



**The
Vulnerability
Initiative.**

The Vulnerability Initiative

Providing free essential
services and support to
those who need it most

Need help?

Take a look at the
services and support
that's available to you

Sponsored by



WALES&WEST
UTILITIES

To get help, call on
0800 151 3014

Introduction

Life can be unpredictable, and at times, we all face periods when we feel overwhelmed or unable to cope. Whether due to financial strain, illness, or personal challenges, asking for help can often feel difficult. But you don't have to navigate these struggles alone.

At The Vulnerability Initiative, we are here to provide support to anyone feeling vulnerable, especially those facing difficulties paying their bills or managing essential costs.

We understand how tough things can get, and through our support partners, we're making it easier than ever to access the help you need, whether it's financial aid, energy-saving solutions, guidance through tough

times or completing the many different forms you have to compete to get help.

Registering is quick, easy, and free, and it opens up a world of services designed to support you, your family or your household. Our team is dedicated to helping provide the trust and stability you need, no matter the circumstances.

For more information or to get started today, visit thevulnerabilityinitiative.org or call **0800 151 3014**. We're here for you every step of the way.



Derek Owen
Managing Director
Healthy Homes Solutions (HHS)

Working Together to Support You

The Vulnerability Initiative brings together trusted partners to provide practical support for vulnerable and fuel-poor households.

We offer a triage, educational, and signposting service that simplifies the process of accessing support.

Our aim is to reduce multiple-form completions. We work to help you get help quickly and effectively.

We can help if you're:

- Struggling to pay your council tax
- In need of a DWP benefits check
- Having difficulty with energy bills
- Seeking support for mental health
- Looking for debt management advice
- And much more...



To talk to a member of our team, call us for free on **0800 151 3014**

Don't face challenges alone.

Our dedicated member services team is ready to assist you.

thevulnerabilityinitiative.org

3 ways to get help



- 1 Register today at thevulnerabilityinitiative.org, select "call back" and choose a date and time for the Healthy Homes team to call you back at your convenience
- 2 Call **0800 151 3014** – and a member of the Vulnerability Initiative team will listen, and will register you for the relevant additional services
- 3 Using your mobile or tablet, scan the QR code, complete the online registration page, then select the services you wish to register for, or gain further information on

HHS Vulnerability Initiative

How do I find out more about which services I am entitled to?

Healthy Homes Solutions (HHS) has established a member services support team.

These additional services can be accessed by registering online at thevulnerabilityinitiative.org, where you can schedule a callback at your convenience.

HHS Vulnerability Initiative

Register now

Scan the QR code and register today for these additional services or call **0800 151 3014**



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Register for our free service anytime or call to speak with our team during office hours. Call 0800 151 3014



Visit our website thevulnerabilityinitiative.org to book a call back slot

Priority Services Register (PSR)

Customers are at the heart of WWU. They have a bold ambition to help 500,000 vulnerable customers use energy safely, efficiently and affordably by 2026.

The Priority Services Register (PSR) is a key part of WWU's strategy to provide

How do I register for the PSR?

The Healthy Homes Members Services team can sign you up for the PSR with a simple telephone call, all they need is your authorisation on the phone and they will do the rest for you. For more information on the PSR please visit: WWU.co.uk/PSR

this free service to customers who need extra support in an emergency.

You qualify if your household includes anyone over 60, children under 5, or individuals with chronic illnesses, disabilities, or other specific needs.

This service ensures you receive essential help if you're without gas due to an emergency or planned work.

These include providing alternative heating and cooking facilities during gas interruptions.

They also offer a password facility to enhance doorstep safety, ensuring engineers follow strict procedures for verifying their identity.

If you have difficulty reaching your gas emergency control valve due to mobility issues, WWU may move it to a more convenient location.

WWU also offers a 24/7 translation service to assist with communication needs throughout the year.

If you would like to talk to one of the Healthy Homes team call 0800 151 3014, or register at thevulnerabilityinitiative.org and they will help walk you through how you can get help.

Carbon Monoxide (CO) Awareness

The dangers of Carbon Monoxide poisoning in your home can be a scary thought, especially as it is a colourless, odourless, tasteless, poisonous gas that is released when any fossil fuel doesn't burn properly. You can't see it, taste it or smell it.

CO is an incredibly poisonous gas that poses a serious threat to health if exposed to it. The risk of CO poisoning incidents increases when UK homes don't have sufficient or existing CO alarms.

To reduce the risks:

- Purchase a CO alarm certified to BS EN 50291 from a DIY store, supermarket or energy supplier and make sure it's correctly fitted.
- Ensure all gas appliances are installed correctly and have them serviced annually by a Gas Safe Registered engineer.
- Ensure all chimneys and flues are cleaned annually to prevent blockages.

Symptoms of CO poisoning can be similar to those of food poisoning and the flu. The symptoms to look out for are headaches, dizziness, nausea (feeling sick) and vomiting, tiredness and confusion, stomach pain, shortness of breath and difficulty breathing.

If you're worried you've been exposed to CO and are showing any of the signs seek medical advice immediately.

How can I get CO alarms for free?

