



Better at Home

Catalogue of Health-Related Fuel Poverty Schemes 2019



Action for Warm Homes

Contents

Acknowledgements and disclaimer	5
Introduction	6
SCHEMES PREDOMINANTLY FUNDED BY CCGS	8
Healthy Homes Project (Gloucestershire)	8
Warm Homes Oldham	9
SCHEMES PREDOMINANTLY FUNDED BY THE BETTER CARE FUND (INCLUDING DISABLED FACILITIES GRANTS)	12
Healthy Housing Hub (Derby City)	12
SCHEMES PREDOMINANTLY FUNDED BY PUBLIC HEALTH GRANT	15
Healthy Homes Dorset	15
Warm and Healthy Homes (Durham)	17
Warm Homes Healthy People (Stockton-on-Tees)	18
Winter Watch (Reading)	21
Healthier Homes (Kensington and Chelsea)	22
SCHEMES PREDOMINANTLY FUNDED BY A LOCAL AUTHORITY	25
Affordable Warmth Assistance (North Lincolnshire)	25
Better Housing, Better Health (Oxfordshire and Buckinghamshire)	27
Home Energy Advice Tamworth	29
Hitting the Cold Spots (Hampshire)	31
Keep Herefordshire Warm	33
Keep Shropshire Warm	35
Warmer Homes Stafford	37
Warmer Homes South Staffordshire	39
Winter Warmth (Dudley)	40
SCHEMES WITH GOVERNMENT FUNDING	43
Care & Repair Cardiff and the Vale Affordable Warmth Work	43
South East London Fuel Poverty	45
SCHEMES FUNDED THROUGH GRANTS AND TRUSTS	48
Health Through Warmth (national)	48
Help for Warmth (Bournemouth, Poole and Christchurch)	50
Warmer Homes (Portsmouth)	52
SCHEMES FUNDED VIA ENERGY SUPPLIER OBLIGATIONS	54
ECO Lead Generation (South East London)	54
Energy Action for Health (Doncaster)	55
Local Energy Advice Partnership (Portsmouth)	57
SCHEMES WITH MULTIPLE FUNDING SOURCES	59
COSY East Hampshire	59
Derbyshire Healthy Homes	61
Nottinghamshire Healthy Housing Service	63
Seasonal Health Intervention Network (SHINE) (Islington)	66
Southampton Healthy Homes	67
Warm and Safe Wiltshire	70
Warm and Well in North Yorkshire	72
Warm and Well (Gloucestershire)	74
Warm Homes Healthy People (Suffolk)	76
ENDNOTES	78

Acknowledgments and disclaimer

NEA would like to thank the organisations who have helped develop this updated catalogue of health-related fuel poverty schemes. Without your assistance it would not have been possible to produce this report.

Whilst the details of the scheme included within this report are to NEA's knowledge accurate and up to date, the fast-changing nature of the current funding environment and the limited resources we were able to channel towards this research means that some of the schemes may no longer be operating and the nature of the service provision may have changed.

Introduction

National Energy Action (NEA)ⁱ works across England, Wales and Northern Ireland to ensure that everyone in the UKⁱⁱ can afford to live in a warm and safe home. To achieve this we aim to improve access to energy and debt advice, provide training, support energy efficiency policies, national and local projects and create other related services which can help change livesⁱⁱⁱ. By working with a diverse range of organisations we have been able to deliver many positive outcomes for fuel poor households and generate strategic action across the private and public sector. Partners have included national and local government, health and social care bodies and their representative bodies, energy suppliers, energy networks, energy efficiency installers, water companies, the armed services and a wide range of third sector organisations.

Despite our joint work, in the winter 2017/18, NEA estimates that 17,000 people died across the UK because they were unable to keep adequately warm and, on average, at least 11,400 people still die each year due to a cold home^{iv}. As well as the direct devastating impacts cold homes have on their occupants, lost productivity^v and cold related morbidity has a significant needless financial cost^{vi}; causing significant health and social care costs^{vii}, queues at GPs and A&E, as well as delaying the discharge of the most vulnerable patients from hospital^{viii}.

In 2015, the Department of Energy and Climate Change (DECC) commissioned NEA to carry out an online survey to catalogue local schemes that are targeting individuals with health problems for energy efficiency measures and other fuel poverty interventions. The aim of the survey was to collate information on health-related fuel poverty schemes to better understand levels of activity in this area and highlight challenges to implementation, as well as successful approaches. This catalogue presents updated information we have collected from a more recent survey and follow up phone interviews. All schemes are helping to address the cost-burden and stresses ill health from cold homes currently presents locally and nationally^{ix}.

NEA's own Warm and Healthy Homes Fund (WHHF) was designed to align and put into practice NICE NG6 recommendations to tackle excess winter deaths and cold-related ill health. Ninety percent of the beneficiaries lived in homes with an EPC rating of B and D or below and 75% had a household income below £16,011 and were likely to be living in relative income poverty. Overall, the programme exceeded its initial targets by 28% and 2,663 households received an energy efficiency intervention. Match and gap funding of £2.4m brought in by our partners enabled a further 1,189 extra properties to receive support. The final evaluation of WHHF^x demonstrates how investment in domestic energy efficiency can improve health and well-being and be highly cost effective.

The recent NHS Long Term Plan has a central focus on ill health prevention. It aims to provide multi-agency, joined up and personalised care, as well as freeing up hospital bed days. It will require the NHS to work with local authorities and other community/voluntary sector organisations to reduce delayed hospital discharges and avoidable admissions. The plan focuses on conditions and population groups that have been linked with living in a cold home and/or vulnerability to cold-related ill health. These include improving mental health, supporting people to age well and giving a strong start in life for children and young people. It also specifically looks to target cardiovascular disease and respiratory disease. The Prevention

Green Paper also highlighted the importance of preventative housing interventions, including health-related fuel poverty initiatives. We hope the schemes presented in this catalogue will thrive under these new frameworks and be replicated consistently across all geographical areas.

Despite the potential, there has however been a reduction in overall national resources dedicated to this area. This catalogue and our recent 'Under One Roof' report highlights that whilst some areas are still securing some funding from local sources and/or are leveraging the limited national funding that is available from the Better Care Fund (BCF) or energy supplier-funded schemes, investment from CCGs and NHS bodies in fuel poverty interventions is not widespread. This is resulting in a patchwork of local schemes, which presents a postcode lottery and often depends on passionate individuals working in various sectors who understand the role that preventative actions can play in addressing ill health from cold homes. Increasingly limited funding across local authorities (including public health) and health and social is also putting the ability of many to maintain or replicate existing good practice at risk and is jeopardising the continued delivery of these existing schemes. Therefore, whilst the catalogue of health-related fuel poverty schemes may indicate that there is wide spread activity, the overall picture is of a mounting funding crisis.

NEA is therefore calling for the re-establishment of relevant departmental capital spending to ensure schemes are able to sustain existing preventative health-related fuel poverty initiatives. This would include the continuation and replication of activities previously undertaken via Warm Homes Healthy People Fund (WHHP) or DECC's previous Health Booster Fund to:

- Support the development of the updated Fuel Poverty Strategy and in the short-term help address known gaps in national provision
- Ensure NICE guidance on tackling cold homes is replicated more consistently in all parts of England
- Promote long-term cross organisational working
- Support the establishment of joint commissioning agreements with local authority partners and leverage the use of Better Care Fund monies to pilot and deliver integrated and joined up services
- Help make use of disability facilities grants to fund energy efficiency measures in the most vulnerable homes or using trial new approaches, for example, using hospital readmission fines to invest in preventative health-related fuel poverty initiatives.

As well as calling for the reintroduction of relevant departmental resources, the UK Government must also look to fully monetise the health benefits of meeting fuel poverty commitments. This will dramatically improve the cost benefit of health based fuel poverty interventions. The improved HIDEEM model should also be made available to local practitioners as soon as possible and appropriate user guidance promoted. Finally, we hope the review of the Better Care Fund will prioritise home improvements that ensure the most vulnerable people in society can live in a warm and safe home.

NEA
October 2019

Schemes predominantly funded by Clinical Commissioning Groups

Healthy Homes Project (Gloucestershire)

Lead organisation:	Gloucestershire and District Citizens Advice
Location:	Gloucestershire
Geographical coverage:	Urban and rural
Start and end date:	September 2017 – ongoing
Estimated annual target reach:	250-300 households
Proportion with a health condition:	100%

Brief overview of Healthy Homes Project

The Healthy Homes Project aims to enable residents to heat their homes to an adequate temperature without incurring debts and going without essentials, in turn alleviating cold-related ill health. The service provides a range of interventions. This includes energy efficiency advice, home improvement and heating/insulation grants, debt advice, ensuring the client is on the best energy deal and welfare benefits advice, including casework and appeals. For more information about the Healthy Homes Project visit: gloscab.org.uk/specialist-help

The service operates with eligibility criteria. This is that the client, or a member of their household, must have an existing long-term health condition and either live in poor standard accommodation which is difficult and/or expensive to heat or be in fuel poverty.

Funding

The service is funded solely by Gloucestershire Clinical Commissioning Group (CCG), who initially supported a pilot of the Healthy Homes Project. In securing funding, tailored evidence demonstrating the need for the service and the outcomes which can be achieved is imperative.

Generating engagement

Health sector engagement: The Healthy Homes Project has generated engagement from a range of health and care bodies and professionals. This includes Gloucestershire CCG who commission the service and frontline professionals, including GPs, district nurses, hospital discharge and mental health teams, occupational therapists and Stroke and Headway Gloucestershire, a support organisation for those who have experienced brain injury, who refer patients.

The service receives its highest number of referrals from the health sector. Engagement has been generated and maintained through having a close relationship with the CCG. This has given the service traction and resulted in steady levels of engagement. The service highlights the importance of maintaining high levels of communication and attends local events and staff meetings to promote and raise awareness of the service.

Non-health sector engagement: The service has also generated engagement from a range of non-health sector organisations. This includes charities, foodbanks, housing associations, support organisations and a local energy agency, all of whom receive and make referrals.

Again, the service maintains a high level of engagement through effective communication. This includes attending staff meetings to explain and promote the service.

Information and data sharing

The information needed for a referral to the service is minimal, with this limited to the resident's name, address, date of birth, contact number, the reason(s) for a referral and confirmation consent has been obtained. A client can be referred by a third-party agency or self-refer, by email, phone or online.

