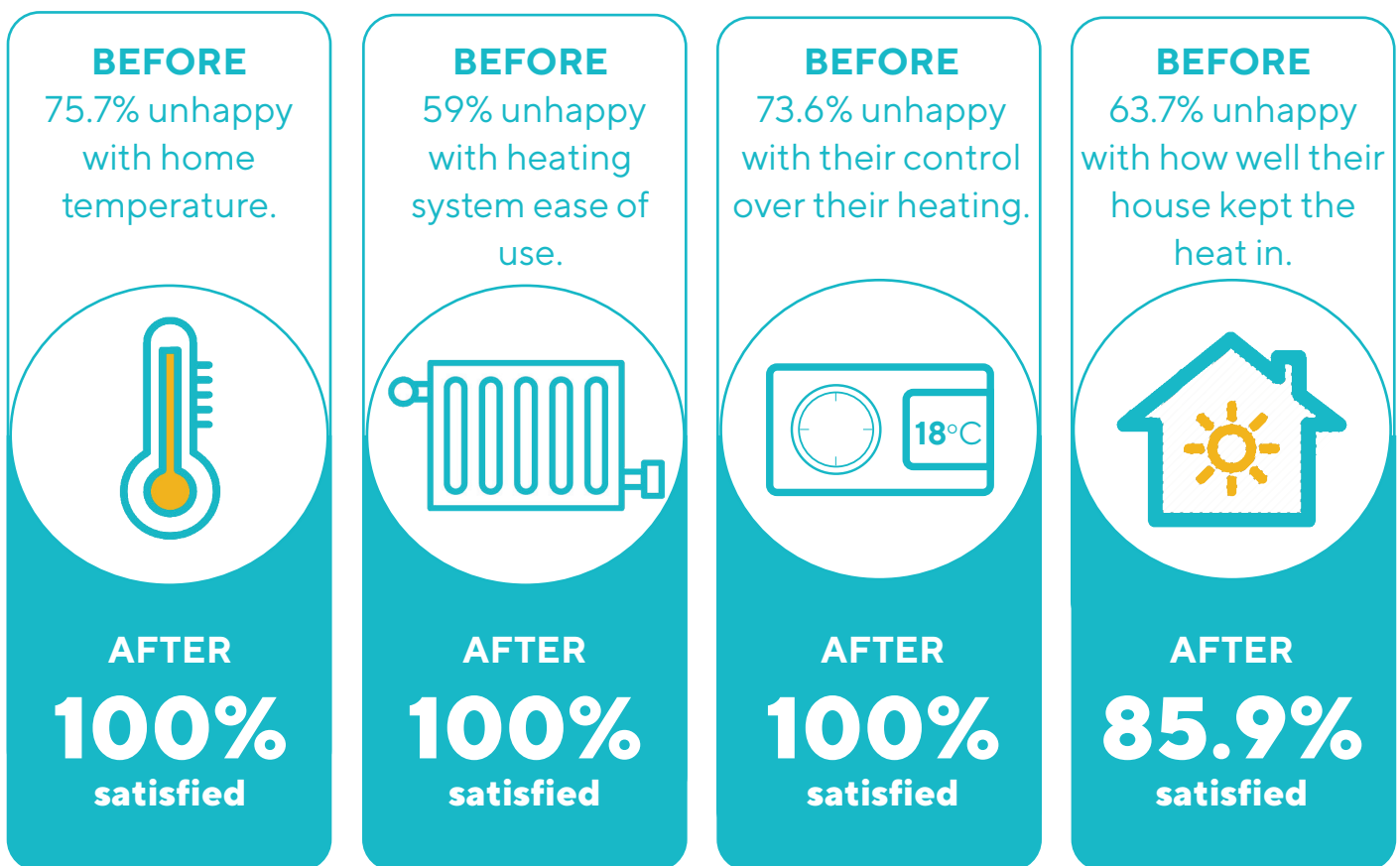




# CONNECTING HOMES FOR HEALTH

## HOME HEATING & CONTROL

Our **Connecting Homes for Health** pilot scheme shows that **home heating and control** can be improved by providing free home heating improvements and energy efficiency advice and support to vulnerable households at risk of fuel poverty and cold-related ill health.



