

THAW Orkney

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Energy advice and support list

Please find below a list of the primary energy (and wider) support that is available locally and nationally. If you are able to **contact organisations directly** it will be much appreciated so that THAW Orkney can support clients that require the most support.

If you are looking for funding for **property upgrades**, contact **Warmworks** who administer the local upgrade schemes; if you are not eligible for support from the local scheme or are requiring general information on Energy Efficiency as well as loans and grants (e.g. for insulation, heating systems, renewables and transport), please contact **Home Energy Scotland**, who administer the national grants.

If you are having trouble with your **energy supplier or electricity bills**, please contact your **supplier** in the first instance. If you have a high estimated bill, this may be reduced by providing meter readings to your supplier. Although we have provided information on **tariff switching, we would not recommend changing supplier at this time** since you are likely to be paying a higher rate if you do change.

If you wish to **change tariff or meter type** (e.g. to a prepayment meter) with your current supplier, again please **contact your supplier first** – both changing tariff and meter can take some time, but can only be achieved through your supplier. If it has taken more than 6 weeks, you can complain to the **Energy Ombudsman**, who can make your supplier find a solution more quickly. In some instances THAW Orkney can help support the process, but please take into account that we will only be contacting the supplier ourselves and will require additional authorisation to access accounts.

If you have a **short-term energy debt**, please feel free to apply for the **Home Heating Advice Fund** or other grants or payments listed below. THAW Orkney can help to apply for these funds, but depending upon service provision, it may be quicker to self-refer if possible.

Finally, if you are struggling with **low income or financial difficulties other than energy debt**, please contact Citizen's Advice Bureau for support in the first instance. THAW refer clients on to CAB for income maximisation as they have a greater understanding of the current support available.

Property Upgrades, Transport and Renewables

Organisation	Support available	Eligibility
<p>Home Energy Scotland</p> <p>https://www.homeenergyscotland.org</p> <p>Tel: 0808 808 2282</p>	<p>Energy advice on:</p> <ul style="list-style-type: none"> • Renewable Technologies • Low Carbon Transport and vehicle comparison reports • Water Saving • Hard to Treat Traditional Dwellings • Retrofit • Installer Standards • Billing • Electric Heating • Restricted Meters • Switching • Smart Export Guarantee and Renewable Heat Incentive • Phone based advice service, but home visits also available to properties which require a survey. • Impartial service - there to support the householder, make informed decisions, understand householder situation and eligibility <p>Home Energy Scotland Loan (Interest-free): <i>Energy efficiency measures (up to £15k)</i></p> <ul style="list-style-type: none"> • Solid wall insulation: up to £10,000 (£6,000 loan plus £4,000 cashback) • Gas heating system: up to £5,000 (no cashback available) • Heating system (warm air units or high heat retention 	<p>All loans:</p> <ul style="list-style-type: none"> -Affordability and credit checks <p>HES loan:</p> <ul style="list-style-type: none"> -EPC recommending measure -Quote from (normally approved) installer <p>EV loan:</p> <ul style="list-style-type: none"> -Have a licence -Not own a pure EV -Becoming the owner -Quote from an eligible dealership <p>Chargepoint grant:</p> <ul style="list-style-type: none"> -Rural EV owners -Used EV loan owner -Approved installer