The Healthy Homes Project does share information with partners, with explicit consent from the client and in line with General Data Protection Regulations (GDPR). Any information shared with funders or for evaluation purposes is anonymised.

Warm Homes Oldham

Lead organisation:	Oldham Council
Location:	Oldham Borough
Geographical coverage:	Urban
Start and end date:	April 2013 – ongoing
Estimated annual target reach:	1,000 residents
Proportion with a health condition:	60%

Brief overview of Warm Homes Oldham

Warm Homes Oldham, a partnership service from Oldham Council, NHS Oldham Clinical Commissioning Group (CCG) and Oldham Housing Investment Partnership (OHIP), provides advice and support to those struggling to heat their homes and pay their energy bills.

The service provides or arranges a range of interventions through home visits. This includes energy efficiency advice, energy saving measures, ensuring the resident is on the best energy deal, benefit entitlement checks, income maximisation support and heating and insulation measures.

The service can also provide emergency credit for energy, temporary heaters and purchase white goods on behalf of the householder. In cases where a resident seeks advice only, this can be provided over the phone or by email. For more information about Warm Homes Oldham, visit: www.oldham.gov.uk/warm_homes_oldham

Whilst any resident who is struggling to keep their home warm is able to access support from the service, interventions such as heating and insulation measures are subject to the household meeting eligibility criteria. This has been set by the funders of the measures and includes factors such as tenure and income.

Funding

The service is jointly funded by NHS Oldham CCG and Oldham Council, including Public Health and the Disabled Facilities Grant, who have commissioned the service on an invest-to-save basis. This is subject to review every three years, when targets and outcomes are evaluated to determine future funding.

Warm Homes Oldham also utilises funding provided through the Energy Company Obligation (ECO) to provide heating and insulation measures. In these cases, ECO funds are sourced by the installer and, as these measures are only part-funded by ECO, the service provides the additional top-up funding needed to ensure fuel poor households receive such measures free of charge. ECO Flex has been beneficial to both households and the service, as this permits those who do not meet the standard eligibility criteria but are on a low income and vulnerable to cold-related ill health, to receive assistance.

In securing funding, Oldham Council works with the Greater Manchester Combined Authority (GMCA) and the other Greater Manchester local authorities on joint funding bids, such as the Warm Homes Fund, which provides First Time Central Heating Systems.

Generating engagement

Health sector engagement: Warm Homes Oldham has generated engagement from a range of health bodies and professionals. This includes Oldham CCG who part fund the service and an array of professionals, including general practitioners, general practice nurses, health visitors, district nurses, care workers and hospital discharge teams, all of whom refer patients to the service.

Engagement varies across the sector. Commissioners at Oldham CCG are highly engaged with the service and are actively involved in promotion and performance management. This is felt to derive from the CCG understanding the invest-to-save-business case of Warm Homes Oldham and an academic evaluation which confirmed the impact and value of the service. However, engagement from health and social care practitioners can be hindered by time and workload pressures. In generating and maintaining engagement, Warm Homes Oldham has worked to embed the service's referral mechanism into relevant clinical pathways, long-term condition annual checks and social prescribing. For more information about social prescribing in Oldham, visit: oldhamcares.com/thriving-communities/social-prescribing/

Non-health sector engagement: The service has also generated engagement from non-health sector organisations. Warm Homes Oldham has procured a number of organisations to undertake aspects of service delivery. This includes Engie, who carry out home assessment visits, Auriga, who deliver income maximisation support, Age UK who provide a handy person service for minor repairs and contractors who install heating and insulation measures. In addition, the service receives referrals from a range of organisations, including the third sector, foodbanks and the local welfare provision and welfare rights team. Engagement from this sector is felt to be naturally high due to these organisations already supporting vulnerable residents.

Information and data sharing

The referral process for Warm Homes Oldham has been kept as simple as possible, with the information needed limited to the client's name, address, contact number, tenure type, reasons for referral and confirmation that the client consents to being referred. Referrals can be made by residents themselves or third parties, using a freephone number, online form or email.

The service does share information with funders and partners, including the providers of the home assessments, income maximisation service and contractors. In these cases, information is shared using Egress secure email and in accordance with data protection legislation.

Schemes predominantly funded by the Better Care Fund (including disabled facilities grants)

Healthy Housing Hub (Derby City)

Lead organisation:	Derby City Council
Location:	Derby City
Geographical coverage:	Urban
Start and end date:	January 2012 – ongoing
Estimated annual target reach:	1,800 households
Proportion with a health condition:	80%

Brief overview of the Healthy Housing Hub

The Healthy Housing Hub aims to improve the lives of vulnerable residents whose housing negatively impacts on their health and wellbeing and in doing so, reduce demand on health and social care services. The hub provides an array of support. This ranges from low-cost interventions including energy efficiency advice, signing residents onto the Priority Services Register and Warm Home Discount, ensuring the client is on the best energy deal, income maximisation and benefit checks, to repairing or replacing boilers and gas fires, and installing central heating systems. For more information about the Healthy Housing Hub visit:

www.derby.gov.uk/housing/improvements-and-repairs/healthy-housing-service/

As part of the Healthy Housing Hub, Derby City Council run the Stay Warm and Healthy project between October and March. This provides messaging to community groups, service providers and residents on cold-related ill health and the support available. The project also runs a number of events, during which residents can receive advice and practical support to stay warm and healthy in their home.

Whilst the Healthy Housing Hub provides advice and referrals to additional service to all residents, providing prescribed works and healthy housing assistance such as home visits and installing or repairing measures is subject to the client being means-tested and being an owner-occupier.

Funding

The Healthy Housing Hub is predominately funded by the Better Care Fund, a joint funding programme between the NHS and local government to join up health and care services and support people to live independently. This has several metrics that the hub must meet, including reducing non-elective hospital admissions, lowering delayed transfers of care and ensuring those who receive intervention remain in their home for a minimum of 91 days following discharge. Whilst the Better Care Fund provides the service with continuous funding,

the Healthy Housing Hub also receives short-term funding from sources including electricity distribution networks.

The service also utilises funding provided through the Energy Company Obligation (ECO), however it is cumbersome to work with and challenges are noted in finding contractors who are prepared to work with ECO. As a result of this, the Healthy Housing Hub is unable to take advantage of ECO Flex.

In securing funding, the service actively seeks new funding streams and highlights particular success in working in partnership with other services on funding bids.

Generating engagement

Health sector engagement: The Healthy Housing Hub has generated engagement from a range of health professionals, all of whom refer patients to the service. This includes hospital discharge teams, district and community nurses, Public Health, general practitioners, ward nurses, social services, carers, community matrons, general practice nurses, mental health teams, occupational therapists, care co-ordinators, pharmacists and the ambulance service.

Generating engagement from the sector has been challenging. This is largely due to the time pressures; heavy workloads and the competing priorities health professionals have. However, the Healthy Housing Hub has overcome challenges by having a presence within health settings. This includes working with the hospital discharge team and speaking to patients on hospital wards ahead of them being discharged, attending meetings, hosting networking events and providing an outreach service at GP clinics for patients to access immediate support. This has allowed relationships to be established and to solidify. The Healthy Housing Hub also has a secure NHS.net email address which has helped increase the number of referrals from health and care professionals.

Non-health sector engagement: The service has generated engagement from non-health sector organisations and agencies, who refer clients to the service and/or provide additional specialist support to residents referred by the Healthy Housing Hub. This includes, third sector organisations, community groups, children's centres, the police service, fire and rescue service, social enterprises, Derby City Council's housing and environmental health teams.

Whilst the voluntary sector has expressed high levels of engagement with the service, funding cuts have placed services under additional pressures and placed a strain on resource. It is felt that establishing contacts and relationships, combined with the service being stable and having operated for a long period of time, has helped generate and maintain engagement.

Information and data sharing

Referrals to the Health Housing Hub can be made through an online form, phone or email and can be made by third party services or the resident themselves. The information needed to make a referral includes the client's name, address, contact number, date of birth, tenure type, health conditions and any means-tested benefits. The service also requests the client's NHS number which permits health outcomes as a result of intervention to be assessed.

The Healthy Housing Hub does share information with others. However, the referral form has a data protection clause under which the client has to express consent for their information to be shared. Data-sharing agreements are also in place with partners and client information is anonymised in cases of evaluation or promotion of the service.

Schemes predominantly funded by Public Health grant

Healthy Homes Dorset

Lead organisation:	Public Health Dorset and Dorset Council
Location:	Dorset, Bournemouth and Poole
Geographical coverage:	Urban and rural
Start and end date:	January 2015 to April 2020
Estimated annual target reach:	1,000 – 4,999 households
Proportion with a health condition:	100%

Brief overview of Healthy Homes Dorset

Healthy Homes Dorset, funded by Public Health Dorset and designed and managed by Dorset Council, aims to reduce preventable winter deaths and illness by improving the homes of people vulnerable to the cold. The service offers a range of assistance to vulnerable households including offering energy advice, repairing or replacing faulty boilers, installing energy efficiency measures and referring clients to complementary local support. For more information about Healthy Homes Dorset visit: www.healthyhomesdorset.org.uk

The service's eligibility criteria follows that which is stated in the National Institute for Clinical Excellence (NICE)'s guidance, '*Preventing excess winter deaths and illness associated with cold homes*'. This includes low-income households, pregnant women, households with an occupant over the age of 65 or under the age of five, those with a disability, mental health condition or a health condition caused or exacerbated by the cold, such as cardiovascular and circulatory conditions. However, residents do not need to prove anything where eligibility criteria apply, this is instead done using self-declarations. This approach is designed to ensure vulnerable householders do not face barriers in accessing support.

Funding

Healthy Homes Dorset is funded by Public Health Dorset but also utilises additional funding through the Energy Company Obligation (ECO), the Warm Homes Fund and the Dorset Accessible Homes Fund. The service also has a 'fund of last resort', which is a ring-fenced funding source which ensures that measures are installed at no cost to the householder, irrespective of the amount of other funding available.

Constant changes to funding are one of the service's biggest challenges, particularly in ensuring funding is available to support the service over a longer period of time. However, the service takes every effort to secure funds. This includes scoping for any potential funding streams and partnerships between Dorset Council and the managing agent, Centre for Sustainable Energy, to develop funding bids.

Generating engagement

Health sector engagement: The service regularly engages with the health sector on many levels including strategic links with the Health and Wellbeing Board and engagement from frontline professionals. This includes general practitioners, community and district nurses, midwives and social prescribers, who identify and refer vulnerable patients.

