

The  
Vulnerability  
Initiative.



# Worried about paying your Energy Bills?

Your step-by-step guide to  
getting help and support

Developed by  
**HEALTHY  
HOMES  
SOLUTIONS**

If you're feeling vulnerable  
or struggling with bills,  
scan this code to register  
for free support



## Top Tips

Simple ways to cut  
your energy costs

## Support

Help available for  
your home and  
household bills

[www.thevulnerabilityinitiative.org](http://www.thevulnerabilityinitiative.org)

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# 1

# Your Energy Savings Guide

Life is full of unexpected challenges. Whether you're facing financial difficulties, struggling to pay your energy bills, or feeling overwhelmed, just know you're not alone. Healthy Homes Solutions and our Vulnerability Initiative are helping to support people just like you across the country, offering a lifeline of practical help and guidance when you need it most.

## Your Step-By-Step Guide

This booklet is more than just a collection of support services, it's a step-by-step guide to the support available to help you stay safe, warm, and independent.

### Remember!

Your well-being matters, and every small step counts.

## The Vulnerability Initiative

Healthy Homes Solutions created the Vulnerability Initiative to provide access to free support and advice from a wide range of partners who are here to help. This includes areas like benefits checks, energy efficiency, access to grants, mental health, and more.

Our dedicated team is here to help you understand these services, making sure you get the support you deserve, without adding to your stress.

Looking for help and support now? Scan this QR code and our team will help you get support.



## 2

# Why Every Bit of Energy Support Matters

Energy costs can put a real strain on your household budget. Not everyone can use less energy — sometimes, you're already doing everything you can. But with the right advice and support, you may still be able to cut costs or be eligible for a grant or Warm Home Vouchers.

“4.3 million adults in the UK have missed gas and electricity bill payments and gone into arrears.”

### Where is support available?



Save money on your monthly energy bills



Energy Debt Advice and Support



Make your home warmer and more efficient



Access to Free Benefit Checks



Free home improvement grants



Reduce your Utility Bills

**Data Security:** We only share your information with the partners you select help from.

**If you are ready to get help:**

To see if you are eligible to a range of support services, scan the QR and register today.



# 3

## Start Small: Easy Changes You Could Try Today

There are some small changes that others are making to help reduce their energy bills. Not everyone is able to do these, but if you can, here are a few ideas that might make a difference.

### Home Energy Efficiency



#### Lighting

Switching to LED bulbs uses up to 90% less energy than traditional bulbs

*Impact: Annual savings: £50-£70*

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#### Appliances

Unplug devices when you're not using them. Devices on standby can consume between 9% and 16% of a home's total energy bill.

*Impact: Up to £90 per year*

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#### Heating

Use draft excluders and rugs to retain warmth and draft-proof your home.

*Impact: 10-15% reduction in heating costs*

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#### Water

Reduce shower times, use lower temperature settings or apply for a water savings kit from [www.savewatersavemoney.co.uk](http://www.savewatersavemoney.co.uk)

*Impact: Shortening your shower by just 5 minutes, can cut water usage by nearly 1/3. This will also save on gas and electricity costs too.*

# 4

## Heating and Lighting Tips

There are lots of ways to save energy at home. Use this page to see which tips might work for you and which ones you may need extra help putting into place.

### Smart Heating Ideas:

- Adjust your heating to 18-20°C (the sweet spot for comfort and efficiency)
- Keep radiators clear of furniture or clothing
- Close curtains to retain heat at night and open to let in sunlight during the day

### Lighting & Appliance Savings:

- Switch to energy-efficient LED bulbs
- Turn the lights off if you're going to be out of a room for more than 15 minutes
- Turn off appliances at the socket
- Wash clothes at lower temperatures and only run full loads

### Small Steps = Big Impact:

Turning your heating down by just 1°C can cut carbon emissions by around **300 kg per year** (the same as driving 1,000 miles) and could also save you approximately **£130 annually**.



