

# GLA WARMER HOMES PROGRAMME

## The Warmer Homes Programme aims to support fuel poor household in London

Fuel poverty is a widespread issue that negatively impacts people's physical and mental health, creates and exacerbates health and social inequalities and places additional demands on NHS and social care providers. Latest data (from 2019) shows there are 531,000 fuel poor households in London, making it the third-worst of any English region. Helping households become more energy efficient not only reduces energy bills, but also supports net zero emissions targets that have been set by both the NHS and the Mayor of London.

## What support is available through the programme?

The Warmer Home Programme is led by the Greater London Authority and supported by NHS England / Improvement. It is a **pan-London programme** offering advice and financial support for fuel poor households. **Services are free** and include:

- Telephone advice on saving energy and keeping warm at home
- Home energy visits with installation of small measures such as draught excluders
- Advice and support with energy bill debt and billing disputes with suppliers
- Grants **of up to £20,000 per household** to improve heating and insulation
- Support with applications for energy bill discounts

## Who is eligible?

Eligibility is defined by being on means-tested/disability benefits or through a vulnerability assessment by the Warmer Homes Advice Service providers.

## How can residents access support?

- **Clients can self-refer** directly to the Warmer Homes Advise Service providers (see details in the opposite graphic).
- **Professionals can refer clients** directly via a single point of contact: [www.london.gov.uk/warmer-homes-referral](http://www.london.gov.uk/warmer-homes-referral)

## Warmer Homes Service Providers

### North and East London

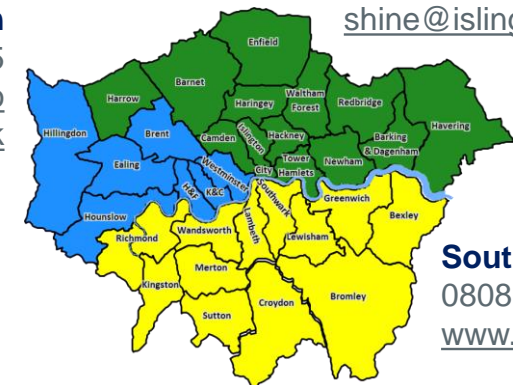
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