

## Home and Well Case Studies: April 2022

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- Elderly partially sighted client has been trying to challenge a very high summer period 2021 electricity bill.

She is very concerned as she is moving to sheltered housing and wants to have her affairs in order before her move. With Client consent, the Adviser contacted the electricity supplier and they agreed their meter reader had overstated the reading for that period by 3000 units. Electricity supplier agreed to recalculate the bill to much lower charges and will assist the client with the final bill.

- The client contacted the service for help with fuel bank and food bank referrals. They have 3 young children, low income and reported struggling to afford school items and one child has a disability.

They explained their weekly energy costs on the meter is approx £35 and this runs out so quickly. They didn't feel their home was poorly energy efficient, but their energy charges were very high.

We assisted with a full exploration and identified they would be eligible for a referral to Switched on Portsmouth for a home energy home visit / assessment, social water tariffs, warm home discount, and the SoP energy voucher scheme grant application, to both maximise their income, improve efficiency if possible, have a full energy assessment and save money with reduced tariffs.

The client was also advised about claiming disability benefits and in turn, carers. The expected impact of advice and actions will ease their immediate energy / financial concerns and help to save them money going forward.

- Client came to H&W for energy advice/support as she is struggling to get by, due to debt and low income.

Client and her partner were benefit checked. Due to the fact that the client does not receive any ESA, it's suspected that she is not in receipt of all the benefits she is entitled to. Adviser made a referral to Help to Claim so that more in-depth exploration can be made.

Client was assisted with Priority Services Registration as she is registered blind and suffers with other chronic illnesses. Adviser has received permission to communicate with Southern Water and Portsmouth Water regarding the client's arrears and will keep her informed in due course. A fuel bank voucher of £49 was issued to the client.



Client thanked the Adviser for the support provided. She stated that the fuel bank voucher is a great help to keep the home warm for her and her partner.

- Client was diagnosed with early onset dementia and also suffers with depression and agoraphobia. Client lives alone, is known to Adult Social Care, she has a care visit once a week to check on her and to ensure the property is kept clean and tidy.

During the initial exploration conversation, the Client stated that she rarely has the heating on - as she is concerned about the bills. Client receives all the benefits they are entitled to. Adviser gathered the necessary information from the Client and submitted an application to the Surviving Winter Grant Fund from which the Client received a £100 payment. Client was signed up to the Priority Services Register and was successfully referred for fuel vouchers.

Client has gas heating and hot water as well as a gas cooker. We had discussed both fire safety and CO2 risks. The client mentioned they had alarms but was unsure how long she'd had them and whether they had been tested. Adviser made a Safe and Well referral, highlighting the Client's dementia. Adviser received an email from the Fire Service confirming a successful visit.

Client was also referred to Gosport Voluntary Action - who will support the Client by sourcing a handyman via their Mend and Tend scheme - to fit a door on the Client's kitchen and another on the lounge, as these are missing and therefore rooms do not retain the heat.

- Client was supported in full with their initial Attendance Allowance enquiry. H&W advised. A detailed email sent including Energy efficiency advice and PSR information for their reference. Further advised the client about Energy bills rebate and was confirmed that the client has already received a Council Tax rebate.
  - CO awareness shared - client does not have a CO alarm at home. Advisor completed the SGN referral form for a free CO alarm. Client confirmed that the CO alarm was received during a follow up call a week later. Advised the client a Safe & Well visit can be arranged if required.
  - Client was assisted with PSR registration. Advisor has received permission to communicate with SW and PW regarding client's arrears and social tariff application. These are actioned and communicated with the Debt Advisers. Client thanked the advisor for the follow up call and the comprehensive advice shared.
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