Affordable warmth: What’s in the pipeline?

The pipeline approach to tackling fuel poverty

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Erik Firth
Orkney Citizens Advice Bureau
To eradicate fuel poverty and achieve affordable warmth for households in all Orkney communities
Our goals

- Establish baseline data on fuel poverty in Orkney in order to lobby and influence action plans & programmes
- To ensure non-duplication of other organisations’ efforts already in existence and which are already proving to be effective
- Build effective working relationships with relevant organisations, for example: OIC, NHS, community groups and development trusts
- Work in partnership/collaboration with other organisations in order that we maximise the impact
- Employ a unit of staff to deliver the goals of THAW Orkney
- Build a local and national identity
To be the 1st local port of call for information and advice & to provide a hand holding service to clients

- Develop and maintain a website which effectively links all other information sources

- Develop and maintain a referral process and case load management system to ensure effective co-ordination of services

- Provide a referral service to 3rd parties

- Facilitate and provide seminars, events & training for partner organisation’s staff and households

- Develop and maintain a responsive support service providing telephone and email advice

- Develop and maintain an advocacy service for clients regarding fuel poverty
Work in partnership/collaboration with other organisations to develop a community based pipeline model to tackle fuel poverty in Orkney

Community Planning Partnership
Key Priorities

Positive Ageing
Healthy & Sustainable Communities
What is a pipeline model

- It identifies the different stages a client can go through during their journey towards their end goal
- It identifies the agencies that can provide support at each stage
- It provides the client with an action plan which identifies the specific support they need at the different stages of their journey
- It ensures that clients do progress in their journey and that there is no slippage
# Orkney Employability Pipeline

<table>
<thead>
<tr>
<th>STAGE 1</th>
<th>STAGE 2</th>
<th>STAGE 3</th>
<th>STAGE 4</th>
<th>STAGE 5</th>
<th>STAGE 6</th>
</tr>
</thead>
<tbody>
<tr>
<td>Referral/Engagement Initial Needs Assessment</td>
<td>Barrier Removal / Specialist Intervention</td>
<td>Employability / Vocational Training</td>
<td>Accredited Training &amp; Career advice</td>
<td>Work Placements, Job Brokering &amp; Job Matching</td>
<td>In-Work Aftercare</td>
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</table>

**STAGE 1**
- **Client referral process and engaging with clients**
- **Conducting initial needs assessment & completing a client based action /development plan**

**STAGE 2**
- **Actions to help remove / address barriers i.e.**
  - Substance misuse
  - Family circumstances
  - Health & wellbeing
  - Occupational Health needs
  - Financial / debt management
  - Ability to make appropriate choices

**STAGE 3**
- **Preparing for the workplace and training for the workplace i.e.**
  - Time keeping
  - Understanding workplace requirements
  - Building working relationships
  - Motivations
  - Following directions and taking supervision
  - Application & interview skills
  - Short course training programmes – Industry recognised

**STAGE 4**
- **Delivering training towards Nationally recognised qualifications (e.g. courses lasting more than 5 days with no expiry date)**
  - Oral & written communication
  - Numeracy & literacy
  - Application & interview skills
  - Short course training programmes – Industry recognised

**STAGE 5**
- **Identifying client’s work aspirations and engaging with employers to:**
  - Arrange work experience
  - Arrange work trials
  - Identify employment opportunities
  - Promote clients for employment opportunities

**STAGE 6**
- **Workplace mentoring & workplace learning support**

### Employability Orkney
- Orkney Blide Trust
- Learning Link
- Connect
- Saltire
- VAO
- JCP
- SDS
- Orkney College
- Life Skills
- Orkney Soap
- All Age Disabilities
- Operation
- Employability

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### Orkney College
- Life Skills
What the benefits are

- Clearly identifies the specific support organisations offer at each stage of the pipeline so client knows who to approach
- Identifies any under provision in service
- Identifies any over provision in service
- Identifies agencies that could potentially provide support at different stages
- Allows for collective business planning, thus reducing competition and increasing sustainability & improves service
- Identifies potential collaborative/partner projects
- Reacts to the changing needs of the client at the different stages of the pipeline
- Ensures the client receives a continuity of service and ultimately progresses to their end goal
# Fuel Poverty Pipeline

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<th>Property Related Actions</th>
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<tbody>
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<td>Identification / initial engagement</td>
<td></td>
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<tr>
<td>2</td>
<td>Assessment of cause &amp; action planning</td>
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## People Related Actions
- **Self diagnoses / referral / organisational referral / 3rd party referral**: Causes and fuel costs
  - Low income
  - Behaviour
  - Energy efficiency / property
- **Mental wellbeing / physical wellbeing / Manage conditions**: Grants and expenditure
  - Income
  - Benefits
  - Tuition (on & off site)
  - Seminars
  - Motivation
- **Leaflets / Technology / Switching / Grants**: Telephone assessment
  - Rd SAP
  - Full SAP
  - Full EPC
  - Green deal assessment
- **Project manage / Financial advice / Accreditation**
- **Reviewing effectiveness of pipeline journey & if still in Fuel Poverty.**

## Property Related Actions
- **Review / assessment & action plan**: Project manage / Financial advice / Accreditation / Tuition (on & off site) / Leaflets
# FUEL POVERTY PIPELINE

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QUESTIONS / THOUGHTS