



Vulnerability
Registration
Service

The Vulnerability Registration Service

Healthy Homes Solutions & VRS Initiative:
Complimentary Support for Members



Pause,

and take a look at the additional
services and support that are
available to our members

Sponsored By



WALES & WEST
UTILITIES

To get help, call on
0800 151 3014

Introduction



Any of us at any time in our lives can have periods when we feel out of control or unable to cope.

We may find it difficult to talk about, or even more challenging, difficult to do anything to help ourselves. We may be vulnerable because of an unexpected event such as an illness or a relationship breakdown, or because of serious financial difficulties.

The Vulnerability Registration Service (VRS) is a not-for-profit organisation, designed to help people who have circumstances that need to be taken into consideration by the businesses or organisations that they have contact with and there is no cost to the people who register. Through our partnership with Healthy Homes Solutions, we have made it even easier to register for the VRS and the additional services in this booklet that you are eligible for, all at the same time.

Helen Lord,
CEO

What additional member services are available?

This booklet outlines services for vulnerable individuals, including financial aid, the Priority Services Register, and support for maintaining safe, warm, and independent living. It covers broadband social tariffs, water-saving kits, eligibility for extra DWP benefits, home improvement grants for improved heating, and information on support for mental health, cancer, Alzheimer's, and gambling.

Additionally, on pages 18 and 19, we provide a useful list of methods to enhance your home's energy efficiency, which can lead to reduced energy bills. Based on your situation, you might qualify for extra assistance through schemes like the Warmer Homes Discount or the government's boiler upgrade program.



In partnership with



Additional services available

In collaboration with Healthy Homes Solutions Limited (HHS), they offer a straightforward process for members to sign up for various services, available for free or at a discounted rate, aimed at assisting vulnerable households.

We call this the **HHS & VRS Initiative**.

For more information or to register for these services please visit the HHS & VRS Initiative website at www.vrshhs.org, and register for free today.

If you haven't already registered for the VRS or require further information, please visit our main website at:

www.vulnerabilityregistrationservice.co.uk

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

Healthy Homes Solutions (HHS) has established a member services support team to assist VRS members in the Wales & West Utilities regions as part of their service offering.

To talk to one of the Healthy Homes team, phone free on 0800 151 3014

These additional services can be accessed by registering over the phone with the HHS team or online at www.vrshhs.org, where you can schedule a callback at your convenience.

For more information or to sign up for these services, please visit www.vrshhs.org or scan the QR code using your mobile phone or tablet. Upon registration and callback request, a member of the Healthy Homes Member Services team will contact you.

Register now

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





One-stop shop for additional services

The HHS & VRS Initiative was crafted with you in mind, aiming to lift the burden of researching, finding and applying for the right services. We're here to guide you to the support and protection you might be eligible for, ensuring you don't have to navigate this journey alone.

Many of these services are available for registration through this new Initiative. Once registered, you'll receive details on how to access specific services.

If you prefer speaking to someone, call **0800 151 3014**, and our Healthy Homes Solutions team will assist you. Alternatively, register at www.vrshhs.org and schedule a callback at your convenience.

The Healthy Homes Solutions Member Services team will advise you on which services can be applied for on your behalf, as well as all the information you will need on how and where to apply for the other services.

Three ways to get help

- 1** Register today at www.vrshhs.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 Healthy Homes 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

Register now

Scan the QR code and register today.



Additional Services Available

1 **Priority Services Register (PSR)** Page 8

The Priority Services Register (PSR) is here to help eligible customers by providing free support from energy companies, making it easier to manage their energy needs.

2 **Carbon Monoxide Advice and Monitors** Page 9

For eligible and vulnerable homes, VRS members could be entitled to free carbon monoxide (CO) monitors that help protect their occupants and homes.

3 **Confidential Mental Health Support** Page 10

Feeling low, anxious, worried, lonely, overwhelmed, and facing emotional challenges? Our team can help you get confidential support, when you need it.

4 **Cancer Care Support** Page 11

Facing cancer challenges? Our team is ready to provide the confidential support and care you need, helping you navigate this difficult journey

5 **Saving Money on Heating Bills** Page 12

Residents struggling to pay their energy bills, National Energy Action (NEA) have detailed information and tips on ways to gain support and advice to heat your home.

6 **Warm Homes Discount Scheme** Page 13

For eligible and vulnerable homes, you could get £150 off your electricity bill for the Winter periods under the Warm Home Discount Scheme.

7 **Free DWP Benefits Eligibility Check** Page 14

More than £21 billion in unclaimed benefits and grants await UK homes. Our team can quickly determine your entitlement and guide you through the application process.

8 **Home Improvement Grant Eligibility Checks** Page 15

Healthy Homes Solutions will conduct home improvement eligibility checks for you, unlocking access to essential grants and benefits.

We've identified essential support services you might not know about and are eligible for. Rest assured, our member support team is here to help you navigate these options. Whether you need detailed information or just want to register, we're committed to assisting you at every step.

