

Helping your clients stay warm, safe, and well at home

Do you support people who are struggling with cold, damp homes, high energy bills, or health risks linked to poor housing?

If you work with individuals or households facing financial crisis, low income, or vulnerability, we can help.

ECOE Advice provide free expert advice and hands-on support to:

- Improve living conditions
- Ease energy and financial stress
- Support better health and wellbeing



Who we support

We support people who are:

- Struggling to afford rising energy bills
- Living in cold, damp, or mould-affected homes
- Facing health risks linked to poor housing (such as respiratory, heart, autoimmune, or mental health conditions)
- Pregnant, older, or caring for young children
- In, or at risk of, fuel poverty

We can help clients who are homeowners, private renters, or social housing tenants.



How we can help

Our friendly, expert team provides:

- **Personal energy advice** - by phone, at home, or at local advice clinics
- **Help accessing grants** - including the Priority Services Register, fuel vouchers, and insulation funding
- **Support dealing with landlords, councils, or energy suppliers**
- **Home visits** to identify issues and suggest practical improvements
- **Referrals to other health and wellbeing services, where needed**

All services are free* and confidential.

*Most of our support is free for low-income or vulnerable households, depending on funding. If any work involves a cost – like boiler upgrades – we'll explain this before anything happens.

How to refer

Making a referral is quick and easy.



Use our online referral form:

<https://ecoadvice.org.uk/referral-form/>

Or contact us directly:



Call us: **0800 772 3617**



Email: healthyhomes@ecoadvice.org.uk

You can also tell your clients about our drop-in clinics, ideal for those who don't want a home visit.



I just wanted to say a huge thank you for all the home visits you have made to my patients, helping them out through some desperate times, the feedback has been absolutely incredible

- Katrina, Social Prescriber

Our approach

A warm home is key to good health.

We look at the **whole picture** - not just energy use - and work with health, housing, and community partners to give people the support they need.

Work with us to support your clients

We can offer:

- **Bespoke training** to help frontline staff spot and respond to fuel poverty
- **Presentations** at team meetings to explain how we can help
- **Support** at community events, flu clinics or coffee mornings - talks, stalls, leaflets, or just informal chats
- Joint **home visits**, alongside your regular client visits
- **Leaflets, posters, and newsletter** content on request

Want to discuss a case or find out more? Get in touch - we're here to help.

GET IN TOUCH



healthyhomes@ecoadvice.org.uk



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www.ecoadvice.org.uk