

# Let's keep you safe and warm, and your home energy efficient this winter

## **Warm Home Prescription®**

Warm Home Prescription (WHP) is a service led by Energy Systems Catapult that helps people with health conditions made worse by the cold or at risk to the cold stay warm and well. We offer a range of services including money towards your heating bill, expert energy advice and home energy improvements.

We work with local community partners (health services and community programs) and energy advice experts to help you stay warm and well at home, whilst reducing the energy consumption and carbon emissions of your home.

## **Support available**

We tailor our support to meet your needs. Free support on offer includes:

- Money towards your heating costs
- Carbon monoxide safety advice and a monitor if you need one
- Priority Service Register aid so you get fast help in event of a power cut
- Smart meter information to see your energy usage more easily and end estimated bills
- Assessment for small-scale energy efficiency measures for example, draught excluders, letter box covers or radiator reflector panels
- Assessment for large-scale energy efficiency improvements for your home for example, Government endorsed schemes such as ECO4 and the Great British Insulation Scheme

Our team can help with more than just energy advice and if we can't get you the support you need, we'll work with you to find pathways into services that can.


## **Why we're providing free support**

We've been awarded funding from Scottish and Southern Gas Network's (SGN) Vulnerability and Carbon Monoxide Allowance to provide free support to help keep people safe and warm in their homes.

The service aims are:

- To raise awareness of the risks of carbon monoxide
- Make sure you have the right carbon monoxide safety measures in your home
- To keep you warm at home
- Help you reduce energy bills
- Improve your home energy efficiency

## Qualifying Criteria, who can benefit?

 **NICE** National Institute for  
Health and Care Excellence

We follow guidance from the National Institute for Health and Care Excellence who identify those most at risk from living in a cold home.

You are eligible if you live in an SGN network area and meet one of the following criteria:

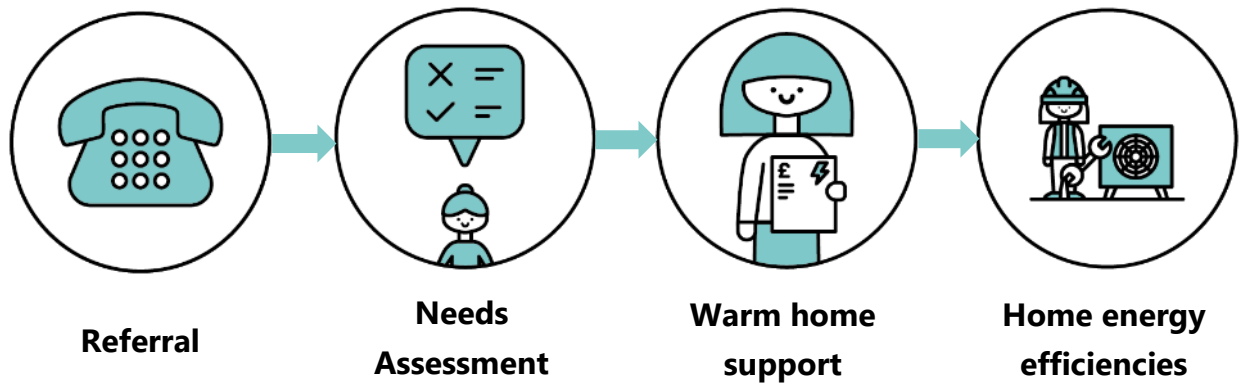
- Have health or mobility challenges made worse by the cold including:
  - cardiovascular conditions,
  - respiratory conditions like COPD and asthma,
  - immunosuppressed conditions,
  - mobility issues or
  - mental health conditions
- are 65 or over
- are pregnant or have a young child (0-5 years)
- Earn less than less than £31,000 per year

You can check if your postcode is in an SGN network area on the SGN website

<https://www.sgn.co.uk/gas-connections/postcode-checker>

## How Warm Home Prescription works

Health services and community programs work closely with people with that are eligible for a Warm Home Prescription. You have received this information because one of our community partners believes you are eligible.



With your permission, your Health service or community support program connects you to the service.

Our energy expert advisors will contact you by phone to get a few details about your home, heating and energy bills.

We help you access money towards your energy bill, energy advice like carbon monoxide safety and wide range of support.

We find home energy efficiency schemes that can upgrade your home making it easier to heat in the future.

## What happens next

- If the community partner who identified you hasn't already spoken to you about referral to the service, wait for a call from them
- Find out more about Warm Home Prescription and Energy Systems Catapult here <https://es.catapult.org.uk/your-warm-home-prescription/>

## Who are Energy Systems Catapult?

Energy Systems Catapult is an independent, not-for-profit organisation on a mission to speed up the changes needed in the UK's energy system so we can move to a greener, "Net Zero" future - that benefits everyone.

Our homes in the UK are not very energy efficient and one of the biggest contributors to carbon emissions. Energy bills are also at an all-time high. Information from the health sector shows that many people's health is being made worse because their homes are cold or poorly insulated.

This is why we developed Warm Home Prescription – a service that helps people with vulnerabilities to the cold to stay warm and well at home.

## **Who are Scottish and Southern Gas Networks (SGN)?**

SGN are one of the UK's gas network operators. They look after the gas network in the south of England and across Scotland, that's all the pipes underground and up to your gas meter.

SGN have a five-year vulnerability support strategy to ensure they are delivering valuable impact to those most in need of help to stay safe and warm at home. They believe that a targeted and tailored approach for each person provides meaningful and lasting support to households.

Together, we're keeping our communities safe and warm by providing tailored and targeted support for those who need it most.