# 5

## Support Available to You

Through our Healthy Homes Vulnerability Initiative we can offer lots of ways to help:

### Support Services

1. **Priority Services Register (PSR):** Extra support from utility providers for vulnerable households > [www.thepsr.co.uk](http://www.thepsr.co.uk)
2. **DWP Benefits Checks:** Available via Policy in Practice to uncover unclaimed benefits > [www.policyinpractice.co.uk](http://www.policyinpractice.co.uk)
3. **Home Energy Grants:** Support for insulation and heating upgrades through NEF's Better Housing Better Health initiative > [www.bhbh.org.uk](http://www.bhbh.org.uk)
4. **Warm Home Discount:** £150 off electricity bills for eligible households > [www.gov.uk/the-warm-home-discount-scheme](http://www.gov.uk/the-warm-home-discount-scheme)
5. **Budget Management Tools:** IE Hub provides an easy way to create a budget, track your expenses, and identify savings opportunities > [www.iehub.co.uk](http://www.iehub.co.uk)
6. **Better Off Calculator:** Policy in Practice's 'easy to use' online tool shows how changes in circumstances, like new jobs or working hours, affect your income and benefits > [www.policyinpractice.co.uk](http://www.policyinpractice.co.uk)
7. **Vulnerability Registration Service (VRS):** Free register to stop financial organisations contacting you. > [www.vulnerabilityregistrationservice.co.uk](http://www.vulnerabilityregistrationservice.co.uk)

We've included the direct website details for each service above, but our Vulnerability Initiative can make it even easier. By registering your details once at [www.thevulnerabilityinitiative.org](http://www.thevulnerabilityinitiative.org), our team can help sign you up for all of these services in one go.

Register at [www.thevulnerabilityinitiative.org](http://www.thevulnerabilityinitiative.org). If you'd like to speak to our team, click 'book a call back' and choose a date and time that suits you. Our team and partners are here to help.

### Scan the QR code

Use your phone or tablet to scan the QR code and fill in the online form



## 6

## Partner Support Services

Through our Vulnerability Initiative, we've partnered with some trusted organisations to provide you with the advice and tools you need to make your energy bills more manageable.

## Some of our support services available to you:



INCOME & EXPENDITURE HUB

**IE Hub**

Access tools to better manage your budget and explore financial assistance options. IE Hub is designed to simplify and support your financial planning. > [www.iehub.co.uk](http://www.iehub.co.uk)



Policy in Practice

**Policy in Practice**

Helps people understand what benefits and support they are entitled to, making the welfare system easier to navigate and access. > [www.policyinpractice.co.uk](http://www.policyinpractice.co.uk)



Better Housing  
Better Health

**Better Housing Better Health (BHBH)**

Make your home warmer and more efficient with BHBH. They provide tailored advice and support to help you improve your living conditions. > [www.bhbh.org.uk](http://www.bhbh.org.uk)

**NEA: National Energy Action (England and Scottish residents)**

Receive expert advice on saving energy and reducing your heating costs. NEA offers practical tips and solutions tailored to your needs. > [www.nea.org.uk](http://www.nea.org.uk)



WARM WALES  
CYMRU GYNNES

**Warm Wales**

If you live in Wales, Warm Wales can help with practical advice, home improvement funding, and tailored energy-saving support to make your home warmer, more efficient, and affordable. > [www.warmwales.org.uk](http://www.warmwales.org.uk)

# 7

## Managing Your Energy Costs

Energy bills can sometimes feel overwhelming, especially when every penny counts. You're not alone — there are tools and advice that can help you stay on top of your budget and feel more in control. Here's how to help manage costs in a way that works for you.

### Track Every Penny

The **IE Hub** is your financial friend. This free tool helps you monitor your spending in real time so you can understand exactly where your money goes.

### Top Tip

Want to see if you are due any benefits?

Scan the QR code, register, and our team will help guide you through the process.

### How can our partners help you manage your bills?

- ✓ Better Off Calculators
- ✓ Better Off Apply
- ✓ Better Off Indicator and Score
- ✓ Tailored Energy Advice
- ✓ Energy Awareness and Safety
- ✓ Home Improvement Funding
- ✓ One to One Energy Advice



Check benefits, grants, and energy support you may qualify for.

