

Warm & Safe Homes in Fishwick



Action for Warm Homes

National Energy Action

WHO WE ARE AND WHAT WE CAN DO



National Energy Action (NEA) wants to work with the community in Fishwick to make properties affected by the failed 2013 insulation project, warmer, safer and healthier.

Who are NEA?

NEA are a national charity, campaigning across England, Wales and Northern Ireland to ensure everyone can live in a warm and dry home.

We are not an energy company. We are not a public body. We are not funded by government or the local authority.

What went wrong in 2013?

In 2013 roughly 360 households in Fishwick had external wall insulation put on their homes. This was part of a national energy efficiency scheme. It should have made homes warmer and healthier.

External wall insulation has been used successfully on many thousands of homes, but in Fishwick the choice of measures and quality of work was often poor. Some properties have developed severe damp and mould. Although over 60 properties had work done to put problems right, many others have been left in an unacceptable state

Why are we getting involved?

A scheme that should have helped people has left many of them worse off. We do not think that is right. When done well, we know that insulation can make homes warmer, healthier and more affordable to run. Although we were not involved in the original works, we want to do what we can to improve the situation.

Some of those affected have been let down. As a charity we put people at the heart of what we do, and it's important to us that we work closely with people in Fishwick to make sure that we avoid the mistakes of the past.

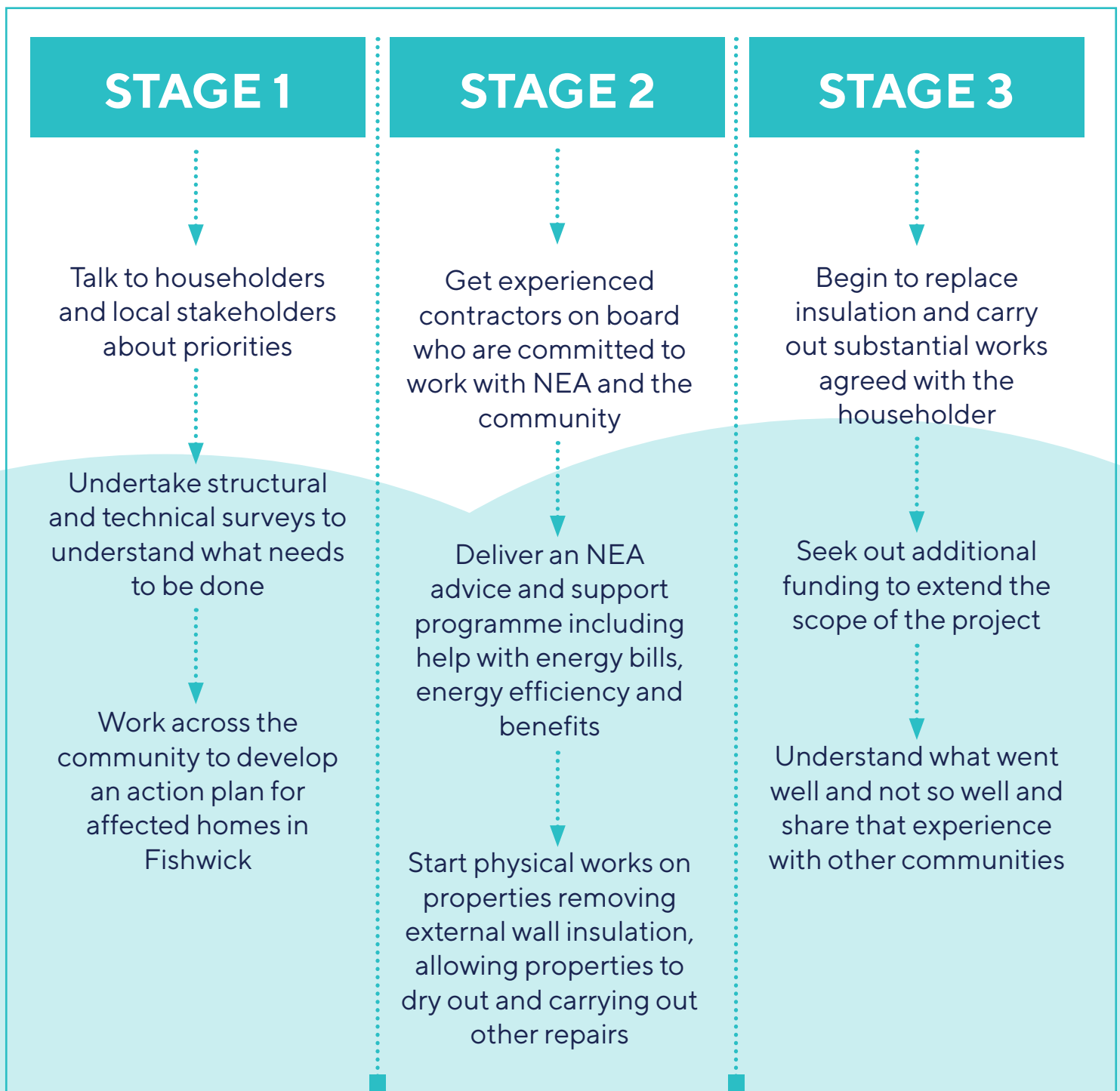
We have limited funds. We know that we cannot solve all the problems caused in 2013, but we hope to make things better for some of the worst affected households and highlight the need for further action.

What can we do?

We can understand the impact on people and can put right failed insulation in some of the worst affected households. That could mean removing and replacing failed insulation, improving ventilation, doing other repairs, providing advice or other support and having a plan of what needs to be done for each property.

We have some basic principles to guide what we do:

- WE WILL HELP THOSE IN THE GREATEST NEED FIRST
- WE WILL WORK WITH HOUSEHOLDS TO IDENTIFY THE RIGHT SOLUTIONS FOR THEM
- WE WILL BE HONEST AND OPEN ABOUT WHAT WE CAN DO AND WHAT WE CANNOT DO
- WE WILL INSIST ON EXEMPLARY WORK CARRIED OUT TO THE HIGHEST STANDARDS
- WE WILL SHARE THE LESSONS LEARNED TO BENEFIT PROJECTS IN OTHER COMMUNITIES



What Next?

Before we can start to make physical repairs, we need to understand what has gone wrong and what we can do to make it right. Once the coronavirus lockdown is over and social distancing restrictions are relaxed, we will commission surveys of properties and talk to householders about how we might be able to help them.



While work on properties will not start for a while, we can help with other energy-related issues. Our local Project Development Co-ordinator, Jo Boswell, can provide advice and support with energy bills, making claims for benefits, fuel debt or energy efficiency advice. Contact Jo on the email address or telephone number below.

Email: **fishwick@nea.org.uk**

Telephone: **0800 915 9075**

If you run an organisation or a group that reaches householders in Fishwick who may benefit from knowing more about what we plan to do, then let us know and we'll come along to talk to them.

There is more information on the project including frequently asked questions at **www.nea.org.uk/fishwick**

About NEA

NEA is the national fuel poverty charity. Our vision is an end to fuel poverty, and we have almost forty years' experience of delivering projects to help people stay warm in their homes. In 2018-19 our activities benefited an estimated one million people, through direct advice and support or by training frontline workers to help assist their clients. For further information visit **www.nea.org.uk**.



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