



SHINE London

Free impartial energy advice
18th September 2024
Sue King
Senior Energy Advisor



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SHINE background



- **Seasonal Health Interventions Network**
- A free energy and bills advice service for London
- Service operated by Islington Council and funded by EDF, GLA, NEA Local Authority contracts
- Principal aims are to tackle fuel poverty and other seasonal health inequalities
- Network includes partners from public, private and third sectors
- Serving all London Boroughs since December 2016
- [Home \(shine-london.org.uk\)](http://shine-london.org.uk)



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SHINE target groups



- Low income and spending over 10% on energy
- Older people (60+)
- Long term health issues (respiratory or cardiovascular conditions, disabilities or impairments)
- Families with children (under 16)



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SHINE London helpline

Telephone support for

- Energy and bills advice
- Water bill discounts
- Energy supplier comparisons (when market is competitive)
- Priority Service Registration
- Grants advice
- Mediation with energy and water companies



0800 953 1221



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Referral Process

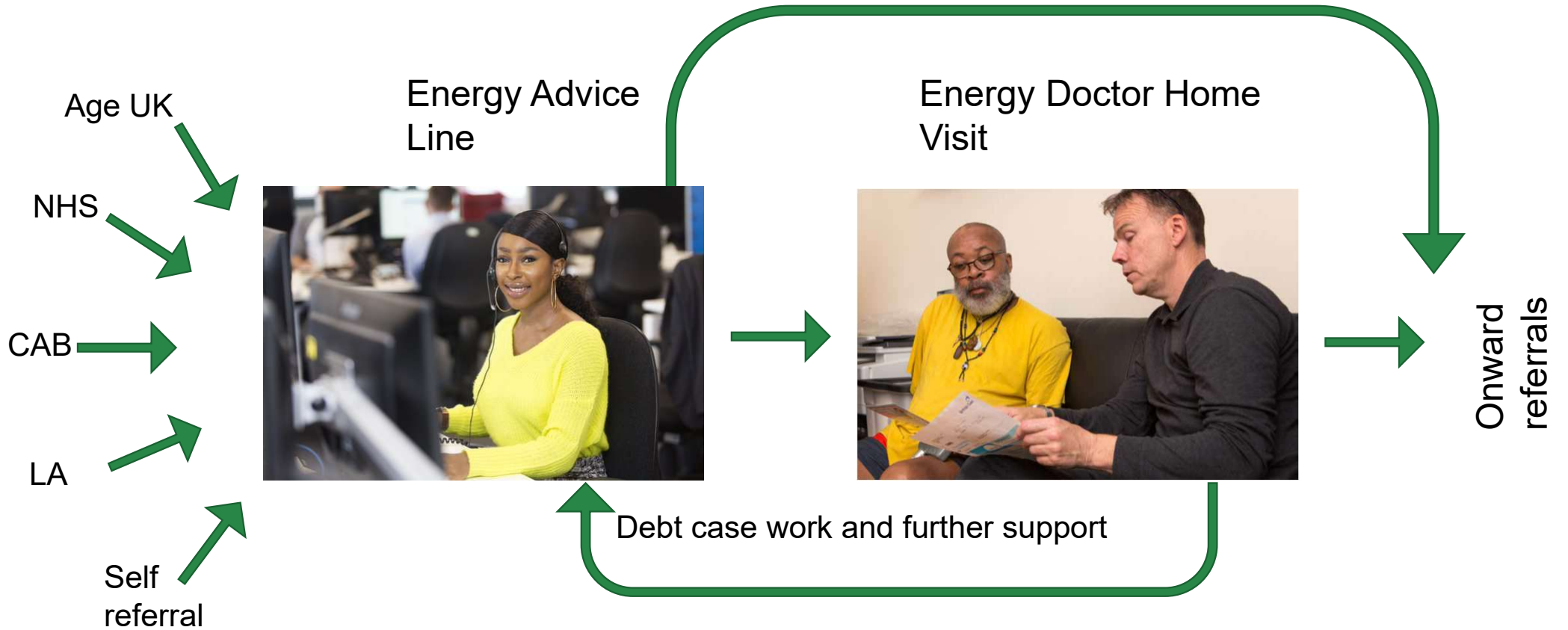
- Self referral or Third party referrals - [Online form](#)
- Referrals are allocated to an advisor who will call them
- The advisor will assess all interventions the client needs via a conversation
- Referrals receive 3 call attempts within 20 working days before being marked uncontactable