[www.betteroffcalculator.co.uk](http://www.betteroffcalculator.co.uk)



Energy advice, bill support, and access to financial help in England and Scotland.

[www.nea.org.uk](http://www.nea.org.uk)



Grants, home upgrades, and personalised energy-saving advice in Wales

[www.warmwales.org.uk](http://www.warmwales.org.uk)

If you really just want help in contacting these partners, register at [thevulnerabilityinitiative.org](http://thevulnerabilityinitiative.org) or scan this qr code and a member of the team will help you complete the forms.



# 8

## IE HUB: Helping You Take Control of Your Money

**IE HUB**  
INCOME & EXPENDITURE HUB

The IE Hub is more than a budgeting tool – it's like having a personal financial helper in your pocket. It works with you to see the bigger picture of your finances, spot extra help you might be missing, and put you in control of your money and your bills.

### What IE Hub Helps You Do:



Spot opportunities for extra benefits, grants, or cost reductions



Understand your spending habits and find small ways to save.



Track exactly where your money goes so nothing slips through the cracks



Take control of your finances so you can feel more confident about the future



Identify priority bills and payments so you can manage what matters most first

Share your information securely with support providers so you only explain your situation once and get help faster

### Getting Started is Simple

Here's how to access the IE Hub through the Vulnerability Initiative:

#### Instant Online Registration

1. Scan the QR code
2. Register in just a few minutes
3. Start managing your money smarter

#### Top Tip

70% of IE Hub users qualify for additional benefits of up to £402 per month

Register for The VRS by scanning the QR code



# 9

## Warm Home Vouchers Support

Cut your energy bills with the Warm Home Discount Scheme.

### What You Need to Know

- Get money off your electricity bill during winter
- Designed to help households struggling with energy costs
- Support when you need it most

### Fuel Vouchers: Instant Heating Help

Quick Support When You Need It

- ✓ Immediate assistance with heating bills
- ✓ Some households will be eligible for up to six vouchers, each to the value of £49
- ✓ A fast, straightforward application
- ✓ Direct support to keep you warm

### To Find Out More

1. Register to: [www.thevulnerabilityinitiative.org](http://www.thevulnerabilityinitiative.org)
2. Read the UK Government website information at: [www.gov.uk/the-warm-home-discount-scheme](http://www.gov.uk/the-warm-home-discount-scheme)
3. If you're eligible, the discount is applied to your bill automatically.

### Are You Eligible?

You might qualify if you:

1. Receive benefits like Universal Credit (low income), Income Support, or Jobseeker's Allowance
2. Get Child or Working Tax Credits with a lower income
3. Claim Pension Credit's Guarantee Credit
4. Have high energy costs based on your home's type and size
5. Are registered with a participating energy supplier

If you're eligible, your electricity supplier will apply the discount to your bill automatically. The money is not paid to you.

Want further help?  
Scan the QR code,  
register and book  
a call back with our  
team.



# 10

## Bigger Changes with Professional Support

We're going beyond quick fixes; by partnering with **Better Housing Better Health (BHBH)** and the **National Energy Foundation (NEF)** their team can check your eligibility for grants that could cover some or all of the costs of energy-saving home improvements, giving you peace of mind in the long term. [www.bhbh.org.uk](http://www.bhbh.org.uk)



### Long-Term Energy Solutions:



Loft and wall insulation



Solar panel considerations



Double or triple-glazing windows



Smart home energy monitoring systems



Efficient heating system upgrades



Bespoke home energy advice



## 11

## Action Checklist

Number	Top Tip	Complete
1	Turn off unused appliances	
2	Shorten shower times	
3	Use draught excluders	
4	Keep your home at a constant temperature	
5	Select which partners could help you and check out their websites	
6	Register for Priority Services Register and Vulnerability Registration Service <a href="http://www.thepsr.co.uk">www.thepsr.co.uk</a>	

Register with The Vulnerability Initiative by visiting [www.thevulnerabilityinitiative.org](http://www.thevulnerabilityinitiative.org)

If you need help in registering for The Vulnerability Initiative, call 0800 151 3014



