



An introduction to the service

How we help



# What is Citizens Advice?

- A network of **independent charities**
- **Joined together** by a membership scheme
- A mix of **volunteers** and **paid staff**
- A mix of **general** advice and **specialist** teams
- **All** a little bit **different**, but **all similar**



# What is Home & Well?

- A specialist **Citizens Advice** service
- Hampshire-wide through a **collaboration** between Citizens Advice Hampshire and several local Citizens Advice
- Made possible by a number of **key partners**



(P.S. It's also award winning)



Customer Vulnerability Award at the 2021 Utility Week Award



# Our partners:



# Who makes it happen?



# What do we do?

- Support residents of **Hampshire** and the **Isle of Wight**
- Aim to address the detrimental impact that **cold homes, reduced water usage** and anxiety that **utility bills** can have on people
- Provide a **complete wrap around service** to help residents feel **safe** and **comfortable** in their home environment, with a focus on energy and fuel poverty



# Why is it important?

- “It offers people lifelines of support within their community. Feeling supported is key to improved health and wellbeing” – **Sarah, Home & Well Adviser**
- “There to listen...support clients facing unprecedented difficulties...have the additional support they need to stay safe and warm...eases the burden on vulnerable clients” – **Emily, benefits adviser @ Citizens advice**



# How do we do this?

- **Imagine** a patient, service user, or vulnerable friend or family member – or **anyone**
- As we go through what we do, think if they could benefit from the service in any way



# Step 1 – Explore the Issue

- We receive a referral and make **contact as soon as possible** – usually 72 hours
- We undertake a **holistic exploration** to identify presenting and underlying needs.
- For example: **housing** needs, **benefits**, **debt**, **family**, and so much more.
- We aim to find out every way that we can help.



# Step 2 – Practical energy support & advice

- We discuss **energy needs** and see if we can give **practical advice** to reduce energy usage
- We discuss appropriate **energy tariffs**, to ensure clients get the best deal
- Refer to specialist organisation that can help with energy, such as **Switched On Portsmouth**

- get moving to warm yourself up

**Stop draughts**

- fit a draught brush / seal to front doors, back doors, and windows (but leave ventilation if you have an open fire or a boiler)
- draughtproof letter boxes, and block keyholes with cover plates
- fit a heavy curtain over the external doors
- make sure curtains do not cover radiators, shorten them or tie them behind
- fill gaps under skirting boards with newspaper, beading or sealant
- put rugs over bare floors
- use a draught excluder to place at the bottom of doors to keep the warmth in
- fit a chimney balloon into **unused** fireplaces

**Lighting**

- turn the lights off whenever possible
- only light the areas in your home, you really need to
- use low energy light bulbs and eco energy alternatives around the house

**Appliances / electrical items**

- turn off appliances at the plug or power switch
- avoid leaving items on standby



# Step 3 – Staying Safe

- We help our clients to stay safe in their home in several ways:
- Support through the [Priority Services Register](#) for utilities
- A [Carbon Monoxide Awareness](#) conversation, ensuring they have a working CO monitor
- Check to see if a referral to SGN for [lockable cooking valves](#) may be appropriate



# Step 4 – Reducing expenditure

- We help with energy costs through measures such as:
- **Social tariff** applications such as support from [Portsmouth Water](#), [Southern Water](#), [Southeast Water](#), and [other providers](#)
- **Charitable support** – varying by local area, such as grants and fuel voucher
- Other energy measures – such as the [Warm Home Discount](#), [Fuel Poor Network](#) referrals, or [energy efficiency upgrades](#).
- Identifying debt through debt assessments and referring into specialist debt advice services, such as our money advice teams



## 5 – Income Maximization

- We **identify missing entitlement**, such as **means-tested benefits** and **disability benefits**.
- Provide **support** such as **food bank** or **other charitable referrals**.



## 6 – Wrapping Around - Identifying Other Issues

- Advise on **related issues** to reduce stress, such as **employment, family, needs and carer's assessments** and **consumer**
- **Signpost** and **refer** into support in the community, such as local groups and wellbeing services



# How do you refer in?

- **The person** you have been imagining – **could they benefit** from any of those services?
- Quick and easy to use **referral form** on the Citizens Advice Hampshire website:  
<https://citahants.org/partners/home-and-well/>
- If you need another system – speak to us. We'll be happy to help.



# Come and say hello

- **We have a stall**
- Speak with the team
- **Say hello**
- Find out more about what we do
- Take the first step to working with us



A firsthand account...

## The Client's Journey

**NB** The Home and Well Client's Journey has been nominated for a Charity Film Award – details of how you can vote is on the Home and Well webpage.

