

**The
Vulnerability
Initiative.**



Worried about paying your energy bills?

Your step-by-step guide to
getting help and support

If you need help with your
bills, scan the QR code to
register for free support
from our team



Top Tips

Simple ways to cut
your energy costs

Support

Find out what
support you can
get with your bills

www.thevulnerabilityinitiative.org

Where To Find What You Need

Section 1: Your Energy Savings Guide	Page 3
Section 2: Why Reducing Energy Bills Matters	Page 4
Section 3: Start Small: Easy Changes You Could Try Today	Page 5
Section 4: Heating and Lighting Tips	Page 6
Section 5: Support Available to You	Page 7
Section 6: Partner Support Services	Page 8
Section 7: Managing Your Energy Costs	Page 9
Section 8: IE HUB: Helping You Take Control of Your Money	Page 10
Section 9: Warm Home Vouchers Support	Page 11
Section 10: Bigger Changes with Professional Support	Page 12
Section 11: Action Checklist	Page 13
Section 12: Top Tips for Managing Your Energy Bills	Page 14
Section 13: Quick Reference Guide	Page 15

1 Your Energy Savings Guide

Life is full of unexpected challenges. Whether you're facing financial difficulties, struggling to pay your energy bills, or feeling overwhelmed, just know you're not alone. Healthy Homes Solutions and our Vulnerability Initiative are helping to support people just like you across the country, offering a lifeline of practical help and guidance when you need it most.

Your Step-By-Step Guide

This booklet is more than just a collection of support services, it's a step-by-step guide to the support available to help you stay safe, warm, and independent.

Remember!

Your well-being matters, and every small step counts.

The Vulnerability Initiative

Healthy Homes Solutions created the Vulnerability Initiative to provide access to free support and advice from a wide range of partners who are here to help. This includes areas like benefits checks, energy efficiency, access to grants, mental health, and more.

Our dedicated team is here to help you understand these services, making sure you get the support you deserve, without adding to your stress.



2 Why Every Bit of Energy Support Matters

Energy costs can put a real strain on your household budget. Not everyone can use less energy — sometimes, you're already doing everything you can. But with the right advice and support, you may still be able to cut costs or be eligible for a grant or Warm Home Vouchers.

“4.3 million adults in the UK have missed gas and electricity bill payments and gone into arrears.”

Where is support available?



Save money on your monthly energy bills



Energy Debt Advice and Support



Make your home warmer and more efficient



Access to Free Benefit Checks



Free home improvement grants



Reduce your Utility Bills

Data Security: We only share your information with the partners you select help from.

If you are ready to get help:

To see if you are eligible to a range of support services, scan the QR and register today.



3 Start Small: Easy Changes You Could Try Today

There are some small changes that others are making to help reduce their energy bills. Not everyone is able to do these, but if you can, here are a few ideas that might make a difference.

Home Energy Efficiency



Lighting

Switching to LED bulbs uses up to 90% less energy than traditional bulbs

Impact: Annual savings: £50-£70



Appliances

Unplug devices when you're not using them. Devices on standby can consume between 9% and 16% of a home's total energy bill.

Impact: Up to £90 per year



Heating

Use draft excluders and rugs to retain warmth and draft-proof your home.

Impact: 10-15% reduction in heating costs



Water

Reduce shower times, use lower temperature settings or apply for a water savings kit from www.savewatersavemoney.co.uk

Impact: Shortening your shower by just 5 minutes, can cut water usage by nearly 1/3. This will also save on gas and electricity costs too.

4 Heating and Lighting Tips

There are lots of ways to save energy at home. Use this page to see which tips might work for you and which ones you may need extra help putting into place.

Smart Heating Ideas:

- Adjust your heating to 18-20°C (the sweet spot for comfort and efficiency)
- Keep radiators clear of furniture or clothing
- Close curtains to retain heat at night and open to let in sunlight during the day

Lighting & Appliance Savings:

- Switch to energy-efficient LED bulbs
- Turn the lights off if you're going to be out of a room for more than 15 minutes
- Turn off appliances at the socket
- Wash clothes at lower temperatures and only run full loads

Small Steps = Big Impact:

Turning your heating down by just 1°C can cut carbon emissions by around **300 kg per year** (the same as driving 1,000 miles) and could also save you approximately **£130 annually**.