	<p>electric storage heaters): up to £5,000 (£4,600 loan plus £400 cashback)</p> <ul style="list-style-type: none"> • Gas connection: up to £5,000 (no cashback available) • Glazing: up to £4,500 (£4,100 loan plus £400 cashback) • Insulated doors: up to £4,500 (no cashback available) • Flat roof or room-in-roof insulation: up to £4,000 (£2,400 loan plus £1,600 cashback) • Loft, floor or cavity wall insulation: up to £1,000 (£600 loan plus £400 cashback) <p><i>Renewable systems (up to £17.5k)</i></p> <ul style="list-style-type: none"> • Wind or hydro turbines: £2,500 • Solar photovoltaic (PV): £5,000 • Solar water heating systems: £5,000 (£1,250 loan plus up to £3,750 cashback) • Energy storage systems (heat or electric batteries): £6,000 • Hybrid PV-solar water heating systems: £7,500 • Heat pumps (either air source to water, ground source to water, water source to water or hybrid air source to water): £10,000 (£2,500 loan plus up to £7,500 cashback) • Heat meter (if installed alongside a heat pump): up to £500 cashback* • Biomass boilers or stoves (non-automated, non-pellet stoves or room heaters are not eligible): £10,000 (£2,500 loan plus up to £7,500 cashback) • Connections to a renewably powered district heating scheme: £5,000 (£1,250 loan plus up to £3,750 cashback) 	
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	<p>Used Electric Vehicle loan (interest free):</p> <ul style="list-style-type: none"> • Used electric cars or vans sold for £30,000 or under • Used electric motorbikes and mopeds sold for £5,000 or under <p>eBike loan (interest free):</p> <ul style="list-style-type: none"> • 2 x ebikes capped at £3,000 each • 1 x family cargo capped at £6,000 • 1 x adapted cycle or electric adapted cycle (value assessed on a case-by-case basis) <p>EV Chargepoint grant:</p> <ul style="list-style-type: none"> • Up to £300 grant (Potential additional £350 from OZEV) 	
<p>Warmworks (EES-ABS/Warmer Homes Scotland)</p> <p>Via HES (Warmer Homes Scotland): https://www.homeenergyscotland.org/warmer-home/</p> <p>Direct (Both) https://www.warmworks.co.uk/our-work/orkney/</p> <p>Tel: 01856 881513 Freephone: 0800 038 6022 Email: orkney@warmworks.co.uk</p>	<p>Warmer Homes Scotland (Often full grant funded):</p> <ul style="list-style-type: none"> • Only referred via HES (phone/portal) • EPC assessment • A2W ASHP • Storage heaters (quantums) (?) • External/internal Wall insulation • Loft insulation • Draughtproofing • Secondary Glazing • Smoke alarms and controls <p>Energy Efficiency Scotland Area Based Scheme (Grant with some contribution – can be supported by HES loan)</p>	<p>WHS:</p> <ul style="list-style-type: none"> -Homeowner, private-sector or life renter -Main residence -Lived for 12 months -EPC 72 or lower -Tolerable standard -WHS >5 years ago -<230m2 (<5 beds) <p>Plus either:</p> <ul style="list-style-type: none"> -75 or over and have no working heating system -16 and over and have:

	<ul style="list-style-type: none"> • EPC Assessment • Loft insulation top-up. • Internal Wall insulation. • External Wall insulation. • (Under) Floor insulation. • High heat retention storage heaters; following insulation upgrades. • Insulation and heating installs via HEEPS:ABS island based contractors 	<p>-DLA/CDP high rate (or low/medium and one benefit from the last line) -AA/CA -Industrial Injuries/ Armed forces or War disablement benefit/payment -PC guarantee -PIP -ADP -UC/IS/ESA/JSA/WTC/CTC/Housing benefit/CT benefit (not 25% discount)</p> <p>EES-ABS: -Homeowner, private-sector or life renter -Main residence -EPC 60 or lower</p> <p>Plus either: -Council tax band A-D -Fuel poor</p> <p>Or both: -Council tax band E-G -Extremely fuel poor</p> <p>And: -DLA high rate/PIP/AA -CT benefit -PC guarantee -UC/IS/ESA/JSA/WTC /CTC/Housing</p>
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<p>Care and Repair https://www.ohal.org.uk/orkney-care-and-repair/contact-us/ Tel: 01856 873369 Email: admin@orkneycareandrepair.co.uk Every Wednesday: 2 - 4pm, drop-in at the Selbro Resource Centre, Hatston</p>	<p>Small repairs service (free, but may be charged for materials):</p> <ul style="list-style-type: none"> • Minor Works or Repair, Improvement, and Adaptation • Assess home Safety and Security. • Involve other agencies for further advice and assistance • Can help access grants/contractors for larger repairs <p>Disabled Adaptations (grants if qualify):</p> <ul style="list-style-type: none"> • Bathroom to wet room conversions • Help with Hygiene. Integrated washing and drying (i.e. bio bidets and Closomats) • Stair lifts • Ramps and rails for primary access • Adaptions to kitchens and living areas • Internal grab rails and banisters • Widening doors <p>Home improvements (grants if qualify):</p> <ul style="list-style-type: none"> • Support with plans, building warranty, contractors and building regulations • reconfiguring the layout/use of rooms within your property • adding an extension to your existing property 	<p>benefit</p> <p>Small repairs service:</p> <ul style="list-style-type: none"> -Privately owned or rented properties -Over 60 or registered disabled -Not in full time employment <p>Disabled Adaptations/Home improvements:</p> <ul style="list-style-type: none"> -Open for all, if paying for works -Otherwise, potential grants through NHS Occupational Therapy
<p>OREF https://www.oref.co.uk/ Email: office@oref.co.uk</p>	<p>Peer-support membership organisation focussed on renewable energy generation in Orkney.</p>	<p>Open to all</p>
<p>Co-Wheels https://www.co-wheels.org.uk/</p>	<p>Pay as you go car hire:</p> <ul style="list-style-type: none"> • Free membership 	<ul style="list-style-type: none"> -Valid driving licence for at least 2 years -Over 19 with 0 points on licence

