



Action for Warm Homes

FREE TRAINING

IDENTIFYING VULNERABLE SITUATIONS AND FUEL POVERTY

COURSE AIM

The course aims to make delegates aware of the definitions of vulnerability used in the energy sector and how to identify those who are at risk of finding themselves in vulnerable situations. It will also explain fuel poverty, how to identify those at risk and the health impacts of living in a cold home.

COURSE OBJECTIVES

Explain:

- vulnerability, risk factors and triggers
- possible impacts of a vulnerable situation
- actions for improving the vulnerable customer's experience
- fuel poverty and its impact on health
- schemes and assistance for low-income vulnerable households

COURSE CONTENT

- Energy UK's 'Safety Net for Vulnerable Customers'
- Ofgem's vulnerability strategy and the potential causes of vulnerable situations
- Identification of those at risk:
 - identifying risk factors
 - triggers/ red flags
 - looking for limitations using the BRUCE model to identify those who may have difficulty understanding, remember or 'weighing-up' the information they are being given
- How to engage with a vulnerable consumer – how to start the conversation and use of the TEXAS model
- Definition of fuel poverty and triggers to help identify those at risk – what you may hear, see and feel
- Main health impacts of living in cold damp homes
- Help available to vulnerable consumers:
 - PSR (supplier and DNO)
 - Warm Home Discount Scheme
 - Fuel suppliers' grants and hardship schemes
 - Energy Company Obligation – Affordable Warmth Obligation
 - Help for off-gas households
 - Winter Fuel Payment and Cold Weather Payment
- Identify trusted national organisations supporting consumers experiencing financial and non-financial vulnerability (for example, Citizens Advice, Citizens Advice consumer helpline, Turn2us, Money Advice Service and others)

WHAT THIS COURSE WILL NOT DO

Make delegates experts in handling all types of vulnerability. The focus of the course is on identifying those at risk.

DURATION - Half-day (3 hour)

COURSE AUDIENCE

This course is designed for frontline staff and volunteers working with people who are vulnerable/ potentially vulnerable and at risk from fuel poverty. Delegates can either be supporting the public face-to-face or via the telephone.

Courses are funded via our Forces for Warmth programme which aims to support ex and current service personnel and their families.

We recognise that frontline staff and volunteers from various organisations will support this group in their day to day roles. To date staff from foodbanks, local authorities, housing associations and advice agencies have been involved in this programme in addition to charities such as The Royal British Legion and Help for Heroes.

COURSE DATES/ LOCATIONS

DATE	LOCATION
Leeds	11 December 2018 (1:00pm - 4:00pm)
Exeter	11 December 2018 (10:00am – 4:00pm)
Manchester	31 January 2019 (10:00am - 1:00pm)

FURTHER DETAILS AND BOOKINGS

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