Engagement has been generated and maintained through using every opportunity to meet with and talk to staff at all levels within the sector, with messages tailored to the audience and their functions. However, it is noted that the high workloads of health and care professionals can make it difficult for some to engage with issues such as fuel poverty, energy efficiency and cold homes.

Non-health sector engagement: Healthy Homes Dorset has contracted the Centre for Sustainable Energy to serve as the managing agent and Evolve Home Energy Solutions as the subcontractors of the service. In addition, the service is a part of Dorset's multi-agency referral service, Safe and Independent Living (SAIL). Engagement has also been generated and maintained from several non-health organisations, including local authorities, installers, fire and rescue service, police, Citizens Advice and other charitable organisations. All of whom raise awareness of the service and refer vulnerable householders.

In generating and maintaining engagement, the service highlights the importance of communication and will engage with any organisation or community group who expresses interest. Healthy Homes Dorset also has an active presence at community events which also permits promotion of the service as well as generating engagement from potential partners.

Information and data sharing

The information needed to refer a householder to Healthy Homes Dorset is minimal, requiring only the name and contact information of the resident. Referrals, including from the client themselves, can be made in a number of ways, including by phone, email, online form, post or through the SAIL referral network.

The service also utilises information to identify possible vulnerable householders. This includes sending promotional literature for the service to residents applying for blue badges and cross-matching housing and GP surgery data to contact patients likely to benefit from assistance. In cases where information is shared, this is done in line with data-sharing agreements with the service having developed bespoke arrangements with referrers such as GP practices.

Warm and Healthy Homes (Durham)

Lead organisation:	Durham County Council
Location:	County Durham
Geographical coverage:	Urban and rural
Start and end date:	April 2009 - ongoing
Estimated annual target reach:	100 households
Proportion with a health condition:	90%

Brief overview of Warm and Healthy Homes

Warm and Healthy Homes aims to improve the health and wellbeing of private sector residents living in cold and damp homes. The service provides a range of support and interventions. This includes energy efficiency advice, ensuring the client is on the best energy deal, fuel debt advice, installing insulation, repairing and/or replacing heating systems, access to emergency temporary heating and signing residents up for additional support such as the Warm Home Discount and the Priority Services Register. For more information about Warm and Healthy Homes visit: www.durham.gov.uk/article/1928/Find-out-how-you-can-save-on-your-heating-bills

The service is only available to owner-occupiers and those residents privately renting their home. Residents must also have a health condition which is caused or exacerbated by the cold.

Funding

The service is largely funded by Durham County Council's housing and public health departments. Warm and Healthy Homes also utilises funding provided through the Energy Company Obligation (ECO), ECO Flex, and Health through Warmth which is felt to have benefited clients with warmer homes, lower energy costs and reduce potentially avoidable contact with health services. Durham County Council has developed a purpose made referral and verification system to make the Warm Homes Fund and ECO application system as straightforward as possible for households and heating contractors. This is felt to have been beneficial and assisted in Durham County Council having the highest number of ECO and ECO Flex installations in the North East of England.

In securing funding, the service actively scopes out funding streams and opportunities.

Generating engagement

Health sector engagement: Warm and Healthy Homes has generated engagement from a range of frontline health practitioners and care bodies. This includes the Clinical Commissioning Groups (CCGs) who promote the service to frontline health practitioners including general practitioners, district and community nurses and general practice reception staff. In turn, these professionals refer patients to the service using a purpose made referral system.

In maintaining engagement, the service has found that recruiting an energy champion who sits on the CCG to be beneficial to ensure that fuel poverty is embedded into CCG activities.

Non-health sector engagement: The service has also generated engagement from a range of non-health sector organisations. This includes residents associations, fire and rescue service and third-sector organisations such as Age UK and Citizens Advice. All of whom refer clients to the service and receive referrals from Warm and Healthy Homes Durham to provide additional specialist support.

In generating and maintaining engagement the service runs an annual county-wide warm homes campaign, which is used to maintain engagement, promote the service and generate referrals.

Information and data sharing

The information needed to refer a resident to the service is minimal, requiring the resident's name, address, contact information and details of any health conditions. Referrals can be made by the resident themselves or a third party, by phone, email or using an online portal or form. In cases where a resident self-refers, they are also required to obtain a supporting statement from a health practitioner. This is done by the health practitioner signing the Warm and Healthy Homes application form.

The service does not share information. Instead, Warm and Healthy Homes carries out large-scale county-wide promotions in partnership with GP surgeries and Durham County Council's revenues and benefits service to make direct contact with low-income households or households with a NICE-specified health condition to encourage them to contact the service for help and support.

Warm Homes Healthy People (Stockton-on-Tees)

Lead organisation:	Stockton-on-Tees Borough Council
Location:	Stockton-on-Tees
Geographical coverage:	Urban
Start and end date:	2011 – ongoing (reviewed annually)
Estimated annual target reach:	500 households
Proportion with a health condition:	75%

Brief overview of Warm Homes Healthy People

Warm Homes Healthy People aims to support residents whose health conditions make them vulnerable during the winter period. The service takes a holistic approach and provides a range of interventions. This includes energy efficiency advice, ensuring the client is on the best energy deal, energy debt advice, a handyman service to assist with minor energy efficiency measures and repairs, income maximisation, benefits checks, boiler servicing and the repair or replacement of heating systems. The service also administers an emergency heating response, through which clients in crisis situations will receive a temporary heating system within two hours of contacting the service. Assistance is provided over the phone or through home visits, with the latter noted to achieve the biggest impacts for householders and permit the service to

pick-up on issues which may have otherwise been missed. For more information about Warm Homes Healthy People visit: www.stockton.gov.uk/health-and-wellbeing/warm-homes-healthy-people-scheme

The service operates with eligibility criteria, this being: households in the private sector (owner-occupied and private rented), have a long-term health condition exacerbated by the cold, over 75, in receipt of welfare benefits or have a child under the age of five with a health condition. The repair or replacement of heating systems is subject to the client meeting set financial conditions. The service's eligibility criteria have developed over time as the service identifies household types in need of support.

Funding

The service is funded by Stockton-on-Tees Borough Council Public Health who commission Warm Homes Healthy People on an annual basis. The funding is not subject to conditions or targets, which permits the service to be flexible and constantly evolve and adapt. This is particularly useful as the number of households reached fluctuates yearly depending on the severity of the winter weather. Any underspend is able to be carried over into the next year of operation, which gives the service some security.

From 2019, Stockton-on-Tees Borough Council will also be delivering support through the Warm Homes Fund and providing off-gas fuel poor households with first time central heating systems. This project will also utilise funding provided through the Energy Company Obligation (ECO) scheme. However, it can be difficult to use as it is subject to constant changes and the funding available only covers approximately 23% of the cost of a measure. This requires the service to seek additional funding to bridge the gap. Whilst the service does use ECO Flex, the cumbersome processes and limited staff resource can be challenging. The innovation element of ECO3 is felt to be beneficial as this will permit the installation of measures which will achieve the biggest impact to households. However, the service is unable to meet the high rates of the scheme.

In securing funding, the service highlights the importance of partnership working in order to create a service which is desirable to commissioners. Warm Homes Healthy People is also undertaking a return on investment analysis of clients' health outcomes. This will provide the service with quantitative evidence demonstrating financial savings to the health sector derived from reductions in household contact with health and care services and bring the prevention of ill health up the agenda.

Generating engagement

Health sector engagement: The service has generated engagement from a range of health and care bodies and professionals. This includes Public Health, who commission the service and provide guidance on communicating the service within the sector, and the Health and Wellbeing Board (HWB), who have included the service in the Joint Strategic Needs Assessment (JSNA). In addition, the service receives referrals from a range of professionals including general practitioners, home from hospital staff, mental health teams, district and community nurses and social care. The service has also engaged pharmacies, who promote Warm Homes Healthy People on pharmacy bags given to patients.

Warm Homes Healthy People has benefited from pre-existing relationships across the health sector which has helped generate engagement and funding from Public Health has given the service traction with health professionals. In maintaining engagement, Warm Homes Healthy People maintain high levels of communication and have a presence within the community; this includes local events and a dementia day-hub facility. The service also delivers training to health professionals on cold-related ill health and assistance available through Warm Homes Healthy People.

Non-health sector engagement: The service has also generated engagement from a range of non-health sector organisations. In providing a holistic approach to supporting residents, the service utilises partners who can provide specialist support. This includes Citizens Advice, who provide income maximisation and debt advice, and Cleveland Fire and Rescue, who undertake home checks and provide heating appliances. The delivery of practical support, such as repair or replacement of heating systems, is tendered out on an annual basis. A range of services refer householders to Warm Homes Healthy People. This includes, third sector organisations, schools, housing associations, local authority departments and the meals on wheels service.

Engagement from this sector is felt to be naturally high, due to these organisations working on the ground and seeing the impacts of fuel poverty. In generating and maintaining engagement, high levels of communication are imperative. Warm Homes Healthy People achieves this by regularly meeting with other services, attending meetings and holding seminars for councillors.

In addition, partnership working is imperative to service delivery and as such, the service undertakes an annual review during summer to identify gaps in support and identify the most suitable organisation to address this. Training is also delivered to frontline staff, which focuses on cold-related ill health and the referral process.

Information and data sharing

Referrals to the service can be made by third party agencies or the client themselves, by email or phone. The information needed to make a referral is minimal, requiring the client's name, address, date of birth, housing tenure and how they are eligible.

The service does share information with partner organisations. However, this is done with explicit consent from the client. The service also has data-sharing agreements in place which are reviewed annually and utilises Egress to share information. Any data shared with funders or for evaluation purposes is anonymized.

Winter Watch (Reading)

Lead organisation:	Reading Borough Council
Location:	Reading
Geographical coverage:	Urban
Start and end date:	January 2011 – ongoing
Estimated annual target reach:	250 – 300 households
Proportion with a health condition:	40-59%

Brief overview of Winter Watch

The Winter Watch service provides energy support to vulnerable households in or at risk of fuel poverty. The service, which operates all year round, offers a range of assistance, either over the phone or through home visits. This includes energy advice, supporting clients to understand their energy bills and different types of meters, ensuring the client is on the best energy deal and help to manage debt, providing easy-to-follow energy guides, and signing households up for additional support such as the Priority Services Register and the Warm Home Discount. The Winter Watch service also provides practical interventions such as insulation, draughtproofing measures, emergency credit information to those in crisis and temporary heating appliances for those without a primary heat source. For more information about Winter Watch visit:

www.reading.gov.uk/winterwatch

Whilst any resident is able to access support and advice over the phone, additional support and home visits are subject to the client meeting eligibility criteria. This includes those on low income, households with children under the age of five, those of a pension age, residents with a long-term health condition(s) and those receiving additional support.