As a member just register with the team and they will call you to apply for CO alarms through WWU on your behalf. All they need is your authorisation and some details over the phone and they will do the rest for you.



If you smell gas, immediately call free on 0800 111 999

The Vulnerability Registration Service

The VRS is there to support individuals who are going through a difficult time that might affect their financial decisions.

What We Do: It provides a way for individuals to let financial companies know about their situation. This helps these companies treat them fairly when they apply for services or if they're having trouble with payments.

Important Things to Know: If someone can't register themselves (for example, if they have dementia), a person with legal power to act for them can do it. The VRS only shows their current situation. Past registration history is private.

Using the VRS is optional: It's there to help protect individuals during vulnerable times. The VRS is there to provide support.

How It Works

1. You choose how you want companies to handle your information:

Option A: Ask companies not to offer you financial services for now.

Option B: Let companies know they should consider your situation carefully.

2. Your information stays on their register for three months.

3. After three months, you can ask the VRS to remove your information if things have improved.

4. Once removed, no one can see that you were ever registered with the VRS.

Mental Health UK Support

Mental Health UK brings together the heritage and experience of four charities from across the country who've been supporting people with their mental health for over 50 years.

Working UK-wide, they deliver both national and local services that enable and empower people to understand and manage their mental health in a person-centred and empathetic way.

With their local service delivery and national expertise, Mental Health UK have been able to mark a significant footprint in the areas that deeply challenge our mental health and stability, and provide people with the tools they need to live their best possible life.

They provide support and services for some of the biggest societal challenges that pose a threat to people's mental health, including money problems, navigating through the system to get the right support, understanding mental health, loneliness and isolation, and resilience in young people.

How to find support

Advice and information: The Mental Health UK website offers resources on various mental health conditions, support options, and detailed guidance on managing mental health, including tips for everyday living and coping strategies. mentalhealth-uk.org

Mental Health and Money Advice: This specialised service exists to help people understand, manage and improve their money and mental health problems.

It is a free gateway to comprehensive and impartial information, support and advice on money matters through a mental health lens. On the website, you can find expert advice, free financial tools and calculators, letter templates, real life stories and useful contacts. Visit: mentalhealthandmoneyadvice.org

Clic: Mental Health UK's free online community forum, where users can find mutual support, chat to others about their mental health experience in a moderated environment and find tools to help yourself and others. Visit: clic-uk.org

In addition to these services, Mental Health UK provides a variety of practical resources via their website, including wellbeing guides, tools for stress management and guides to having conversations about mental health.

More resources: <https://mentalhealth-uk.org/help-and-information/downloadable-resources/>

Further support:

To discuss how Mental Health UK can assist you with a Healthy Homes team member, register at thevulnerabilityinitiative.org for a callback or call **0800 151 3014** for assistance.



Maggie's Cancer Care

Maggie's provides free expert care and support for anyone with cancer and all the people who love them in centres across the UK and online. Their centres are welcoming spaces where you can find practical and emotional support in bright and welcoming buildings next to NHS hospitals.

How does it work?

To find out more about Maggie's, visit their website maggies.org, call 0300 123 1801 or pop into your nearest Maggie's centre. You'll be greeted by friendly staff who are ready to listen and guide you through the support that's right for you.

They have cancer support specialists, psychologists and benefits advisors who run support groups or 1-2-1 sessions. They also run regular nutrition workshops, relaxation sessions and courses you can join and talk through any questions you may have.

If you would like to talk to one of the Healthy Homes team call **0800 151 3014**, or register at thevulnerabilityinitiative.org and they will help walk you through how Maggie's can support you.

Finding out you have cancer changes your life, and the weeks after a diagnosis can be most difficult and challenging. Maggie's is here from that moment.

How can Maggie's help?

Maggie's centres provide a comforting space that empowers you to live well with cancer. This includes tailored support and information to help manage symptoms and side effects, emotional support for you and your loved ones, and you can also meet others in a similar situation.

Maggie's can help with the tools and strategies to support your physical and mental health during treatment and when it ends. Their cancer support specialists are always there to listen to how you're feeling post treatment and beyond.



BHBH is run by the National Energy Foundation (NEF)

Helping You Create a Warmer Home

Better Housing Better Health (BHBH) is committed to tackling fuel poverty and improving energy efficiency in homes across the UK. This service, provides tailored support to help vulnerable people manage their energy use and reduce costs.

What Does Better Housing Better Health Offer?

BHBH delivers practical advice, access to grants, and expert guidance for households, empowering them to make informed energy decisions.

Whether you're looking to improve insulation, understand energy-saving options, reduce energy bills, or access renewable solutions, BHBH offers step-by-step, personalised support to meet your needs and create healthier, more efficient homes.

How does it work?

By connecting with Better Housing Better Health (BHBH), you'll gain access to services designed to make your home warmer, healthier, and more energy-efficient.

The program helps households facing high energy costs, inefficient heating, and poor insulation with tailored advice, grant support, and step-by-step guidance.

Focused on supporting fuel-poor households, BHBH offers solutions that lower energy bills, improve living conditions, and enhance sustainability.

