













## Fuel Poverty Resource Sheet 2024 - 2025




Winter Fuel 2024 - 2025 – Some schemes may only be available at certain times of the year (please check individual websites for most up-to-date information.)

Name of Charity, Project, Organisation, CIC, or Business.	Who is eligible ?	Aim of scheme/s.	Contact details.	Website link or further information.
 <p><b>ACTS 435</b></p>	<p><b>Any person in need.</b></p> <p>ACTS 435 is a <b>giving</b> website.</p>	<p>Anything is considered.</p> <p>ACTS 435 can be applied to for any amount up to the maximum of <b>£120.00</b>, and up to <b>3 times</b> per financial year.</p>	<p><b>T</b> : 07878 013882 (Monday - Friday <b>9am-12pm</b>) <b>E: Truro</b> <a href="mailto:allsaints435@gmail.com">allsaints435@gmail.com</a> <b>E : Bodmin</b> <a href="mailto:Jon.langford@lightandlife.co.uk">Jon.langford@lightandlife.co.uk</a></p>	<p>A <b>national</b> crowdfunding website for white goods or other <b>essential</b> items. A person in need meets with an <b>'agent'</b> (from any <b>recognised organisation</b>) and they post an anonymous request for up to <b>£150</b> on the website. Members of the public have <b>10</b> days in which to donate to that cause. There are currently <b>2 centres</b> operating in Cornwall, which are in <b>Bodmin</b> and <b>Truro</b>, covering <b>East</b> and <b>West</b> Cornwall.</p> <p>Funding is <b>reliant</b> on donation and therefore <b>cannot be guaranteed</b>. Please visit <a href="http://www.acts435.org.uk">www.acts435.org.uk</a> – including information for agents.</p>
<p><b>Affordable Warmth Solutions</b></p> 	<p><b>Both</b> homeowners and private landlords <b>can</b> apply.</p>	<p>Affordable Warmth manages the <b>£160m National Grid Homes Fund Programme</b> and funds the Award Winning <b>Connected for Warmth</b> scheme.</p>	<p><b>T</b> : 0800 9956564</p>	<p>Offering <b>fully funded</b> heating measures to <b>qualifying homes</b> across <b>Britain</b>. Measures can include <b>insulation</b> or <b>low carbon</b> central heating systems.</p> <p><b>W</b> : <a href="#">Home Heating &amp; Insulation » Affordable Warmth Solutions</a></p>
<p><b>Age UK</b></p> 	<p><b>TAP</b> provides help to get to <b>non-emergency healthcare</b> appointments if struggling with public transport</p>	<p>Appointments such as <b>hospital, optician, dental, foot care</b> or <b>audiology</b> We also offer <b>transport</b> for library trips, visiting friends, shopping and out of county <b>health care appointments</b>.</p>	<p><b>T</b> : 01872 223388</p>	<p><b>TAP</b> perform an invaluable role in the community, providing <b>individuals, organisations, and groups</b> with the opportunity to find out what <b>transport</b> is available, <b>identify</b> the <b>cost</b> and to <b>book &amp; co-ordinate</b> the service with <b>ease</b>.</p> <p><b>W</b> : <a href="#">Age UK Cornwall &amp; The Isles of Scilly   Transport Services (TAP)</a></p>