Funding

The service is funded jointly by Reading Borough Council’s public health and housing service, but also utilises funding providing through the Energy Company Obligation (ECO) to fund measures for those eligible.

Generating engagement

Health sector engagement: Winter Watch has generated engagement from a range of health professionals. This includes community and district nurses, general practitioners, adult social care and occupational therapists. All of whom identify and refer vulnerable patients to the service.

In generating engagement from the sector, the service highlights the importance of face-to-face communication and provides feedback on the outcomes achieved as a result of a referral being made.

Non-health sector engagement: The service has also generated engagement from a range of non-health sector organisations. This includes foodbanks, housing associations, drop-in centers, third sector organisation such as Age UK, Citizens Advice and Launchpad and departments across Reading Borough Council including environmental health, the wellbeing team, debt advice, rent guarantee scheme and housing support. All of these partners refer

clients to the service and receive referrals from Winter Watch to provide specialist support. The service has also generated engagement by advertising at local events such as 'Big Energy Week', housing information days and older people working groups. In addition to this, Winter Watch promotes through charity shops and noticeboards as well as the use of social media.

Engagement from these organisations has been generated and maintained by ensuring high levels of communication to increase awareness of the service, attending team meetings, and taking opportunities to promote Winter Watch through existing services.

Information and data sharing

The information needed to refer a resident to Winter Watch is the resident's name, address and postcode, date of birth, basic household income, tenure information, fuel type and any disabilities in the home. Referrals can be made by phone or email. Winter Watch aims to make contact with the resident in under 48 hours to arrange a visit.

The service does share information with other organisations for the purpose of referring clients for specialist support. However, this is only done with the written consent of the client.

Healthier Homes (Kensington and Chelsea)

Lead organisation:	Royal Borough of Kensington and Chelsea
Location:	Borough of Kensington and Chelsea
Geographical coverage:	Urban
Start and end date:	Late 2014 to ongoing
Estimated annual target reach:	60 households
Proportion with a health condition:	70%

Brief overview of Healthier Homes

Healthier Homes aims to tackle fuel poverty and assist residents living in homes which are cold, damp and put health at risk. The service offers a range of assistance through home visits, which allows the service to deliver tailored support and identify issues which may have otherwise gone unresolved. This includes income maximisation, fuel debt assistance, grants for heating repairs and installations, emergency heating, installing small measures such as draughtproofing and referrals to services, including social services, fire and rescue and third sector organisations, for additional specialist support. For more information about Healthier Homes visit: www.rbkc.gov.uk/housing/living-healthy-homes/affordable-warmth-and-energy-efficiency-home

Whilst any resident can receive initial support through the service, more in-depth interventions such as grants, emergency heating and small measures are subject to the client meeting eligibility criteria. This varies depending on the type of assistance required. For example, emergency heating is aimed at householders over the age of 75 or at-risk residents who are vulnerable to the cold, whilst grants are normally based on vulnerability criteria, including disability, households with an occupant over the age of 60 or under the age of 16, victims of domestic violence and/or crime or in receipt of means-tested benefits. However, eligibility for

this is flexible and means that support can be provided to those who are in need of assistance but are otherwise unable to access this.

Funding

The service has received funding from a number of sources. This has largely, and most consistently, been from the Royal Borough of Kensington and Chelsea Public Health department. The service has also received additional funding through sources such as Warm Homes Healthy People and the Homes4Health element of the Warm Homes Fund. Each of these schemes have had their own criteria and outcomes, but we adjust our offer to meet these. Healthier Homes also utilises available funding from the local authority, such as private sector housing grants, disabled facilities grants and external funding such as the Mayor of London's Warmer Homes Fund and the Foundations Independent Living Trust's Gas Safe funding.

In securing funding, the service highlights the importance of working in partnership with other organisations on bids.

Generating engagement

Health sector engagement: Healthier Homes has generated engagement from a range of health and social care bodies. This includes Public Health, who fund the service, as well as social services, hospital discharge teams, mental health teams and health and social care assistants in general practice, who refer patients to the service.

In generating and maintaining engagement, the service provides annual training sessions for staff, which focus on identifying fuel poverty and the referral process for Healthier Homes. This serves as a useful way to maintain awareness of the service as there can often be a high turnover of staff.

Non-health sector engagement: The service has also generated engagement from a range of non-health sector organisations. This includes Groundwork London, who undertake the energy efficiency measure and installation of small measures, Citizens Advice and Nucleus who provide income maximisation and fuel debt assistance, and third sector organisations who refer to the service.

In generating and maintaining engagement, Healthier Homes provides training to these organisations to raise awareness of fuel poverty and the support available through the service. High levels of communication are also imperative, with the service attending events and keeping partner organisations updated on the service and any potential funding opportunities which may enhance their service and support Healthier Homes outcomes. In addition, the service has tried different methods of engagement such as a presence within external organisations. This has previously included a fuel debt advice officer situated in Citizens Advice which helped them to refer on and free up some of their own capacity.

Information and data sharing

The information needed to refer a resident to the service is minimal, requiring basic contact details and confirmation that consent for the referral has been obtained. Referrals can be made by a third-party agency or the resident themselves by phone, email, post or fax.

Healthier Homes does share information with others, for the purpose of referrals and proofing eligibility. However, this is only done with explicit consent from the client and using a secure referral mechanism between partner organisations. In addition, emails sent to NHS services are encrypted.

Schemes predominantly funded by a local authority

Affordable Warmth Assistance (North Lincolnshire)

Lead organisation:	North Lincolnshire Council
Location:	North Lincolnshire
Geographical coverage:	Urban and rural
Start and end date:	April 2010 – no end date
Estimated annual target reach:	500 households
Proportion with a health condition:	70%

Brief overview of Affordable Warmth Assistance

Affordable Warmth Assistance aims to support residents to afford to heat their homes to a comfortable standard and helps homeowners to live independently for as long as possible. The service provides a range of interventions. This includes free heating and insulation measures, energy efficiency and saving advice, ensuring the householder is on the best energy deal and referrals to charitable and public sector organisations for more specialist support such as benefit advice, income maximisation or home safety checks. The service also offers home visits during which practical support and advice can be provided to those with additional or more complex needs.

The service is only available to owner-occupiers who are required to meet one or both of the following criteria; have a vulnerable occupant who has a long-term health condition exacerbated by the cold and/or be on a low income and be fuel poor under the Low Income High Costs indicator.

Funding

The service is largely funded by North Lincolnshire Council, including the housing department, environmental health and public health's Better Care Fund. In addition, funding from external sources is utilised to provide affordable warmth measures such as heating and insulation. This includes grants and funds provided through the Energy Company Obligation (ECO), including ECO Flex. This is cited as being a beneficial component as it allows households who would otherwise not be eligible for support under ECO, to access assistance.

However, it is noted that funding provided through ECO does not cover the total costs of installing energy efficiency measures and requires North Lincolnshire Council to seek additional funding to top up funds to ensure measures can be freely installed to households. This can be challenging as whilst the service does not have an end date, its operation is dependent on local authority funding being available and additional funding sourced to subsidise ECO.

In securing funding, the service highlights the importance of partnerships and works closely with adjoining local authorities in the county and third sector organisations to submit joint funding bids.

Generating engagement

Health sector engagement: The Affordable Warmth Assistance service has generated engagement from a range of health professionals. This includes hospital discharge teams, hospital coordinators, district and community nurses, occupational therapists and enabling support teams, all of whom identify and refer patients to the service.

In generating and maintaining engagement, the service highlights the importance of communication. This has been achieved through regularly meeting with frontline staff and attending team meetings. The service also provides fuel poverty training sessions to health and social care professionals which cover the links between cold homes and ill health, the support available and how to identify and refer vulnerable patients. In engaging professionals, it is noted that time constraints can hinder frontline professionals from engaging. However, the service highlights the importance of going directly to staff so as to minimise any additional time pressures on staff.

Non-health sector engagement: The service has also generated engagement from a range of non-health sector organisations. This includes third sector organisations, collective switching providers, installers, utility companies and public services such as fire and rescue. The degree to which they are involved ranges from promoting the service, generating referrals, providing funding through ECO to working in partnership to deliver events, such as collective switching.

Engagement from these organisations has been naturally high due to them already providing advice and support on fuel debt and affordable warmth within their own remit. The service has maintained engagement through regular communication and providing updates and information to help identify eligible households.

Information and data sharing

The information needed to refer a client to the Affordable Warmth Assistance service is minimal, with this being limited to the client's name, address, contact information, date of birth, existing health condition(s), income and some basic information about the property. Clients can self-refer to the service or be referred by a third party using an online form or enquiring through North Lincolnshire Council's contact centre.

The service does share information with partners such as installers and funders, largely to confirm eligibility and to provide contact details. However, this is limited to the information provided by the client or referrer on the enquiry form which is signed by the client to consent to their information being shared.

Better Housing, Better Health (Oxfordshire and Buckinghamshire)

Lead organisation:	National Energy Foundation
Location:	Oxfordshire and Buckinghamshire
Geographical coverage:	Urban and rural
Start and end date:	April 2011 – ongoing
Estimated annual target reach:	1,100 households
Proportion with a health condition:	70%

Brief overview of Better Housing, Better Health

Better Housing, Better Health is a longstanding service working to reduce and prevent fuel poverty and thus improve the health and wellbeing of vulnerable households. Previously known as the Affordable Warmth Network, the service provides access to a range of interventions aimed at reducing the negative effects of cold homes and fuel poverty. This includes grants and financial assistance for energy efficiency measures, impartial energy advice, ensuring the client is on the best energy deal, referring to support organisations and fuel debt alleviation. In addition, the service offers a home visit service through the Local Energy Advice Program (LEAP), during which free energy saving measures can be installed. For more information about Better Housing, Better Health visit: www.bhbh.org.uk

Eligibility for the service is broad, taking a case-by-case approach and supporting any vulnerable resident who contacts the service. This includes those defined as fuel poor under the Low Income High Cost indicator, those on low incomes and/or in receipt of benefits, those with a health condition, households with an occupant over the age of 65 or under the age of five and those with a health condition(s) or disability. Due to the service having worked closely with social services and the NHS, service delivery has increasingly focused on health conditions such as respiratory disease and chronic obstructive pulmonary disease. Whilst the service is open to anyone, grants and financial assistance tend to be tied to specific eligibility criteria that a client must meet.

