

Thanks to funding from the Cadent Foundation and in partnership with Birmingham Community Healthcare Charity, we have a dedicated team helping people with health issues to have warmer homes.

The DAWS Team are able to provide support in complex energy cases including supplier disputes, meter issues and energy debt as well as having a benefits specialist team who can support with appeals, applications and tribunals.

Through this project so far, we have

Supported over **400** people

Saved residents over **£230,000**

Helped claim over **£600,000** in benefits



Ask for the DAWS Team!

0800 988 2881

advice@actonenergy.org.uk

www.actonenergy.org.uk

[f](#) [in](#) @actonenergyuk

[t](#) [i](#) @actonenergy

[y](#) [x](#) @actonenergy_uk

Meet the Team!



Ammaaraah - Complex Case Worker
Ammaaraah has previously worked in education and as a family support worker for a children's charity. She is committed to supporting vulnerable people access the support they need.



Lueque - Complex Case Worker
Lueque has a strong sense of community. He has previously worked in supporting residents with energy advice for other charities and community associations, and also volunteers in his free time.



Sarah - Complex Case Worker
Sarah has worked with multiple charities and was an accredited debt & welfare advisor for over 20 years. She loves the gym, her family and her British bulldog.

Patricia - Complex Case Worker
Pat is passionate about working with vulnerable residents, having previously worked in the NHS for 25 years. On her rare days off, Pat loves to visit anywhere with sunshine and beaches.



Bal - Benefits & Financial Welfare Manager
Birmingham lad, Bal, has spent 25 years in the benefits sector. Financial wellbeing is his passion, and he loves to fight your corner.

Artem - Welfare Officer
Artem is originally from Ukraine and started his career with us as an Energy Advisor after studying and working as a mechanic. Artem loves the gym and exploring new places.

Who are Act on Energy?



- Over 25 years' experience
- Independent charity
- Locally based
- Free advice phone line
- Home visits for extra support

We put you at the heart of everything we do

Free impartial advice

- ✓ Reducing your energy bills
- ✓ Energy debt support
- ✓ Insulation and heating upgrades
- ✓ Resolve supplier disputes



Birmingham Community Healthcare Charity

What are the benefits?

- ✓ Reduce your energy bills, so you can spend more of your income on the things that matter to you
- ✓ Have a warmer, healthier home for you and your family
- ✓ Improve your health, especially if you have reduced mobility, respiratory or cardiovascular illnesses
- ✓ Reduce your carbon footprint and help combat climate change
- ✓ Increase your income through income maximisation support
- ✓ In-home support with an energy expert - that means we can talk you through your own bills and give you real information about your own home
- ✓ Better understanding of tariff types, what you really pay for, and how to check the best energy plan for you
- ✓ Around £70/yr saved from free energy efficiency gifts
- ✓ Potential savings of over £200/yr from changing your energy habits

What happens next?

The staff member you spoke to today will pass your details over to Act on Energy

You will get a call from our 0800 or a mobile number, from a qualified energy advisor to collect more details of your energy situation

Our energy advisor will talk you through some energy saving tips, answer any energy questions and check your eligibility for grants or support schemes

If you have a complex issue or need additional support, then our energy advisor will offer you a home visit

If you would like a home visit then one of our complex case workers or outreach officers will contact you by phone to arrange a time and date



What is Income Maximisation?

- Assessment of benefit entitlement
- Supporting with benefits into work
- Assisting to claim benefits
- Ensuring you receive the correct entitlement
- Appealing decisions
- Represent you at tribunals

After the visit, our team will keep in touch with updates on any ongoing applications or cases, and you can call us for free if you have any additional questions

As part of Act on Energy, we also have a financial welfare team who we can refer you to for income maximisation support

During the home visit, our team member will be able to look through your energy bills, have a more in-depth discussion, conduct a brief home assessment of any obvious energy issues, and more