By addressing immediate needs and providing long-term solutions, the program helps people live more comfortably, save on energy bills, and protect the environment for future generations.

Two Ways to Get Help:

- 1 Telephone:** Speak to a Better Housing Better Health (BHBH) advisor for personalised energy-saving advice and assistance with improving your home's energy efficiency. **Call 01908 665555** for free support.
- 2 Access Information Online:** Visit www.bhbh.org.uk to explore resources, guides, and tools designed to help you reduce energy costs and create a warmer, healthier, and sustainable home.

Energy Advice to Save on your Heating Bills



What to do if you are struggling with your energy bills:

National Energy Action (NEA) understands how high energy bills now are and realises that many people are struggling.

NEA has developed a specific advice page dedicated to individuals who are struggling to pay their energy bills.

This page is a comprehensive resource that offers guidance on immediate steps you can take, available assistance schemes, and effective ways to manage and reduce energy costs.

They also include a wide array of guides and resources that demonstrate ways to reduce energy consumption and reduce your bills.

Visit their dedicated support page at: www.nea.org.uk/get-help/ and click on “What to do if you are struggling with your energy bills”.

Additional Help:

To further assist those in need, NEA has compiled a list of reputable organisations that can offer additional support.

These partners are thoroughly vetted to ensure they meet NEA’s standards of quality and commitment, providing vital assistance aligned with NEA’s values. For a comprehensive guide to these supporting organisations and to find the help you need, please visit NEA’s website at: www.nea.org.uk/get-help/additional-help/

Reducing heating bills

The Healthy Homes guide:

Healthy Homes Solutions has identified a number of ways to reduce your energy costs. This lists the different ways to reduce your bills, likely savings and costs for each solution.

If you would like to talk to one of the Healthy Homes team call **0800 151 3014**, or register at thevulnerabilityinitiative.org and they will help walk you through how you can get help.



Warm Homes Discount Scheme

The Warm Home Discount Scheme for the winter offers a unique opportunity to receive a reduction on your bill. This isn’t a direct payment to individuals but is instead a one-time deduction from your bill during the winter periods.

If you’re eligible, the discount is typically applied automatically. Notification of eligibility will be communicated via a letter dispatched by early January. If you haven’t received a letter by then and believe you should qualify, you must reach out to the Warm Home Discount Scheme.

It’s important to clarify that this discount will not impact any Cold Weather Payment or Winter Fuel Payment you may receive.

Eligibility Criteria: In England and Wales, qualification is based on receipt of the Guarantee Credit element of Pension Credit, and are on a low income and have high energy costs.

Payment Method: You can still qualify for the discount if you use a pre-pay or pay-as-you-go electricity meter. Your electricity supplier can tell you how you’ll get the discount if you’re eligible, for example a voucher you can use to top up your meter.

Park Homes Residents: A distinct application process is in place for park (mobile) home inhabitants. Ensure you apply via the Park Homes Warm Home Discount route, and have high energy costs.

To find out more information or to apply for the Warm Home Discount please register at the UK Government website page here: <https://www.gov.uk/check-if-youre-eligible-for-warm-home-discount>

Helping You Understand Your Benefits

Navigating the benefits system can be confusing and doesn't have to be. Policy in Practice offers tools and guidance to help you uncover what support you're entitled to and how changes in your circumstances might affect your benefits.

Whether you rent or own a property, or are living with friends or family, the team can guide you through simple questions about your current situation.

With £23 billion of benefits going unclaimed each year, don't miss out on what's rightfully yours.

Using the Better Off Calculator

- 1 Visit their Website:**
Go to <https://bit.ly/4gFnN2V> and click on the Better Off Calculator
- 2 Enter Your Information:**
Provide details about your income, household, and employment status.
- 3 Check Your Results:**
See a clear breakdown of your current benefits and how potential changes could impact your finances.

How can they help?

Better Off Calculator:

This free online tool helps you see how different situations - like starting a new job or changing your working hours - affect your income and benefits. It's designed to give you a clear picture of your financial situation. Visit our partner link here: <https://bit.ly/4gFnN2V>.

Personalised Advice:

By entering your details into the calculator, you receive personalised information about the benefits you can claim and how to apply for them.

Data Security:

Your personal information is handled with the utmost care, ensuring your privacy is protected at all times.

Need Help Right Now?

If you'd like to speak with a member of the Healthy Homes team, please call **0800 151 3014**.

To visit the calculator, scan the QR code.



Home Energy Grant Check

Healthy Homes Solutions is dedicated to assisting vulnerable and fuel-poor households in enhancing their home's energy efficiency, ensuring everyone has access to a warm, cost-effective, and comfortable living environment.

How does it work?

To determine if you're eligible for support, visit our website at thevulnerabilityinitiative.org. Our online eligibility checker is a straightforward way to see if you can benefit from various grants aimed at making homes more energy efficient.

These grants can cover a range of improvements, from better insulation and heating systems to renewable energy solutions, all designed to reduce heating costs and improve your home's warmth and comfort.

You can also contact our team directly free of on **0800 151 3014** where our team are ready to help you navigate the options available and support you in this process.

