

**Energy support for  
professionals working with  
families of seriously ill children**

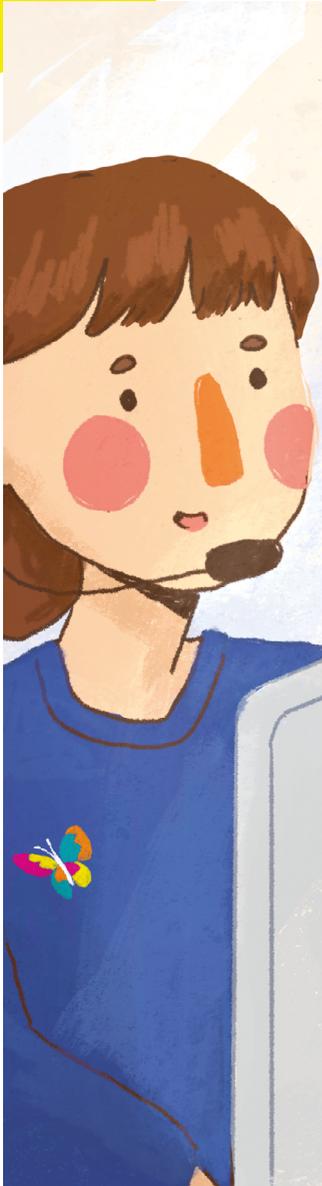


**For energy support and questions:  
[energy@togetherforshortlives.org.uk](mailto:energy@togetherforshortlives.org.uk)**

**For practical, financial and emotional support:  
[helpline@togetherforshortlives.org.uk](mailto:helpline@togetherforshortlives.org.uk)**

**To book an appointment  
for a family, scan this QR code:**





## Who are Together for Short Lives?

Together for Short Lives is the UK's leading charity for children's palliative care. We are here to make sure that children with life-limiting and life-threatening conditions, and their families, can make the most of every moment they have together.

## The Family Support Hub

Our helpline is open 9am - 4pm, Monday to Friday. Outside of these hours you can leave a voicemail or email and we will get back to you the next working day. We can support families practically, financially and emotionally.

We provide support and information and can also help families to find the support and services in their local area. Our helpline is confidential, and all calls are answered by staff trained in how to best support them. More details can be found on our website: [togetherforshortlives.org.uk](https://togetherforshortlives.org.uk).

### Our helpline is available via:



0808 8088 100



[helpline@togetherforshortlives.org.uk](mailto:helpline@togetherforshortlives.org.uk)

## Energy appointments for families

Families living in certain areas of the UK and those on certain energy payment methods are eligible for free vouchers to support them to afford their energy bills. There are no catches – all they need to do is book an appointment to chat more:



## Book an appointment

with our Energy Adviser  
to see how families  
could save money on  
their energy bills

## Advice for professionals caring for seriously ill children

Please direct families to the link above so that they can benefit from the free service. If you would like to talk to our Energy Adviser because you have questions, please email [energy@togetherforshortlives.org.uk](mailto:energy@togetherforshortlives.org.uk)

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# How we help families

## Financial help for families

We offer a comprehensive range of support services to help families manage their energy and utility needs effectively:

### Energy vouchers for families caring for seriously ill children

**Across the UK:** Families caring for a seriously ill child who are on a pre-payment meter may be able to access a free voucher. We have partnered with the Fuel Bank Foundation to provide emergency fuel vouchers for families on pre-payment meters.

**South of England:** Families in parts of the South of England who are caring for a seriously ill child could benefit from a free energy voucher.

This is either a £99 voucher for a pre-payment meter or a £150 energy card to reduce their bill.

### How to apply:

**Book an appointment:** Families need to book a phone or online appointment with our Energy Adviser:

[togetherforshortlives.org.uk/energy](https://togetherforshortlives.org.uk/energy)

**Eligibility check:** During the appointment, the Energy Adviser will check eligibility – this is very simple.

**Voucher processing:** If eligible, the voucher will be processed and administered.



## **Other ways we support**

### **Energy saving home improvements:**

- Provide advice on energy-saving improvements such as insulation.
- Assist in accessing funding grants for home improvements through our Family Support Hub.

### **Energy supplier support:**

- Help people get the best service from their energy suppliers.
- Support in reducing or managing fuel debt.

### **Damp and mould assistance:**

- Offer advice in dealing with damp and mould issues in the home.

### **Water saving and debt support:**

- Provide support and assistance with water-saving strategies and managing water debt.

### **Energy efficiency guidance:**

- Support individuals in understanding central heating controls to optimise comfort and cost efficiency.
- Provide advice on using energy efficiently in the home.