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The Process



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Dealing with Debt First steps

- Is it debt or an outstanding bill
 - Ask for help early, don't let the debt build up
 - Who do you owe
 - How much do you owe
 - Get advice
- *When you speak to a SHINE advisor this is what they will ask*



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SHINE Fuel & Water debt support



- One-to-one support for clients in arrears
- Identify actual amount owing
- Liaise with Utility Companies
- Payment method/plans
- Trust fund applications for over £500 (below £500 usually payment plan)
- Thames water payment matching scheme
- Islington Debt Relief Fund
- Signposting to debt and money advice



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Islington Debt Relief Fund

- Up to £300 per household per year
- We need the following
 - Income & Expenditure form from a debt advice agency
 - proof of debt (debt letter) – forward a screen shot.
 - proof of address (debt letter or energy bill etc.)
 - 3 months bank statements – showing name, address and dates
 - Photo of current gas/electricity meter reading



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Energy Bill Support from Government

- Warm Home Discount
- The Warm Home Discount Scheme is a one-off £150 discount off your electricity bill.
- If you're eligible, your electricity supplier will apply the discount to your bill. The money is not paid to you
- *Means tested benefits/Disabilities*
- Winter Fuel Payment
- Born before 22 Sept 1959
- £100 - £300
- If you're eligible, you'll get a letter in Oct or Nov
- Paid automatically in Nov or Dec
- If your income is over £35K HMRC will take it back

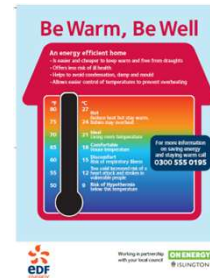
Beware of scams you will not be sent a text message or email do not click on any links telling you to register to claim



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The Energy Doctor Service – Installing measures



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SHINE 'Energy Doctor'



Home energy visits to:

- Install energy saving measures
- Review bills
- Mediation with Suppliers
- Heating controls check
- Identify grant eligibility
- Tailored energy advice
- Meter reading
- **Last year ('22-'23) our energy doctors service saved our clients £43,000 and 1145 tonnes of CO₂!**



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Energy and Money Saving Tips

- Switch appliances off standby
- Turn Lights off when leaving a room
- Wash your clothes at 30°C
- Avoid using tumble dryer
- Keep your shower time to 4 minutes
- Turn down Thermostat 1C
- Turn radiator valves off in un-used rooms
- Only fill the kettle with the amount of water you need
- Save up to £59 a year
- Save up to £9 a year
- Save up to 31 a year
- Save up to £65 a year
- Save up to £82 a year
- Save up to £138 a year
- Save up to £48 a year
- Save up to 38 a year
- = £470a year



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Onward referrals/signposting

- Air Pollution Alerts
- Befriending services
- Benefit checks
- Foodbank vouchers
- Grants e.g. Mayor of London, Eco4
- Healthy Start vouchers
- Fire safety check
- Handyperson Service
- Taxicard



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Referral process

- Self referrals - call 0800 953 1221
- Third party referrals - [Online form](#)
- Referrals receive 3 call attempts within 20 working days before being marked uncontactable



SHINE referral questionnaire

Complete this form to refer into SHINE London. If you have any questions please call SHINE on 020 7527 2001 or [email the SHINE team](#).

Are you referring your household to SHINE? *

Are you referring your household to the Seasonal Health Intervention Network (SHINE)?

I am referring my own household

I am referring another household, as a family member or friend

I am referring another household, as an organisation

Next >



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Need help call us on
 **0800 953 1221**



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