

Briefing note

Redditch Borough Council Energy Advice Service

One of the most important household bills to be able to afford are those for heating and powering your home, enabling people to:

- to keep their home at a comfortable healthy temperature
- cook and store food safely
- attend to personal hygiene and have clean clothes
- function in work and school
- access entertainment and other services.

Additionally, 40% of UK carbon emissions come from households¹, and supporting households to reduce these is key in reducing the impacts of climate change. It is also important to do this equitably, so those that are already in fuel poverty do not have their problems exacerbated as we decarbonise the UK.

Redditch Borough Council has a long-standing commitment to these issues and has commissioned support for Councillors, staff and residents via an Energy Advice Service for well over a decade.

Act on Energy have been procured to deliver this service from 2024- 2029, having previously delivered the service for many years.

Available support includes:

- Direct financial help with energy bills and energy debt for vulnerable low-income households of all tenures
- Grant funding for low-income homeowners for heating, repairs, servicing and replacement, insulation and renewable energy generation.
- Advice for anyone wanting to move away from fossil fuels in their home

Act on Energy is also able to advise Councillors and staff regarding the services provided.

Staff and Councillors can refer residents directly using an online form <https://actonenergy.org.uk/home/professionals/>

Other routes:

- A Freephone advice line 0800 988 2881 9-5pm Mon-Friday
- Email advice@actonenergy.org.uk
- Online <https://actonenergy.org.uk/>
- Via social media <https://www.facebook.com/actonenergy/>
https://twitter.com/act_on_energy?lang=en.
- There will also be a programme of events where residents can access advice in person.
- Home visits are available for the most vulnerable if needed.

Holistic support is offered with signposting and referral to other agencies as appropriate.

¹ Committee for Climate Change Fifth Carbon Budget