



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**

This course can be delivered in-house to organisations wishing to train a group of staff.

## **FURTHER DETAILS AND BOOKINGS**

Lynsey Thompson, Training Co-ordinator, NEA

Tel: 0191 261 5677 / E-mail: [lynsey.thompson@nea.org.uk](mailto:lynsey.thompson@nea.org.uk)



National Energy Action, Level 6, West One, Forth Banks, Newcastle upon Tyne  
Tel: 0191 261 5677 / Fax: 0191 261 6496 / Website: [www.nea.org.uk](http://www.nea.org.uk)

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