

Chairman's Announcements

Subject:	Warm and Safe Wiltshire – help available this winter
Web contact:	https://www.warmandsafewiltshire.org.uk/

Warm and Safe Wiltshire is a single point of contact cold homes and energy saving advice service set up specifically to assist the health service in Wiltshire. The service is run by the Centre for Sustainable Energy (CSE), an independent charity, on behalf of Swindon Borough Council and Wiltshire Council.

The service provides a range of support both over the phone and through home visits. The telephone advice line is available to all residents and provides support which includes information about insulation and heating, guidance on heating systems, advice on understanding energy bills, help with ensuring a client is on the best energy deal, signing residents up to the Priority Services Register and fuel debt support.

Home visits are provided on a case-by-case basis and are especially useful where issues are challenging or difficult to discuss and support over the phone. As a guide, householders should have a vulnerability, such as an older occupant, low-income or health condition(s), to receive a home visit.

Wiltshire Community Foundation administer a Surviving Winter grant of £300 per person to help vulnerable residents pay for winter costs.

Warm and Safe and Age UK are the referral partners who can help clients complete the application form process and compile the necessary evidence for Wiltshire Community Foundation to make their decision.

The grant is administered on a first-come-first-served basis and it is in two rounds this winter. It should be noted that funds are limited.

- Round 1 opened 21 October and is open until 13 December 2019 **(Please note Warm and Safe have allocated all grants in this round but are adding clients to a waiting list for round 2)**
- Round 2 opens 13 January to 20 March 2020