https://www.reflexorkney.co.uk/home/car-club	<ul style="list-style-type: none"> • £25 start-up credit (REFLEX1 code) • Insurance included • Book and pay for time used using smart card • Cars: Kirkwall Pier, Somerville Sq (KW), ORIC (Stromness) 	<p>-Over 26 with no more than 6 points</p>
<p>ReFLEX Customer engagement team: Christina Copland, Gyles Poulton, Lisa Rhodes-Schofield, Anna Marriott (manager) info@reflexorkney.co.uk +44(0)1856 480008 www.reflexorkney.co.uk/get-in-touch/enquiry</p>	<p>Electric vehicles:</p> <ul style="list-style-type: none"> • Local access to buy or lease an EV <p>Chargepoints:</p> <ul style="list-style-type: none"> • Local access to purchase and get grants for installations <p>Online Carbon footprint assessment</p>	<p>Open to all, restrictions on leasing/purchase agreements</p>

Energy Bills, suppliers and energy debt

<p>Warm Homes Discount https://sse.co.uk/help/accessibility/warm-home-discount Email: WarmHomeDiscount@sseenergyservices.com</p>	<p>£140 towards electricity bills over winter</p>	<p>If you get the main benefits A or B, then you qualify, and you don't need to tell us about any other benefits you might get.</p> <p>If you get main benefits C to K then you must have a matching additional benefit as well. The coloured circles show which main and additional benefits match together. You'll only qualify for the Warm Home Discount if you get a matching pair. If you get a pair that match, put a tick in the boxes to show what benefits you get to qualify, then turn over to Section 2. If you don't get a matching pair of benefits, then you won't be able to qualify for the Warm Home Discount this year.</p>
<p>Home Heating Advice Fund https://homeheatingadvice.scot/ Self referral: https://homeheatingadvice.scot/household-registration/ Email: support@homeheatingadvice.scot</p>	<p>The main objectives / expected outcomes of the grant are:</p> <ul style="list-style-type: none"> to support vulnerable individuals and those in need; to help communities respond to the needs and challenges they are experiencing; and protect the wellbeing of Scotland. <p>This includes assisting Scottish citizens identified as 'self-rationing' energy.</p> <p>The fund can help make payments towards future energy bills, depending on the customer's situation. It can also assist towards payment outstanding debts the customer may have with their energy provider.</p>	<p>Required:</p> <ul style="list-style-type: none"> -Evidence that energy or debt advice received (via Trusted referral partners or evidence of getting support from an accredited agency) -Not disconnected from energy source <p>Other evidence (may increase payout):</p> <ul style="list-style-type: none"> -Self-rationing -Island community (evidence of a KW postcode – e.g. a bill) -Remote rural (KW16/KW17)