Funding

The service is predominantly funded through the county, city and district councils across Oxfordshire and Buckinghamshire. The Better Housing, Better Health service in Buckinghamshire has also received a prevention grant from Buckinghamshire County Council. Additionally, the service is reliant on funding avenues steered by central government and energy providers, including funds provided through the Energy Company Obligation (ECO), Warm Homes Fund and Big Energy Saving Network.

ECO is the main source of funding for energy efficiency improvements in a client's home. However, it is noted that this initiative only part-funds measures requiring the service to secure additional funding to top up ECO and ensure the installation goes ahead. In addition, measures provided and funding levels can differ from installer to installer which can be challenging.

Better Housing, Better Health actively seek additional funding, having previously secured funds from Bucks Big Heat, NEA, ScottishPower Energy People's Trust and Gawcott Solar

Project. In the future the service hopes to utilise local authority grants for projects working to support those suffering from cardiovascular and respiratory disease.

It is noted that the decline in national funding available has been challenging, with this making it more difficult to source grant funding.

Generating engagement

Health sector engagement: Better Housing, Better Health directly engages with health and social care professionals who can assist in identifying those residents at the most risk. The service has a 'warmth-on-prescription' element through which frontline health and care professionals can refer a vulnerable patient to receive a grant to facilitate energy efficiency measures being installed. There has been concentrated effort in engaging frontline professionals who come into regular contact with the service's target demographic in their home. This includes hospital discharge teams, general practitioners, community and district nurses, social workers and support organisations such as falls prevention.

The National Energy Foundation also provide free training to frontline health and social care professionals across Oxfordshire and Buckinghamshire. This covers the links between cold homes and ill health, identifying vulnerable patients and risk and the support available for those in or at risk of fuel poverty. The service hopes to develop this into Continuing Professional Development (CPD) accredited online training. In addition, The National Energy Foundation maintain high levels of communication with health professionals through means such as a monthly newsletter.

In engaging health and social care professionals it is felt that, with professionals being overstretched, this can hinder engagement as there is little time to think about or take on additional responsibility such as energy efficiency and home heating. However, it is noted that the links between cold homes and health are becoming more widely accepted in the health sector which is increasing engagement.

Non-health sector engagement: The service has generated engagement from a number of non-health related organisations. This includes third sector organisations, installers and energy suppliers, whose roles range from providing funding to providing direct support to vulnerable households.

Engagement from these organisations is high due to them already providing support to vulnerable households. The introduction of ECO Flex has also helped generate engagement, as this has resulted in suppliers and installers wanting to work with the funding and identifying potentially vulnerable households which Better Housing, Better Health can provide additional support to.

Information and data sharing

For a household to be referred to the Better Housing, Better Health project the information that is required includes basic contact information, information on health condition, benefit entitlement, age of household occupants, primary fuel provider and tenure of property. Referrals can be made by phone, email, post or using an online form.

The service does share information with partners including local authorities, healthcare professionals, installers, third sector agencies and social services, to determine eligibility for external support. In such cases information is shared using Egress Switch, which facilitates the secure transfer of emails, and with client consent. Where information is shared for the purpose of reporting or showcasing the service, information is anonymised.

Home Energy Advice Tamworth

Lead organisation:	Marches Energy Agency
Location:	Tamworth Borough
Geographical coverage:	Urban
Start and end date:	September 2017 - ongoing
Estimated annual target reach:	200-300 households
Proportion with a health condition:	50%

Brief overview of Home Energy Advice Tamworth

Home Energy Advice Tamworth (HEAT) is a partnership service between Marches Energy Agency and Tamworth Borough Council, which aims to help residents reduce their energy bills and increase the comfort within their home. The service offers a range of support. This includes a telephone advice line which provides information on heating systems and controls, signposting to additional services, advice on energy efficiency measures such as insulation and heating and signing eligible households onto the Priority Services Register (PSR). In addition to checking eligibility for grants and government schemes, including the Warm Home Discount, HEAT also makes applications on a resident's behalf for grants such as energy efficiency and hardship funds. The service also provides home visits, during which a householder receives face-to-face support, and runs outreach sessions in the community. For more information about HEAT visit: www.staffordshireconnects.info/kb5/staffordshire/directory/service

The service operates without eligibility criteria, and any resident in the borough can access support. However, HEAT is particularly targeted at those households who are most vulnerable to the effects of living in a cold home or classified as fuel poor through the Home Heating Cost Reduction Obligation (HHCRO) or ECO Flex.

Funding

The service is largely funded by Tamworth Borough Council, with funding conditional to the service meeting set performance indicators. However, the service actively seeks additional funding sources to expand the assistance available through HEAT. This includes government funding, grants from energy suppliers and through national funding competitions.

HEAT also utilises funding provided through the Energy Company Obligation (ECO), using it to improve the energy efficiency of an eligible household's property and provide assistance in crisis situations, through interventions such as boiler replacements. The service uses a framework of installers to help deliver such measures. However, ECO can be challenging due to the funding not covering the full cost of measures. This requires the service to seek additional funding from other sources, such as trust funds, to bridge the gap. ECO Flex has

been beneficial to both the service and residents as it has allowed more vulnerable and at-risk households to be supported who would have otherwise be ineligible under previous schemes.

In securing funding, the service highlights the importance of working in partnership with other local third sector organisations to submit joint funding bids. HEAT also works closely with Tamworth Borough Council who can help the service to access additional funding.

Generating engagement

Health sector engagement: The service has generated engagement from a range of health and social care professionals. This includes occupational therapists, hospital discharge teams, community mental health teams and social care who refer patients. Referrals from this sector are key in prioritising support to those most vulnerable to cold-related ill health.

In generating and maintaining engagement, HEAT works to constantly raise awareness of the service and provides training and awareness sessions to frontline health and care professionals outlining the risks of fuel poverty and the support available through the service. However, engagement from the sector can be challenging with it difficult to demonstrate the true benefit of energy efficiency improvements and advice with regards to health and wellbeing outcomes, as doing such requires significant initial buy-in and resource from the health sector.

Non-health sector engagement: The service has also generated engagement from a range of non-health sector organisations, including departments within the local authority, third sector organisations and public services, such as the fire and rescue service. Not only are these organisations a key source of referrals to the service but raise awareness of HEAT and promote the service amongst their client base. In addition, partnership working with these organisations means funding opportunities can be identified.

Information and data sharing

The information needed to refer a resident is minimal, requiring just a name, address, contact details and confirmation that consent for the referral to be made has been obtained. Referrals can be made by third parties or the residents themselves by phone or email.

The service does share information. However, this is done securely, in line with General Data Protection Regulation (GDPR) and with explicit consent from the client.

Hitting the Cold Spots (Hampshire)

Lead organisation:	the Environment Centre
Location:	Hampshire (excludes Portsmouth and Southampton)
Geographical coverage:	Urban/rural
Start and end date:	December 2011 – March 2022
Estimated annual target reach:	500 residents
Proportion with a health condition:	85%

Brief overview of Hitting the Cold Spots

Hitting the Cold Spots, delivered by the Environment Centre on behalf of Hampshire County Council, aims to improve the health and wellbeing of residents who are in or at risk of fuel poverty by supporting them to effectively and efficiently keep their home warm.

The service provides a range of interventions. This includes an email and freephone advice line service which provides initial support and information relating to a range of topics such as energy saving and efficiency, eligibility checks for the Warm Home Discount, Priority Services Register and local energy efficiency schemes, ensuring the resident is on the best energy deal and referring and signposting to other organisations for more specialist support. For those with more complex needs, Hitting the Cold Spots provides home visits, during which practical support and advice is delivered. The service can also facilitate access to funding for heating system repairs or replacements and provide temporary emergency heaters. For more information on Hitting the Cold Spots visit: www.hants.gov.uk/socialcareandhealth/adultsocialcare/coldspots

Whilst any resident can access information and support through the telephone advice line and email, additional follow-up support, such as a home visit, temporary heater and access to grants, is subject to the resident meeting eligibility criteria. This includes households with broken or no heating, homeowners and occasionally private tenants, low-income with little or no savings and vulnerable to the cold due to age, health or disability.

The Hitting the Cold Spots team can be reached on Freephone 0800 804 8601 (Monday to Friday, 9am to 5pm) or via email: staywarm@environmentcentre.com

Funding

Hitting the Cold Spots is largely funded by Hampshire County Council, with funding from national schemes, energy trusts and individual funding options based on a client's circumstance utilised. The Environment Centre has also leveraged external funding to deliver practical measures including securing funding from the Central Heating Fund, Green Deal Communities and Warm Homes Fund. Individual district councils within Hampshire also contribute funding. Funding is subject to the service meeting a range of key performance indicators including targets, quality of service and leveraging external funding. The service also, where possible, utilises funding provided through the Energy Company Obligation (ECO) and ECO Flex, with Hampshire County Council having issued a statement of intent.

In securing funding, the service highlights the importance of partnership working with other organisations and match funding.

Generating engagement

Health sector engagement: Hitting the Cold Spots has generated engagement from a range of health and social care organisations, including public health, Clinical Commissioning Groups (CCGs), hospital discharge teams and care homes. Healthcare professionals, such as community and district nurses, occupational therapists and carers, refer patients to the service.

In generating and maintaining engagement, communication is imperative. This includes attending events and team meetings, directly communicating with health professionals and networking. The service also provides training sessions on fuel poverty to various health bodies and teams and in turn advisers at Hitting the Cold Spots have received training on autism awareness, Dementia Friends and Making Every Contact Count. This ensures advisors can adapt the service to best meet client needs and allows them to have healthy conversations with clients and refer them to healthy living services. The service has found that focusing communication at a strategic level, such as cold weather planning and health and wellbeing strategies, has been successful and maintains engagement by providing feedback on client outcomes.

Non-health sector engagement: The service has also generated engagement from a range of non-health sector organisations including local authorities, 'Buy with Confidence' contractors, statutory services and the third sector, all of whom refer clients to the service. In cases where a client is in need of specialist support such as fire safety, home security, income maximisation and befriending, Hitting the Cold Spots will refer and signpost clients to these organisations.