<p><b>British Gas Energy Trust</b></p> 	<p>Applications are welcomed from <b>families and individuals in need, suffering</b> or other <b>distress</b>.</p>	<p>May clear <b>household debts</b> or pay for <b>white goods</b>.</p>	<p>Visit <a href="http://www.britishgasenergytrust.org.uk">www.britishgasenergytrust.org.uk</a> for ways to make contact.</p>	<p><b>Eligibility applies</b> – e.g., minimum electric debt of <b>£250</b> applies. For <b>full criteria</b> please visit the <b>website</b>.</p>
<p><b>Cornwall Community Foundation - Crisis Fund</b></p> 	<p>For those living in Cornwall who are in <b>crisis</b> and are urgently in need of small, <b>one-off</b> amounts of money.</p>	<p>These funds can be accessed through <b>charitable organisations</b> throughout Cornwall who hold a pot of funds, to distribute to <b>individuals</b> when necessary.</p>	<p><b>T</b> : 01566 779333</p> <p><b>E</b> : <a href="mailto:office@cornwallfoundation.com">office@cornwallfoundation.com</a></p>	<p>Charitable organisations can apply for an initial <b>£500</b> to distribute small amounts, usually no more than <b>£200</b> to individuals where there is a need for <b>immediate help</b>.</p> <p><b>W</b>: <a href="http://www.cornwallfoundation.com">Cornwall Community Foundation</a></p>
<p><b>Community Energy Plus</b></p> 	<p>Helping householders <b>and</b> communities in <b>Cornwall &amp; the Isles of Scilly</b>.</p>	<p>Free independent <b>energy advice</b>. Grants are available to help with insulation and heating upgrades, including low carbon technologies. Help also available for qualifying householders struggling with energy costs - <b>emergency electricity pre-pay top-up vouchers (frontline worker referral required)</b> and access to the <b>Household Support Fund</b>. The above is not an exhaustive list.</p>	<p>( <b>Freephone</b> )</p> <p><b>T</b> : 0800 954 1956 or 01872 245566</p> <p><b>E</b>: <a href="mailto:advice@cep.org.uk">advice@cep.org.uk</a></p>	<p><b>W</b> : <a href="http://www.cep.org.uk">www.cep.org.uk</a></p> <p><b>Community Energy Plus</b> provides free advice to help householders <b>reduce their energy bills</b>. We provide vulnerable householders in <b>Cornwall</b> with emergency energy help, short-term support and long-term solutions to achieve warmer, healthier homes. This advice includes energy efficiency, understanding energy bills, tariff switching and dealing with fuel debt. The charity's team of <b>energy advisers</b> can help householders to access <b>grants for heating and insulation</b> by providing <b>referrals</b> directly to local installers. They provide advice over the <b>phone</b> and <b>face to face</b> at outreach events across Cornwall. When in-depth advice and casework is required, <b>home visits</b> may be offered where appropriate.</p>


<p><b>Cornwall Home Solutions</b></p> 	<p>Offering <b>home solutions</b> to enable <b>residents</b> to manage <b>staying safe</b> in their homes.</p>	<p>The Home Solutions <b>Team includes</b>; Handypersons, Occupational Therapists, Keyworkers and Surveyors.</p>	<p><a href="http://www.cornwall.gov.uk/home/solutions">www.cornwall.gov.uk/home/solutions</a></p> <p>T : 01872 224707</p> <p>E: <a href="mailto:adaptationsteam@cornwall.gov.uk">adaptationsteam@cornwall.gov.uk</a></p>	<p><b>Offering home solutions</b> that can help residents to manage staying safe at home. Talking about the range of services available, the Home Solutions Team includes ; <b>Handypersons, Occupational Therapists, Keyworkers and Surveyors. Working</b> across <b>Cornwall</b> , offering solutions that can help people stay safe at home. <b>This includes ; Adapting your home</b> and providing equipment, <b>financial advice</b>, and assistance, moving to <b>more suitable and</b> appropriate accommodation and <b>household maintenance</b> and repairs for those <b>with a disability and/or over 60.</b></p>
<p><b>Cornwall Rural Community Charity</b></p> 	<p><b>Support</b> for Cornwall's <b>Communities.</b></p> <p><b>This can include ;</b> Rural &amp; Coastal , Education &amp; Training or Carers &amp; Wellbeing.</p>	<p>To <b>strengthen</b> and improve <b>quality for life.</b></p>	<p><b>Redruth office</b></p> <p>T: 01872 273952</p> <p><b>Penzance office</b></p> <p>T : 01736 334686</p>	<p><b>Carers and Wellbeing</b> provides <b>high-quality support services</b> for <b>unpaid carers</b> in <b>Cornwall</b>, <b>information</b> and <b>advice</b> to <b>increase wellbeing</b> and <b>connection</b> to community and <b>supports adults</b> to build their <b>confidence</b> with digital skills.</p> <p><b>Education and Training</b> delivering an Adult Education funded programme for young people aged 16- 24 who have an Education, Health &amp; Care Plan.</p> <p><b>Rural and Coastal</b> empowers local infrastructure in Cornwall, providing local spaces for businesses, groups, and individuals. Supports the Voluntary and Community Sector. and community groups to reduce litter, protect our landscape, and demonstrate their impact as well as seeking grant funding and providing sustainable support to fishing communities.</p> <p><b>W</b> : <a href="http://cornwallrcc.org.uk">Cornwall Rural Community Charity (cornwallrcc.org.uk)</a></p>
<p><b>Cornwall Wood Bank</b></p> 	<p>For households where <b>low income</b> does not meet outgoings (excluding personal debts). Must have facility to safely burn wood fuel.</p>	<p><b>Community Enterprise</b> helping address fuel poverty in <b>Cornwall.</b> Offering a lifeline to those who are <b>unable to heat</b> their homes and have to choose between heating and eating.</p>	<p>T : 01209 899301</p> <p><b>Or</b>, contact your nearest sawmill to find out if/what they offer.</p>	<p>Similar to a food bank the wood bank offers a <b>lifeline</b> to those who are unable to heat their homes and have to choose between heating and eating. Many <b>local sawmills</b> offer offcuts and pallets for free or a <b>charitable donation.</b></p> <p><b>Applicants</b> must be <b>able to demonstrate</b> that they cannot afford to use heating such as <b>gas, electric or oil.</b> Must be living in the <b>postcode areas</b> covered by the scheme <b>East Cornwall to Lands Ends.</b> <b>Proof of income</b> and <b>expenditure</b> will be required.</p> <p><b>W</b> : <a href="http://www.cornishfirewood.co.uk/cornwall-wood-bank-scheme">http://www.cornishfirewood.co.uk/cornwall-wood-bank-scheme</a></p>

