

Home Energy Support Scheme

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Scheme Purpose



- The context for the project is to take action to address the “Cost of Living Crisis” which households nationally have been experiencing.
- The scheme provides free, impartial, personalised energy advice and support.
- It seeks to help residents to achieve a more comfortable home environment, while also aiming to enable residents to save on household energy costs.

Target Audience

- Households with low Energy Rating across all tenures – owner-occupiers, private tenants or social housing tenants.
- Energy Rating of a dwelling is publicly accessible information via the Government website [Find an energy certificate - GOV.UK \(www.gov.uk\)](https://www.gov.uk)
- We write a letter of introduction to households with low Energy Ratings and invite them to contact us to book a home visit from the Home Energy Support Advisor (Sarah Simons).
- We encourage people to contact us if they are concerned about their energy bills and/or are interested in making their home more energy efficient.
- Funding for the scheme runs until 31 March 2025. It comes from UKSPF (UK Shared Prosperity Fund) which was set up as part of the former Government's 'Levelling Up' agenda.
- It is also a corporate priority project for Chorley Council

The logo for Chorley Council features the word "Chorley" in a large, bold, black sans-serif font. The letter "o" is replaced by a stylized circular graphic with a yellow center and a red outer ring. Below "Chorley" is the word "Council" in a smaller, black, bold, sans-serif font.

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The Home Visit

- We use a questionnaire to work out where people are using the most energy in their home.
- Each question offers energy saving tips & advice
- We cover any energy issues and can review each room if the resident wishes us to do so.
- At each completed visit the household gets a free gift bag containing many winter and draught proofing items. If needed, we can also provide Portable heaters, draught excluders, air fryer etc
- After the visit we review the answers and issues discussed to see how we can support residents with referrals or small measure items.

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Links with Other Services

- It is becoming evident that the partner agencies are not particularly well known to the residents who use this service.
- We have signposted to Cosy Homes in Lancashire (CHIL), LFRS Home fire safety checks, CBC Social prescribing, CBC Housing Solutions, LCC Adult social care, Citizens' Advice, Food banks, Funding support, Social and physical activities, Housing Association support.
- After 2 months we send a review questionnaire via email to capture reflections on the visit went and if any further support is needed. It also captures if the household has made any energy & money-saving changes since the visit.

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Issues, Challenges & Feedback To Date

- Scale of issues identified and capacity to address these
- Widening the age range of respondents
- The positive feedback from residents
- 206 Home Visits as at 30/6/24
- 2542 Small measures distributed
- 14 events attended

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Summary

This project is highlighting levels of need that in many cases were previously undetected.

Lack of affordable warmth can have severe health/mental health impacts and can adversely affect many aspects of residents' lives.

Interventions funded via this scheme help residents to combat some of the ongoing challenges in relation to achieving Affordable Warmth.

We would greatly appreciate your assistance in helping to promote this important initiative.

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Thank you

You can contact Sarah Simons via email at wellbeing.team@chorley.gov.uk

More information can also be found at [Home Energy Support Scheme | Chorley](#)