**Our Energy Adviser  
can refer families  
to our Family  
Support Hub for  
extra financial and  
practical support**

# How we helped one family

A family of four residing in the South East with only one parent able to work. Child with a life-threatening condition using BiPAP and oxygen overnight, leading to higher energy bills...

**We saved them  
£170 annually on  
their energy bills**

**They received an  
energy voucher  
worth £150**

**We saved them  
£200 annually on  
their water bills**



## Fuel poverty

There are lots of things staff working with seriously ill children can do to identify fuel poverty. Remember, our Energy Adviser is available to support: [energy@togetherforshortlives.org.uk](mailto:energy@togetherforshortlives.org.uk)

Identifying signs of fuel poverty is crucial for providing timely support and intervention.

### Signs of struggling to keep warm

**Clothing and accessories:** The householder may be wearing a coat, hat, fingerless gloves, several pairs of socks, scarf, or be wrapped in blankets.

**Home environment:** You may notice blankets on the sofa or an electric throw.

## Signs of damp and disrepair

**Wet washing:** Wet clothes might be seen on radiators or on airers placed around the house.

**Damp and mould:** Look for mould stains or wet patches on walls, windows, and soft furnishings.

## Signs of limiting water usage

**Personal hygiene:** There may be a noticeable lack of personal hygiene or home cleanliness.

## Signs of ill health

**Health symptoms:** The householder may be coughing and wheezing.



## Looking out for the signs

Recognising signs of fuel poverty can help identify families who might be struggling with fuel poverty, allowing for timely support and intervention.

What you might hear from families:

**“I owe my supplier money.”**

**“I can only put a few pounds on the meter in the week.”**

**“My bill is too high.”**

Recognising these verbal cues, along with the physical signs, can help in providing the necessary support to families experiencing fuel poverty.



## **A word from our Energy Adviser...**

“For three years I’ve been supporting families that are struggling with managing their energy costs with simple, expert energy advice. I am passionate about supporting families who have a child with complex needs, and I understand how the energy price rises affect families that rely on medical equipment to support them at home.”

**Contact our Energy Adviser:**

[energy@togetherforshortlives.org.uk](mailto:energy@togetherforshortlives.org.uk)

# The Priority Services Register

The Priority Services Register (PSR) is a free service that provides essential support to households with extra communication, access, or safety needs.

Here are the reasons why Together for Short Lives encourages families to sign up for the PSR:

## 1. Tailored support for families with extra needs

**Bill management:** Offers additional help with understanding and managing energy and water bills, which can be especially beneficial for families dealing with complex medical needs and high utility usage.

## 2. Priority service during supply interruptions

**Enhanced reliability:** In the unlikely event of a power cut, gas, or water supply interruption, PSR members receive priority support to ensure a quick reconnection.

**Safety and comfort:** This priority service is crucial for families relying on medical equipment that requires a continuous energy supply.

## 3. Comprehensive coverage

**One-time registration:** By signing up for the PSR once, families can ensure that their details are shared with their energy supplier and all regional network companies for electricity, gas, and water.

**Holistic support:** This means that all relevant utility companies are aware of and can cater to the family's specific needs, providing a comprehensive support network.

## 4. Free service for enhanced support

**Cost-free:** The PSR is free to join, removing any financial barrier to accessing these vital support services.

**Universal participation:** The PSR promise is upheld by all participating energy companies in England, Wales, and Scotland, ensuring consistent and reliable support across regions.

**Around-the-clock availability:** Network operators in the UK can be contacted 24 hours a day, every day, to provide assistance and updates.

Families can register here:



## How Together for Short Lives facilitates PSR registration

Together for Short Lives works collaboratively with utility companies to ensure that families receive all the benefits of the PSR. By promoting the PSR, we aim to:

**Raise awareness:** Inform families about the existence and benefits of the PSR, encouraging them to take advantage of this free support service.

**Simplify registration:** Assist families in the registration process, making it as straightforward as possible.

**Ensure comprehensive support:** Work with utility companies to update PSR requests, ensuring that families' needs are communicated to all relevant service providers.



# Family Support Hub

Our Family Support Hub provides families of seriously ill children with emotional, financial and practical support and advice.

## How we can help you:

- Grants to help with daily living
- Free food shops
- Grants for emergency items
- Emergency hospital stay grants
- Energy advice and support
- Breaks and holidays
- Mobility scheme
- Listening support
- Access to counselling
- Events and peer support

**Contact our confidential helpline**

**Open 9am–4pm, Monday–Friday**

 0808 8088 100

 [helpline@togetherforshortlives.org.uk](mailto:helpline@togetherforshortlives.org.uk)

Or scan this  
code with  
your phone's  
camera:

