

# Improving health and wellbeing in the home

When a client is struggling under the weight of fuel bills and debt, they need an advocate on their side



CCP email

[energyservice@ccp.org.uk](mailto:energyservice@ccp.org.uk)



Warm and Well advice line

**0800 500 3076**



**“I was left feeling frightened to use any appliances or heating, and felt hounded and terrified that someone was going to come and take away my belongings.”**

## Who is in need of an advocate?

Anyone can find themselves in a position where they need help, but here are some signs to look out for.

- The client feels **hounded and pressed by demands for payment** from energy companies, impacting their mental health
- The client **makes comments consistent with fuel poverty**; for instance, noting the high cost of heating their home, or being limited/ confined to certain liveable rooms during cold spells
- The client **often chooses between heating and eating**, unsure whether they can afford to do both
- The client **complains about being cold at home**
- The client **mentions damp, draughtiness or darkness** in their home
- The client has symptoms of a **compromised immune system**, but in other ways appears to be in good health
- The client is **frequently being admitted to hospital** for minor (but persistent) illness at colder or wetter times of year

## What to do if you think a client is in need of an Energy Advocate



Talk to the client about the service and get their consent to be referred



Send a referral to **energyservice@ccp.org.uk**, stating the client's contact details and need



The client will receive a call within 10 days to make an appointment with our advocate, at home or at a local drop-in



The advocate will discuss the client's difficulties and seek a resolution. They may:

- Negotiate with energy companies on behalf of the client
- Carry out a tariff-switch to a better rate
- Apply to a Trust Fund to alleviate debt
- Help the client access grants for insulation or boiler repair
- Seek a rebate
- Show the client how to better use their system to reduce bills
- Make an appropriate referral to another service

**“It has changed my life for the better.  
Having debt was very hard.  
I’m feeling very thankful.”**

**Our Energy Advocate** works as part of Warm and Well, in partnership with CCP’s Wellbeing Team. They are available Monday to Friday across Gloucestershire.

The Warm and Well team has been providing free local home energy advice since 2001, and our advice line covers Gloucestershire and South Gloucestershire. By offering everything from simple home energy advice and tariff switching, to helping households access grants for insulation, heating, boilers and renewable energy – we help reduce bills, improve wellbeing and prevent avoidable illness.

#### Contact

Email [energyservice@ccp.org.uk](mailto:energyservice@ccp.org.uk)

Mobile 0800 500 3076



[ccp.org.uk](http://ccp.org.uk)



a fitter home for a healthy future

[warmandwell.co.uk](http://warmandwell.co.uk)



**energy  
saving  
trust**

