

Borders HELP: Advice and support for people in or at risk of fuel poverty

HELP (Home Expenses: Lessening the Pinch) provides in-depth, one-to-one advice to people who are in or at risk of fuel poverty. We help people to find the best energy deals, access government support, make the most of their heating system, understand their fuel bills, manage their household budget and reduce their food waste. (For more detail, see overleaf).

The service is free and confidential, offering energy saving advice through:

- Home visits
- Telephone advice and advocacy
- Workshops and events for householders and/or frontline staff.

The service is delivered by Changeworks in partnership with Scottish Borders Housing Association (SBHA) with funding from the Scottish Government's People and Communities Fund.



How can we help your organisation?

- We can give you a free staff briefing about how fuel poverty can affect householders
- You can refer your service users to us for in-depth support. Our [online referral form](#) is available via Changeworks' website, you can also request a copy of the form by contacting us directly.

Contact

Chris Clyne, Borders HELP Advisor, Changeworks' Affordable Warmth Team

Call 0131 539 8574

Email warmth@changeworks.org.uk

www.changeworks.org.uk

About Changeworks

Changeworks has over 20 years' experience in delivering specialist energy advice services to householders across South East Scotland and the Highland Council area.

When we asked householders to self-assess their situation before and after accessing our service:

- 69% felt warmer and more comfortable in their home after advice, compared 15% beforehand
- 77% felt confident they could save money on their energy bills, compared to 4% before.

Feedback included: "Very helpful service. Is now saving a lot of money and has had a rebate so very happy." "The support we received... was brilliant :) thanks so much!"

"First class service."

Changeworks ~ inspiring change for people and the environment

What kind of advice do we provide?

Energy and heating

Borders HELP provides specialist advice and practical support to help people stay affordably warm in their homes. Our advisors can help householders with:

- Understanding bills, resolving errors, resolving debt
- Understanding meter readings and how to get results from talking to suppliers
- Access to grants, eg for wiping out or reducing debt or for installing insulation or heating systems
- How to use their heating and hot water systems to best effect
- How to save money on their heating and electricity
- Understanding tariffs, switching suppliers or accessing discounts – and much more!

Household budgets

Borders HELP also offers Kitchen Canny workshops to help people manage their food bills by cutting down on waste. Workshops include:

- Advice on meal planning and food shopping to make money go further
- Tips and tricks for storing food and getting portion sizes right
- Ideas for using up leftovers and wasting less food.
- A free Kitchen Canny kit (worth £12) to help people to get started.



Case study

Mr K, a single father, was struggling to find work. He had leaky radiators, no gas card and fuel debt which he could not afford to repay. He was unable to heat his home and winter was approaching.

Our advisor helped to arrange:

- A new gas card and an engineer to reset the meter
- Repairs team to fix the radiators
- A Warm Home Discount of £140 to help with his electricity costs
- Inclusion on the Priority Service Register
- Reduction of the weekly debt repayment amount on his meters from £6 to £3.60 a week.

Mr K also received advice on how to use his heating system efficiently.

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