9 **Debt Management Support and Advice** Page 16

Payplan simplifies debt management, providing clear guidance and directing you to the help you need, when you need it.

10 **Telephone Preference Service (TPS)** Page 17

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 live sales and marketing calls.

11 **Reducing Your Energy Bills Guide** Pages 18-19

Discover how to cut energy costs with our Healthy Homes Solutions guide, offering tips to lower your bills and boost home efficiency.

12 **Alzheimer's Support and Advice** Page 20

Living with the challenges of Alzheimer's can be overwhelming. If you or a loved one are affected, our dedicated team can guide you to specialised support and resources.

13 **Gambling Support and Advice** Page 21

Struggling with gambling-related challenges? Our team can direct you to the foremost authority offering structured advice and resources to address gambling concerns.

14 **Free Friends Against Scams Online Training** Page 22

Signing up to the Friends Against Scams free online training can help you be aware of what scams are being used, which will help you to protect you and your loved ones.

15 **Free Water Saving Kits** Page 23

The Healthy Homes team guides you in applying for free water saving kits from your provider, reducing water and carbon use.

16 **Broadband Social Tariffs** Pages 24-25

HHS provides guidance on identifying the right broadband provider and assists with the application process for social tariffs, ensuring affordable access.

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

Call 0800 151 3014, or visit www.vrshhs.org to book a call back slot

1 Priority Services Register (PSR)

The Priority Services Register (PSR) is a free service for people who might need extra support from their gas provider because of communication access or safety needs.

Utility suppliers, the companies you pay your bills to maintain a Priority Services Register (PSR) for essential support. You qualify if your home includes anyone over 60, under 5, someone chronically ill, disabled, or with specific needs, including vulnerability. If you qualify, you can register and receive essential support when you need it the most.



Wales & West Utilities (WWU)

How do I register for the PSR?

The Healthy Homes Members Services team can sign you up for the WWU 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: <https://www.wvutilities.co.uk/services/priority-customers/priority-services-registry/>

These include:

- Providing alternative heating and cooking facilities should the gas be interrupted as part of the network programme.
- The use of a password facility to keep homes safe on their doorstep. They provide this through ensuring that engineers follow a strict process and must allow the householder to check their credentials easily.
- For the purposes of safety, if the member has a gas emergency control valve (ECV) and cannot reach it due to poor mobility, WWU may be able to move this to a more convenient position.
- Providing a translation service 24/7, 365 days of the year.

To find out more or to apply for these additional services please visit www.vrshhs.org or scan the QR code with your mobile phone or tablet. Then register and one of the Healthy Homes team will contact you.

Register now

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



2 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.

Carbon Monoxide (CO) is an incredibly poisonous gas that poses a serious threat to health if exposure occurs. What increases the risk of incidents relating to CO poisoning, is UK homes not having sufficient or existing Carbon Monoxide (CO) alarms in the home.

To reduce the risks

- Purchase a Carbon Monoxide alarm certified to BS EN 50291 from a DIY store, supermarket or energy supplier and make sure its 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

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

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 Carbon Monoxide and are showing any of the signs seek medical advice immediately.



How can I get CO alarms for free?

As a VRS member just register with the Healthy Homes 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 would like to talk to one of the Healthy Homes team call 0800 151 3014, or register at www.vrshhs.org and they will help walk you through how you can get help.

3 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, 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](https://www.mentalhealth-uk.org)

Mental Health UK's **Mental Health & Money Advice** 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.

[mentalhealthandmoneyadvice.org](https://www.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.

[clic-uk.org](https://www.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://www.mentalhealth-uk.org/help-and-information/downloadable-resources/>

Further support:

If you would like to talk to one of the Healthy Homes team on the phone to walk you through how Mental Health UK can help you, register at www.vrshhs.org and request a callback, or call 0800 151 3014, and the team will assist you.

4 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](https://www.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.

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.

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



5 Energy Advice to Save Money 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: <https://www.nea.org.uk/get-help/> and click on "What to do if you are struggling with your energy bills".

Register now

For more information or to apply for our services, visit www.vrshhs.org, scan the QR code, or call 0800 151 3014. Our Healthy Homes team is ready to assist you.



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: <https://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, and this can be found on pages 18 and 19 of this booklet. This lists the different ways to reduce your bills, likely savings and costs for each solution.



6 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>

7 Free DWP Benefits Eligibility Check

Over £21bn pounds of unclaimed benefits and grants are available to UK homes. The Healthy Homes team can easily check to see if you are entitled to more benefits and how to apply.

Whether you rent or own a property or are living with friends or family, Healthy Homes Solutions can walk you through a series of questions around your current situation. This will provide a free and detailed benefits check that signposts which benefits and/ or grants you and your home could be eligible for.

If you need help in completing the EntitledTo form, register and request a callback at www.vrshhs.org, or phone 0800 151 3014, and our Healthy Homes team will assist you.

We partner with Entitledto who has streamlined this process, are authorised by the UK Government and features on all the money support websites. You can either complete the form yourself or call the Healthy Homes Solutions team where they can walk you through the process.