The extent to which these organisations are engaged varies and is dependent on their individual priorities, staff commitments and the time of year. The service has generated and maintained engagement through networking, providing fuel poverty awareness training and resources, attending events and team meetings, ensuring high levels of direct communication and providing feedback on client outcomes.

Information and data sharing

Referrals to Hitting the Cold Spots can be made by phone or email, either directly from the client or from third parties. The information needed to refer a resident is minimal, requesting the following; the name, address and contact number of the client, confirmation that consent for the referral to be made has been obtained from the client, any potential risks to home visiting, the reason(s) for referral and any support needs the client may have. If the referrer wishes to be in attendance when the service meets with the client and/or would like information on the outcomes achieved, they must provide their contact information.

The service does share information with others. However, this is only done when it is required for reasons such as a referral, reporting to funders, providing information to installers and safeguarding concerns. In such instances, information is securely shared using an encrypted email, anonymised where possible and with explicit consent from the client. Any information the service retains is held securely and processed and disposed of in line with General Data Protection Regulations (GDPR).

Keep Herefordshire Warm

Lead organisation:	Marches Energy Agency
Location:	Herefordshire
Geographical coverage:	Urban and rural
Start and end date:	September 2017 - ongoing
Estimated annual target reach:	600-750 households
Proportion with a health condition:	60-70%

Brief overview of Keep Herefordshire Warm

Keep Herefordshire Warm is a partnership service between Marches Energy Agency and Herefordshire Council, which aims to support local householders to heat their home at an affordable cost. All residents are able to access support through a freephone advice line, which advises on a range of home energy issues via unscripted and impartial advice and support. Advice covers energy efficiency measures (heating and insulation), accessing Energy Company Obligation (ECO) or associated schemes, ensuring the resident is on the best energy deal, heating controls and systems, signing eligible households onto the Priority Services Register (PSR) and assessing eligibility for hardship grants and Government schemes such as the Warm Home Discount. For householders with additional or more complex needs, the service offers face-to-face assistance through home visits and ongoing casework support. Furthermore, Keep Herefordshire Warm works in partnership with the local authority and local third sector organisations to provide outreach services in the community. For more information about Keep Herefordshire Warm visit: www.herefordshire.gov.uk/info/200139/community/682/home_energy

Whilst any resident is able to access initial support from the service, additional assistance, such as home visits, is subject to the resident meeting set criteria. This is prioritised towards those most at risk to the impacts of living in a cold home, either due to age, health condition(s), disability or low income.

Funding

The service is largely funded by Herefordshire Council, with funding conditional to set performance targets being met. The service also leverages additional funding to support and expand activity. This includes Government funding, grants from energy suppliers and through bids into national funding competitions.

Keep Herefordshire Warm also utilises funds provided through ECO and works with a range of contractors who can deliver measures and access ECO funding for residents. The service manages the ECO Flex process in partnership with Herefordshire Council. This is felt to be beneficial as it is a key avenue for funding measures to households who would otherwise be unable to access assistance. However, ECO can be challenging to work with due to the reductions in funding available and the lack of support for rural households under ECO3.

In securing funding, the service highlights the importance of partnership working with other third sector partners and the local authority to help identify and apply for additional funding which could complement and/or expand Keep Herefordshire Warm.

Generating engagement

Health sector engagement: Keep Herefordshire Warm has generated engagement from a range of health and care bodies and professionals. This includes community mental health teams, hospital discharge teams, occupational therapists, assessment officers and other adult social care professionals; all of whom refer patients to the service.

The service also manages an affordable warmth network which brings together public and third sector partners to discuss affordable warmth strategies, develop action plans and promote services. This includes various health professionals (including those listed above), charities and departments within the local authority, including public health. The Health and Wellbeing Board (HWB) is also engaged with the service.

Engagement from the health sector can be challenging as it can be difficult to evaluate the health outcomes and savings to the NHS which have derived from certain interventions, such as a first time central heating system. However, it is felt that the establishment of the affordable warmth network, development of an affordable warmth strategy and an additional steering group has been successful in generating engagement. The service also uses case studies to highlight the impact to residents as a result of receiving an intervention through the service, which helps to increase engagement and understanding.

Non-health sector engagement: The service has also generated engagement from a range of non-health sector organisations, including charities, community groups and carer groups. These organisations play an active role in referring clients, identifying vulnerable households in the most need, and promoting the service to their client groups.

The service has benefited from the affordable warmth network, which has allowed relationships between services to develop an awareness of the support available to be maintained. In generating and maintaining engagement from partners, Keep Herefordshire Warm provides feedback on the outcomes achieved from a referral and uses case studies to demonstrate what can be achieved through interventions from the service.

Information and data sharing

The information needed to refer a resident to Keep Herefordshire Warm is minimal, with this limited to the resident's name, contact information and confirmation that the resident consents to the referral being made. Referrals can be made by residents themselves or by third parties, including family members, friends or professionals, by phone or email.

The service does share information with partners who have been selected and vetted. This includes approved installers and Herefordshire Council for evaluation purposes. Any information shared is done so securely and using General Data Protection Regulation (GDPR) compliant processes and with explicit consent from the client.

Keep Shropshire Warm

Lead organisation:	Marches Energy Agency
Location:	Shropshire
Geographical coverage:	Urban and rural
Start and end date:	September 2017 - ongoing
Estimated annual target reach:	700-800 households
Proportion with a health condition:	60-70%

Brief overview of Keep Shropshire Warm

Keep Shropshire Warm offers free and impartial advice to residents, helping reduce energy bills, increase energy efficiency and improve their health and wellbeing. The service offers an array of support. This includes telephone advice on energy efficiency improvements and grants, referrals and signposting to additional support services, ensuring the client is on the best energy deal, advice on bills, heating systems and controls and checking eligibility for further assistance, including grants, the Priority Services Register and the Warm Home Discount. The service can also provide follow-up support through home visits or ongoing assistance should the client need this. Furthermore, Keep Shropshire Warm offers face to face advice in the community via a range of events. For more information about Keep Shropshire Warm visit: www.shropshire.gov.uk/private-sector-housing/keep-shropshire-warm-energy-saving-advice

Whilst any resident in the county can access immediate support through the service, those who require additional and practical support must meet eligibility criteria. This includes those in or at risk of fuel poverty (classified under the Home Heating Cost Reduction Obligation (HHCRO) or ECO Flex) and those most vulnerable to the impacts of a cold home.

Funding

The service is largely funded by Shropshire Council, with this conditional to performance targets being met. Additional funding is leveraged where possible to bolster and expand Keep Shropshire Warm. This includes government funding, national funding opportunities and grants from energy suppliers.

Keep Shropshire Warm also utilises funds provided through the Energy Company Obligation (ECO) to provide energy efficiency measures to eligible households. The service also manages the ECO Flex process on behalf of Shropshire Council and works with a framework of contractors to deliver ECO measures locally. However, the amount of funding available through ECO is not enough to meet the full cost of measures. This requires Keep Shropshire Warm to seek additional funding, from sources such as trust funds, to bridge the gap. ECO Flex has been beneficial to both the service and residents as this permits households who would otherwise be ineligible to receive support.

In securing funding, the service highlights the importance of working in partnership with others, particularly third sector organisations as this has helped the service access additional funding to expand the assistance offered.

Generating engagement

Health sector engagement: Keep Shropshire Warm has generated engagement from a range of health and care bodies and professionals. This includes community care co-ordinators, hospital discharge teams, community mental health teams and adult social care who refer patients to the service. Engagement from this sector enables the service to better target resources at those most vulnerable to cold-related ill health.

Keep Shropshire Warm manages an affordable warmth network which brings together public and third sector partners to discuss affordable warmth challenges, develop action plans and promote and refer into services. More recently, a local affordable warmth conference was held. Members of this network include health professionals (including those listed above), charities and departments within the local authority, including public health.

In generating and maintaining engagement, the service provides fuel poverty briefing sessions to frontline staff, which focus on cold-related ill health, the support offered through Keep Shropshire Warm and the referral process.

Non-health sector engagement: The service has also generated engagement from a range of non-health sector organisations, including local community groups, charities and carers groups. This is largely through the affordable warmth network, through which the service is promoted, and partners can refer clients and receive updates on achieved outcomes. These organisations are a key source of awareness raising, particularly with Shropshire being a large rural county and the associated challenges of such. This being older more inefficient and harder to treat housing, large proportions of off-gas properties and logistical challenges of delivering measures. In generating and maintaining engagement the service provides feedback on the outcomes achieved as a result of referral. This strengthens confidence in the service amongst partners.

Information and data sharing

The information needed to refer a resident to the service is minimal, requiring just their name, address, contact number and confirmation that consent for referral has been obtained. Referrals can be made by third-party agencies, family and friends or the resident themselves by phone or email.

The service does share information with others. However, this is only with selected partners, such as installers, who have established data sharing agreements. Any data shared is done so in accordance with General Data Protection Regulations (GDPR) and with explicit consent from the client.

Warmer Homes Stafford

Lead organisation:	Marches Energy Agency
Location:	Stafford
Geographical coverage:	Urban and rural
Start and end date:	September 2017 - ongoing
Estimated annual target reach:	300-400 households
Proportion with a health condition:	50%

Warmer Homes Stafford

Warmer Homes Stafford is a partnership service between Marches Energy Agency and Stafford Borough Council, which aims to help residents reduce their energy bills and the health risks deriving from living in a cold home. Warmer Homes Stafford provides a telephone, email and website advice service which offers a range of support and information. This includes advice on energy efficiency measures, heating systems, how to effectively use heating controls, signing residents up to the Priority Services Register, checking eligibility for grants and government schemes such as the Warm Home Discount and ensuring the resident is on the best energy deal. The service also applies for grants on behalf of the householder, including hardship and energy efficiency funds. In addition, Warmer Homes Stafford operates a number of outreach events in partnership with the local authority and local third sector organisations, bringing advice and support into the community. For those with more complex needs, assistance is provided over a longer period, and the service can offer home visits. Providing a home advice service permits Warmer Homes Stafford to engage householders in conversations which may be difficult over the phone and allows advice to be more tailored. For more information about Warmer Homes Stafford visit: www.warmerhomesstafford.org.uk

Whilst any resident can access initial support from the service, additional support and practical interventions are subject to the resident meeting set eligibility requirements. This is largely targeted at those in or at risk of fuel poverty (as classified under the Home Heating Cost Reduction Obligation (HHCRO) and ECO Flex) and vulnerable to cold-related ill health.