How can we help you?

Our goal is to empower vulnerable and fuel-poor residents by providing access to grants that can transform their house into energy-efficient homes.

These initiatives not only help to cut down on energy bills but also contribute

to a healthier, more sustainable environment.

We help you discover if your home is eligible for home improvement grants by assisting residents in identifying if they qualify for various grants focused on enhancing home energy efficiency.

If your home qualifies, our dedicated team will reach out to guide you through the subsequent steps, ensuring you understand the opportunities and support available.

This personalised approach guarantees that you receive the necessary assistance to navigate the grant process successfully.

Our aim is not just to identify if you're eligible but also to facilitate access to these grants, making the path to a more energy-efficient home as easy as possible.

For more detailed information on how these grants can benefit your home and to check your eligibility, please visit thevulnerabilityinitiative.org or call our team for free on **0800 151 3014**.

Reducing your energy bills

Find a range of expert tips to cut your energy bills, from simple, no-cost habits you can adopt every day to bigger steps that might require investment. The good news is, if you're receiving means-tested benefits, many of these changes could be yours for free or at a discounted rate. Start transforming the way you save on energy costs in your home today.

What to do	Why?	Outcome	Cost
🔥 Heating			
Lower hot water tank temperature	Reduce your hot water tank temperature to 60 degrees	Save £20 a year	Low/ No Cost
Smart thermostats and heating controls	Installing smart thermostats and heating controls giving you greater flexibility on your heating	Save £50 a year	Low/ No Cost*
Bleed your radiators	Bleeding your radiators can make your home warmer and reduce the time to heat your radiators	Save £30 a year	Low/ No Cost
Turn down unused radiators	When you are not as frequent in a room, turn down the radiator valve to a lower setting	Save £45 a year	Low/ No Cost
Upgrade your boiler	Upgrade your old boiler to a new A-rated condensing boiler to gain immediate cost savings	Save £300 a year	High Cost/ No Cost*
Heating performance additive	Energy saving additive for wet heating systems that reduces the fuel necessary to heat a room	Save £35 a year	Low Cost
💡 Lighting			
Switch to LED light bulbs	Switching to energy efficient LED light bulbs is simple and easy to do and can help reduce costs immediately	Save £40 a year	Low/ No Cost*
Light Bulbs – switch off to save	Turn off lights where you don't need them on could save even more on energy bills	Save £25 a year	No Cost
🌿 Insulation			
Insulate your Hot water tank	Invest in insulating your hot water cylinder tank	Save £50 a year	Low Cost
Radiator Reflector Foil	Foil panels that reflect the heat from a radiator back into the room	Save £20 a year	Low Cost
Draft Proofing your Home	Find and fix drafts in your home and install draft proofing measures	Save £105 a year	Low Cost
Install Double Glazing	Installing a-rated double glazing not only reduces your bills, helps insulate your home but also reduces outside noise	Save around £110 a year	High Cost/ No Cost*
Insulating your roof	If you haven't done this yet, then this will provide near immediate effect to reducing your heating bills	Save £135 a year	High Cost/ No Cost*

💧 Water

Take shorter showers	Taking shorter showers or around 4 minutes can save on your water and heating bills	Save £75 a year	No Cost
Reduce dishwasher use	Reducing your dishwasher use and using a lower timed setting will help to reduce your energy bills	Save £15 a year	No Cost
Wash clothes on lower temperatures	Modern washing machines can clean clothes effectively at lower temperatures.	Save £30 a year	No Cost
Less washing cycles	Always make sure you wash with a full load, and cutting back on just one washing cycle a week saves even more money	Save £15 a year	No Cost
Be smarter with water	Washing up in a bowl rather than running a tap helps to reduce bills and water waste	Save £25 a year	No Cost
Don't overfill your kettle	By boiling the right amount of water for what you need will help further reduce your heating and water bills	Save between £13 and £37 a year	No Cost

🔌 Appliances

Install a smart meter	To help you see what you're spending and where to take action	Save up to £110 a year	Low / No Cost*
Tumble Dryer – switch off to save	By not using your tumble dryer as frequently could save a lot of money each year	Save £55 a year	No Cost
Appliance – switch off to save	Turning appliances off at the socket is another great way to reduce your bills	Save £50 a year	No Cost

* Items marked with an asterisk may be available at a discounted rate or for free. Eligibility criteria apply. Please contact your utility provider for further advice.

Energy saving information has been gathered from one of the following openly available sites:

National Energy Action (NEA): <https://www.nea.org.uk/get-help/key-things-to-do-if-you-are-struggling-with-your-energy-bills/>

WWU Support Pages: <https://www.WWU.co.uk/help-and-advice/energy-crisis-support/energy-efficiency-tool>

UK Government Help Pages: <https://helpforhouseholds.campaign.gov.uk/energy-saving-advice/>

Energy Saving Trust tips to save money: <https://energysavingtrust.org.uk/hub/quick-tips-to-save-energy/>

Citizens Advice – how to pay your energy bills: <https://www.citizensadvice.org.uk/consumer/energy/energy-supply/get-help-paying-your-bills/grants-and-benefits-to-help-you-pay-your-energy-bills/>



Visit our website thevulnerabilityinitiative.org to book a call back slot

Kidney Care

Kidney Care UK has been supporting kidney patients and their families for over 40 years, offering vital support services tailored to the unique challenges faced by those living with kidney disease.

