

# Warm & Well in North Yorkshire

## November 2020 Newsletter

### Lockdown from Thursday 5th November 2020

Following the Prime Minister's announcement of Saturday, regarding the National lockdown in England, Warm & Well in North Yorkshire (WWNY) helpline and Partners will still be operating offering support and advice to clients regarding their heating / energy queries. The Helpline will be open Monday – Friday 09.00 -16.00.

### Energy Top Up Vouchers

We are pleased to announce that Citizens Advice Mid-North Yorkshire have secured funding through the [Energy Redress Scheme](#) to support clients who are worried and cannot afford to purchase energy top up vouchers for their prepayment meters.



The referral process is for our Partners to call the WWNY team on 01609 767555 or email [wnw@northyorkslca.org.uk](mailto:wnw@northyorkslca.org.uk) with the clients consent and details.

We are unable to promote this support via social media, so please cascade this support to your colleagues.

### Citizens Advice Mid-North Yorkshire are Open!

Citizens Advice offices are open for emergencies only for people who are unable to use the phone or do not have access to the internet.

**Hambleton** Monday & Wednesday 10.00 - 14.00

**Richmond** Tuesday 10.00 - 14.00

**Ryedale** Thursday 10.00 - 14.00

**Selby** Tuesday & Thursday 10.00 - 14.00



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## Partnership Update

### British Gas Energy Trust funding continues to offer support

The section of the WWNY project that is funded by British Gas Energy Trust is continuing to offer support to residents of North Yorkshire and will continue to do so throughout lockdown.

Our delivery Partners are offering much of the energy advice and debt support over the phone; however Partners have been offering face-to-face if needed. The partners have also been able to continue installing measures and carrying out repairs (observing social distancing rules) in people's homes. This is especially important as we move into the colder months where broken heating is much more of a problem.

To access support from BGET please contact the WWNY team through the helpline 01609 767555 and they will refer you onto a delivery partner.



### Yorkshire Energy Doctor

#### How can Warm & Well in North Yorkshire help your clients this winter?



We are running a short training session to give up-to-date information on all of the schemes that are available to help vulnerable households with their heating costs this winter, information on the WWNY project, and how you can help individuals access support.

The 1.5-hour course will be held via Zoom and will run on the following dates:

- Thursday 12th November, 13.00 - 15.00
- Tuesday 17th November, 13.00 - 15.00
- Wednesday 25th November, 13.00 - 15.00

You can find out more information and book a place here: <http://bit.ly/helpfromwwny>

We can also organise in-house sessions for your organisation if you have 6 or more staff members or volunteers who would attend.

Please email [kate@yorkshireenergydoctor.org.uk](mailto:kate@yorkshireenergydoctor.org.uk) to discuss further.

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## Support available from the Warm and Well partnership

- Energy comparison and switching
- Applications for Energy Trust Funding and Grants.
- Practical advice on energy efficiency measures
- Referrals to partners to conduct home visits for Heating and insulation advice and installation.
- Energy Debt Advice
- Applications for funding for the purchase of emergency fuel i.e. coal, electric heaters, prepayment cards and Gas bottles from various charitable organisations.
- Support clients with high energy bills.
- Sourcing funding for New or replacement boilers and heating systems and installation.

## Open Invitation

If anyone would like any further advice on how Warm & Well can support either themselves or their clients do not hesitate to contact the team on **01609 767555**

Thank you for all your support and look forward to hearing from you.

**Julia, Shirley, Susan, and Karolina**

Warm & Well in North Yorkshire



Health and Wellbeing Board  
North Yorkshire