Funding

The service is predominantly funded by Stafford Borough Council, with funding conditional to the service meeting performance targets. Warmer Homes Stafford also seeks additional funding, including government funding, grants and national funding opportunities, to bolster the service and expand the support available. This includes funds provided through the Energy Company Obligation (ECO), which is utilised to improve the energy efficiency of a property and also to support those in crisis situations, by providing replacement boilers. Warmer Homes Stafford also manages ECO Flex on behalf of Stafford Borough Council and has a framework of contractors who deliver ECO measures locally. ECO Flex is felt to be a positive element in delivering support as this permits households who would otherwise be ineligible to receive assistance.

In securing funding, the service highlights the importance of partnership working with other third sector organisations, to access additional funding and expand the assistance offered.

Generating engagement

Health sector engagement: Warmer Homes Stafford has generated engagement from a number of health and care bodies and professionals. This includes hospital discharge, adult social care teams, occupational therapists and community mental health teams. These professionals are key in raising awareness of the service amongst their patient groups and referring those most vulnerable to cold-related ill health.

Warmer Homes Stafford manages an affordable warmth network which brings together public and third sector partners to discuss affordable warmth challenges, develop action plans and promote referral services. Members of the network include health professionals (as listed above), charities and departments within the local authority, including public health.

However, generating and maintaining engagement can be challenging as, without initial buy-in and resource from the health sector, demonstrating the achieved benefits of energy efficiency improvements and advice in regard to health and wellbeing outcomes can be difficult. In generating engagement, the service delivers briefings and training sessions to frontline staff which focus on fuel poverty and how the Warmer Homes Stafford service can assist. The service also ensures high levels of communication through such means as regular updates and bulletins delivered by email.

Non-health sector engagement: The service has generated engagement from a range of non-health sector organisations, including community groups, parish councils, charities and carers groups. This is largely through the affordable warmth network, which permits services to promote assistance, refer clients for additional specialist support and receive updates achieved on the outcomes of their referral. Organisations within this sector have a key role in promoting the service amongst their client groups and enabling Warmer Homes Stafford to reach more isolated areas. Providing feedback on the impacts achieved through intervention helps strengthen confidence in the service amongst referral partners.

Information and data sharing

The information needed to refer a resident to the service is minimal, with this being limited to the resident's name, address, contact number and confirmation that consent for the referral to be made has been obtained. Whilst more information about the reason for referral and household circumstance is helpful in enabling Warmer Homes Stafford to provide support more quickly, this is not necessary and can be gathered at a later date from the referrer or client themselves. Referrals can be made by a resident or a third party by phone or email.

The service does share selected information with partners, including installers, when necessary. However, in such cases data sharing agreements are in place, consent from the client has been obtained and all information is shared in accordance with General Data Protection Regulations (GDPR).

Warmer Homes South Staffordshire

Lead organisation:	Marches Energy Agency
Location:	South Staffordshire
Geographical coverage:	Urban and rural
Start and end date:	September 2017 - ongoing
Estimated annual target reach:	200-300 households
Proportion with a health condition:	50%

Brief overview of Warmer Homes South Staffordshire

Warmer Homes South Staffordshire offers free and impartial advice to residents via freephone, email and face-to-face through home visits and community events. The scheme helps reduce energy bills, increase energy efficiency and improve the health and wellbeing of local residents. Advice is available on energy efficiency improvements and grants, the best energy deal, advice on bills, suppliers and fuel debt, heating systems and controls and checking eligibility for further assistance, including grants, the Priority Services Register and the Warm Home Discount. For more information on Warmer Homes South Staffordshire visit:

www.sstaffs.gov.uk/environment/help-to-keep-your-home-warm-2.cfm

Whilst any resident can access initial assistance from the service, additional support is subject to the resident meeting a set eligibility criteria. This includes those most vulnerable to cold-related ill health and those in or at risk of fuel poverty as defined through the Home Heating Cost Reduction Obligation (HHCRO) or ECO Flex.

Funding

The service is predominantly funded by South Staffordshire District Council, with funding conditional to the service meeting key performance indicators. Warmer Homes South Staffordshire also seeks to secure additional external funding, such as government funding, grants and national funding opportunities, to help expand the service and support offered. This includes funds provided through the Energy Company Obligation (ECO) to help residents access grants to improve the energy efficiency of their property and to assist in crisis situations, such as the replacement of a boiler. Warmer Homes South Staffordshire has a framework of installers to help deliver these measures. However, the process of using ECO can be complicated and the funding available through this initiative does not cover the full cost of measures. This means the service has to seek additional sources of funding to meet the cost of interventions. ECO Flex has been beneficial as this permits vulnerable households who would otherwise be ineligible, to receive assistance.

In securing funding, the service highlights the importance of working in partnership with other local third sector organisations and the district council to access additional funding, such as grants, to enhance support.

Generating engagement

Health sector engagement: Warmer Homes South Staffordshire has generated engagement from a range of health and care bodies and professionals. This includes social care teams, occupational therapists, community mental health teams and hospital discharge, who can refer

patients to the service. Referrals from this sector allow the service to better use resource to support those most vulnerable to cold-related ill health.

Generating and maintaining engagement from this sector can be challenging as demonstrating the true benefit of energy efficiency improvements and advice in regard to health and wellbeing can be difficult without first having initial buy-in and resource from the health sector. The service also delivers awareness sessions and training to frontline workers which cover the risks of fuel poverty and the support available through the service.

Non-health sector engagement: The service has also generated engagement from a range of non-health sector organisations. This includes the third sector, public services such as fire and rescue and departments within the local authority, who refer residents to the service. These organisations also have a key role in raising awareness of Warmer Homes South Staffordshire within the community, identifying households within their client groups and making the service aware of potential funding offers or new partners.

Information and data sharing

The information needed to refer a resident to the service is minimal with this limited to just the client's name, address, contact number and confirmation that consent for referral has been obtained. Referrals can be made by the resident themselves or a third party, by phone or email.

Warmer Homes South Staffordshire does share selected information with others. However, this is done securely using General Data Regulation Protection (GDPR) compliant processes and with explicit consent from the client.

Winter Warmth (Dudley)

Lead organisation:	Dudley Metropolitan Borough Council
Location:	Dudley Borough
Geographical coverage:	Urban
Start and end date:	December 2011 – ongoing
Estimated annual target reach:	750 households
Proportion with a health condition:	85%

Brief overview of Winter Warmth

The Winter Warmth support service helps residents to stay warm and well in their homes during the winter period. The service provides home visits to deliver personalised and tailored support around fuel poverty and staying warm in healthy and affordable ways. This includes; assessing the physical aspects of a property, such as insulation and heating systems and providing guidance and support to access funding for this, investigating the behaviour of residents and providing energy saving tips and advising on the most efficient way to use heating systems, assisting with maximising a household's income by switching tariffs/suppliers, applying for discounts and benefits and managing debt. The service can also carry out a full needs assessment to assess for over 35 interventions to encompass a household's health,

housing and wellbeing needs. Crisis measures for those most at risk e.g. temporary heating, blankets, heated throws and free home insulation and new energy efficient boilers are also available to qualifying homes. For more information about Winter Warmth visit: www.dudley.gov.uk/resident/care-health/dudley-social-services/healthy-lifestyles/keeping-warm-in-winter/winter-warmth-support-scheme

Dudley Metropolitan Borough Council target the service at households with occupants over the age of 65 or under the age of 16, those with a long-term health condition(s) and households with prepayment meters. Whilst any resident living within the Dudley borough is able to receive a free home advice visit, additional measures are subject to eligibility criteria being met. This is based on a financial assessment, which determines whether a resident is required to make a contribution towards the measure(s) or not.

Funding

The service is largely funded by Dudley Metropolitan Borough Council, with the Public Health department commissioning energy advisers and crisis measures, and the council funding repayable grants for larger measures, such as boilers, heating systems and windows.

Dudley Metropolitan Council also seek additional funding for measures by actively scoping funding streams and submitting bids, this has previously included Health through Warmth and the Foundations Independent Living Trust. The service also utilises ECO Flex to target those householders on a low income, most at risk of living in a cold home and in or at risk of being in fuel poverty. ECO Flex is felt to have been beneficial to the service, having brought in approximately £177,000 worth of funding for insulation and heating systems for residents who would otherwise be unable to receive support.

Generating engagement

Health sector engagement: Winter Warmth has generated engagement from the health sector. This includes Public Health who commission the service and a range of health and social care professionals, including general practitioners, district and community nurses, social care providers and hospital staff, including cardiology and hospital discharge. All of whom, refer patients to the service. It is noted that those who provide services within a patient's home are more engaged with Winter Warmth.

Maintaining and generating engagement can be challenging, largely due to the high workloads and time pressures of professionals. The service has overcome this however by meeting regularly with frontline workers across all sectors to explain the service, how to identify those at risk and the referral process. In addition to meeting with frontline workers, the service also provides an information leaflet designed for professionals to explain what to look out for and how to refer.

Non-health sector engagement: The service works in partnership with Citizens Advice and Age UK in order to assist as many residents as possible by utilising one another's skills and funding streams e.g. support with debt and funding for small measures. Winter Warmth also works closely with a local debt advice centre and local projects working in the most deprived areas to provide a weekly drop-in advice session. The greatest number of referrals to the service are from departments across Dudley Metropolitan Borough Council, who are felt to be trained to

consider a resident's whole needs and not just the specific area they work in.

Information and data sharing

The information needed to refer a resident is minimal, requiring just the name, address and contact number of the resident, with the process designed to be as simple as possible. Referrals can be made by a third-party agency or the resident themselves by phone or email.

The service does share information with others to report on outcomes. This is limited to Public Health, who fund the service, and the housing department management group who monitor performance. However, in such cases no personal information is shared, with this limited to the total number of residents supported by Winter Warmth. The service has a published privacy notice in place for referring residents to other services with verbal or written consent obtained from the resident before information is shared.

Schemes with government funding

Care & Repair Cardiff and the Vale Affordable Warmth Work

Lead organisation:	Care & Repair Cardiff and the Vale
Location:	Cardiff and the Vale of Glamorgan
Geographical coverage:	Urban and rural
Start and end date:	January 2011 - reviewed annually
Estimated annual target reach:	1000 households
Proportion with a health condition:	80-85%

Brief overview of Care & Repair Cardiff and the Vale's Affordable Warmth work

Care & Repair Cardiff and the Vale provide a home visiting advice and support service which provides assistance for issues relating to the home including maintenance, repair and home energy. The service also provides support to alleviate fuel poverty risk by providing benefit checks, opportunities to switch tariff or provider, income maximisation and access to grants and benevolent funding for heating repairs and improvements. By supporting vulnerable households in their home, the service achieves higher levels of engagement from householders and means caseworkers can identify issues that would perhaps otherwise go unnoticed.