Whether you are newly diagnosed, in need of emotional support, or managing life with dialysis or a transplant, Kidney Care UK is here to help very step of the way.

Two Ways to Get Help:

- 1 Telephone:** Call the Kidney Care UK helpline to talk about kidney disease and how they can support you and your loved ones. **0808 801 00 00.**
- 2 Access Information:** Kidney Care UK's website offers a wealth of resources about managing kidney disease and the support that is available. These resources can be found at: www.kidneycareuk.org/getsupport/

How Kidney Care UK Can Help

Emotional Support: Living with kidney disease can be overwhelming. Kidney Care UK offers emotional and psychological support to help you cope with the impact on your life.

Financial Support: Struggling with financial challenges due to your kidney disease? Kidney Care UK provides grants to help you with essentials. See their website for details.

Dietary Advice: Eating well is crucial for managing kidney disease. The Kidney Kitchen provides recipes, advice and information designed for kidney patients.

Advocacy and Patient Rights: The Patient Support & Advocacy team understand living with kidney disease and can help you to navigate the support that is available.

Need Help Right Now?

If you feel you need help right now, then please call the Kidney Care UK helpline on **0808 801 00 00**, and one of their Team will be able to help you directly.

Cruse Bereavement Support

For over 65 years, Cruse has been helping people navigate the challenges of grief and loss. Whether you've lost a loved one recently or many years ago, Cruse provides compassionate, tailored support to help individuals and families cope during these difficult times.

If you're struggling to manage your emotions, looking for guidance on how to talk about your grief, or just need someone to listen, Cruse is here to help every step of the way.

Two Ways to Get Help:

- 1 Telephone:** Speak to a trained bereavement support volunteer. Call Cruse's National Helpline to receive free, confidential advice and support on **0808 808 1677**
- 2 Access Information Online:** Cruse's website offers a wealth of resources, including guides, articles, and advice to help you understand and cope with grief. at: <https://www.cruse.org.uk>

How Cruse Bereavement Support Can Help:

Emotional Support: Grieving the death of a loved one can be overwhelming. Cruse offers a number of bereavement support services including one-to-one sessions, helpline, Understanding Your Bereavement Online sessions and groups.

Practical Advice: Grief can impact every aspect of your life. Cruse can signpost you to advice on practical matters such as handling funeral arrangements and dealing with financial concerns. Cruse can also support a client to consider how they manage daily tasks.

Online Support: If you prefer to access help from the comfort of your home, Cruse's website hosts a variety of online resources, including virtual support sessions and articles.

Advocacy: When we are grieving there are many other factors to think about, including health related, legal or financial. Cruse will listen and provide you with emotional support and signpost you for further advice should you need it.

If you would like to talk to one of the Healthy Homes team call **0800 151 3014**, or register at thevulnerabilityinitiative.org and they will help walk you through how Cruse Bereavement can support you.

Take Control of Your Finances

Managing your finances can feel overwhelming, especially when circumstances change. That's where IE Hub comes in. IE Hub's free, easy-to-use online tool helps you understand your income and spending.

Whether you're managing a tight budget, struggling with bills, or want to share your situation with creditors, IE Hub supports you every step of the way.

Get Started Today

- 1 Visit their Website:** Create a free account at <https://iehub.co.uk/healthy-homes-solutions/>
- 2 Build Your Budget:** Follow the step-by-step online form to input your income, spending, and debts
- 3 Share with Creditors:** Select the companies you owe money to or are struggling to pay and securely share your details with them (if you want to)
- 4 See if you're missing out:** Once you've created a budget, visit your dashboard to see if you're entitled to extra money and support
- 5 Feel more in control:** IE Hub will be there for you if your situation changes, easily log back into your account and update your budget

How IE HUB Can Help You

Build Your Budget: IE Hub guides you through setting up a personal budget by asking simple questions about your income, expenses, and lifestyle. Get a clear picture of where your money goes each month and identify ways to manage it better.

Share with Creditors: IE Hub allows you to securely share your budget with creditors like utility companies, if you want to. This helps them understand your situation so they can work with you on manageable payment plans or other support options.

Access Additional Support: IE Hub does more than budgeting. The tool can connect you with extra support, such as:

- **Benefits:** See if you're missing out on benefits or grants that could boost your income.
- **Social Tariffs:** Find out if you qualify for discounted rates on essentials like water, making bills more affordable.
- **Debt Advice:** IE Hub links you to trusted organisations for advice on debt management.

Need Immediate Support?

If you need help right away, our friendly team is here to talk. Call us at **0800 151 3014**, and we'll be happy to guide you.



Telephone Preference Service (TPS)

The TPS is the UK's only official "Do Not Call" register for landline and mobile numbers and allows people to opt out of unsolicited and nuisance sales and marketing calls.

