

Practical support to help people stay warm and well in North Yorkshire

Wellbeing support through Warm & Well in North Yorkshire creates warmer homes and improves overall health.

What help was needed?

Sarah had been a full time carer for both her parents until her mother's death nine years ago. Since then, she has struggled financially and used all her savings just to afford to live. When she appealed to Selby District Council for financial support, it was discovered that the storage heaters in her property were broken and her electricity bills were so high they were no longer affordable.

Sarah had electricity arrears of £468 and the current repayments were going to be around 40% of her monthly income.

One of her storage heaters was over heating and the metal was burning. There were concerns that the thermostat on the heater was broken, running up very high bills overnight.

Sarah received a home visit from the Yorkshire Energy Doctor, a Warm & Well in North Yorkshire partner. The Energy Doctor helped her successfully apply to the Npower Energy Fund for help with her arrears. Following a successful award of Universal Credit, Sarah was also helped to understand and apply for the Warm Home Discount of £140. She was also supported to apply for support from the



Corn Exchange Benevolent Society. Sarah had previously worked for an agricultural mill so was entitled to apply for grants from this charity. She had never heard of either of these available funds



before so was really pleased.

The Yorkshire Energy Doctor also referred Sarah to Yorkshire Housing to get repairs on her storage heater and discussed the potential of getting central heating installed, which she would be eligible for free.



How did Warm & Well in North Yorkshire help?

Sarah's electricity arrears were written off and she was able to successfully claim the Warm Home Discount to help her financially in the coming winter.

In addition, she was successful in her application to a grant from the Corn Exchange Benevolent Society. She was given a cheque for £273 to cover the three monthly payments needed to clear her electricity arrears and then a one off grant of £500.

On-going quarterly payments of £800 from the Corn Exchange Benevolent Society were granted to Sarah for the rest of the year, with potential to receive them again next year. This has meant that financially, Sarah is better off by £3,173 for the year.

Her storage heater was fixed and she might look into applying for funding to install a gas-fired system for heating in the future.

Sarah's home is now warmer, without the fear of financial difficulties and she is able to relax a lot more.



Sarah says: "I was very impressed with the help that the Yorkshire Energy Doctor gave me. When she came to visit me, she was so friendly, helpful and understanding. The fact that she filled in the application forms for me was brilliant. She made everything very easy to understand. She kept saying that everything is worth a try and she was completely right. I had never heard of [the Corn Exchange Benevolent Society], I didn't know that anything like that existed.

"[The help from Warm & Well in North Yorkshire] means that I don't have to go to the shop and weigh up whether I can afford this or that; I'm not counting the days until my next payment. It has eased the pressure immensely.

"The man [from the Corn Exchange Benevolent Society] rang me last week and told me that they were giving me a grant of £500. I'm not sure but I think they also said they would also give me £600 or £800 every three months. I asked him 'what was the catch!' It's unbelievable, it's all so unexpected."



Warm & Well in North Yorkshire is a project managed by Community First Yorkshire.



Registered Charity No. 515538

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