“I’ve never been cold once this winter. Other winters, I have sat absolutely freezing. It is the best thing I ever did.”

“I don’t get black mould on my bedroom ceiling now. I think it is with it all being warm at the same time, no serious temperature differences.”

“It’s a different house. It was terrible. Now we’ve got the heat, the heating system...it’s a home.”

Read the full report at [www.nea.org.uk/ch4h](http://www.nea.org.uk/ch4h)



# CONNECTING HOMES FOR HEALTH

## SUBJECTIVE FUEL POVERTY

Our **Connecting Homes for Health** pilot scheme shows that **subjective fuel poverty** can be alleviated by providing free home heating improvements and energy efficiency advice and support to vulnerable households at risk of fuel poverty and cold-related ill health.

**BEFORE** **93.1%** were in subjective fuel poverty

**AFTER** **4.9%** were in subjective fuel poverty

 **100%** satisfaction with new **gas central heating** system overall



**61.9%**

Happy with system running cost



**85.7%**

Happy with system controllability



**88.1%**

Happy with level of heat



**50%**

Happy with how the system looked



“It’s 100% better. Our bedroom is vital to me; I need to be warm in bed because of my aches and pains. Now I know that when I wake up the whole house is going to be warm for me.”

“Without this I would have gone into heating poverty. I am partially sighted, and my daughter suffers serious lung problems. To have no heat or hot water could have been very serious.”

Read the full report at [www.nea.org.uk/ch4h](http://www.nea.org.uk/ch4h)



# CONNECTING HOMES FOR HEALTH

## HOT WATER ACCESS

Our **Connecting Homes for Health** pilot shows that **hot water access** can be improved by providing free home heating improvements and energy efficiency advice and support to vulnerable households at risk of fuel poverty and cold-related ill health.



Now **easier** for  
**90.7%**  
to heat enough  
hot water for their  
needs

Now **cheaper** for  
**68.3%**  
to heat enough  
water for their  
needs



**91.2%**  
of those who had  
solid fuel systems  
before

Heating water in  
summer no longer  
made homes  
too hot



**34.9%**

used more **hot water** than they did before



**“If I wanted hot water to wash, I had to put the fire on. So, a lot of the time, I just boiled the kettle instead.”**

**“Even my water bill has gone down.”**

**“I could have a bath every morning now.... As soon as you turn the hot water on, a few seconds and it’s coming hot. With the coke, it was hit and miss.”**

**“[I feel] more confident, safe, and it’s better for my daughter. It’s good to know that when you switch the tap on the hot water is going to be there and you’ve got the right sanitation.”**

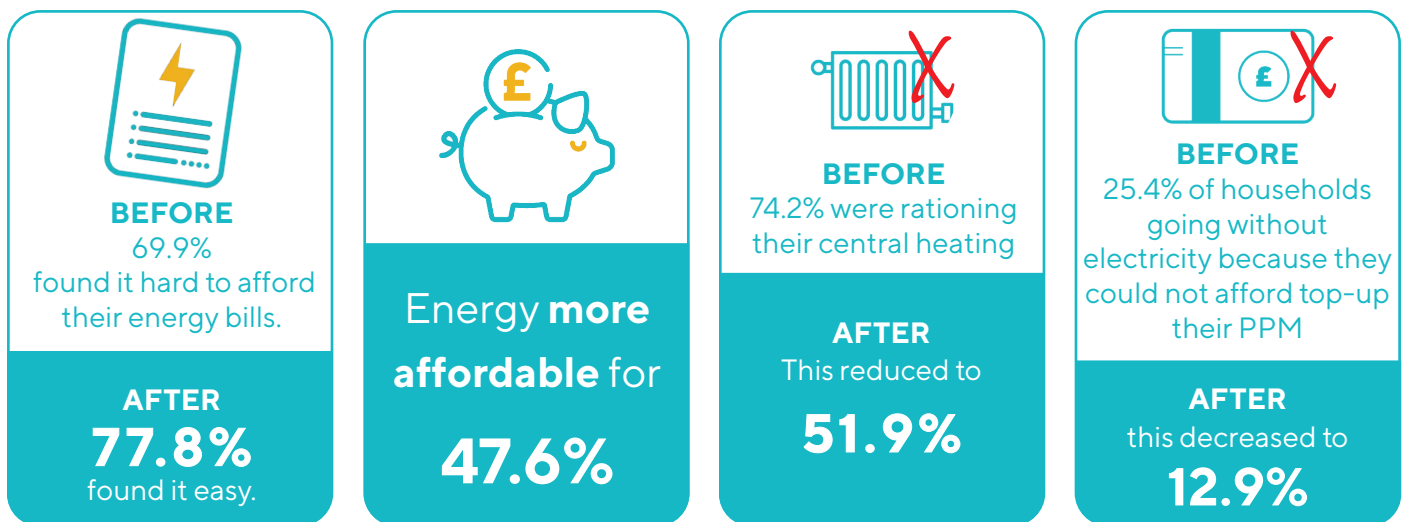
Read the full report at [www.nea.org.uk/ch4h](http://www.nea.org.uk/ch4h)