<p><b>EDF Customer Support Fund</b></p> 	<p>For existing EDF Customers.</p>	<p>To <b>support</b> individuals <b>struggling</b> to manage household energy debt and wishing to back on track. As well as , <b>supporting</b> those in need of freestanding appliances.</p>	<p><a href="#">Contact Us   Residential Customer Support   EDF (edfenergy.com)</a></p>	<p><b>W</b> : <a href="#">EDF Energy Fund   EDF Energy Customer Support Fund   Charis (charisgrants.com)</a></p> <p><b>If your energy supplier is not listed, then please contact your existing energy supplier who can advise you. This may include, if you are struggling to pay your energy bills, concerned over energy debt or have other questions or concerns.</b></p>
<p><b>EON Next</b></p> 	<p>For EON Next customers including Sainsburys Energy.</p>	<p>Applicants may be experiencing <b>financial hardship</b> or struggling to pay their <b>energy bills</b>.</p>	<p><b>Existing customers</b></p> <p><b>T</b> : 0808 501 5200</p>	<p><b>W</b> : <a href="#">E.ON Next: Your home electricity &amp; gas suppliers (eonnex.com)</a></p> <p><a href="#">Are you struggling to pay your bills? (eonnex.com)</a></p>
<p><b>Lendology</b></p> 	<p><b>Lendology</b> collaborates closely with <b>Cornwall Council</b> to <b>support</b> the funding of <b>Renewable Energy</b> and <b>Energy Efficiency</b> measures for homeowners across the county, through <b>The Green Home Improvement Scheme</b>.</p>	<p>Together, <b>Cornwall Council</b> and <b>Lendology CIC</b> are partnering to oversee The Green Home Improvement Scheme initiative, geared towards empowering Cornish homeowners to finance retrofit measures, prioritise <b>energy efficiency enhancements</b>, and adopt sustainable technologies like <b>solar panels, solar battery storage, and energy-efficient heating solutions</b> such as <b>heat pumps</b>.</p>	<p><b>Link to apply –</b></p> <p><a href="#">Full Loan Application   Lendology</a></p>	<p><b>W</b> : <a href="#">Cornwall Council - Lendology</a></p> <p>This partnership is all about making <b>sustainable</b> living more <b>accessible</b> and <b>affordable</b> for <b>Cornish homeowners</b>. With our <b>support</b>, you could make your home more <b>energy-efficient</b>, reduce your <b>carbon footprint</b>, and contribute to a <b>greener Cornwall</b>. The <b>interest rate</b> is set annually by the <b>council</b>. The current interest rate for homeowners in <b>Cornwall</b> is <b>4%</b>. Everyone living in this area will receive the same interest rate, <b>regardless of the loan amount, loan term or personal circumstances</b>. The interest rate is <b>fixed</b> for the term of the loan. This project is funded by the <b>UK Government</b> through the <b>UK Shared Prosperity Fund</b>. Cornwall Council has been chosen by <b>Government</b> as a <b>Lead Authority</b> for the fund and is responsible for monitoring the progress of projects funded through the <b>UK Shared Prosperity Fund in Cornwall and the Isles of Scilly</b>.</p>

