

April 2023

Quarterly Update from Warm & Well North Yorkshire



Latest Energy Updates

Quarter 4 saw OFGEM suspending the right of energy suppliers to force fit prepayment meters. British domestic energy suppliers have now signed up to an updated Code of Practice for prepayment meters, which they will have to abide by before continuing to install involuntary prepayment meters.

The final instalment of the Energy Bills Support Scheme (EBSS) in March created some confusion as the Government announced that support for energy was continuing. Whilst the EBSS did finish, the ongoing support was provided through an extension of the Energy Price Guarantee, which caps the average household bill at £2,500 per year. Energy prices are predicted to fall from the 1st July, which would provide welcome relief for many in the region.

OVO were the first supplier to announce the launch of a new fixed tariff deal in March. There is an expectation that as energy prices fall, more tariff options will become available for consumers. We will continue to advise clients on the benefits of different options as they become available.

Q4 Facts & Figures



1815

Clients supported



8019

Issues dealt with



£854,269

Financial Gains for Clients



264

Priority Services Register Sign Ups



1050

Signposts to Further Support

Upcoming Events

- 3 May: Wellbeing Café, Eggborough
- 11 May: Rivendale Care, Broadacres
- 15 May: Homes for Ukraine, Harrogate
- 22 May: Energy Bus in Boroughbridge
- 31 May: Horton Housing Association
- 2 June: Thirsk Community Action Day

Warm & Well North Yorkshire Quarter 4

The demand for the service remained high during January, February and March and the energy advisers worked tirelessly to ensure that clients were offered advice and appropriate support. Q4 saw a 69.5% increase in the number of clients we helped compared with the same period in 2021-22, as clients struggled under increased cost of living pressures.

The Household Support Fund (HSF) helped 610 clients in quarter 4 as we distributed over £94,000 in fuel support. A significant proportion of this funding aided the 63% of our clients who disclosed a disability or long-term health condition. These clients are at increased risk of mental and physical harm from rising cost of living pressures.

Q4 Client Feedback

"You were very understanding and supportive towards me and my situation. The information I was given was very helpful"

Joanne, Selby

"The service I received was excellent, I received so much information about help I never knew about"

Ben, Scarborough

"I couldn't thank you enough for your help, when I didn't know where to turn"

Gemma, Ryedale

Further Support

Applications are still open for households to apply for the £400 Energy Bill Support Scheme if they did not receive any payments in Winter. You can search 'energy bills support scheme alternative funding' and follow the links to apply.

The first Cost of Living payment of 2023 is due between 25 April 2023 and 17 May 2023 for most people receiving means tested benefits. The payment is later for people on tax credits. An additional £150 disability payment will be due in Summer 2023, to anyone claiming Disability Living Allowance, Personal Independence Payments or Attendance Allowance.

We are continuing to issue advice and support to anyone in North Yorkshire who requires it. If you would like to refer yourself, or someone else, to Warm & Well, please use the contact details below to get in touch with us. You can also get in touch if you would like to invite Warm & Well to any local events taking place in your area.

Warm & Well in the Community

During Q4 we attended 14 events with colleagues from other projects. Our mobile Advice Van and Bus service delivered outreach drop-in sessions to help those who may find it difficult to contact us through our digital channels. We also offer an in person drop in session at each of our offices across North Yorkshire and a dedicated session is held in our Scarborough office for members of the Eastern European community. There were two Cost of Living events which we participated in, speaking about the current economic struggles faced by many of our clients with BBC Radio York.



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