

Preparing For Winter National Support

Warm Homes Discount

- The Warm Home Discount Scheme is a one-off £150 discount off your electricity bill.
- Open in October 2025.
- If you're eligible, your electricity supplier will apply the discount to your bill.
- The money is not paid to you.
- For more information visit [Warm Home Discount Scheme.Gov.UK](https://www.warmhomediscount.gov.uk)

Winter Fuel Payment

- Those born before 22 September 1959 get between £100 and £300 to help heating bills for winter 2025 to 2026.
- For those with an income **below £35,000** (If your income is above £35,000, HMRC will take the payment back).
- If you're eligible, you'll get a letter in October or November 2025 saying how much you'll get (based on age)
- Most eligible people will be paid in November or December 2025.
- For more information visit [Winter Fuel Payment.Gov.UK](https://www.winterfuelpayment.gov.uk)

Priority Services Register

- The PSR is a free UK-wide service offering extra advice and support if there's an interruption to your electricity, gas, or water supply.
- Get in touch with your **supplier or network operator** directly and give them as much information as you can about your needs.
- Support available includes: Priority support in an emergency, advanced notice of scheduled power cuts, regular meter reading services and assistance reconnecting your gas supply.
- You can ask to join your providers register if you: have reached state pension, are pregnant or have children under 5, struggle with speaking English or have a long term disability or health condition.

Preparing For Winter Local Support

Service	Support	How to Access
Citizens Advice Doncaster	<ul style="list-style-type: none"> • Benefit Checks as part of income maximisation • Dealing with energy debts • Home visiting • Energy efficiency support and guidance • Information and support on the Priority Services Register, Warm Homes Discount and other possible scheme and grants • Advice on energy complaints • Smart meter information & advice • Carbon monoxide awareness • Low carbon support – including guidance on reducing energy consumption and applying for relevant grants (e.g. insulation, efficient heating systems) • Help accessing low carbon and retrofit grants • Fuel vouchers • Energy efficiency measures (radiator covers, window films door stops etc. worth over £100) • White Goods grant application (washers, dryers, fridges, dehumidifiers etc) • Hive Home equipment (subject to eligibility) 	<p>Visit: https://www.cadoncasterborough.org/online-referrals/ to make a referral on behalf of yourself or a client.</p> <p>Alternatively call 01302 243057.</p> <p>General guidance and advice can be accessed directly on the <u>Citizen's Advice Doncaster Borough web page</u>.</p>
Live Inclusive	<p>Live Inclusive is a disability charity based in Doncaster. They support anyone with any kind of disability or long term health condition.</p> <p>They offer:</p> <ul style="list-style-type: none"> • Benefit checks & support to claim • Advice and information to enable independent living • Support to register with Utility Providers for Priority Services • Access to our peer support group - Inclusive Voices 	<p>Call: 01302 592400</p> <p>Email: admin@liveinclusive.org.uk</p>
Doncaster Council Sustainability Unit	<ul style="list-style-type: none"> • Advice and support on accessing energy saving grants and guidance 	<p>Webform: http://www.doncaster.gov.uk/doitonline/energy-efficiency-grants-funding</p> <p>Email: Energy.team@Doncaster.gov.uk</p>
Green Doctors	<ul style="list-style-type: none"> • Household visits to provide practical solutions to reduce energy costs • Instillation of small energy saving measures e.g. LED lightbulbs • Energy advice talks for community groups • monthly Fuel Poverty Awareness course online to train front line staff to deliver basic energy advice • The minimum criteria for referrals is household income under £30,000, with savings less than £16,000 	<p>To refer into the service, please complete the online referral form: https://groundwork.my.salesforce-sites.com/CadentEnquiryForm</p> <p>Phone: 0113 238 0601 Email: Greendoctoryorkshire@groundwork.org.uk</p>

Preparing For Winter Grants

Grant	Support	How to Access
Boiler on Prescription Grant	<p>For homeowners with broken boilers who don't have the finances to fit them, if you experience ill health such as:</p> <ul style="list-style-type: none"> • Chronic Heart conditions • Respiratory Conditions • Stroke • Cancer • Mental Health conditions 	<ul style="list-style-type: none"> • Each case assed by the Council's Sustainability Unit • Please fill in the webform at: https://www.doncaster.gov.uk/doitonline/energy-efficiency-grants-funding • If you are helping someone who does not have internet access call 01302 737053. • On average applications take between 4 to 6 weeks depending on installer availability.
Energy Company Obligation Scheme	<p>Partially funded energy efficacy measures for recipients of particular benefits:</p> <ul style="list-style-type: none"> • Child Benefit* • Pension Guarantee Credit • Income-related Employment and Support Allowance (ESA) • Income-based Jobseeker's Allowance (JSA) • Income Support • Universal Credit • Pension Credit Savings Credit • Housing Benefit <p>*Child Benefit qualification is subject to gross annual household earnings</p>	<p>Visit: https://www.trustmark.org.uk/homeowner to find approved contractors who support the scheme in your area and ask what support they can offer</p>
Household Support Fund	<p>One off payment of £100 - £300 to households who receive any of the following: Housing Benefit,</p> <ul style="list-style-type: none"> • Local Council Tax Reduction • Universal Credit which includes the housing element • Means-tested free school meals. 	<p>Visit: https://www.doncaster.gov.uk/doitonline/household-support-fund-application-form</p> <p>Phone: 01302 735336</p>
Local Assistance Grant	<p>Help to meet an immediate short-term need for goods or services that has arisen due to an emergency, disaster or unforeseen circumstances. To receive support you must:</p> <ul style="list-style-type: none"> • Be aged 16 or over and have no other form of immediate financial assistance • Live in Doncaster or be planning to move to Doncaster following a period in supported accommodation <p>One of the following must also apply:</p> <ul style="list-style-type: none"> • Be in receipt of a means-tested benefit • Be on a low income • Be temporarily without any income, for example, if you are fleeing domestic violence 	<p>Visit: https://www.doncaster.gov.uk/services/council-tax-benefits/local-assistance-scheme</p>
Yorkshire Water Schemes	<p>Yorkshire Water offer several schemes that could help you save money on your water bills including price caps for those on low income or debt support for those unable to pay their bill.</p>	<p>Visit: https://www.yorkshirewater.com/bill-account/help-paying-your-bill/</p> <p>Phone: 0345 124 2424</p>