

# KEEP CALM

By Keeping Warm This Winter

Keep warm this winter with the help of Specialist Advisors at  
**Stirling Citizens Advice Bureau Ltd**

The consequences of fuel poverty are **misery, discomfort, ill health and debt**. The **Energy Team in Stirling Citizens Advice Bureau** can help you escape fuel poverty.

With the continuing impact from the Covid pandemic being felt across all sections of society, many of us have had to adapt to new ways of working and learning. As a result of home working, home schooling, and being placed on furlough, we are spending much more time in our homes, and as a result, are using more electricity and gas to light and heat our homes. Advice and support in energy management, access to grants and benefits, and help in finding cheaper supplies can be sought from Stirling District Citizens Advice Bureau.

## The Winter Warmth Campaign Snapshot:

- 31** Warm Home Discount applications made
- 103** Fuel Crisis payments made
- 20** Energy switches completed
- £45,000** Client financial awards gained through working with the TRI project
- 33** Signed up to the Priority Services Register



**25%**

Nearly 25% of Scottish households are classed as experiencing fuel poverty. Where more than 10% of the households adjusted income goes towards fuel costs, with the remaining income being unable to meet an adequate standard of living.

## Top Tips

## to help you save money on your energy bills



Turning your appliances off at the plug could **save you £35**



By using a bowl for washing up you could **save up to £25 a year**



You could **save £60** by turning your thermostat down by 1 degree



If you spent just 1 minute less in your daily shower you could **save £8**



By turning off lights when you leave a room you could **save £15 each year**



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## Help in action

### Scottish Child Payment Benefit

This new benefit, available to families in Scotland, is aimed to provide extra financial help towards the costs of supporting your family. It's a weekly payment of £10 that you can get for every child under the age of 6 that you look after. The benefit is paid every 4 weeks, and applications are open for the awards to start in February 2021. There are no restrictions on what you can use the award for, and it could be used to cover the extra fuel costs incurred as a result of furlough, home schooling, or home working.

### Energy Advice Case Study

Client had prepayment meters and was struggling to top up due to experiencing financial difficulties as a result of the national lockdown and having to use energy more frequently. In addition to this, the client had an old inefficient boiler which uses a significant higher amount of energy unnecessarily. Our Energy Advisor provided £56 of emergency fuel vouchers to help with immediate difficulties and also completed a Warm Home Discount application for client, with the aim of obtaining £140 credit from her electricity supplier. After checking the eligibility criteria a referral for the Warmer Homes Scotland Scheme was made for a free boiler replacement, which would improve the overall energy efficiency in the home, and help reduce the fuel payments the client had to make.

**Energy Advice Service** – providing holistic energy advice, assisting with debt issues, advocacy and emergency fuel assistance:  
Contact Azra Tabassum on 07498988993 or [azra.tabassum@stirlingcab.casonline.org.uk](mailto:azra.tabassum@stirlingcab.casonline.org.uk)

**Energy Best Deal Project** – looks for ways to help save money when it comes to energy bills as well as long term assistance regarding debt and fuel concerns. Contact: Kayleigh Sands on 0748925151 or [kayleigh.sands@stirlingcab.casonline.org.uk](mailto:kayleigh.sands@stirlingcab.casonline.org.uk)

**Tackling Rural Isolation Support Service** – provides advice and support to individuals in rural North and West Stirling District. Those struggling with benefits, to engage with their communities or with food and fuel issues. Contact Chris Kinnaird on 07498925157 or [chris.kinnaird@stirlingcab.casonline.org.uk](mailto:chris.kinnaird@stirlingcab.casonline.org.uk)

**SSEN Vulnerable Persons Fuel Poverty Outreach Worker** – works to identify and support families and people of pensionable age who are suffering from fuel poverty with the aim to maximise their incomes. Contact: Laura Hutchison on 07498925159 or [laura.hutchison@stirlingcab.casonline.org.uk](mailto:laura.hutchison@stirlingcab.casonline.org.uk)