5 Support Available to You

Through our Healthy Homes Vulnerability Initiative we can offer lots of ways to help:

• Support Services

- **Priority Services Register (PSR):** Extra support from utility providers for vulnerable households > www.thepsr.co.uk
- **DWP Benefits Checks:** Available via Policy in Practice to uncover unclaimed benefits > www.policypinpractice.co.uk
- **Home Energy Grants:** Support for insulation and heating upgrades through NEF's Better Housing Better Health initiative > www.bhbh.org.uk
- **Warm Home Discount:** £150 off electricity bills for eligible households > www.gov.uk/the-warm-home-discount-scheme
- **Budget Management Tools:** IE Hub provides an easy way to create a budget, track your expenses, and identify savings opportunities > www.iehub.co.uk
- **Better Off Calculator:** Policy in Practice's 'easy to use' online tool shows how changes in circumstances, like new jobs or working hours, affect your income and benefits > www.policypinpractice.co.uk
- **Vulnerability Registration Service (VRS):** Free register to stop financial organisations contacting you. > www.vulnerabilityregistrationservice.co.uk

We've included the direct website details for each service above, but our Vulnerability Initiative can make it even easier. By registering your details once at www.thevulnerabilityinitiative.org, our team can help sign you up for all of these services in one go.

Register at www.thevulnerabilityinitiative.org. If you'd like to speak to our team, click 'book a call back' and choose a date and time that suits you. Our team and partners are here to help.

Scan the QR code

Use your phone or tablet to scan the QR code and fill in the online form



6 Partner Support Services

Through our Vulnerability Initiative, we've partnered with some trusted organisations to provide you with the advice and tools you need to make your energy bills more manageable.

Some of our support services available to you:



IE Hub

Access tools to better manage your budget and explore financial assistance options. IE Hub is designed to simplify and support your financial planning. > www.iehub.co.uk



Policy in Practice

Helps people understand what benefits and support they are entitled to, making the welfare system easier to navigate and access. > www.policyinpractice.co.uk



Better Housing Better Health (BHBH)

Make your home warmer and more efficient with BHBH. They provide tailored advice and support to help you improve your living conditions. > www.bhbh.org.uk



NEA: National Energy Action (England and Scottish residents)

Receive expert advice on saving energy and reducing your heating costs. NEA offers practical tips and solutions tailored to your needs. > www.nea.org.uk



Warm Wales

If you live in Wales, Warm Wales can help with practical advice, home improvement funding, and tailored energy-saving support to make your home warmer, more efficient and affordable. > www.warmwales.org.uk

7 Managing Your Energy Costs

Energy bills can sometimes feel overwhelming, especially when every penny counts. You're not alone — there are tools and advice that can help you stay on top of your budget and feel more in control. Here's how to help manage costs in a way that works for you.

Track Every Penny

The **IE Hub** is your financial friend. This free tool helps you monitor your spending in real time so you can see exactly where your money goes.

Top Tip

Want to see if you are due any benefits?

Scan the QR code, register, and our team will help guide you through the process.

How can our partners help you manage your bills?

- ✓ Better Off Calculators
- ✓ Better Off Apply
- ✓ Better Off Indicator and Score
- ✓ Tailored Energy Advice
- ✓ Energy Awareness and Safety
- ✓ Home Improvement Funding
- ✓ One to One Energy Advice



Check benefits, grants, and energy support you may qualify for.

www.betteroffcalculator.co.uk



Energy advice, bill support, and access to financial help in England and Scotland.

www.nea.org.uk



Grants, home upgrades, and personalised energy-saving advice in Wales

www.warmwales.org.uk

If you really just want help in contacting these partners, register at thevulnerabilityinitiative.org or scan this qr code and a member of the team will help you complete the forms.



8 IE HUB: Helping You Take Control of Your Money



The IE Hub is more than a budgeting tool — it's like having a personal financial helper in your pocket. It works with you to see the bigger picture of your finances, spot extra help you might be missing, and put you in control of your money and your bills.

What IE Hub Helps You Do:



Spot opportunities for extra benefits, grants, or cost reductions



Understand your spending habits and find small ways to save.



Track exactly where your money goes so nothing slips through the cracks



Take control of your finances so you can feel more confident about the future



Identify priority bills and payments so you can manage what matters most first

Share your information securely with support providers so you only explain your situation once and get help faster

Getting Started is Simple

Here's how to access the IE Hub through the Vulnerability Initiative:

Instant Online Registration

- Scan the QR code
 - ◆ Register in just a few minutes
1. Start managing your money smarter

Top Tip

70% of IE Hub users qualify for additional benefits of up to £402 per month

Register for The VRS by scanning the QR code



9 Warm Home Vouchers Support

Cut your energy bills with the Warm Home Discount Scheme.

What You Need to Know

- Get money off your electricity bill during winter
- Designed to help households struggling with energy costs
- Support when you need it most

Fuel Vouchers: Instant Heating Help

Quick Support When You Need It

- ✓ Immediate assistance with heating bills
- ✓ Some households will be eligible for up to six vouchers, each to the value of £49
- ✓ A fast, straightforward application
- ✓ Direct support to keep you warm

To Find Out More

1. Register to: www.thevulnerabilityinitiative.org
2. Read the UK Government website information at: www.gov.uk/the-warm-home-discount-scheme
3. If you're eligible, the discount is applied to your bill automatically.

