



# 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](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



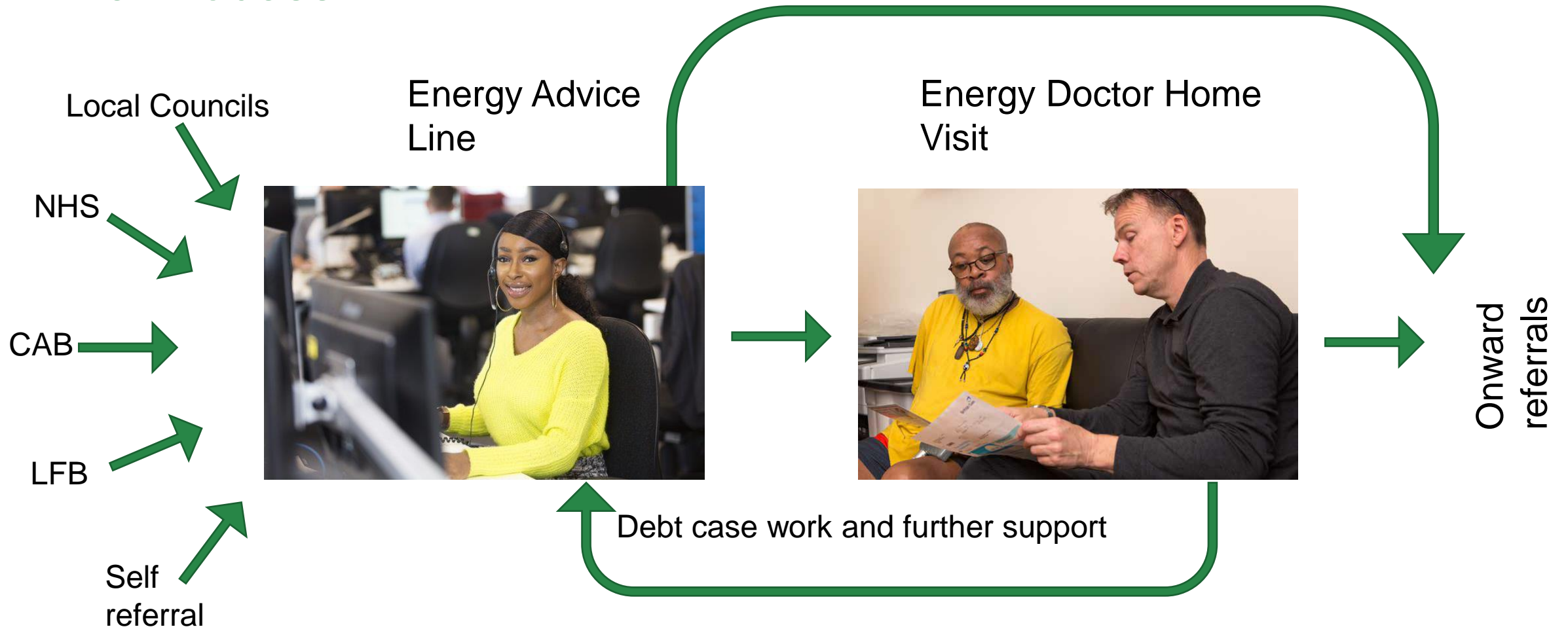
- Low income and spending over 10% on their energy cost
- Over 60
- Long term health issues (respiratory or cardiovascular conditions, disabilities or impairments)
- Families with children (under 16)



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# The Process



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# SHINE London helpline

## Telephone support

- Energy and bills advice
- Water discounts
- Energy supplier comparisons (when market is competitive)
- Priority Service Registration
- Grants advice
- 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:

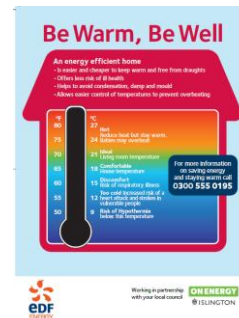
- Install energy saving measures
- Review bills
- Mediation with Suppliers
- Heating controls check
- Identify grant eligibility
- Tailored energy advice
- Meter reading
- **Last year our energy doctors service saved our clients £86,000 and 853 tonnes of Carbon Dioxide!**



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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 debt above £500
- Payment method/plans
- Signposting to debt and money advice
- **£10,000 of debt written off last year!**



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# Onward referrals/signposting

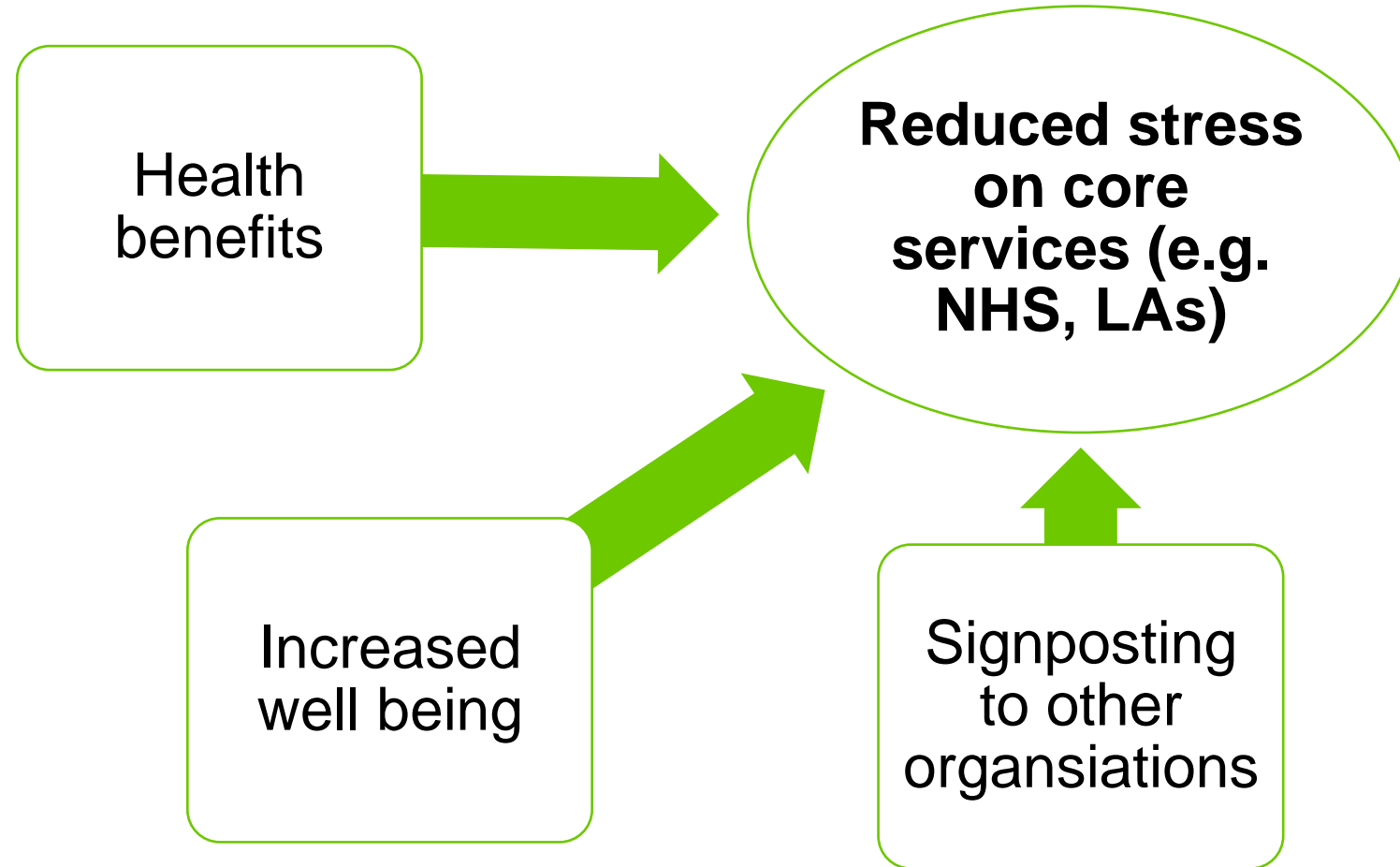
- Air Pollution Alerts
- Befriending services
- Benefit checks
- LA /GLA grants – GHG & WOPR
- Fire safety check
- Handyperson Service
- Taxicard
- Foodbank referrals