	<p>The fund seeks to provide financial relief to energy consumers who are experiencing significant financial hardship and strives to provide this support to households regardless of the fuel or payment method used.</p>	<ul style="list-style-type: none"> -Fuel poor i.e. >10% of income used on fuel (after housing costs, e.g. rent and council tax and with an income of <£1,900/month income for a single person) -Reliance on electric heating, restricted meters (e.g. THTC/eco7/eco10) and poor EPC ratings (evidence – EPC/bills) -Fuel debt (evidence of current debt) -Over 75 (evidence – official document)
<p>Tariff switching</p> <p>Ofgem-accredited price comparison websites</p> <ul style="list-style-type: none"> • Energy Helpline - http://www.energyhelpline.com/ • Energylinx - http://www.energylinx.co.uk/ • The Energy Shop - http://www.theenergyshop.com/ • Money Supermarket - http://www.moneysupermarket.com/ • My Utility Genius - http://www.myutilitygenius.co.uk/ • Simply Switch - http://www.simplyswitch.com/ • Switch Gas and Electric - http://www.switchgasandelectric.com/ • Quotezone - http://www.quotezone.co.uk/ 	<p>Comparison of annual costs, typically using annual usage figures and tariffs from current bills.</p>	<p>Open to all</p>

<ul style="list-style-type: none"> • Unravel It - http://www.unravelit.com/ • Uswitch - http://www.uswitch.com/ 		
<p>Ombudsman https://www.ombudsman-services.org/</p>	<p>Escalation of complaints about a supplier after exhausting all avenues with the supplier themselves. This is often unnecessary in most cases as support organisations (such as THAW) can help to explain issues or find a solution with the supplier. However, in circumstances where suppliers have not responded within a designated time, it is possible to bring in the ombudsman.</p>	<ul style="list-style-type: none"> -Logged a complaint with supplier -Worked with supplier on complaint -No satisfactory resolution after 8 weeks -Have evidence of issue
<p>Energy Supplier – debt grants:</p> <ul style="list-style-type: none"> • British Gas Energy Support Fund (open for any supplier) - apply for a grant on the British Gas Energy Trust website • Scottish Power Hardship Fund - apply for a grant on the Scottish Power Hardship Fund website • Ovo Energy Fund - apply for a grant on the Ovo Energy Fund website • E.ON Energy Fund - apply for a grant on the E.ON Energy Fund website • E.ON Next Energy Fund - apply for a grant on the E.ON Next Energy Fund website • EDF Energy Customer Support Fund - sign up to the priority services register to apply for a grant on the EDF Energy website • Bulb Energy Fund - apply for a grant on the Bulb Energy Fund website 	<p>Support for energy debt</p>	<p>BGET – open to all Otherwise supplier specific</p>

<ul style="list-style-type: none"> • Octopus 'Octo Assist Fund' - apply for a grant on the Octopus website • Shell Energy Support Fund - apply for help on the Shell Energy website 		
<p>Charis Grants https://charisgrants.com/individuals/</p>	<p>Various grants (change throughout the year), but typically provide support for household energy bills to those who may be struggling, including:</p> <ul style="list-style-type: none"> • grants towards bills or • help to buy standard freestanding appliances 	<p>Eligibility is dependent upon the supplier and the grant available</p>
<p>THAW Orkney</p>	<p>Energy Advice: Information on Heating systems, Insulation, Renewables, Transport, Energy Suppliers, meters and tariffs. Energy advocacy and Income maximisation support through Citizen's Advice.</p> <p>Cosy Home Pack: A standard pack contains: Warm Blanket Microwave Wheat Bag Warmer Energy Saving Light Bulbs Oil Filled Radiator Thermal Hat, Socks and Gloves</p> <p>Electricity vouchers (THAW/Foodbank funds): Support access to energy vouchers for Foodbank clients through Papdale stores. THAW also have access to a small fund for Paypoint/Post Office vouchers for isles clients and those in emergency situations.</p>	<p>Energy advice Open to all, but greater support available for those on low income or other need for higher support</p> <p>Cosy home pack -In fuel poverty And either: -in extreme fuel poverty -have high support needs</p> <p>THAW Small Grants: -In fuel poverty. And either: -Need an installation, repair or service to either the property itself or the property's heating system in order to increase levels of warmth and comfort or reduce levels of fuel poverty for the household</p>

