand
4. Incorporate the affordable warmth programme as a mechanism for **improving the health of residents** across the district
5. Identify and **advise on ECO** or similar projects and **lead on delivery**
6. **Performance monitoring and reporting** outcomes
7. **Monitor satisfaction**
8. **Country-wide partnership**

**3 Year Service
Level
Agreement**
April 2022 –
March 2025

KPI:
30
Home Visits

KPI:
**2 Events with
+50 Attendees**

KPI:
**4 Partner
Activities**

KEY PERFORMANCE DATA 2023/24

Supported
451
households
with **672**
enquiries

£60,750
of **fuel**
vouchers
issued to
households

50 residents
reached at
Leek event
with Support
Staffordshire

24
households
referred for
ECO4 retrofit
grant support

40 – 65
was the largest
age group
category
seeking advice

Over **70%** of
households in
poverty
through **low**
income

95
households
issued with
Foodbank
vouchers

15 home
visits
delivered for
vulnerable
residents

81 residents
added to NG
Priority
Services
Register

The **majority**
of residents
were **long**
term sick or
unemployed

Over **65%** of
residents had
a **health**
condition

103
households
referred for
water tariff
support

25
households
were referred
through links
with **NHS**

50 residents
were referred
for **onward**
partner agency
support

138 residents
reported
improved
wellbeing

CASE STUDY ONE

- Family of 3, owner occupiers, semi-detached, Cheadle, 40-65 age group
- Vulnerable through health conditions (recent heart attack, unable to work, applying for Universal Credit)
- Referral by DWP in July 2023, supported with 1 phone interaction through Beat the Cold

Advised about keeping a **warm home for health recovery** without high financial means

Added to NG **Priority Services Register** for urgent support in a power cut

Successfully supported to apply for **£450 fuel credit** through HSF

Supported to apply for **water tariff support** with average **£350 saving**

Signposted to **additional partner agencies** and offered **food vouchers** if required

Offered **ongoing support through Beat the Cold** for peace of mind

Beat the Cold are here to offer reassurance and support during the toughest times of life

CASE STUDY TWO

- Retired couple, owner occupiers, 3 bed. semi, Leek
- Vulnerable through health conditions (mobility issues and arthritis, claiming attendance allowance)
- Referral by friends and family in November 2022 and supported by Beat the Cold 7 times to date including a home visit

Advised on **programming heating** for affordable warmth

Checked **energy bills** for accuracy and **tariff advice**

Successfully supported to apply for **£450 fuel credit** through HSF

Supported to apply for **water tariff support** with average **£350 saving**

Supported to complete **benefit check** and now receiving **Pension Credit**

Saved £672 p/a on **energy bills** through incorrect billing

"Receiving support has been wonderful. It helped us financially, and we weren't aware that we were entitled to any assistance. The advisor also helped sort out our benefits, which has been a game-changer for us! This service has made a significant difference in our lives."



Questions are welcomed.

Thank you for your time.



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