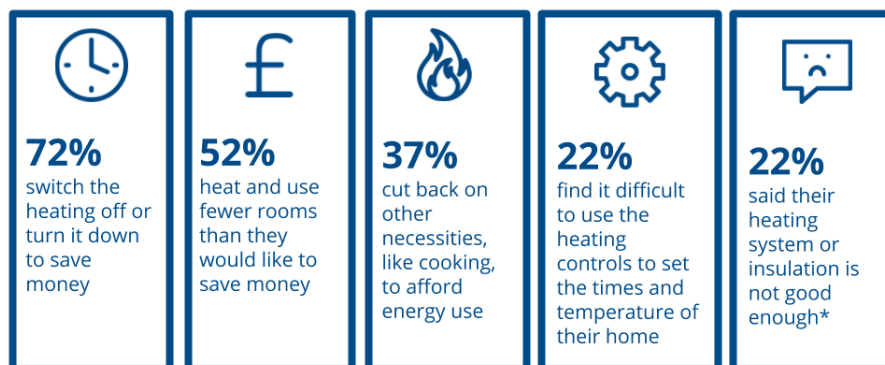


How fuel poverty impacts our community



* includes equipment that is broken or not working properly

Across Oxfordshire many people suffer ill-health or are at risk of becoming ill due to living in cold, damp homes. It is estimated that 30% of excess winter deaths are due to health problems associated with cold homes. Low income, poorly insulated housing, and expensive, inadequate heating systems contribute to fuel poverty.

As reflected in the Health Improvement Board's 2019 fuel poverty report 'Fuel poverty and associated Excess Winter Deaths are indicators of the quality of the housing stock as well as the systems that are there to help vulnerable residents.

In 2018/19, **900 people** asked Citizens Advice across Oxfordshire for help on fuel debts and/or energy-related consumer problems.

Of the **3,900 people** who sought help from Citizens Advice on housing problems in Oxfordshire in the same period, **400 experienced problems** with repairs and maintenance.

What's the impact in Oxfordshire?

For people in Oxfordshire, living in a cold home causes health problems, the most vulnerable groups are:

- the elderly
- pregnant women and young children
- people with respiratory health conditions
- people with cardiovascular health conditions
- people with disabilities
- people in fuel poverty, unable to pay their energy bills.

*Nationally available data shows that 30,000 households in Oxfordshire live in fuel poverty [Source Sub-regional fuel poverty data 2016].

The National Institute of Health and Clinical Care Excellence (NICE) has recommended every Health and Wellbeing Board in England commission a 'single point of contact health and housing referral service' to help vulnerable people who live in cold homes.

The aim of the guidance is to ensure there is a practical solution to help people heat their homes more affordably and stay healthy at home.

If people need energy saving advice, get in touch with Citizens Advice. We can help people find the best deal on their energy bills, give advice on how people can make their homes more energy efficient, as well as ensuring people are getting any discounts or grants they might be entitled to. For an energy-saving appointment, contact [your local Citizens Advice office](#).