Signing up for the TPS is free and quick to register your telephone number(s). Doing so will reduce the number of unwanted sales and marketing calls you receive.

When a phone number is registered with the TPS, organisations are legally required – by the Privacy and Electronic (EC Directive) Regulations 2003 – to refrain from calling it.

In the UK, the Information Commissioner's Office (ICO) enforces the law and has the power to fine firms that break it. Organisations are required to screen against TPS/CTPS at least once every 28 days.

If you have already registered and are continuing to receive unsolicited nuisance calls, please visit www.tpsonline.org.uk/complaint, where you will be able to make a direct complaint to the TPS about the number which is continuing to contact you.



If you would like the Healthy Homes team to register the TPS for you, visit thevulnerabilityinitiative.org and book a call back with the team.

Alzheimer's Society

Facing Alzheimer's challenges can be daunting, but you're not alone. Whether it's you or a loved one navigating this journey, our committed team is here to direct you to tailored support and resources. The Alzheimer's Society is striving to create a world free from the devastating impact of dementia, offering immediate assistance and fostering hope for a brighter future.

Comprehensive Support Tailored for You:

Telephone Assistance: A comforting voice is just a call away. Dedicated dementia advisers are prepared to offer support, whether you're living with dementia, caring for someone, or need guidance for a loved one. Call the Alzheimer's Society anytime on **0333 150 3456**.

Local Support Services: Discover a community that understands and supports you. From invigorating activities like "Singing for the Brain" to tranquil meet ups at "Dementia Cafes", the local services cater to varied needs, ensuring you never feel isolated.

Online Forum: Join their free online community. Whether you're directly

Looking for support now? Call the Alzheimer's Society anytime on 0333 150 3456

affected by dementia or play a supportive role, this platform offers a space to connect, share stories, and gather advice from peers facing similar challenges.

Informational Resources: Gain essential knowledge for living with dementia, understanding legal matters, and maintaining independence with our concise guides. Order specific dementia literature for in-depth insights.

Diverse Information Formats: Alzheimer's Society is committed to accessibility. Get vital dementia-related information in multiple formats: translations in various languages, Easy Read, BSL, audio, and video, ensuring everyone gets the support they need.

The Dementia Guide: Just diagnosed with dementia? Don't fret. There is a detailed guide with practical tips, ensuring you continue living a fulfilling life. Download a copy of the guide here: https://www.alzheimers.org.uk/sites/default/files/2020-03/the_dementia_guide_872.pdf

If you would like to talk to one of the Healthy Homes team then register at thevulnerabilityinitiative.org and request a callback, or phone call **0800 151 3014**, and the team can assist you in finding out more about the Alzheimer's Society.

Gambling Support and Advice

Struggling with gambling-related challenges? Healthy Homes have partnered with GamCare who are the foremost authority offering structured advice, awareness, and resources to address gambling concerns.

GamCare provide information, advice and support for anyone affected by gambling harms. They operate the National Gambling Helpline, provide structured support for anyone who is harmed by gambling, create awareness about safer gambling and treatment, and encourage an effective approach to safer gambling within the gambling industry.

What support do GamCare provide?

GamCare provide a range of different ways to get help, including Telephone, Live Chat, Whataspp and Facebook Messenger, Online Message Board and Live Text Chatrooms.

GamCare also have a recovery toolkit that includes a range of Self-Help Resources.

MyGamCare helps change gambling behaviours with personalised goals and mood tracking, alongside tools like Blocking Software, Self-Exclusion for voluntary gambling bans, Money Management strategies for financial issues, and Self-Guided Resources for tailored recovery—all accessible at your own pace.

Two Ways to Get Help:

- 1 Telephone:** Get instant advice from GamCare's trained advisors around the clock. Dial 0808 8020 133 anytime.
- 2 WhatsApp & Facebook Messenger:** Mobile users can get instant support on-the-go. Whether through WhatsApp at **020 3031 8881** or Facebook Messenger, our helpline advisors are ready to assist.

If you would like to talk to one of the Healthy Homes team on the phone, then register at thevulnerabilityinitiative.org and request a callback, or phone call **0800 151 3014**, and the team will talk you through how to sign up to the GamCare support services.

Independent Age - Later Life Support

Free Friends Against Scams Online Training

How can Independent Age support you?

At Independent Age, they are focused on improving the lives of older people facing financial hardship.

They offer free and impartial advice on a range of topics, including money, benefits, housing and care.

How to Access Support:

Visit their website: Explore their resources and services at www.independentage.org.

Call their helpline: Speak to one of their advisers for free and impartial advice on **0800 319 6789**, Monday to Friday, 8:30 am to 5:30 pm. Or you can call one of our team on **0800 151 3014** and they can talk you through how you can get help.

Here's how they can help:

Information & Advice: Independent Age offers a free helpline providing confidential guidance on issues such as money, benefits, care, support, housing, and mobility.

Their expert advisers can carry out a

free benefits check to make sure you're getting everything you are entitled to.

Independent Age's range of free advice guides can be ordered online or through the helpline, or you can listen to the audio version on the website. Visit www.independentage.org/publications.

Good to Know Telephone Groups: They run free telephone events that offer social and learning opportunities, especially for those who may not be online or find it difficult to get out and about. They also run webinars on a range of subjects, such as how to claim Attendance Allowance or look after your mental health.

Support for Carers: Independent Age provides valuable information on carers' rights and guidance on accessing support and benefits for both you and the person you care for.

Digital Skills Training: The Hi Digital program, developed by Vodafone in partnership with Independent Age, offers free online courses to help improve your digital skills.

Visit www.independentage.org/hidigital.

Signing up to the Friends Against Scams free online training, can help vulnerable homes be more aware of what scams are being used, which will enable them to protect themselves and loved ones.

Friends Against Scams is a National Trading Standards Scams Team initiative, which aims to protect and prevent people from becoming victims of scams by empowering people to take a stand against scams.

HHS members who wish to learn how to protect their home and loved ones from scams can complete the Friends Against Scams awareness session. This helps raise awareness throughout their community via a number of initiatives available on the Friends Against Scams website.

Anybody can join Friends Against Scams and make a difference in their own way.

How can I register with Friends Against Scams?

To find out more or to register for Friends Against Scams visit thevulnerabilityinitiative.org or scan the QR code and complete the registration process.

Register now

Scan the QR code and register today for these additional services.



For more information on Friends Against Scams please visit www.friendsagainstscams.org.uk



Register for our free service anytime or call to speak with our team during office hours. Call **0800 151 3014**

A close-up photograph of a hand holding a green shower head under running water, with bubbles forming. The background is dark and out of focus.

Free water saving Kits

Water saving kits are an initiative to help UK homes save on their water and carbon usage.

Water companies provide free kits to help customers save water. Since showers make up 27% of home water use and taking shorter showers of around 4 minutes can save up to £75 a year, it's well worth registering to receive your own free water saving kit from your utility provider.

Some water providers require a different process for ordering the water saving kit. In some instances, if the water provider has a more personalised process you may have to complete a short questionnaire about your water use within your home.

We have made it as simple as possible, given there are many different ways to register for your free water saving kit, from many different providers.

We have detailed two ways to register and receive your free water saving kit from your utility provider.

How can I apply for my water saving kit?

- 1 You can apply for a free water saving kit today by visiting your water providers website and search: "Free water saving kit" on their website.
- 2 You can also use the links below
 - www.getwaterfit.co.uk
 - nwl.watersavingkit.com
 - esw.watersavingkit.com
 - savewatersavemoney.co.uk
 - saveourstreams.co.uk

The Healthy Homes team can also help you apply for a kit for free. Please contact the team on **0800 151 3014** or register at thevulnerabilityinitiative.org and book a call back.

Broadband Social Tariffs

The following is a breakdown of each broadband supplier and the information they provide on their social tariff services for existing and new customers:

BT Home Essentials

If you are currently with BT on a standard tariff, then you may be eligible for the 2 social tariffs available from BT called BT Home Essentials 1 (£15 a month) and 2 (£20 a month). For more information please visit: www.bt.com/exp/broadband/home-essentials

Country Connect Social Tariff

If you are currently with Country Connect on a standard tariff, then you may be eligible for their social tariff (£15 a month). For more information please visit: www.country-connect.co.uk/residential-social-tariff

Essential Fibre Broadband

If you are currently with G.Network on a standard tariff, then you may be eligible for their social tariff (£15 a month). For more information please visit: www.g.network/home-broadband/essential-fibre-broadband

Hyperoptic Fair Fibre 50 and 150

If you are currently with Hyperoptic on a standard tariff, then you may be eligible for their social tariff Fair Fibre 50 (£15 a month) or Fair Fibre 150 (£25 a month). For more information regarding eligibility criteria and how to apply for a social tariff please visit: www.hyperoptic.com/fair-fibre-plan

KCOM Full Fibre Flex

If you are currently with KCOM on a standard tariff, then you may be eligible for their social tariff (£14.99 a month). For more information please visit: www.kcom.com/home/check-postcode

NOW Broadband Basics

If you are currently with NOW on a standard tariff, then you may be eligible for their social tariff (£20 a month). For more information please visit: www.help.nowtv.com/article/now-broadband-basics

Broadband Basics

If you are currently with SKY on a standard tariff, then you may be eligible for their social tariff (£20 a month). For more information please visit: <https://www.sky.com/help/articles/sky-social-tariff>

Virgin Media Essential Broadband

If you are currently with Virgin Media on a standard tariff, then you may be eligible for their social tariff (£15 a month). For more information please visit: www.virginmedia.com/help/register-for-essential-broadband

TalkTalk Broadband

TalkTalk support the programme through a different route, where existing customers who are on jobseekers' allowance and universal credit could be eligible for a discount or free for 6 months option. Eligibility is determined by the Jobcentre staff. For further information please visit: www.find-your-nearest-jobcentre.dwp.gov.uk/search.php

Conditions of use: All social broadband tariff details are correct at time of press November 2022 and could be subject to provider changes. Healthy Homes Solutions cannot be held responsible for changes to these details. Please check the relevant broadband provider for up-to-date eligibility and pricing options. For more information visit: <https://www.ofcom.org.uk/phones-and-broadband/saving-money/social-tariffs/>

Quicklinks

We understand the value of your time, so we've detailed a list of essential URLs for easy reference.