# CONNECTING HOMES FOR HEALTH

## BILL AFFORDABILITY

Our **Connecting Homes for Health** pilot shows that **bill affordability** can be improved by providing free home heating improvements and energy efficiency advice and support to vulnerable households at risk of fuel poverty and cold-related ill health.



“Before I got the gas installed, it was week to week, waiting for my benefits and I never really had much money in the bank...[Now] I’ve got about £500 in the bank and I know for a fact it’s all because of the money that I’ve saved on the electric...[Now] I’ve got food in my cupboards.”

Read the full report at [www.nea.org.uk/ch4h](http://www.nea.org.uk/ch4h)



# CONNECTING HOMES FOR HEALTH

## PHYSICAL & MENTAL HEALTH

Our **Connecting Homes for Health** pilot shows how **physical and mental health**, as well as ability to cope with existing illness, can be improved by providing free home heating improvements and energy efficiency advice and support to vulnerable households at risk of fuel poverty and cold-related ill health.

Rated physical health as either good or very good

BEFORE 13.7%

AFTER 74.4%

Rated mental health and good or very good

BEFORE 37%

AFTER 78.6%

50%

Felt that their health had improved to some extent

51.7%

Felt that changes experienced were either very probably or probably linked with the support they had received

Said physical health was affected by cold at home

BEFORE 82.7%

AFTER 7.2%

Said mental health was affected by cold at home

BEFORE 48%

AFTER 4.8%

Said their ability to cope with existing illness was affected by cold at home

BEFORE 73.2%

AFTER 4.8%



“When I used to be cold, I couldn’t do anything...[Now] I am able to get around and feel warm...My husband said I won’t shut myself away in the winter now.”

Read the full report at [www.nea.org.uk/ch4h](http://www.nea.org.uk/ch4h)



# CONNECTING HOMES FOR HEALTH RECOMMENDATIONS

Our **Connecting Homes for Health** pilot report sets out **practical and policy-based recommendations** to facilitate and enable the replication of the delivery pathways that were developed to ensure the households most vulnerable to fuel poverty and cold-related ill health could benefit from free home heating improvements and energy efficiency advice and support.

- 1** Eligibility criteria should target the most vulnerable whilst retaining some capacity for flexibility where individual cases require it
- 2** Use existing, publicly available data to identify local hotspots that demonstrate the most need across multiple vulnerability metrics
- 3** Preliminary mapping is important to identify target communities or areas, but adequate provision needs to be built in to projects to ensure staff will have the time, resource and flexibility that is required to engage and support the most vulnerable households
- 4** In-depth face-to-face support which takes individual needs and requirements into account is needed at every stage of a household's journey
- 5** Small crisis funds can provide simple and cheap solutions to barriers that might prevent a vulnerable household participating in the scheme
- 6** Adequate provision needs should be built into project budgets for the revenue and direct costs needed to manage the journey of 'hard-to-connect' properties
- 7** Recruitment can be most successful over the winter period

Read the full report at [www.nea.org.uk/ch4h](http://www.nea.org.uk/ch4h)