



**HEALTHY HOMES  
HEALTHY PEOPLE**

CARTREFI IACH  
POBL IACH



**WARM WALES  
CYMRU GYNNES**

## **Project Overview**

### **Healthy Homes Healthy People (HHHP)**

The Warm Wales mission is to relieve fuel poverty, promote well-being, and protect health by promoting the efficient use of energy and so reduce the health inequalities affecting fuel poor households. Our ambition is to help create or support integrated partnerships with Local Councils, Health Authorities and other organisations working to alleviate poverty.

Warm Wales secured funding from Wales & West Utilities to deliver projects in areas of Wales and the South West of England, where FRESH vulnerability mapping revealed multiple areas that were in need of support.

**HHHP** is a ground-breaking street level project delivered through a network of Community Workers (CWs). Working in partnership with Wales & West Utilities we are able to offer a person-centric approach to addressing need in order to improve health and wellbeing. CWs visit householders in their own homes, providing free, face-to-face advice and support plus referrals to a network of partners. It was launched in Cardiff in October 2017. Following success in this area, it has since been extended to other parts of South Wales, across North Wales, Cornwall and Gloucester.

The principal aims and objectives of the project are:

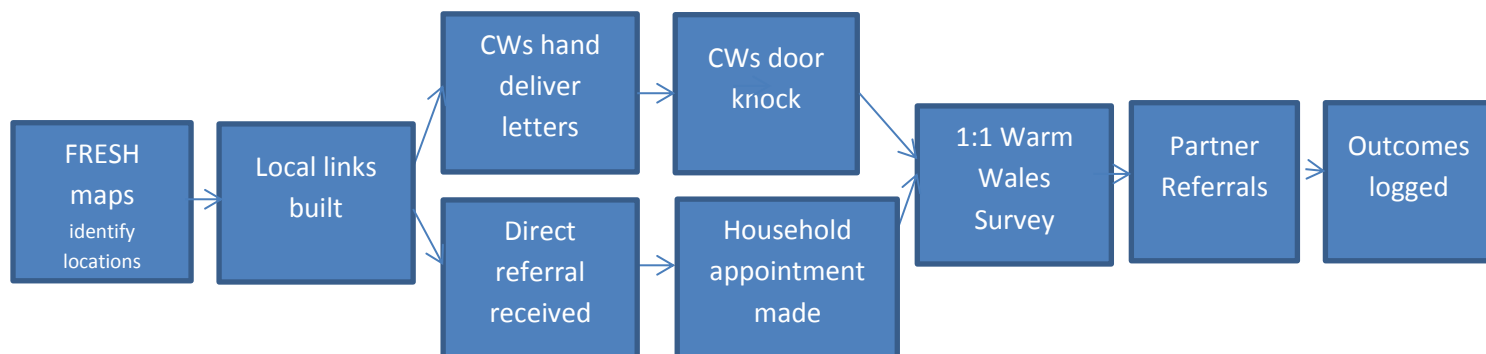
- To identify vulnerable households,
- To offer immediate, practical advice and support to households via a range of services,
- To offer further specialised advice, support and services via partner agencies.

Support is offered in the following areas:

- home safety (CO awareness / PSR register / fire safety / mobility aids)
- energy efficiency of homes (energy saving advice / smart meter advice )
- fuel affordability (tariff switching – water/gas/electric)
- household income maximisation (benefit check /debt assistance)
- Heating improvement (gas connection / heating system replacement / home insulation)

Warm Wales recruits, manages and trains Community Workers specifically to recognise the symptoms of an unhealthy home environment with the aim of providing relevant support and services to ensure residents have a warm and safe home. Community Workers are in branded clothing and wear ID badges making them easily identifiable on their rounds. They create a presence in the area and residents are more willing to approach them and ask questions/arrange visits.

## Healthy Homes Healthy People model



- To select delivery areas, Warm Wales uses FRESH maps along with local partners to identify areas with households that are low income, poor health and fuel poor
- CWs network with local partner organisations (Councillors, GPs, police, churches, local charities etc.) to create relationships, set up direct referral pathways and compliment delivery of service
- Letters endorsed by WWU, the Local Authority and Warm Wales are hand delivered to identified households by CWs
- Letters are followed up by CWs door knocking
- Direct referrals received lead to home visits
- CWs carry out the initial Warm Wales survey in person
- CWs provide advice and support and make relevant partner organisation referrals
- The referrals are monitored and all outcomes logged for reference/evidence.

### Policy Impacts

- Addresses OFGEM key policy on hard-to-reach vulnerable households
- Supports BEIS and ECO focus on the most needy households
- Provides support to Local Government
- Identified households eligible for WWU FPNES

### Case Study example:

**Mrs W** is a pensioner who lived alone; she was on a state pension had no savings and had recently suffered a stroke. Her boiler had broken down and she was living with no heating or hot water. Our Community Worker provided her with energy saving and CO safety advice, added her to the PSR, assisted her to claim pension credit worth £1046.65, supported an application for a new boiler installation worth £3,500 and referred her for a level access shower. She said: ***“You’ve done more for me in two hours than anyone else has done in six months. I wish there were more people in the world like you, I cannot thank you enough for all the help you’ve provided.”***

By using a combination of methods and investing in providing a holistic, face to face service in the client’s home, we are able to reach some of the most vulnerable consumers who otherwise may not access the services available to them, as the case study with Mrs W illustrates.

## Data Evidence: October 2017 – August 2019

The project realised total savings of £1,345,915, which is an average of £777 per survey. See table below for breakdown:



| Service              | Actual Savings  | Measures        | Potential Savings | Total             | Properties | Average Saving Per Property |
|----------------------|-----------------|-----------------|-------------------|-------------------|------------|-----------------------------|
| Tariff Advice        | £61,428         |                 | £23,855           | £85,283           | 431        | £198                        |
| CO Awareness         |                 | £7,676          |                   | £7,676            | 565        | £14                         |
| Benefit Checks       | £283,240        |                 | £17,692           | £300,932          | 91         | £3,307                      |
| Smoke Alarms         |                 | £2,453          |                   | £2,453            | 67         | £37                         |
| Slips, Trips & Falls |                 | £67,926         | £720              | £68,646           | 83         | £827                        |
| Telecare Community   |                 | £3,364          |                   | £3,364            | 7          | £481                        |
| General Debt         | £8,825          |                 | £45,783           | £54,608           | 17         | £3,212                      |
| Fuel Debt            | £7,319          |                 |                   | £7,319            | 14         | £523                        |
| Water - Tariff       | £115,176        |                 | £12,219           | £127,395          | 386        | £330                        |
| Water - Debt         | £3,277          |                 | £41,570           | £44,847           | 22         | £2,039                      |
| Cooker Locking Valve |                 | £71             |                   | £71               | 4          | £18                         |
| Nest                 |                 | £120,758        | £18,000           | £138,758          | 40         | £3,469                      |
| Warm Homes Fund      |                 | £370,704        | £20,750           | £391,454          | 80         | £4,893                      |
| Heating Other        |                 | £88,963         | £24,145           | £113,108          | 88         | £1,285                      |
| <b>Total</b>         | <b>£479,266</b> | <b>£661,915</b> | <b>£204,734</b>   | <b>£1,345,915</b> |            |                             |