	<p>Electricity grants and Foodbank referrals: Access to external grants for energy debt and energy support as well as referrals to Foodbank.</p> <p>Small Grant: Up to £150 to a single household</p>	<p>-Need a contribution to an installation from one of the national programmes (HEEPS:ABS or Warmer Homes Scotland) and the householder's circumstances does not enable him/her to pay the full amount and without such, the installation would not proceed.</p>
<p>Fuelbank (Only available through Third Party referral – THAW Orkney)</p>	<p>Fuelbank Electricity vouchers</p> <ul style="list-style-type: none"> • One-off voucher for prepayment meters • £30 summer or £49 in winter • Only 3 available in 6 month <p>Fuelbank Heat fund</p> <ul style="list-style-type: none"> • One-off payment of coal, wood, heating oil or LPG 	<p>Electricity vouchers:</p> <ul style="list-style-type: none"> -Have prepayment meter and will use electricity themselves -Close to/already using emergency credit <p>Heat fund:</p> <ul style="list-style-type: none"> -Coal, wood, heating oil or LPG purchase is your primary source of heat -Are off gas grid and do not use electricity as primary source of heat <p>And either:</p> <ul style="list-style-type: none"> -living without heat because you are unable to afford to purchase fuel to top up bunker, store, tank or bottles -imminently in risk of living without heat because are unable to afford to purchase bulk fuel (imminently = within seven days) <p>Evidence:</p> <ul style="list-style-type: none"> -bank statement/benefits letter. -Analysis of energy usage

Wider support and advocacy

<p>Advocacy Orkney</p>	<p>Advocacy Orkney is a registered charity and an independent service which provides FREE and CONFIDENTIAL, INDEPENDENT advocacy (legal advice and support) within Orkney.</p> <p>The Service, although not exclusively, focuses on mental health, learning disability, children and young people and those who are vulnerable or elderly.</p> <p>Our mission statement is "supporting your voice" and we strongly believe our duty is to help everyone in Orkney to:-</p> <p>Be listened to and respected Be involved in decisions which affect their lives Be part of their community Have access to information relevant to them Have their views and wishes heard.</p>	<p>Open to anyone</p>
<p>Orkney Citizen's Advice Bureau Orkney CAB operates an appointment only service. Reception opening hours are: Mon – Fri 10.00-14.00 Anchor Buildings 6 Bridge Street Kirkwall bureau@orkneycab.casonline.org.uk 01856 875266</p>	<p>Advice provided by our service is free, independent, confidential, impartial and available to everyone.</p> <p>We look at the problems people bring to our advice services and campaign for change where it's needed most.</p> <p>We work for a fairer Scotland where people are empowered and their rights respected.</p> <p>Services include:</p> <ul style="list-style-type: none"> • Income maximisation • Advice on debt and budgeting 	<p>Open to anyone</p>

	<ul style="list-style-type: none"> • Warm Home Discount and other grant fund applications • Legal/court and advocacy service 	
<p>Orkney Charitable Trust</p> <p>http://www.octrust.org.uk/ Hillhead, St Ola, Kirkwall, Orkney, KW15 1SX Email: info@octrust.org.uk Tel: +44 (0)7795 574 116</p>	<p>Orkney Charitable Trust raises and distributes funds to help people under 25 who live in the Orkney Islands. Our funds are available to young people in times of ill health, disability, hardship or disadvantage.</p> <p>Orkney Fund</p> <ul style="list-style-type: none"> • OCT's general fund. This fund quickly and flexibly helps children and young people in a time of need. <p>Bairns need Nappies</p> <ul style="list-style-type: none"> • This helps with the supply and cost of nappies for people who need some help providing these for young children. Referrals through NHS Health Visitor or Midwife. <p>Help from Home</p> <ul style="list-style-type: none"> • Provides financial support to local families who require it when a child, or young person, needs treatment in a hospital out-with Orkney. Working with the NHS Travel team it helps families meet the extra costs incurred when travelling South for any type of hospital visit. <p>Every Child Deserves A Christmas</p> <ul style="list-style-type: none"> • Financial support for families during Christmas period 	<p>-Under 25 -Living in Orkney -Ill health, disability, hardship or disadvantage</p>
<p>Island Development Trusts</p>	<p>Stronsay: Fuel Poverty grant (£100) – application on website</p> <p>Westray: Young Persons Travel Expenses Grant – up £100/year for travel to mainland Orkney.</p> <p>Rousay, Egilsay and Wyre:</p>	<p>Living on the isles</p>