This can also be completed quickly, confidentially, and, if preferred, anonymously to help identify the most up-to-date financial support you may be eligible for.



8 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 www.vrshhs.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 www.vrshhs.org or call our team for free on 0800 151 3014.

9 Debt Management Support and Advice

Debt can be overwhelming, but you're not alone. Healthy Homes Solutions has teamed up with PayPlan, who have been providing free debt advice for over 30 years, enabling individuals to become debt-free through clear, honest advice and debt solutions that work.

PayPlan have helped over 1 million people to become debt-free, and every year they help over 100,000 more people regain control of their finances.

Need guidance?

Here's how to get started. Either visit the dedicated webpage www.payplan.com/healthy-homes-solutions and click the red "Get Started Now" button, or phone the Healthy Homes support team on **0800 151 3014** who will help complete you complete the simple online form.

To get help with your finances visit: www.payplan.com/healthy-homes-solutions

Expert Consultation:

PayPlan's specialists will review your situation and guide you on the best ways to manage and reduce your debt.

Two Ways to Get Help:

- 1 Online:** Use our easy tool, PlanFinder, to provide details about your financial situation. Afterward, you can chat with a PayPlan advisor through email or Live Chat.
- 2 Phone:** Prefer a voice conversation? PayPlan specialists are ready to understand your financial picture and guide you on available help, tailored to your needs.



10 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 www.vrshhs.org and book a call back with the team.

11 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:

WWU Support Pages:

<https://www.wuutilities.co.uk/services/priority-customers/energy-and-water-saving-advice/>

Energy Saving Trust tips to save money:

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

National Energy Action (NEA):

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

UK Government Help Pages:

<https://helpforhouseholds.campaign.gov.uk/energy-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/>

12 Alzheimer's Support and Advice

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.

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

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

13 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, Whatsapp 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 www.vrshs.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.

14 Free Friends Against Scams Online Training

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.

VRS 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 www.vrshhs.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



15 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.

How can I apply for my water saving kit?

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

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 www.vrshhs.org and book a call back.

16 Broadband Social Tariffs

Social tariffs can provide a safety net for eligible households who might be struggling to afford their broadband service. With over 4.2m low-income homes eligible and a possible saving of up to £144 a year per person, the Healthy Homes team have detailed the information needed to check if VRS members are eligible.

Ofcom (the communications regulator for the whole of the UK), regulate the services we rely on such as broadband, home and mobile phones, TV, and radio services. Ofcom have rules in place which require all UK communications providers to have clear, effective policies and procedures for identifying customers in vulnerable circumstances to make sure they treat those customers fairly and appropriately.

A series of rules were applied to UK Broadband and Telephony suppliers to provide Social Tariffs for vulnerable and struggling homes.

The broadband and mobile markets offer customers a wide range of choice, with different deals available to suit different needs. Some providers offer social tariffs which are only available to customers who receive certain government benefits and others only provide their social tariff in specific locations across the UK.

The Healthy Homes team have researched and presented the following information to help signpost VRS members to identify if they could be eligible for a social broadband tariff through their provider. Due to the personal information required to apply and sign for a contract, the Healthy Homes team are unable to apply on behalf of VRS members.

In most circumstances the broadband provider will need to know if the VRS member is on universal credit, jobseekers' allowance, pension credit or some form of income support.

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 two social tariffs available from BT called BT Home Essentials 1 (£15 a month) and 2 (£20 a month). For more information regarding eligibility criteria and how to apply for a social tariff 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 regarding eligibility criteria and how to apply for a social tariff 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 regarding eligibility criteria and how to apply for a social tariff 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 regarding eligibility criteria and how to apply for a social tariff 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 regarding eligibility criteria and how to apply for a social tariff 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 regarding eligibility criteria and how to apply for a social tariff 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 regarding eligibility criteria and how to apply for a social tariff 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. VRS and 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.

Quick links:

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
Cadent Gas Ltd 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 PayPlan	https://www.payplan.com/healthy-homes-solutions
Free DWP Checker from EntitledTo	https://www.entitledto.co.uk/benefits-calculator/
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 VRS & HHS Initiative Registration Website	www.vrshhs.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 www.vrshhs.org/terms

For full privacy and GDPR statement please visit www.vrshhs.org/privacy

Calls are recorded to ensure VRS and 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 VRS 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.

VRS and Healthy Homes Solutions have identified available services, but cannot control any amendments, eligibility changes, or discontinuations. The VRS 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 VRS and HHS Initiative, you hereby grant explicit consent and accept the terms outlined in the VRS 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 VRS Healthy Homes Initiative provides an introduction and application completion process. Once a service is applied for, (on your behalf), the VRS and 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 VRS and 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. Neither the VRS or Healthy Homes Solutions endorse or promote any specific offers.

For full Terms and Conditions please visit: www.vrshhs.org



Vulnerability Registration Service

To register for more information on these complementary services, visit the VRS and Healthy Homes Initiative website:

www.vrshhs.org

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