



the brain injury association

**Central Lancashire**

# HEADWAY CENTRAL LANCASHIRE **ESPAK** PROJECT

**E**LECTRICITY **S**UPPORT **P**ARTNERSHIP  
**A**ND **R**ESOURCES **K**NOW **H**OW

# Our partnership with ENW

- HWCL has been successful in obtaining some funding to support all our clients and their families to sign up to the Extra Care Register.
- The 1-year project will also provide helpful energy advice and a power cut pack.
- If we are successful in signing up clients who need extra help regarding their electricity supply, we might be able to extend the project next year.
- If you think you may be registered don't worry you can register again under 'Headway Central Lancashire'.



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# Electricity North West

- Electricity North West is one of 14 [distribution network operators](#) in the UK regulated by [Ofgem](#) and the majority of electricity enters our network from the National Grid.
- ENW maintains and upgrades 13,000 km of overhead power lines and more than 44,000 km of underground electricity cables. They cover an area from the Lake District to the bustling city of Manchester and all the towns and villages located in-between.



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# Electricity Northwest Funding

Support for energy customers:

- Extra Care register and power cut advice.
- Free energy advice
- Partnering with local charities to ensure the right families are reached (ESPAK Headway Central Lancashire)



The screenshot shows the Electricity Northwest website. The header includes the logo 'electricity north west' with the tagline 'Bringing energy to your door', a 'POWER CUT? CALL 105' button, and social media icons for Facebook, Twitter, YouTube, and LinkedIn. A search bar is located in the top right corner. The main navigation menu includes 'Power cuts', 'Get connected', 'Go net zero', 'Advice and support', 'Private networks', and 'About us'. The breadcrumb trail reads 'home > Power cuts > Extra Care > Register or update your details'. The main heading is 'Register or update your details for extra care'. Below this, there is a paragraph of text: 'If you are already registered and you want to notify us about a change, please provide full details below and we will update our records. By completing and submitting this Extra Care registration form you are providing Electricity North West with your consent to use your personal data to include you on Electricity North West's Extra Care Register (ECR) as part of our priority services and to process your personal data for the purposes of operating the ECR, including providing you with support should you experience a loss of electricity supply. To see full details of our privacy policy, just go to the bottom of this form and click on 'privacy policy''. A photo of a smiling woman with long dark hair, wearing a dark jacket and a blue lanyard, is positioned on the right side of the page.



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# So what is our project: ESPARK

- What's ESPARK? - A funded project to support you and future Headway CL clients with extra care help and information from Electricity Northwest.
- How did we obtain the funding? – we applied to Electricity Northwest in January 2023 along with many other local charities.
- They likes our application and awarded us the whole of the grant £15,000 over one year.
- It started on 1<sup>st</sup> September 2023.

