

Healthy Homes support during the current situation

Since Monday 26th March all of our drop-in advice clinics and LEAP home visits have been cancelled.

With our new support services we want to help as many people as possible who are in need. We envisage this will include those struggling financially, having difficulties with their energy supply e.g. topping up their prepayment meter and their heating. In addition, we also want to offer support to those people who are particularly vulnerable in the current situation, who are in the 'shielded' group or are self-isolating. Our new support services will therefore not just help to ease some of the practical and financial worries that vulnerable and isolated residents will have as a result of the crisis but also attend to other more immediate issues and concerns such as loneliness and isolation.

Our new services are:

1. Telephone and email support for vulnerable and isolated residents to help with:
 - a) Energy advice
 - b) Prepayment/billing issues and tariff comparisons
 - c) Signposting to other local community services supporting the current situation
2. Emergency support for those with urgent energy or billing issues, or heating issues such as broken heating. This might mean a home visit as long as the home energy advisor and resident(s) can be kept safe in line with government guidance.
3. Assistance with delivering food, medicines and other essential goods to those who don't have this support.
4. Telephone support to help those isolated feel supported and less alone.

We have received funding from Exeter City Council and Western Power Distribution that is allowing us to offer these new services.

As one of our referral partners please continue to make referrals to Healthy Homes by phone, email or our online referral form.

Email: healthyhomes@ecoe.org.uk

Tel: 0800 772 3617 or 07731 540215

Online referral form: <https://www.ecoe.org.uk/healthy-homes-wellbeing/referral-form/>

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Project Manager of Healthy Homes and Director

Exeter Community Energy