## 12

## Top Tips That Could Help Your Energy Bills

- ✓ **Check if you qualify for discounts**  
Look into the Warm Home Discount, local council help, or other grants.
- ✓ **Shorten showers**  
Even reducing by two minutes can save hot water and money.
- ✓ **Switch to energy-efficient bulbs**  
LED bulbs use far less electricity and last longer.
- ✓ **Check your tariff**  
Make sure you're on the best deal with your energy supplier.
- ✓ **Turn appliances off at the socket**  
Standby mode can still use energy and add to your bill.
- ✓ **Book a free benefits check**  
Ensure you're claiming everything you're entitled to.
- ✓ **Bleed your radiators**  
This helps your heating system work more efficiently.
- ✓ **Join the Priority Services Register**  
If you're vulnerable, this gives extra support from your energy provider.
- ✓ **Use draft excluders and curtains**  
Keep warmth in and cold out during the winter months.
- ✓ **Use timers and thermostats**  
Heat only when you need it, at the right temperature.
- ✓ **Wash clothes at lower temperatures**  
30°C washes can be just as effective and use less energy.
- ✓ **Consider home upgrades**  
Insulation, new boilers, or heating systems can cut bills long-term.

If you are ready to get help to see if you are eligible to a range of support services, scan the QR and register today.



## 13 Quick Reference Guide

<b>The Vulnerability Initiative (VI)</b>	Support for vulnerable individuals and families: <a href="http://www.thevulnerabilityinitiative.org">www.thevulnerabilityinitiative.org</a>
<b>NEA Help Pages</b> (Energy support advice)	<a href="http://www.nea.org.uk">www.nea.org.uk</a>
<b>Better Homes Better Housing</b> (BHBH)	<a href="http://www.bhbh.org.uk">www.bhbh.org.uk</a>
<b>IE Hub</b>	<a href="http://www.iehub.co.uk">www.iehub.co.uk</a>
<b>Warm Home Discount Scheme</b>	<a href="http://www.gov.uk/the-warm-home-discount-scheme">www.gov.uk/the-warm-home-discount-scheme</a>
<b>Citizens Advice</b>	<a href="http://www.citizensadvice.org.uk">www.citizensadvice.org.uk</a>
<b>Independent Age</b>	Free benefit checks for older people <a href="http://www.independentage.org">www.independentage.org</a>
<b>Policy in Practice</b>	<a href="http://www.policyinpractice.co.uk">www.policyinpractice.co.uk</a>
<b>Warm Homes Discount</b>	<a href="http://www.gov.uk/the-warm-home-discount-scheme">www.gov.uk/the-warm-home-discount-scheme</a>
<b>Water Saving Kits</b>	<a href="http://www.getwaterfit.co.uk">www.getwaterfit.co.uk</a>
<b>Warm Wales</b>	<a href="http://www.warmwales.org.uk">www.warmwales.org.uk</a>
<b>Cadent Gas Ltd</b>	<a href="http://www.cadentgas.com/help-advice/energy-efficiency">www.cadentgas.com/help-advice/energy-efficiency</a>
<b>SGN</b>	<a href="http://www.sgn.co.uk/help-and-advice/energy-crisis-support/reducing-your-energy-usage">www.sgn.co.uk/help-and-advice/energy-crisis-support/reducing-your-energy-usage</a>
<b>Wales &amp; West Utilities</b>	<a href="http://www.wwestutilities.co.uk/services/priority-customers/warm-home-assistance/">www.wwestutilities.co.uk/services/priority-customers/warm-home-assistance/</a>
<b>Northern Gas Networks</b>	<a href="http://www.northerngasnetworks.co.uk/network-supply/priority-customers/">www.northerngasnetworks.co.uk/network-supply/priority-customers/</a>

If you need more help with reducing your energy bills, scan the QR code to register with The Vulnerability Initiative



# The Vulnerability Initiative.

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**HEALTHY  
HOMES  
SOLUTIONS**

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Thank you to our partners



Scan the QR code for  
more help with your  
energy bills



*The Healthy Homes Vulnerability Initiative connects residents with partner services but does not endorse specific companies, products, or advice. Users should conduct their own due diligence, and we accept no liability for third-party guidance, except where legally required.*