

CLACKMANNANSHIRE ENERGY FACT SHEET

The following outlines the energy help available from **Clackmannanshire Council's Home Energy and Environmental Advice Team (HEEAT)** and **Clackmannanshire Citizens Advice Bureau (CAB)**. Both are helping people in Clacks in different ways with HEEAT using energy efficiency support as a route into providing other associated help, while the CAB is often the first port of call for people struggling to pay bills, not just fuel bills.

HEEAT undertakes a programme of house calls, which is a good way to identify people who might otherwise be missed. The CAB helps people face-to-face at its Alloa premises and several outreach locations, and provides a telephone and email service too.

Home Energy and Environmental Advice Team (HEEAT)

- Provide in-depth advice to support people in crisis situations and coach them to avoid reoccurrences.
- Provide fuel debt and energy efficiency advice.
- Provide money and benefits advice.
- Gain access to the Scottish Government's Energy Efficiency Scotland Area Based Scheme (EES ABS) which provides funding to provide energy efficiency measures to homeowners and others in the private sector.
- Provide guidance and support to access Home Energy crisis grants.
- Assist where people have had their gas capped.
- Arrange to get low income families registered for the £150 Warm Home Discount.
- Arrange for those in vulnerable situations to be placed on the Priority Services Register for additional support.
- Set up connections with other services and signpost to organisations which offer further help to those in financial difficulties e.g. provision of food parcels.
- Explain and advice on smart meters and how these may help a customer save energy.
- Educate customers generally, empowering them to manage their energy usage and payments – helping them to understand this, read meters and assisting them to set budgets.

How to contact HEEAT:

Email: fuelenergyadvice@clacks.gov.uk



01259 452678



01259 452698



01259 452667



01259 452665



Clackmannanshire CAB

The CAB is supported by Citizens Advice Scotland to deliver major energy campaigns and devices (BESN / EBD). It is also funded by the Energy Saving Trust and SGN to deliver its Local Energy Advice Project (LEAP) and Safe & Warm Energy Advice Service, respectively.

Big Energy Saving Network (BESN) – we are one of a number of community groups and charities helping vulnerable people to save money on their energy bills October to March. The initiative also delivers training for frontline workers likely to come in to contact with those most in need.

Energy Best Deal (EBD) – we deliver energy advice to everyone who contacts the CAB through either the general service or projects throughout winter. Where appropriate, we offer ongoing support, for example to manage fuel debt, and can run group sessions for delivering collective energy advice. We take a holistic approach and recommend the most appropriate help for people.

BESN and EBD can be delivered by phone, email, face-to-face in Alloa or at outreach sessions in Hawkhill, Alloa, Alva, Clackmannan and Tullibody. We also do home visits.

LEAP supports a broad – and growing – demographic of people who are struggling with energy issues to help them become better informed energy consumers.

Safe & Warm Energy Advice Service aims to help vulnerable and hard to reach sectors of the community use energy affordably, efficiently and safely. It has a particular focus on asylum seekers, minority ethnic groups, travellers, Park Home communities and the digitally excluded. The service also works to address carbon monoxide safety issues and has a brief to work with frontline workers who support key target groups.

Big Energy Saving Winter (BESW) is Citizens Advice Scotland (CAS) and the Scottish Citizens Advice Network's annual winter energy campaign running from November 2022 to February 2023. It provides a wealth of advice at <https://www.cas.org.uk/BESW> as well as pointing people to their local CAB. The [Energy – Money Map tool](#) brings together information on grants and support that might be available from energy suppliers or government.

How to contact the CAB:

Telephone: 01259 219404 (Monday to Friday, 10am – 3pm)

Email: bureau@clackscab.casonline.org.uk

Drop in: Glebe Hall, Bureau Mews, Alloa, FK10 1HS (Monday to Thursday, 10am – 2pm)

Outreach: Various Locations. Schedule published regularly on Facebook & Twitter.

Appointments are also available with our energy advisers.

Other useful information

Warm banks / spaces:

St. Mungo's Parish Church

Monday, Tuesday, Thursday, Friday, 10am - 4pm

Running until the 31st of March. Subject to change when there is a funeral. Notice published in advance at <https://alloastmungos.org/>

Alva Community Development Trust at Cochrane Hall

Mondays and Thursdays, 12pm – 3pm

Sauchie Community Group

Chatty Latte (Mondays, 10am - 12pm)

Winter Warmers (Fridays, 1pm - 3pm). Free hot drink and soup.

Food parcels / larders:

The Gate Charity

Runs a **food bank** at 2 Ludgate, Alloa. To receive a food parcel, individuals must be referred by statutory agencies, other charities and faith communities.

A **food larder** is also available (Mondays, Wednesdays and Fridays, 10am – 2pm)

Individuals can drop in to the Alloa premises to pick up 10 items to tide them over.

Meals at the Gate deliver fresh, delicious meals directly to people 65 + living in Clackmannanshire. Contact The Gate on 01259 218766 or at meals@the-gate-charity.org for details including how to pay.

A **Starter Pack project** was developed to help those moving from homeless accommodation to first tenancies. The pack contains various items such as crockery, cutlery, towels, bedding and other basic household items. The project is delivered via a strict referral system only from statutory providers.

Further information: <https://the-gate-charity.org/community-projects/>

Alva Food Larder

Based at Alva Parish Church (Fridays, 12pm -3pm), individuals have access to emergency food and essentials.

Further information: <https://www.alvaparishchurch.org.uk/alva-food-larder>