

Utility Bills information – Cloudesley Partner briefing - April 2022

Cloudesley Partner Grants

This briefing provides some additional guidance about the Cloudesley Partner scheme and other sources of advice and support as utility costs will be an on-going concern. As detailed in the grant agreement and guidance notes, Cloudesley Partner funding is for use as small one-off payments and cannot usually be used for recurring needs. This means that in most instances the funding should not be used to cover utility bill costs. Hopefully, however using Cloudesley Partner grants for other emergency needs will relieve some pressure on residents.

Advice and Support

There are other sources of support and advice. If any partner knows of other ways residents can be helped please do share it.

SHINE

The SHINE flyer is attached. SHINE does not provide financial support, but they can identify if clients are eligible for discounts i.e. Thames Water Help and support those with water debt to apply for the payment matching scheme. They are able to support clients with energy debt to negotiate payment plans and in some cases can apply for trust funds for the debt. In addition, they can offer energy doctor visits to provide energy saving measures such as free energy saving lightbulbs, draught proofing and reflective radflek reflectors behind radiators.

Below is a link to the SHINE referral Questionnaire

[SHINE Referral Questionnaire | Islington Council](#)

Islington Council

Islington Council has information on its website regarding help with energy bills.

[Help with your energy bills | Islington Council](#)

Turn2US

Turn2Us have advice on their website:

[Struggling with Energy and Water Schemes - Turn2us](#)

Islington Advice Services

There are a number of advice agencies in Islington that offer advice on debt including bankruptcy, housing and benefits.

Details of agencies and areas of advice can be found through the Islington Council website:

[Advice services | Islington Council](#)