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# Benefits and Successful Outcomes



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# Referral process

- Self referrals - call 0300 555 0195
- 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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# Summary reports

- We do not have capacity to provide case by case feedback.
- Referral partners that make on average a minimum of 240 referrals a year (20 a month) can receive a free summary report.
- All other reports will incur a fee.

Totals	
Total	525
Energy efficiency grants	
Fire Safety check	3
PSR (Total)	113
Benefit check referrals	4
Warm Homes Discount	0
Water Sure Plus	65
Energy Doctor Home visits	
Intervention Count	1326
Average interventions per client	2.5
Tenure	Number
Owner-occupier	68
Private tenant	42
Council tenant	170
Housing association tenant	66
Other	52
Council Leaseholder	8
Temporary Accommodation	5
Unknown	114
Household type***	Number
One adult with children	101
Two adults with children	47
No children in household	220
Other	0
Unknown	157

Fuel Poverty Indicator - SY7	SHINE client reporting categories	No clients	% clients
Indicators of fuel poverty	Low income	423	81%
	Low income and spending more than 10% of income on energy	224	43%
	Relevant long-term health conditions	228	43%
Indicators of being at risk of fuel poverty	Young children (0-4 years old)	73	14%
	School age children (5-15)	104	20%
	Older people (60 up)	115	22%
Not at risk (based)	Unknown	62	12%
	Does not show primary risk of fuel poverty	2	0%
	Primary indicator (income or health)	435	83%
Successfully targeted	Low income and vulnerable	335	64%
	Health conditions with age vulnerability	113	22%
	Low income or Health conditions with age vulnerability	232	44%

White	
1. English/Welsh/Scottish/Northern Irish	85
2. Irish	7
3. Gypsy or Irish Traveller	0
4. Any other White background	31
Mixed/Multiple ethnic groups	
5. White and Black Caribbean	5
6. White and Black African	2
7. White and Asian	0
8. Any other Mixed/Multiple ethnic background	3
Asian/Asian British	
9. Indian	10
10. Pakistani	4
11. Bangladeshi	11
12. Chinese	0
13. Any other Asian background, please describe	11
Black/ African/Caribbean/Black British	
14. African	30
15. Caribbean	34
16. Any other Black/African/Caribbean background, please describe	57
Other ethnic group	
17. Arab	0
18. Any other ethnic group, please describe	8
Not known	
19. Not known	227
<b>Total BAME including those identified</b>	<b>421</b>
	44%

Local Authorities	Count
Barking and Dagenham	13
Barnet	14
Bexley	0
Brent	4
Bromley	0
Camden	1
City of London	1
Croydon	0
Ealing	1
Enfield	12
Greenwich	1
Hackney	0
Hammersmith and Fulham	2
Haringey	32
Harrow	14
Havering	30
Hillingdon	1
Hounslow	0
Islington	337
Kensington and Chelsea	0
Kingston upon Thames	0
Lambeth	8
Lewisham	0
Merton	2
Newham	17
Redbridge	7
Richmond upon Thames	0
Southwark	3
Sutton	0
Tower Hamlets	11
Waltham Forest	7
Wandsworth	1
Westminster	5
Other	0
Total	524



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# Thank you for listening. Questions?

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