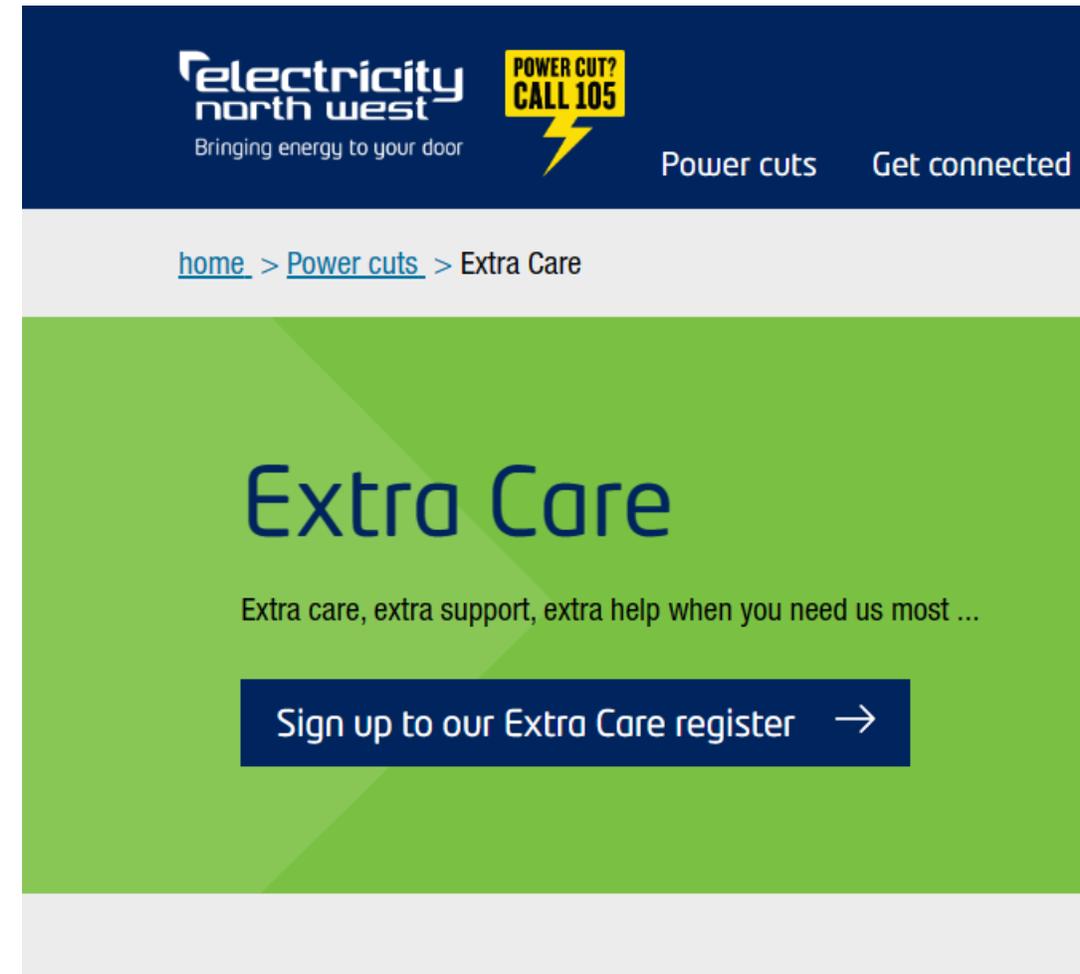


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# ESPAK

What does it mean for you?

- We can register you on the Electricity Northwest extra care register under Headway Central Lancashire.
- You will receive support and updates from ENW.
- You will receive our Power Cut pack in October.
- You will also receive energy saving advice from us.



The screenshot shows the Electricity Northwest website. The top navigation bar is dark blue with the Electricity Northwest logo (tagline: "Bringing energy to your door") on the left, a yellow "POWER CUT? CALL 105" button with a lightning bolt icon in the center, and "Power cuts" and "Get connected" links on the right. Below the navigation bar is a breadcrumb trail: "home > Power cuts > Extra Care". The main content area has a green background with the heading "Extra Care" in large blue font. Below the heading is the text "Extra care, extra support, extra help when you need us most ...". At the bottom of the green area is a dark blue button with the text "Sign up to our Extra Care register" and a right-pointing arrow.



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# Signing Up to ESPARK!

- Project Manager: Liz Bamber
- Sign up support: all Headway CL staff
- Sign up's can be done at home, at the Drop Ins and Activity Days or at the office.
- Register as a HWCL client.
- Receive your power cut pack from HWCL.



# Signing Up

- <https://www.enwl.co.uk/power-cuts/extra-care/register-or-update-your-details/>

Who can sign up:

- People who have a disability (physical or mental)
- People who are over pension age
- Young families

Cost: FREE



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Title\*

Please select ▾

First name\*

Enter your first name

Surname\*

Enter your surname

Contact number (preferably mobile)\*

Enter your mobile number

Secondary contact number

Enter your landline number

Email

*If you wish to be contacted via email*

Enter your email address

Address\*

*Start typing a street name or postcode*



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Contact preference\*

|                             |                            |                             |
|-----------------------------|----------------------------|-----------------------------|
| <input type="radio"/> Phone | <input type="radio"/> Text | <input type="radio"/> Email |
|-----------------------------|----------------------------|-----------------------------|

Nominated contact name

Nominated contact number

Visitor password



## Reason for wanting to join

*Please select all that apply*

### Chronic / serious illness

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Chronic / serious illness

### Medically dependent

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Heart, lung and ventilator

Dialysis, feeding pump and automated medication

Oxygen concentrator

Nebuliser and apnoea monitor

Medically dependent showering/bathing

Water dependent

Careline / telecare system

Medicine refrigeration

Stair lift, hoist, electric bed

### Safety

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Oxygen use

Poor sense of smell/taste

### Poor mobility

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Physical impairment

Unable to answer door

Restricted hand movement



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### Age related

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- Pensionable age
- Families with young children five or under

### Communication difficulties

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- Blind
- Partially sighted
- Hearing impairment (inc. Deaf)
- Speech impairment
- Unable to communicate in English

### Mental health

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- Dementia(s)/Cognitive impairment
- Developmental condition
- Mental health
- Additional presence preferred

### Temporary

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- Temporary - life changes
- Temporary - post hospital recovery
- Temporary - young adult householder



How did you hear about us?\*

- Headway Central ▾
- Please select
- Age UK Lancashire
- Asthma & Lung UK
- Cadent Gas
- Citizen Advice
- Cockermouth Response
- Email or letter from us
- Headway Central Lancs
- Hidden Treasure
- Income & Expenditure Hub
- Kidney Care
- Leaflet through the door
- Northern Gas Networks
- One Voice
- Pharmacy bag
- Radio advert
- Signpost for Carers
- Social Media
- Other

e information that I have given you is correct.

)\*



[News](#) [Careers](#) [Privacy](#) [M](#)



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# Contact us to sign up to **ESPAK**

- Tel: 01772 791460
- Mobile: 07557123493
- Email: [services@headwaycentrallancashire.org.uk](mailto:services@headwaycentrallancashire.org.uk)



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