Are You Eligible?

You might qualify if you:

1. Receive benefits like Universal Credit (low income), Income Support, or Jobseeker's Allowance
2. Get Child or Working Tax Credits with a lower income
3. Claim Pension Credit's Guarantee Credit
4. Have high energy costs based on your home's type and size
5. Are registered with a participating energy supplier

If you're eligible, your electricity supplier will apply the discount to your bill automatically. The money is not paid to you.

Want further help? Scan the QR code, register and book a call back with our team.



10 Bigger Changes with Professional Support

We're going beyond quick fixes; by partnering with Better Housing Better Health (BHBH) and the National Energy Foundation (NEF) their team can check your eligibility for grants that could cover some or all of the costs of energy-saving home improvements, giving you peace of mind in the long term. www.bhbh.org.uk

Long-Term Energy Solutions:



Loft and wall insulation



Solar panel considerations



Double or triple-glazing windows



Smart home energy monitoring systems



Efficient heating system upgrades



Bespoke home energy advice



11 Action Checklist

Number	Top Tip	Complete
1	Turn off unused appliances	
2	Shorten shower times	
3	Use draught excluders	
4	Keep your home at a constant temperature	
5	Select which partners could help you and check out their websites	
6	Register for Priority Services Register and Vulnerability Registration Service www.thepsr.co.uk	

Register with The Vulnerability Initiative by visiting www.thevulnerabilityinitiative.org
If you need help in registering for The Vulnerability Initiative, call 0800 151 3014



12 Top Tips That Could Help Your Energy Bills

- ✓ **Check if you qualify for discounts**
Look into the Warm Home Discount, local council help, or other grants.
- ✓ **Switch to energy-efficient bulbs**
LED bulbs use far less electricity and last longer.
- ✓ **Turn appliances off at the socket**
Standby mode can still use energy and add to your bill.
- ✓ **Bleed your radiators**
This helps your heating system work more efficiently.
- ✓ **Use draft excluders and curtains**
Keep warmth in and cold out during the winter months.
- ✓ **Wash clothes at lower temperatures**
30°C washes can be just as effective and use less energy.
- ✓ **Shorten showers**
Even reducing by two minutes can save hot water and money.
- ✓ **Check your tariff**
Make sure you're on the best deal with your energy supplier.
- ✓ **Book a free benefits check**
Ensure you're claiming everything you're entitled to.
- ✓ **Join the Priority Services Register**
If you're vulnerable, this gives extra support from your energy provider.
- ✓ **Use timers and thermostats**
Heat only when you need it, at the right temperature.
- ✓ **Consider home upgrades**
Insulation, new boilers, or heating systems can cut bills long-term.

If you are ready to get help to see if you are eligible to a range of support services, scan the QR and register today.



13 Quick Reference Guide

The Vulnerability Initiative (VI)	Support for vulnerable individuals and families: www.thevulnerabilityinitiative.org
NEA Help Pages (Energy support advice)	www.nea.org.uk
Better Homes Better Housing (BHBH)	www.bhbh.org.uk
IE Hub	www.iehub.co.uk
Warm Home Discount Scheme	www.gov.uk/the-warm-home-discount-scheme
Citizens Advice	www.citizensadvice.org.uk
Independent Age	Free benefit checks for older people www.independentage.org
Policy in Practice	www.policyinpractice.co.uk
Warm Homes Discount	www.gov.uk/the-warm-home-discount-scheme
Water Saving Kits	www.getwaterfit.co.uk
Warm Wales	www.warmwales.org.uk
Cadent Gas Ltd	www.cadentgas.com/help-advice/energy-efficiency
SGN	www.sgn.co.uk/help-and-advice/energy-crisis-support/reducing-your-energy-usage
Wales & West Utilities	www.wwutilities.co.uk/services/priority-customers/warm-home-assistance/
Northern Gas Networks	www.northerngasnetworks.co.uk/network-supply/priority-customers/

If you need more help with reducing your energy bills, scan the QR code to register with The Vulnerability Initiative



The Vulnerability Initiative.

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**HEALTHY
HOMES
SOLUTIONS**

Scan the QR code
to register with The
Vulnerability Initiative



Thank you to our partners



Scan the QR code for
more help with your
energy bills



This booklet is for general guidance only and may not always reflect the latest government schemes or benefits. The Healthy Homes Vulnerability Initiative connects you with trusted partners but does not directly endorse their services, and we cannot accept responsibility for third-party advice. Any personal information you share will be handled securely and only passed to partners you choose, in line with UK data protection laws. Published September 2025.