Alzheimer's Society support services website	https://www.alzheimers.org.uk/dementia-support-services
Wales and West Utilities	
PSR Website	https://www.wvutilities.co.uk/services/priority-customers/priority-services-register/
Energy Efficiency dedicated website pages	https://www.wvutilities.co.uk/services/priority-customers/energy-and-water-saving-advice/
Citizens Advice - how to pay your energy bills	https://www.citizensadvice.org.uk/consumer/energy/energy-supply/get-help-paying-your-bills/grants-and-benefits-to-help-you-pay-your-energy-bills/
Debt Management Support from Welfare Together	www.welfaretogether.co.uk
Free DWP checker from Policy in Practice	https://bit.ly/4gFnN2V
Friends Against Scams	https://www.friendsagainstscams.org.uk/
GamCare - Gambling Support and Advice website	https://www.gamcare.org.uk/
Healthy Homes Solutions Ltd (HHS)	www.healthyhomessolutions.co.uk
Maggie's Cancer Care	https://www.maggies.org/
Mental Health Support - from Mental Health UK	https://mentalhealth-uk.org/
National Energy Action (NEA) - Reducing energy Bills Website Pages	https://www.nea.org.uk/get-help/key-things-to-do-if-you-are-struggling-with-your-energy-bills/
Telephone Preference Service (TPS)	https://www.tpsonline.org.uk/
The Vulnerability Initiative - Registration Website	www.thevulnerabilityinitiative.org
UK Government - Warm Homes Discount Registration Page	https://www.gov.uk/check-if-youre-eligible-for-warm-home-discount
UK Government Help Pages on saving money on heating bills	https://helpforhouseholds.campaign.gov.uk/energy-saving-advice/
Vulnerability Registration Service (VRS)	www.vulnerabilityregistrationservice.co.uk
Water Savings Kit - most commonly used search service	www.getwaterfit.co.uk

Conditions

For a full Terms and Conditions of this service please visit thevulnerabilityinitiative.org/terms

For full privacy and GDPR statement please visit thevulnerabilityinitiative.org/privacy

Calls are recorded to ensure Healthy Homes Solutions comply with the VCMA (Vulnerability and Carbon Monoxide Awareness) Ofgem programme's criteria and legal standards. The Healthy Homes team is dedicated to assisting members with service applications and providing guidance on the available services for vulnerable homes detailed in this booklet. They, however, cannot offer advice on these services.

Healthy Homes Solutions have identified available services, but cannot control any amendments, eligibility changes, or discontinuations. The Healthy Homes initiative will keep members updated on any service changes. Please note that services may vary across England, Scotland, and Wales due to each government's distinct funding mechanisms for supporting vulnerable homes.

GDPR - Explicit Consent: Upon registration with the HHS Initiative, you hereby grant explicit consent and accept the terms outlined in the Declaration (<https://www.vrshhs.org/vrs-declaration>). You further authorise with explicit consent, Healthy Homes Solutions Ltd to represent you and submit your information as necessary within

the initiative for the purpose of enrolling you in the agreed-upon additional services.

Eligibility criteria: The eligibility criteria process the Healthy Homes Solutions team performs is an initial check to identify if the home or VRS Member is able to apply for the different services. If incorrect information that could affect the application at a later date is provided at this time, the VRS and Healthy Homes Solutions cannot be held responsible for any applications that do not meet the specific criteria of the said application.

The Healthy Homes Vulnerability Initiative provides an introduction and application completion process. Once a service is applied for, (on your behalf), The Healthy Homes Solutions team are no longer involved in the process or the relationship you have with the respective service provider.

If at any point you wish to close or cancel an application this must be completed with the respective service provider through their normal cancellation procedure found on their website.

Broadband Social Tariffs: Due to broadband services requiring a contract to be entered into by the customer, the Healthy Homes team can only inform members as to what offers are available and assist them in finding out if they are eligible and how to apply. Healthy Homes Solutions doesn't not endorse or promote any specific offers.



For full Terms and Conditions please visit: thevulnerabilityinitiative.org

**The
Vulnerability
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www.utilities.co.uk

The Vulnerability Registration Service

**HEALTHY
HOMES
SOLUTIONS**

**Developed and
Managed by:**

Healthy Homes Solutions Limited
info@healthyhomessolutions.co.uk
www.healthyhomessolutions.co.uk
0800 151 3014



To talk to a member of
our team, call us for free
on **0800 151 3014**

**Scan the QR
code to register
today for these
free services**



thevulnerabilityinitiative.org

Healthy Homes Vulnerability Initiative is funded by Wales and West Utilities using the VCMA (Vulnerability and Carbon Monoxide Awareness Ofgem Programme)

Healthy Homes Solutions Ltd, and Wales and West Utilities cannot be held responsible for any liability from this initiative. Details correct at time of press (January 2025).