

We need your help to understand how we can increase the number of people benefiting from the East Sussex Warm Home Check service, our local affordable warmth scheme.

Please take this short survey that will take no longer than five minutes to complete:
<https://consultation.eastsussex.gov.uk/public-health/fff8640e/>



Please share this message with relevant colleagues and through your networks. The survey closes on Friday 6th March 2020.

Support from water companies for vulnerable East Sussex residents



from Southern Water.



We know that if someone is struggling with one utility they are likely to be struggling with others too. Our local water companies have a range of support available. Water supply and wastewater treatment in East Sussex is delivered in different areas by [Southern Water](#) and/or [South East Water](#).

Priority Services Register

Who is eligible for the Priority Services Register?

Both companies offer a range of special services – not only for those with mobility restrictions, but also for customers who are hard of hearing and potentially visually or physically impaired.

How might the Priority Services Register help?

- Giving warning of planned work which may interrupt the water supply
- Giving residents priority treatment should water supply be interrupted (they aim to arrange an alternative source as quickly as possible, and will often hand-deliver bottled drinking water to customers with mobility issues).
- Important information being sent in an easier format, such as easy-to-read large print or the spoken word.
- The ability to choose a spoken or written password for water company staff to use so that customers can identify them if they need to call at your home
- Customers receive information about specialist organisations which are able to provide advice on water applications and appliances around the home.
- If English isn't someone's first language they may be able to help with their interpretation service.

Special Tariffs

Both companies also offer a range of special tariff for customers who might be struggling with their water bills whether due to the household having above average water needs (due to size of household or illness) or debt.

The East Sussex Warm Home Check service works with our local water companies and refers clients to their support services as part of the Warm Home Check's holistic offer. For more information visit: www.warmeastsussex.org.uk

East Sussex Warm Home Check Service



Winter is in full swing and we're reminded of the effect colder weather can have on vulnerable people. The health impacts, including deaths, can occur at relatively mild temperatures and aren't just seen during very severe cold weather.

Heart and circulatory conditions are the most common cause of deaths linked to cold weather. Living in a cold home, where damp and mould can thrive, can also make respiratory conditions worse, increase the risk of falls and affect mental wellbeing.

How can the service help?

For anyone who struggles to keep warm at home the East Sussex Warm Home Check service can help by providing tailored advice and support. A Warm Home Check home visit is also available to eligible households on a low income, and can be particularly beneficial for people more vulnerable to the cold such as older people, families with young children, or those with long term conditions or disabilities.

The Warm Home Check offers:

- advice on getting help with the cost of heating the home
- a full assessment of the home and how best to keep it warm
- small preventative works such as improving insulation or repairing boilers
- emergency temporary heating.



"The heating is easier to use and the flat is warmer, so I don't have to use an electric fire and my bills are cheaper. It's nice to be in the warm and to have my own space. Being warm makes a difference."

Carole, Warm Home Check service client, St Leonards-on-Sea

Installation of replacement boilers, central heating systems or home insulation is also possible subject to eligibility and limited availability.

What can you do?

- If you're in contact with anyone who may benefit from advice and support to keep warm at home please signpost them to the **Warm Home Check service**, or refer them directly using the simple and secure online form at: www.warmeastsussex.org.uk, text WARM to 81400, or call 03444 111 444
- Order free 'Keep Warm and Well in East Sussex' leaflets, handy thermometer cards and poster from [Health Promotion Resources East Sussex](#) (select the 'fuel poverty' topic)

The Warm Home Check service is commissioned by East Sussex Public Health and delivered by RetrofitWorks and Citizens Advice East Sussex.

Sussex-wide fuel voucher scheme

Your Energy Sussex has joined forces with Citizens Advice to help vulnerable residents that are struggling to meet their winter fuel costs.

The local, council-supported energy supplier has used money from its fuel poverty fund to make emergency fuel vouchers available to qualifying households across East Sussex, West Sussex and Brighton & Hove.

The vouchers (£28 for a single person and £49 for a family) are for vulnerable residents (i.e. due to age or a health condition) who are on limited incomes or means-tested benefits and are facing difficult financial circumstances.

The vouchers, which are limited to one per household, are available from local Citizens Advice branches along with the full eligibility criteria. You do not have to be a Your Energy Sussex customer to receive a voucher.

East Sussex Warm Home Check service clients will be assessed for need and eligibility for the fuel voucher scheme.

Helping you prepare for severe cold weather

coldAlert is a free service for Sussex residents, which alerts you to severe cold weather events before they happen.



coldAlerts are sent directly to you 24 to 48 hours before a cold weather event is expected. You can choose how you receive coldAlerts either via mobile App, text, automated voice message (to your home phone) or by email - **it's easy and free!**

Receiving a coldAlert can help you prepare by prompting you to heat your home to at least 18 °C, to stock up on supplies of hot food, drinks and medication, it can also act as a reminder to wear extra layers of clothing when going outside in the forecast severe cold weather.

Who should register for coldAlerts?

People with health conditions that worsen in severe cold weather (such as heart or lung conditions and arthritis) carers of elderly relatives or friends and parents of young children could benefit from receiving coldAlerts.

To register for the **coldAlert** service visit www.coldAlert.info call us on 01273 484337 or download the airAlert App (from the App Store or Google Play and subscribe to the coldAlert service).

To order free 'Keep Warm and Well' resources including thermometers, posters and booklets please visit: [Health Promotion Resources East Sussex](#)

