



Affordable Warmth
Network

Oxon Affordable Warmth Network

The Oxfordshire Affordable Warmth Network is a longstanding service working to reduce the number of people in fuel poverty; and so improve health & wellbeing. It is coordinated by National Energy Foundation (registered charity number: 298591), but involves many other organisations across Oxfordshire, with a cross-referral mechanism in place to maximise the benefit to residents of each organisation's field of expertise.

The Affordable Warmth Network operates across Oxfordshire County. There are no eligibility criteria for residents to access this service, although it is targeted towards vulnerable residents. It encourages residents to look out for their neighbours, and those more vulnerable than themselves, particularly when the temperature drops, and risk of adverse health effects are increased.

Helpline Service

Does the thought of
your next heating
bill leave you
cold?

The Affordable Warmth Helpline 0800 107 0044

The network provides a central Affordable Warmth Helpline, **0800 107 0044**, able to give impartial expert advice on all issues surrounding fuel poverty and affordable warmth. This includes: reducing energy bills, increasing energy efficiency of properties, switching energy supplier and how to stay warm over winter, and is promoted towards all residents likely to be struggling with rising energy bills, or those vulnerable to the cold. If residents prefer, there is also a dedicated email address, also used for incoming referrals from partner organisations: awn@nef.org.uk

For those residents identified as needing insulation or heating measures to make the home energy bills sustainable, we may suggest a referral for a home energy survey, and follow up service to pull in all available funding to make these improvements happen. The energy survey is likely to be conducted by either Dale Hoyland of National Energy Foundation or a representative from Green Deal Together or the Energy Saving Co-op (both Oxfordshire-based). Financial assistance may come from ECO grants, energy supplier trust funds, benevolent trusts, flexible home improvement loans, and 'fuel poverty' grants held on behalf of local authorities in Oxfordshire, depending on eligibility and available funding.

Outreach Activity

Engaging with the public on the subject of keeping warm and well is seen as a key part of our service by funders, and in the financial year 2012-13, directly advised almost two thousand residents, providing general advice to many more. Our outreach includes delivering talks to lunch clubs, single parent groups, carers meetings (including Alzheimer's, Parkinson's and dementia cafes), retirement or 50+ groups etc; and attending events such as Information days, health and wellbeing fairs, flu clinics and electric blanket testing days.



Training



Finally, we deliver training and briefing sessions to front line staff promoting the importance of affordable warmth, the dangers of fuel poverty and of living in the cold home, including the signs to look out for, and the help available to alleviate the underlying problems. In the past we have delivered training to occupational therapists, district nurses, reception and housing staff with councils, to tenant engagement officers within housing associations, and community groups (including the CAG network in Oxfordshire) so they are also able to spread the message our service is promoting.

All outreach and training sessions are free of charge as we are kindly funded by the four district councils across Oxfordshire and public health. The network also produces a range of literature, including a 28 page 'Easy Save' booklet packed full of tips to keep in control of energy bills, thermometer cards, a range of factsheets, posters and flyers.

This service is kindly supported by:



Working in partnership with
**THE NATIONAL
ENERGY FOUNDATION**

For more information on the Oxfordshire Affordable Warmth Network please contact Dale Hoyland, Affordable Warmth Projects Manager, 01908 256926, dale.hoyland@nef.org.uk