



'Hub' Referral Services



Ways we can help;

- Low income (Household Income under £30,567 or under the means test)
- Household not claiming all entitled benefits (under the means test)
- Struggling to afford energy bills
- Energy debt
- Vulnerable
- Cold related illness, terminal illness
- In hospital awaiting safe discharge
- Cold and/or damp homes
 - Boiler inefficient or not working
 - First time central heating
 - Home not insulated
 - Housing Standards poor (excess cold, damp & mould)
- Off gas property
- Previously installed measure failing
- Mis-sold energy product
- Interested in renewables or lower carbon/more sustainable heating products

Hub services provided;

- Energy/Behaviour Advice for households
- Tariff Switching (RCT Switch)
- Utility debts support/referral
- Benefit Checks – referral to CAB
- Gas connection projects – part of capital projects or referral for gas connection vouchers
- Welsh Water 'Help You Assist' Scheme
- Pre-payment meters
- Advice for failed energy efficiency systems or problems (CWI/EWI)
- Mis-selling or scams – general advice and/or referral to Trading Standards, CAB
- Funding options for renewables
- Heating Grants and energy efficiency schemes
- Loans for Home Improvements and energy measures available
- Winter Fuel Payments
- Warm Homes Discounts
- Priority Services Registers
- Care & Repair Services
- Resilient Family Service

Referrals to be emailed to heatandsave@rctcbc.gov.uk

Referral Network