<p><b>OVO Winter Support</b></p> 	<p><b>OVO and Boost</b> customers.</p>	<p>Customers can <b>self-refer</b> or be <b>referred</b> into for additional support with <b>energy debts, keeping warm packs</b> and more <b>energy efficient</b> white goods.</p>	<p><b>Please visit the website for ways to make contact.</b></p>	<p><b>W :</b> <a href="https://ovoenergy.com">Customer Support Package (ovoenergy.com)</a></p>
<p><b>Priority Services Register</b></p> 	<p><b>Gas, Electric, and Water</b> companies.</p>	<p>A <b>free service</b> for anyone eligible, who is looking for <b>additional support</b> if they are <b>vulnerable</b>.</p>	<p><b>Western Power (electric)</b> T : 0800 096 3080 <b>Wales and West (mains gas)</b> T : 0800 912 2999</p>	<p>Priority Services Register (<b>PSR</b>) is for vulnerable customers who may need help with their utilities. The general eligibility criteria to be registered includes: <b>Being of pensionable age, chronically sick, registered disabled, children under 5 in the property or other specific needs such as, sight , no sense of smell, or hearing impairments.</b> If consent is given, then one application for <b>PSR</b> can cover <b>water, electric</b> and gas so the customer does not have to contact each one separately. <b>W :</b> <a href="https://www.nationalgrid.com">National Grid - Priority services</a> <b>(Previously Western Power) T: 0800 096 3080</b> <b>Wales and West – W :</b> <a href="https://www.wwutilities.co.uk">Priority Services Register (PSR)   Wales &amp; West Utilities (wwutilities.co.uk)</a></p>
<p><b>South West Water</b></p> 	<p><b>South West Water</b> have created a <b>Partnerships hub</b>, to <b>support organisations</b> with <b>referring</b> their <b>clients</b> who need help with their South West Water account.</p>	<p>Contains <b>useful information</b> to enable you to assist your clients and apply for <b>support</b> on their behalf, including information on <b>tariffs, grants</b>, and other support we have <b>available</b>. Applications processed by <b>Affordability team</b> who will contact the <b>customer direct</b>.</p>	<p>If you would like to talk to <b>someone</b> on behalf of your client about their <b>bill, debts, or payments</b>, please contact: <b>W:</b> <a href="https://www.episerver.net">Contact us (episerver.net)</a></p>	<p><b>W:</b> <a href="https://southwestwater.co.uk">Apply for support (southwestwater.co.uk)</a> <b>(for referrers only )</b> <b>Customer</b> will need to give their <b>authority</b> to discuss the account. <b>WaterCare Team</b> is also happy to talk you through <b>support</b> options available for your <b>clients</b>.</p>

