



☎ 0300 003 4575

# Warm & Safe Wiltshire Advice Service



HOME

HOW WE HELP

ENERGY ADVICE

PRIORITY SUPPORT

FUNDING

HOW WE'VE HELPED

WHO WE ARE

CONTACT

## How we can help

Not being able to afford to heat the home is a major problem for many households and can result in high fuel bills and poor health. People with existing health problems linked with cold homes such as cardiovascular or respiratory conditions, babies and children under 5 years of age, elderly people or those with mobility difficulties, disabilities or mental health conditions and pregnant women can be more at risk from cold living conditions. Cold homes can also cause people to take longer to recover from illnesses particularly those recently discharged from hospital.

Making a home warm and safe can reduce the risk of illness, falls and fires within the home and avoid hospital stays.



## Free telephone advice

Warm and Safe Wiltshire offers all residents across the county free and impartial energy saving advice. We have an advice line service open 9-5pm Monday-Friday and can offer advice on the following:

- Help and advice relating to insulation, heating and draft proofing
- Guidance on heating systems and controls
- Issues with damp and condensation
- Advice on understanding your fuel bills
- Help with switching energy suppliers and fuel tariffs to keep bills affordable

- Fuel debt advice
- Available grants and schemes
- A comprehensive home fire safety service
- Advice guides and factsheets

If you feel you would benefit or know of someone who would benefit from advice please **get in touch with Warm and Safe Wiltshire**

## Free home visits

Warm and Safe Wiltshire offers free home visits to eligible residents across the county to help lower bills and keep homes warm. An advisor will visit you at your home where they will be able to assess any energy or heating issues you are having and discuss options with you. This could include providing specific energy efficiency advice, help with setting heating controls, assessing damp and mould problems and home fire safety checks. They may also be able to help in contacting energy companies on your behalf or providing fuel switching comparisons to find the most affordable deals. Home visits are a good opportunity to be able to discuss or help with issues that may be difficult to do over the phone.

If you feel you would benefit or know of someone who would benefit from a home visit please **get in touch with Warm and Safe Wiltshire**

## Other ways we can help

**Dorset & Wiltshire Fire and Rescue** - home safety check, installation of smoke, fire and carbon monoxide alarms. Installation of draught proofing measures.

**Aster Care & Repair** - help with home improvements, home adaptations and access to funding for heating improvements

**Age UK** - Emergency heating options

**Citizen's Advice** - Independent, impartial advice and information on a wide range of issues, including: money, debt, housing, employment, legal procedures, consumer problems, welfare benefits, immigration, education, health and family matters.

**Know and Respond Alerts** - Poor air quality can cause short-term health effects in people with heart or lung diseases, including asthma. Know & Respond – is a free service for selected groups of individuals in the Wiltshire area wishing to know about the quality of the air they breathe. More information on their website [www.wiltshireairquality.org.uk/know-and-respond](http://www.wiltshireairquality.org.uk/know-and-respond)

Please [get in touch with us](#) if you have an enquiry.

Watch our video about how the Warm & Safe Wiltshire Advice Service can help you