

Fuel Poverty

How to identify fuel poverty and access support for Calderdale residents.

Information for professionals supporting people living in fuel poverty in Calderdale.

In addition to the support outlined here, the Government has created the Household Support Fund, which runs until 31/03/22. If you know of anyone who may be eligible but has not yet applied for help, please encourage them to do so.

Further details [here](#).

People who are living in fuel poverty are spending a disproportionate amount of their income on energy bills.

There is a 2-year lag on data – 2019 data estimates that 15,729 Calderdale households (16.7%) are living in fuel poverty.

People may not identify themselves as suffering from fuel poverty so it is important that professionals can help identify the common problems.

Signs that a person may be experiencing fuel poverty include:

- Complaining that the home feels cold or damp
- Health problems including prolonged flu symptoms or frequent asthma attacks
- Reporting that they can't afford to pay the bills or are at risk of being disconnected

There are **three types of support** available to help people out of fuel poverty. If you are unsure of the type of support that is needed, please make a referral to CAB below who will make any onward referrals that are necessary to Newground Together and/or Calderdale Council.

Advice on reading meters, switching energy companies and managing energy debts, energy saving tips, accessing financial support schemes (including ECO) and help with some small measures.

Provider: Citizens Advice Calderdale (CAB)

Opening hours: Mon-Fri 9.30-13.00 and Tue 4.00-5.30pm

Contact:
0808 2787879
www.calderdalecab.org.uk
(use contact form)

Emergency fuel vouchers.
There are two schemes open currently and staff will ensure those eligible receive support from the Power Calderdale or Energy Redress scheme to pay energy bills.

Provider:
Newground Together

Opening hours: Mon-Fri 9.30am-4.30pm

Contact:
referrals@newground.co.uk

Residents **cannot** access fuel vouchers directly and need to be referred by a professional.

Energy efficiency improvements to reduce bills through advice, repairs and insulation (includes temporary electric radiators, small heating repairs, boiler replacements and room in room, loft and cavity wall insulation).

Provider: Calderdale Council (CMBC)

Opening hours: Mon- Fri 9.00am – 5.00pm

Contact:
heat@calderdale.gov.uk
01422 392199