

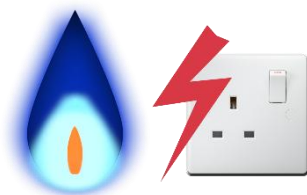
Making changes to energy in your home



This is an Easy Read booklet that we use to understand you and what you need. We will make notes to help us remember what you say.



This will help us when we make changes to energy in your home.



Energy is things like electricity and gas. It is used for lights and to heat your house.



If we understand your needs we can make the work better for you.

About you



Tell us about your disability or disabilities.



What does your disability make difficult for you? For example it might be hard to walk. Or you might need people to not use jargon.



Do you have a carer?



Are you a carer?

If you do have a carer tell us:



How to get in touch with your carer. Do you use the phone? Text messages? Email?



What time is your carer with you?



What does your carer do for you? They might help you move around. Or they might help you plan what you are doing and when.



If you are a carer please tell us:

Can you leave the person you care for?



How long can you leave them for?



Do you need to use the internet to do your caring?

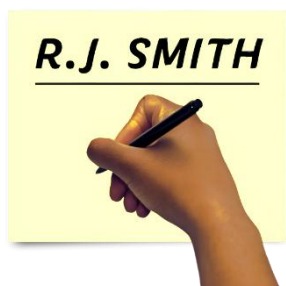
Talking to you



What do you need when we're talking to you or writing you a letter?



Large print?



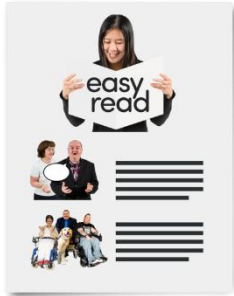
Do you need us to use coloured paper or writing? For example black words on yellow paper?



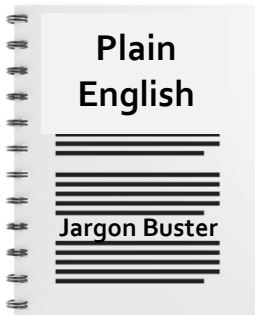
Do you need a video?



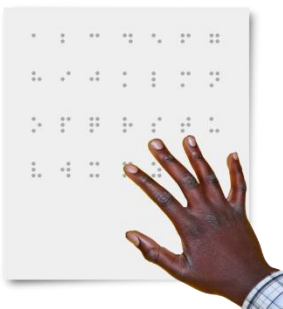
Do you need a sound recording?



Do you need Easy read?



If you don't need Easy Read do you need Plain English?



Do you need Braille? Braille is when people can read by feeling bumps in a page.



Is it OK to talk to you by text?



Is it OK to talk to you by email?



Do you need British Sign Language or Makaton? This is when people talk to each other using hand gestures.



Do you find it difficult to speak English? Is another language better? For example you might understand French.

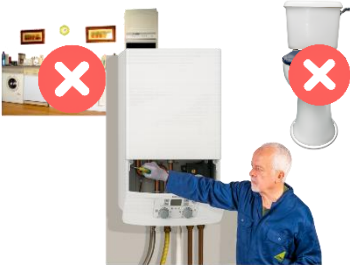


What else do we need to know when talking to you?

What you do often



We will need to come to your house when you are in. Please tell us what you do every week so we know what times are good.



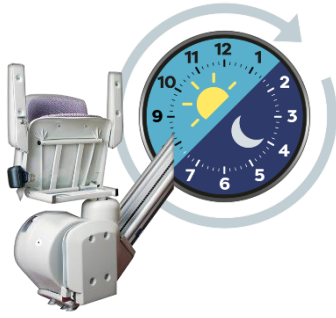
You might not be able to use some rooms in the house while we do the work. For example the kitchen or bathroom.



Do you have to always be able to use the kitchen?



Do you have to always be able to use the bathroom?



Do you have a lift or stairlift that you need to be able to use all the time?



How long does it take you to get to the door when people knock?

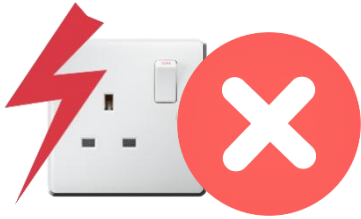


Do you have doctor or hospital visits that happen often? If so when do they happen? We can make sure we don't come to the house when you are at them.



Is there anything else you need to tell us about what you do every week? We need to know the things that you will be out of the house for.

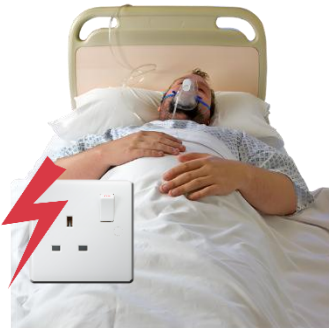
Power and water



We might need to turn off the electricity when we do the work.



Do you need electricity or water for your health? For example you might need to use the shower at any time of the day.



Do you have machines that use electricity that you need for your health? For example a machine that helps you breathe.



Do you have machines that use electricity that help you move around? For example a hoist that lifts you out of bed.



Do you need to keep medicine in the fridge?



Do you have a machine that helps you talk to people? For example button you can press if you fall over.

Other



The work means there will be noises and people in your house for a while.



Let us know if you'd find any of these things difficult.



Loud noises



Dust. For example if dust is in the air and it makes you ill.



Do you need help with any of these things:



Filling in forms?



Emptying your loft?



Moving furniture? Furniture is things like tables and chairs.



Fixing things after the work? For example fixing a hole in the wall.



Do you have any changes to your home to help with your disability? For example you might have grab rails. Grab rails are handles on the wall you can use to help you stand up or not fall over.



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