



SHINE London



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SHINE background



- **Seasonal Health Interventions NEtwork**
- A free energy and bills advice service for London
- Service operated by Islington Council and funded by EDF, GLA, Local Authority contracts
- Principal aims are to tackle fuel poverty and other seasonal health inequalities
- Network includes partners from public, private and third sectors
- Serving all London Boroughs since December 2016
- https://www.youtube.com/watch?v=Hlv_iQfGon8
- [Home \(shine-london.org.uk\)](http://shine-london.org.uk)



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SHINE target groups



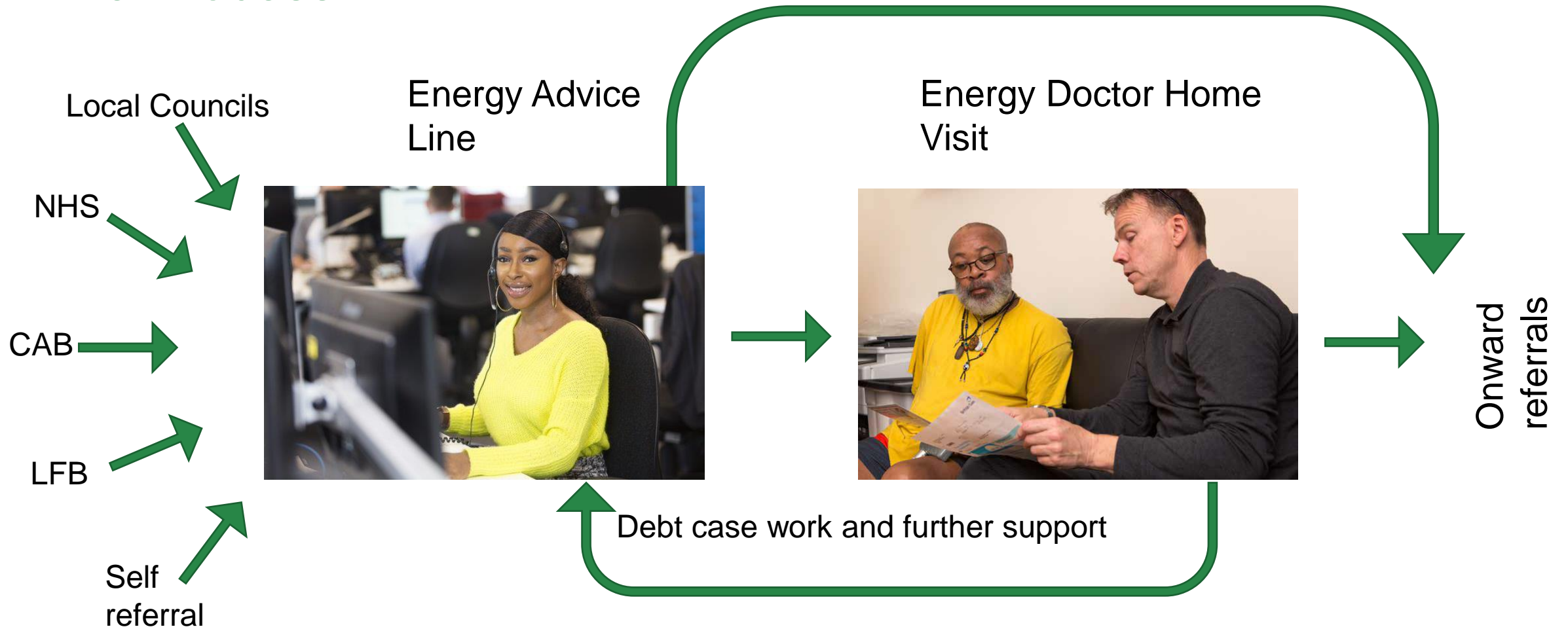
- Low income and spending over 10% on energy
- Older people (60+)
- Long term health issues (respiratory or cardiovascular conditions, disabilities or impairments)
- Families with children (under 16)



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The Process



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SHINE London helpline

Telephone support for

- Energy and bills advice
- Water discounts
- Energy supplier comparisons (when market is competitive)
- Priority Service Registration
- Grants advice
- Warm Spaces
- Food Bank Vouchers
- Mediation with Suppliers
- **Last year applied for £136,000 of grants for our clients**



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SHINE 'Energy Doctor'



Home energy visits to:

- Install energy saving measures
- Review bills
- Mediation with Suppliers
- Heating controls check
- Identify grant eligibility
- Tailored energy advice
- Meter reading
- **Last year our energy doctors service saved our clients £86,000 and 853 tonnes of CO₂!**



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The Energy Doctor Service – Installing measures



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SHINE Fuel & Water Debt Support



- One-to-one support for clients in arrears
- Identify actual amount owing
- Trust fund applications for more than £500
- Payment method/plans
- Signposting to debt and money advice
- Thames WaterHelp & Customer Assistance Fund
- Islington Debt Relief Fund – up to £300 towards debt
- **£10000 of debt written off last year!**



