

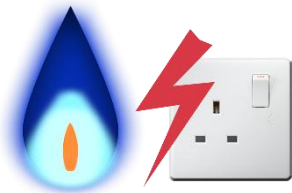
Changing houses so they stay warm and are better for the planet





Energy and our houses

We need to change our houses so they are better at using energy.



Energy is things like electricity and gas that light our homes or keep them warm.

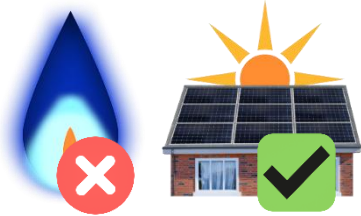


This saves us money.



It is also good for the planet.

The kinds of changes



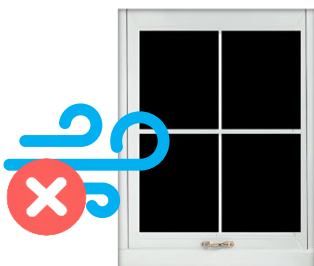
Some of the changes are about changing what type of energy we use. (Energy is things like electricity and gas that light our homes or keep them warm.) For example to stop using gas and use energy that is good for the planet.



Some changes are about stopping houses from losing heat. That means less energy is needed to heat them.



We can stop houses losing heat by insulating them. Insulating means that the spaces in the walls or roof or floor are filled. This means less heat can get through them.



Some changes are about filling gaps in the house. For example stopping wind getting in cracks in windows.



Disabled people and energy (Energy is things like electricity and gas that light our homes or keep them warm.)

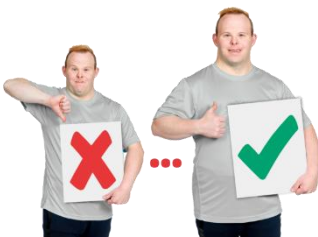
Some Disabled people need to use more energy. For example to keep the house warmer or power a wheelchair.



We wanted to find out how changing energy in our houses can be good for Disabled people and save them money.



We asked Disabled people what problems happen when making changes to energy in their homes.



We also asked them how the problems could be fixed.

Problems for Disabled people 1



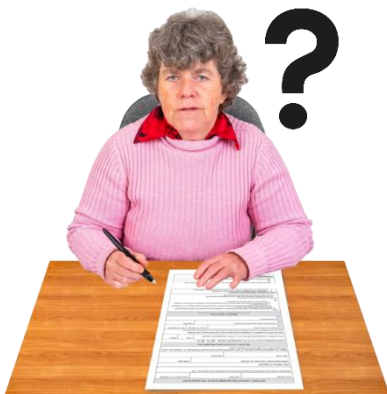
Disabled people are often left out of the changes to energy in houses. (Energy is things like electricity and gas that light our homes or keep them warm.)



This can be because lots of Disabled people don't have much money.



The government gives out some money to make energy changes to houses.

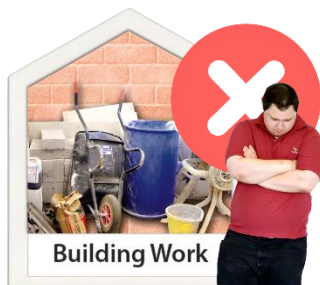


To get this money you have to fill in lots of confusing forms. Some Disabled people find this hard.

Problems for Disabled people 2



Often the people who do the work don't know how to talk to Disabled people. This makes people confused.



The needs of Disabled people are often not thought about. This means the wrong changes can be made for them.



Builders have to come into the house to do the work. This is often difficult for Disabled people.



Lots of Disabled people feel unsafe with builders in their home. They are worried that the builders will treat them unfairly.

Problems for Disabled people 3



Sometimes the power has to be turned off. This is hard for Disabled people. For example some people have machines that are important for their health and need to be on all the time.



Lots of Disabled people find having the changes difficult. It makes them tired or stressed.

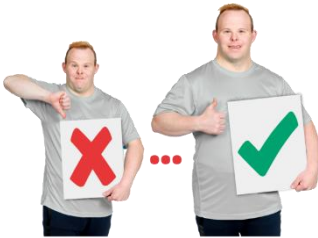


People often get a new machine to make energy in their house. (Energy is things like electricity and gas that light our homes or keep them warm.) For example they might get solar panels. Solar panels are machines that use sunlight to make energy.



These machines are often not explained to people. So people get confused using them.

Fixing the problems



We want to fix the problems Disabled people have making changes to energy in their houses. (Energy is things like electricity and gas that light our homes or keep them warm.)



That way Disabled people can save money by having the changes without it being difficult for them.



We talked to Disabled people to get ideas for how to fix the problems.



The next pages have some of the ideas people gave us.

Ideas for fixing problems 1



The builders should do the work in the way that meets the needs of the Disabled person. They should ask the Disabled person to find out what their needs are.



The builders should be trained on how to work well with Disabled people.



There should be a person whose job is to talk to Disabled people who are having work done. They can make sure that Disabled people are happy with the work.



Disabled people should be helped to fill in forms. Then they can get money to do the work.

Ideas for fixing problems 2



The builders should talk to each Disabled person in a way they understand. For example some people will need an Easy Read booklet and no jargon.



Some machines don't work for all Disabled people. For example they might cost too much money to use.



People should be told how much a machine will cost them to use. Then they can decide if they want it.



When a machine doesn't work for a person then it shouldn't be put into their house. They should be given machines that work for them even if they don't own the house.



Ideas for fixing problems 3

Help should be given to people before and after the builders come. For example if heavy things need to be moved this should be done for the Disabled person.



People should be taught how to use the new machines. It should be clear and easy to use for everyone.



Disabled people should be able to say if the work of the builders was good or bad. Their ideas should be used to make the work better for other people.



The government should find out how many Disabled people are making the changes. They should then work out how to support more Disabled people to make changes.



About this booklet

This booklet was made by the charity Centre for Sustainable Energy.



This charity tries to make changes to energy. It tries to make the work good for everyone. (Energy is things like electricity and gas that light our homes or keep them warm.)



The work is part of project called the Community Climate action project.



You can talk to us by emailing info@cse.org.uk