	Child Ferry Tickets - One book of 50 tickets per child for those permanently resident on Rousay, Egilsay or Wyre.	
<p>Island Wellbeing coordinators: HOY AND WALLS - Denize Lace denize.lace.iohdt@gmail.com 01856 701356 SHAPINSAY - Alison Meason wellbeing.shapinsay@gmail.com 01856 711733 SANDAY - Magda Macdonald wellbeing@sandaydevelopmenttrust.org.uk 01857 668266 STRONSAY - Anna Bliss-Davis sdtwellbeing@gmail.com 01857 616410 ROUSAY, EGILSAY AND WYRE - Nicky Jacques nicky@rewdt.org 01856 821229</p>	<p>The aim of the project is to improve the wellbeing of island residents. We use a very broad definition of wellbeing which encompasses health, economic, social and place wellbeing. We do this through the development of community-led initiatives and the provision of generalised one-to-one support. This dual role enables coordinators to respond to the immediate needs of the community, whilst developing long-term capacity.</p>	<p>Hoy, Sanday, Shapinsay, Stronsay, and Rousay, Egilsay and Wyre residents</p>
<p>Wider support (Education/training)</p> <p>Employability Orkney 62 Junction Road Kirkwall KW15 1AR</p> <p>Tel: 01856 876605 Email: admin@employabilityorkney.co.uk Web: www.employabilityorkney.co.uk</p>	<p>Employability Orkney Employability Orkney is a registered charity that was established in 2005 to help provide a range of sustainable supported employment, training and volunteering opportunities for those with a barrier to gaining employment. This broad remit includes individuals with a learning disability, physical disability, mental health needs, alcohol/substance misuse needs, ex-offenders, care leavers, long-term unemployed and anyone who experiences a disadvantage in entering the labour market.</p>	

<p>Skills Development Scotland Kirkwall Careers Centre 2 Albert st KW15 1HP Tel: 01856 872460</p> <p>Community Learning and Development: https://www.orkney.gov.uk/Service-Directory/C/cld-services.htm The Learning Link 1 St Rognvald St, Kirkwall KW15 1PR Tel: 01856 879200</p> <p>Developing the Young Workforce Orkney College UHI, East Road, Kirkwall KW15 1LX</p>	<p>Skills Development Scotland Career information, advice and guidance</p> <p>Community Learning and Development: The Learning Link (Adult Learning) The Learning Link is a free service which is dedicated to helping adults to gain new skills and increase their self-confidence. Helping people to 'brush-up' on their basic skills, gain enough confidence to apply for jobs or to improve their present career situation. Some people have been able to help their children with homework or progressed into further education. We can also offer accreditation in literacy and / or numeracy.</p> <p>Youth services Support for youth accreditation (Awards and certificates) as well as youth voice, through Youth Forum and Youth Parliament.</p> <p>Employability services Funded training services including Kickstart, Learning Disability Support, Parental support (training fund), Redundancy support.</p> <p>Developing the Young Workforce Youth-focussed careers advice and guidance, including work placements and helping to link employers and employees.</p>	
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<p>Tel: 01856 569 352 Email: orkneydyw@uhi.ac.uk</p> <p>University of the Highlands and Islands (UHI) Orkney College UHI, East Road, Kirkwall, Orkney, KW15 1LX. Tel: 01856 569 000 Email: Orkney.College@uhi.ac.uk</p>	<p>University of the Highlands and Islands Employability Fund (16-24 NEET, refer from SDS, DWP, OIC, UHI) 6-Week+ course, no entry requirements, bursary available This national training programme, which is sponsored by Skills Development Scotland, has been developed to help young people make a successful transition into the labour market and to help re-train those who have been made redundant.</p> <p>Stepping Stones 1 year course, four national 4 passes, bursary available This course would be ideally suited to school leavers who are unsure what to do next or need further qualifications and study skills. Students experience a variety of subject areas, through project based learning which will provide a variety of creative and practical activities.</p>	
<p>Wider support (Income)</p> <p>Kirkwall Job Centre Plus Tankerness Lane, Kirkwall KW15 1AQ Tel: 0345 604 3719</p> <p>Council tax reduction/housing benefit (OIC) https://www.orkney.gov.uk/Service-Directory/A/Apply_for_Council_Tax_Benefit.htm</p> <p>Scottish Welfare Fund (OIC)</p>	<p>Job Centre Plus At your local jobcentre, they can deal with all your claims for Universal Credit, Jobseeker's Allowance, Incapacity Benefit, Employment and Support Allowance and Income Support.</p> <p>Council tax reduction and housing benefit Single person households (CT) and other eligibility will allow reduction in council tax and support for rent through housing benefit.</p> <p>Scottish Welfare Fund (OIC)</p>	