<p><b>The Heating Oil Club</b></p> <p>The heating oil club</p>	<p>People living in <b>Cornwall</b></p>	<p>The Heating Oil Club allows <b>customers</b> to obtain quote in <b>real time</b>.</p>	<p><a href="#">The heating oil club — Contact us</a></p>	<p>A way to buy heating oil together and enjoy the savings and benefits this provides (enhanced buying power, maximum savings, convenient etc). <b>Free</b> to join, and you only ever pay for the oil you order. No extra charges.</p> <p><b>W</b> : <a href="#">The heating oil club — Home</a></p>
<p><b>The Isles of Scilly Energy Clinic</b></p> 	<p>Residents of the <b>Isles of Scilly</b>.</p>	<p>The <b>Energy Clinic</b> is a team based on the <b>islands</b> that want to help with residents' electricity queries. They are a group who <b>understands</b> the <b>difficulties</b> of dealing with electricity providers not meeting the needs of the <b>islands</b>.</p>	<p>Currently , <b>clinics</b> are held in the <b>Porthcressa Public Library</b>.</p> <p><b>T</b> : 01720 575301</p> <p><b>E</b> : <a href="mailto:info@ioscv.co.uk">info@ioscv.co.uk</a></p>	<p><b>W</b>: <a href="https://ioscv.co.uk/energy-clinic">ENERGY CLINIC   Community Venture (ioscv.co.uk)</a></p> <p>Helping people <b>understand</b> their <b>electric bills</b>, <b>resolve</b> electricity queries, improve access to <b>smart meters</b> on Scilly for those who want them and , help people reduce their <b>electricity bills</b>.</p> <p><b>As of April 2024</b> - If you are from <b>Tresco, Bryher, St Martin's</b> or <b>St Agnes</b> and you need an appointment please contact the energy clinic. They have not started visiting away from St Mary's yet, but we are keen to know if support is needed elsewhere.</p>
<p><b>Volunteer Cornwall Transport</b></p> 	<p>All <b>eligible</b> patients.</p>	<p>We have <b>volunteer</b> drivers right across the county to help you get around <b>Cornwall</b>, all of our drivers have continuous <b>training</b> and <b>enhanced DBS checks</b>.</p>	<p><b>Anyone</b> can use the <b>service</b> just give us a call.</p> <p><b>T</b> : 01872 265300</p>	<p>Only currently accepting journeys with at <b>least 10 days' notice</b> (with exception of <b>emergency hospital</b> appointments). Team of <b>transport coordinators</b> match people with a volunteer driver. Journeys cost <b>45p per mile</b> travelled by the volunteer driver, plus a <b>£3 booking fee</b> per journey.</p> <p><a href="#">Transport - Volunteer Cornwall</a></p>
<p><b>Warm Homes Discount Scheme</b></p> 	<p><b>Core group persons</b> = pension credit guarantee element who should get automatically and <b>Broader group</b> = vulnerable criteria, decided by each energy supplier.</p>	<p><b>Credit</b> to electricity accounts (or <b>vouchers</b> for prepayment <b>meters</b>)</p> <p><b>Applications</b> are now closed and will re-open <b>October 2024</b></p>	<p><b>Warm Home Discount Scheme</b> helpline</p> <p><b>T</b>: 0845 603 9439 Monday to Friday, 8.30am to 4.30pm</p>	<p><b>W</b> : <a href="https://www.gov.uk/the-warm-home-discount-scheme/what-youll-get">https://www.gov.uk/the-warm-home-discount-scheme/what-youll-get</a></p>

<p><b>Winter Fuel Payment</b></p> 	<p>You will usually get a <b>Winter Fuel Payment automatically</b> if you receive State Pension or another social security benefit (<b>not</b> Housing Benefit, Council Tax Reduction or Child Benefit).</p>	<p><b>Tax-free</b> payment for over <b>60's</b>, usually paid each year in <b>November</b>.</p>	<p><b>Helpline:</b></p> <p>T: 08459 151515</p>	<p>You will need to claim Winter Fuel Payment <b>if you've not had</b> it before and either of the following apply: you <b>do not</b> receive benefits or State Pension, you only receive Housing Benefit, Council Tax Reduction, or Child Benefit.</p> <p><a href="https://www.gov.uk/government/publications/winter-fuel-payment-claim-form">https://www.gov.uk/government/publications/winter-fuel-payment-claim-form</a></p>
<p><b>Winter Wellbeing</b></p> 	<p>Applicants may have a <b>long-term</b> health condition/s and may also be <b>struggling</b> to keep warm and well in the <b>winter</b>. Winter wellbeing projects are also relevant to other times of the year , especially Summer - in the lead up to Winter.</p>	<p><b>Advice and emergency funding</b> (dependant on availability).</p>	<p>T : 0800 954156</p> <p>E: winterwellbeing@cornwall.gov.uk</p> <p>W : <a href="http://www.cornwall.gov.uk/winterwellbeing">http://www.cornwall.gov.uk/winterwellbeing</a></p>	<p><b>Projects under the winter wellbeing umbrella include ;</b></p> <p><b>LA FLEX (ECO4 / Help to Heat ) – Can include ;</b> cavity wall / external wall / internal wall / loft insulation, boiler upgrades, solar panels (<b>subject to survey</b> - properties also need to be <b>owner occupied</b> or <b>private rented</b>, with EPC bands of <b>D</b> or below – <b>Find an EPC certificate here</b> <a href="#">What is the postcode? – Find an energy certificate – GOV.UK (find-energy-certificate.service.gov.uk)</a> )</p> <p><b>Home Upgrade Grant (HUG) – For off grid gas homes.</b> Measures can include ; air source heat pumps, insulation, boiler upgrades (<b>subject to survey and as above – owner occupied</b> or <b>private rented</b> with <b>eligible EPC</b> banding , <b>D</b> or below. Some <b>landlord contribution</b> will be required.</p> <p><b>Warm Homes Discount</b> – In partnership with <b>Community Energy Plus</b>. For <b>boiler upgrades, heated throws, energy advice</b> and <b>home visits</b>.</p>

<p><b>Yes Energy Solutions</b></p> 	<p>Anyone can contact Yes Energy Solutions for <b>advice or support</b>.</p>	<p>Aiming to help those wishing to <b>reduce energy</b> usage, keep their home warmer and energy bills more <b>affordable</b>. By giving advice on easy changes and help to access <b>free funding</b> for <b>home upgrades</b>. Whether you have questions about energy-saving tips, need help with understanding your energy bills, or want guidance on making your home more energy-efficient, <b>Yes Energy Solutions</b> experts are able to provide information needed to save money and help protect the <b>environment</b>.</p>	<p>The free <b>YES Greener Homes Advice Line</b> is accessible to everyone.</p> <p>T : 03301 359 110</p>	<p>Helping <b>eligible people</b> to get <b>free</b> funding for heating or insulation.</p> <p><b>Yes Energy Solutions</b> can check if you are eligible and are with you every step of the way - guiding you on how to improve your living space and go green.</p> <p>Their friendly team have helped over <b>10,000</b> people in the last three years to upgrade their homes to make them <b>greener</b> and more <b>affordable</b>.</p> <p>Their service is completely <b>free</b> because they are a community company set up to help people, using a proportion of their profits to give back to the <b>communities</b> in which they work. That means you will <b>get honest, independent advice</b> and <b>support</b> from Yes Energy Solutions, <b>every time</b>.</p> <p style="text-align: center;"><a href="#">Home   YES Energy Solutions</a></p>
--	--	---	--	---

Please see below link to our **Winter Wellbeing guides (23/24)** for Cornwall & the Isles of Scilly  
[Winter Wellbeing 2023-24 A5 \(cornwall.gov.uk\)](#) - Cornwall  
[cornwall.gov.uk/media/25vnontd/winter-wellbeing\\_ios\\_2023-24\\_march24.pdf](https://cornwall.gov.uk/media/25vnontd/winter-wellbeing_ios_2023-24_march24.pdf) - Isles of Scilly

Please also see link to Inclusion Cornwall's **Cost-of-Living Resource Sheet**, full of useful information for customers and referral partners.  
<https://inclusioncornwall.co.uk/wp-content/uploads/2024/05/Cost-of-Living-Resource-Sheet-v8-7-May-2024.docx>

*If you are aware of any of the above being incorrect or wish to update your section, then please email –*

[Lisa.Tucker@cornwall.gov.uk](mailto:Lisa.Tucker@cornwall.gov.uk)