

# NEA Projects Update

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Coordinator



*Gweithredu dros Gartrefi Cynnes*  
*Action for Warm Homes*

**“before Coronavirus, nearly a quarter of the Welsh population were living in poverty”**

Poverty in Wales 2020, Matejic P, Joseph Rowntree Foundation, 2020



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# Warm Welcome – from June 2021

A project to support new and expectant parents, their families and the organisations that support them, at a time when having a warm, safe home is of paramount importance.

Providing free, tailored:

## Community advice sessions

- interactive workshops; *and*
- bill management surgeries

## Training to frontline professionals

- to identify those at risk of cold homes and assist them in receiving appropriate support



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# Training



## SUPPORTED E-LEARNING

- Decarbonising Homes: Technologies, Impacts and Solutions (NEW COURSE – Available soon)
- Level 3 Award in Energy Awareness 6281-01
- Fuel Poverty and Health\*
- Introduction to Domestic Energy Efficiency\*
- Introduction to Domestic Smart Meters

## INTERACTIVE WEBINARS

- Level 2 Award in Fuel Debt Advice in the Community 6281-16\*
- Changing Energy Related Behaviour\*
- Fuel Poverty and Health\*
- Paying for Fuel\*
- Vulnerability in the Energy Market\*

\*Fully funded places are available for certain subjects (eligibility criteria applies).

Please see course outlines for further details and contact

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# Warm and Safe Homes (WASH) Advice Service



## WARM AND SAFE HOMES

Free one-to-one advice on energy bills and keeping warm and safe at home, incl.

- energy bills, accounts and complaints
- metering and payment options
- fuel debt
- heating/hot water controls and saving energy at home
- grants and assistance

Advice line: 0800 304 7150

Benefits Entitlement Team: 0800 138 8218

[Online agency portal and email support](#)

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