

Warm & Well

in North Yorkshire

August 2023 - Quarterly update from Warm & Well in North Yorkshire

Latest Energy Updates

Regional Energy Lead

Mark Boyer is now the Regional Energy Lead, meaning that we can extend our energy Support for Energy Champions.

The Energy Champions provide support for vulnerable people at various community groups across the region.

Mark told us 'I'm excited to begin supporting and empowering local agencies on energy issues that are affecting people across the region. It's an excellent opportunity to reach out and broaden energy-related expertise across frontline advisers and help people in our local area.'

To arrange any additional training for your organisation, please contact Mark at: mark@northyorksica.org.uk

Fixed rate tariffs

From July 1st, average annual energy bills dropped by 17% following the end of the Government's Energy Price Guarantee (EPG). Those now on standard tariffs will have their energy prices set in accordance with the Energy Price Cap, and this change means

That fixed price tariffs are starting to come back on to the market. Clients are being advised about the implications of switching to a fixed tariff and what impact this will have on their energy bills.

Q1 Facts & Figures



1029

Clients supported
By phone, email
And in person.



6929

issues dealt with by
Staff and volunteers



£32,664

financial support
in fuel vouchers
and Heat Fund
applications



259

Priority Services
Register sign ups

Upcoming Events

17 Aug	BBC Radio York Cost Of Living Event, Scarborough
13 Sep	Green Hut, Harrogate
14 Sep	Seasonal Health Conference 2023, York
23 Sep	POMOC End of Summer Event

New staff

This quarter sees the continuing expansion of the Warm & Well team, with a further 4 new members joining. This expansion of the team will increase our capacity to reach clients and provide them with the advice and support that they need. Our new advisers are already speaking to clients during our advice sessions, or involved in outreach events across North Yorkshire.

Summer

So far, this quarter is quieter than the previous one, but busier than this time last year, showing that despite warmer weather, our clients are still adversely affected by the prices they are paying for energy. Following the end of the Energy Bill Support Scheme, our clients are still struggling to afford to keep up with energy bills, with clients using prepayment meters continuing to be at risk of self-disconnection from electricity and gas supply.

Outreach

Our appearances at outreach events are continuing across North Yorkshire, allowing us to provide information and advice to people who would normally be unable to access the service, due to living in remote areas or struggling with mobility. There have been 17 different Warm & Well awareness sessions, reaching over 400 people.

Our growing involvement in these events has led to more connections being made between different local organisations and partners, raising awareness of the help we can offer, and increasing the number of clients who access the Warm & Well in North Yorkshire service.

Upcoming cost of living event -

Thursday August 17

Following on from the successful BBC Radio York Cost of Living Clinics held in Selby and Scarborough earlier this year, Warm & Well in North Yorkshire will be returning to Scarborough for the next event 'Are You Getting Enough?'.

The event is being held at Scarborough Library and Information Centre and is aimed at people who need information about energy, benefits, income maximisation and how to manage difficulties with the cost of living. BBC Radio York will again be hosting the event and it provides us the opportunity to highlight the vital services that we provide to residents in all our areas.

We are continuing to provide information, 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.

Website: warmandwell.org.uk

Telephone: 01609 767555

Email: wnw@northyorkslca.org.uk



North Yorkshire Citizens Advice & Law Centre is contracted by North Yorkshire Council to deliver Warm & Well in North Yorkshire on behalf of the Health and Wellbeing Board.

North Yorkshire Citizens Advice & Law Centre is a registered charity registration no. 114608



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