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Onward referrals/signposting

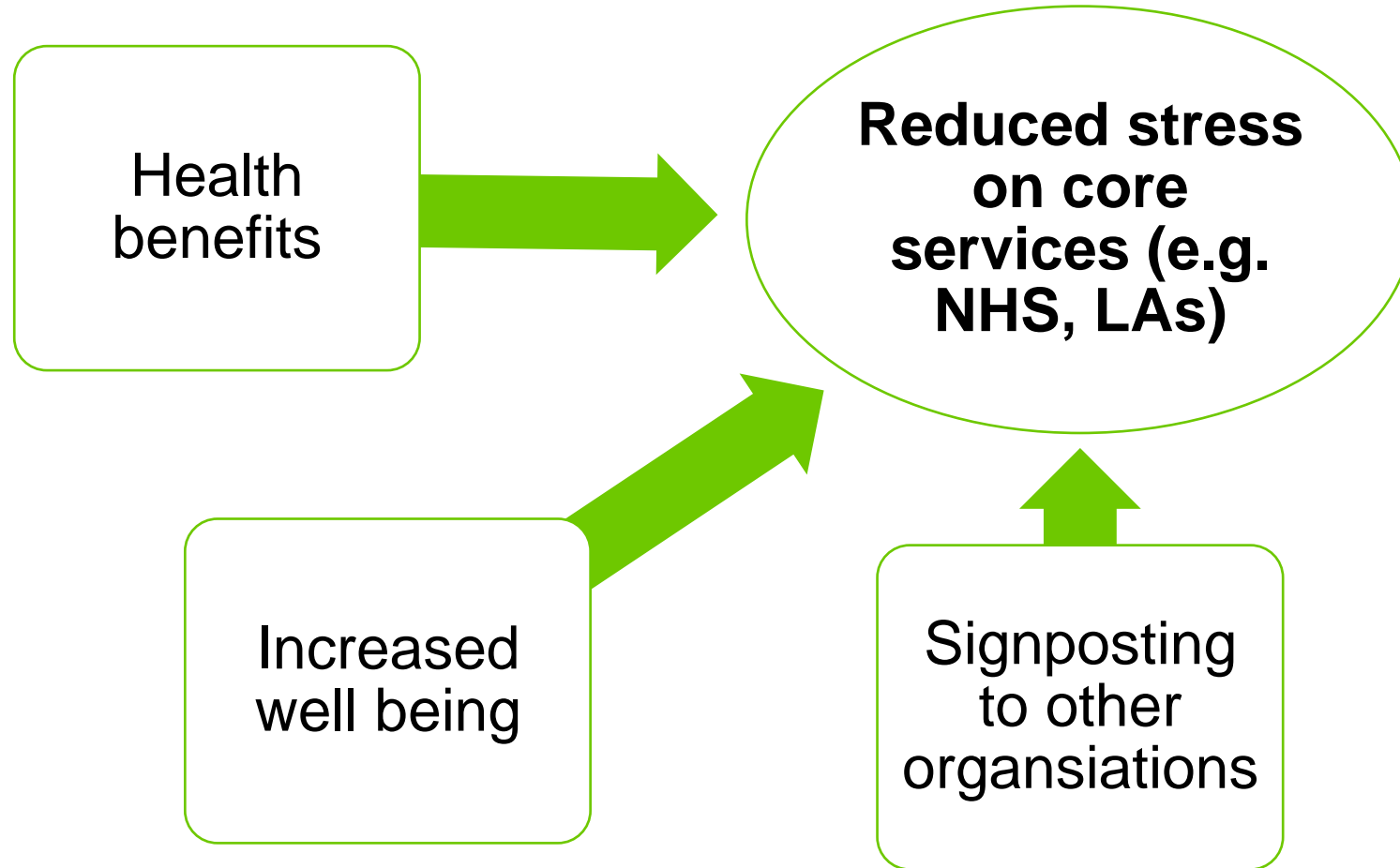
- Air Pollution Alerts
- Befriending services
- Benefit checks
- LA /GLA grants – GHG
- Fire safety check
- Handyperson Service
- Taxicard



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Benefits and Successful Outcomes



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Referral process

- Self referrals - call 0800 953 1211
- Third party referrals - [Online form](#)

- Referrals receive 3 call attempts within 20 working days before being marked uncontactable



SHINE referral questionnaire

Complete this form to refer into SHINE London. If you have any questions please call SHINE on 020 7527 2001 or [email the SHINE team](#).

Are you referring your household to SHINE? *

Are you referring your household to the Seasonal Health Intervention Network (SHINE)?

I am referring my own household

I am referring another household, as a family member or friend

I am referring another household, as an organisation

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Thankyou for listening. Questions?

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