<https://www.orkney.gov.uk/Service-Directory/S/scottish-welfare-fund.htm>

Social Security Scotland

<https://www.socialsecurity.gov.scot/>

Tel: 0800 182 2222

Crisis Grants:

Providing a safety net in the event of a disaster or emergency. A Crisis Grant may help if you are:

- In crisis because of a disaster like a fire or flood, or an emergency such as losing all your money or having to visit a sick child in hospital.
- Need help with costs that have arisen as a result of the disaster or emergency, to keep you and your family safe from harm. If you qualify for a Crisis Grant, the help you receive will depend on the particular difficulties you face. You may be given money or another form of support, for example, a voucher, fuel card, travel ticket or furniture.

Community Care grants:

Providing help to leave care and live on your own, or to continue living in your own home. A Community Care Grant may help if you:

- Are about to leave care to live on your own in the community, for example after being in hospital or in prison, or face going into care because you don't have the things you need to continue living at home. A Community Care Grant may also be able to help if you are struggling to provide a safe and secure home for your family.
- Need help to get essential household items like a cooker or washing machine but don't have the money to buy it. As with the Crisis Grant, if you qualify for a Community Care Grant the help you receive will depend on your circumstances. You may be given money or you may

	<p>receive support another way, for example, a voucher, fuel card, travel ticket or furniture.</p> <p>Social Security Scotland NHS Orkney Best Start Support with food, milk (monthly) and grant for young families Child benefit/Scottish Child payment Financial support for families with children up to 16 years old</p> <p>Adult/Child Disability Payment Financial support for households with physical or mental health disabilities.</p>	
<p>Wider support (Misc)</p>	<p>Food fridges (DTs and Greener Orkney) Access to left-over food from supermarkets and other suppliers that is available for free.</p> <p>Women’s Aid Orkney Support for women who have suffered from domestic abuse.</p> <p>Age Scotland Orkney Services for older people</p> <p>Home Start Orkney Services for families with under 5s</p> <p>Crossroads Support for carers</p>	

	<p>Shelter Scotland Support for legal and practical advice for those that are homeless.</p> <p>The Blide Trust Support for people struggling with mental health difficulties.</p> <p>Fisherman/Farmer/Forces grants Various grants available through profession specific trusts.</p>	
<p>Foodbank (only available through Third Party referral – multiple organisations including THAW)</p>	<p>Support can include:</p> <ul style="list-style-type: none"> • Foodbank parcel (picked up or delivered by third party) • £60 Tesco vouchers (via SMS through THAW) • £30 Electricity vouchers (via SMS for prepayment, or transfer to supplier for credit meter, through THAW) 	<p>Foodbank parcels – open to anyone Tesco vouchers/electricity vouchers – available with referral for a Foodbank parcel upon contact with THAW (only 3 Tesco vouchers available in 6 months)</p>