The service targets those over the age of 60, who often have complex health conditions, and predominantly assists home owners and tenants in the private rented sector.

Funding

The service is largely funded by the Welsh Government, but has also secured funding from Western Power Distribution, an electricity distribution network, as part of their obligations. Funding is provided on a yearly basis and is conditional to the service meeting targets relating to household outcomes, number of households assisted and the timescale within which support is provided.

A number of proactive approaches have been taken to secure funding, including seeking grants and other sources of funds. The service has also collaborated with other third-party organisations to submit a joint bid for redress funding. It is hoped that this approach will reduce competition and make the bid stronger.

Funding is one of the service's biggest challenges, with it noted that securing funding for fuel poverty work is particularly difficult. The level of funding the service receives has remained at a

constant level, whilst the number of households in situation of crisis has increased. In addition, funders tend to commission services supporting high numbers of people which, being a small home visiting service, the Care & Repair Cardiff and the Vale's Affordable Warmth work is unable to achieve without compromising the holistic care currently provided.

Generating engagement

Health sector engagement: The service has generated engagement from health professionals. This includes district and community nurses, GPs, hospital discharge teams, occupational therapists, social workers and frailty nurses, who all refer households to the service. GPs have also been involved in a separate project called 'Healthy at Home' under which the GP sends a birthday card and letter advertising the service to a patient on their 75th birthday.

To maintain and generate engagement, a representative from the service attends various health group meetings. This includes the district nursing service cluster meetings and The Cardiff and Vale Healthy Ageing group, chaired by Public Health Wales, to maintain health professionals' awareness of the service. In addition, case studies presenting the outcomes achieved for a client are provided. This feedback is noted to be of particular importance in maintaining engagement and encouraging referrals. The service notes difficulty in being able to quantify the positive outcomes achieved to a patient's health and wellbeing, with it felt this can be a barrier to funding and engagement.

Non-health sector engagement: A range of non-health organisations are engaged with the service. This includes other third sector organisations, Wiltshire Farm Foods (a food home delivery service), electricity distribution networks and NEST who refer households in cases where there is difficulty in installing energy efficiency measures or a householder is needs additional support.

To maintain engagement and awareness of the support provided, the service sits on Cardiff Council's affordable warmth steering group, which brings together a range of organisations to share best practice and facilitate partnership working.

With the service operating across two local authority areas, the different boundaries under which local authorities and services work can be challenging, particularly in terms of priorities and funding.

Data and information sharing

The referral process has been made as easy and clear as possible, with minimal information required. This includes a client's contact details, age and some brief information on the issues the householder has identified in their home. Referrals can be made by phone, email, fax or post.

In collaboration with other organisations on the affordable warmth steering group, the service is working with the FRESH mapping system in Cardiff to identify areas of fuel poverty. This will allow areas with higher levels of deprivation to be identified down to street level and tailored ways to approach and support households to be developed.

For information to be shared the service obtains client consent, has data-sharing agreements in place and has a privacy statement for clients to view. In cases where client data is shared on a larger scale, for example in reports to larger groups, information is anonymised. Whilst the service has always been careful with data, changes to the General Data Protection Regulation (GDPR) mean increased vigilance on how information is being kept and for what purpose.

South East London Fuel Poverty

Lead organisation:	Lewisham Council
Location:	Bexley, Bromley, Greenwich, Lewisham, Southwark
Geographical coverage:	Urban
Start and end date:	February 2018 – reviewed annually
Estimated annual target reach:	600 residents
Proportion with a health condition:	66-75%

Brief overview of South East London Fuel Poverty (SELFy)

The South East London Fuel Poverty (SELFy) service is a partnership project providing advice and a referral network to households in or at risk of fuel poverty. The service provides a range of support to help vulnerable residents heat their home more effectively and improve health and wellbeing outcomes.

The service provides an array of support, ranging from advice to installing energy efficiency measures. Charlton Athletic Community Trust provide a telephone triage on behalf of the service, supporting vulnerable clients to access a range of services. The SELFy project provides practical advice and support to residents in or at risk of fuel poverty in a range of ways including through events, energy cafes and home visits allowing to support clients according to their needs and in the most cost-effective way.

Clients also receive practical advice on staying warm, income maximisation and benefit checks, referral to the Priority Services Register and sign up to the Warm Home Discount. Significant benefits have been achieved for clients by resolving existing energy debt issues. Home visits also allow draughtproofing and other easy to install small measures to be offered and the service can also offer emergency prepayment voucher and room heaters where a client is in crisis with no heating.

In 2018/19 the project gave advice to 450 residents through home visits, 238 residents through appointments during energy cafes and 145 residents on a one-to-one basis at events held across the sub region.

The project uses the income and vulnerability criteria established through the ECO Flexible Eligibility Statement of Intent covering south east London, but recognises that household circumstances can often change quickly as a result of unforeseen incidents. The service therefore uses discretion to flexibly support vulnerable residents.

Funding

The SELFy services main source of funding is from the Greater London Authority's fuel poverty support grant and also receives some internal funding from the local authorities in the five boroughs the service operates in.

As a partnership one of the central strengths of the project was that it enabled different funding streams to be delivered locally in a joined-up way avoiding duplication or disjointed work on the ground. Activity undertaken by the partnership also benefited from funding through the Big Energy Saving Network and Smart Energy GB and through aligning with other local authority initiatives.

Generating engagement

Health sector engagement: The SELFy service has generated engagement from a range of health professionals. This includes general practitioners, community and district nurses, pharmacists, occupational therapists and community health teams, all of whom identify and refer vulnerable patients to the service. In addition, teams in Lewisham and Greenwich have supported the service to ensure alignment with the priorities of health bodies.

In engaging health professionals, the service highlights the importance of maintaining high levels of communication, preferably face-to-face. This includes attending team meetings to promote and maintain awareness of the service and providing literature. In addition, the service is a part of the Safe and Independent Living referral network, which supports older people to maintain independence and wellbeing. It is noted that this has resulted in higher levels of engagement from general practitioners who refer patients to the network. Feedback on patient outcomes is also provided to referrers.

However, time constraints and workload pressures faced by health professionals has hindered engagement with the service as cold homes and fuel poverty slip off the agenda when with a patient. Furthermore, the SELFy service notes difficulty in embedding the service into the health sector's wider agenda on preventing ill health.

Non-health sector engagement: A number of non-health sector organisations and services are also engaged with the service. This includes local community organisation groups, Groundwork, who carry out installations of measures, housing providers and the third sector, who residents are referred to and from.

As with generating engagement with the health sector, the SELFy service has ensured high levels of communication with non-health organisations, having targeted partners and events in order to align with other services' priorities and utilise existing connections. However, maintaining relationships with other organisations and services can be challenging due to the short nature of funding and reductions in funds meaning support for households is constantly changing.

Information and data sharing

The information needed to refer a client to the service is minimal, with this limited to the client's name, contact information, address (including borough) and how the client is vulnerable. The referrer is able to provide additional information should they want to. Referrals can be made either using a freephone number or an online form.

The SELFy service does share information with other organisations and services. However, in these instances data-sharing agreements are in place to ensure sensitive information is protected.

Schemes funded through grants and trusts

Health Through Warmth (national)

Lead organisation:	npower
Location:	National
Geographical coverage:	Urban and rural
Start and end date:	2000 – December 2019
Estimated annual target reach:	1,000 – 3,000 households
Proportion with a health condition:	100%

Brief overview of Health Through Warmth

The Health Through Warmth scheme aims to improve the warmth, comfort and quality of life for vulnerable people with a long-term health condition, who are unable to fully fund the repair or replacement of heating systems and/or insulation measures in their home. The service operates across England and Wales and provides a range of support. The main focus of the scheme is seeking contractors who can repair or replace boilers and central heating systems and install insulation measures and supporting clients to access various sources of funding. Funding can be accessed from the npower Health Through Warmth Crisis Fund, grants and charitable funds to cover the cost of measures needed. The scheme also seeks to provide additional support, such as energy efficiency advice and referring clients to other suitable schemes like the Priority Services Register and Warm Home Discount scheme. Additionally, the scheme signposts to various support agencies such as foodbanks, local home improvement or care and repair agencies and charities who can help with additional support such as white goods, respite breaks and debt.

Clients can be any age and do not have to be a npower customer to receive help. However, all of the following eligibility criteria must be met: be a homeowner (resident for at least six months) have a long-term health condition which is exacerbated by the cold, have a low income with little or no savings (assessed) and have a heating system/boiler which is broken or do not have one installed.

Funding

Funding for measures may be available from a range of sources, including the npower Health Through Warmth Crisis Fund, grant schemes, local authorities and charitable organisations and depends on the individual client's circumstances.

The Health Through Warmth Crisis Fund is limited and the scheme seeks to access additional funding to support the Crisis Fund, where appropriate, to maximise the number of people that can be helped. However, the scheme can offer full funding, if the client's circumstances dictate urgent action is required, for example a terminal illness.

Generating engagement

Health sector engagement: The Health Through Warmth scheme has generated engagement from a range of health professionals. This includes general practitioners, pharmacists, practice nurses and community and district nurses. All of whom identify and refer eligible patients to the service.

In generating engagement, the scheme highlights the importance of communication and networking. Furthermore, the scheme provides feedback regarding client outcomes to maintain engagement with referrers. In addition, Health Through Warmth has provided training to frontline health professionals about the links between cold homes and poor health and how the scheme can help.

Non-health sector engagement: The service has also generated engagement from an array of non-health organisations. This includes energy suppliers, installers, local authorities, emergency services, the third sector and community interest groups.

Through working with other organisations that address health inequalities, social deprivation, vulnerability and fuel poverty, the Health Through Warmth team have developed knowledge and expertise in these areas. In addition, partnership working on a long-term basis has given the scheme more scope to impact the community in a positive and sustainable way.

Information and data sharing

Making a referral to the Health Through Warmth scheme is very easy and can be done online by visiting **healththroughwarmth.com**. When a referral is received, a member of the Health Through Warmth team will contact the client to establish what support is required, if they meet the scheme's eligibility criteria, explain how the scheme operates and if relevant, discuss other available sources of support.

The Health Through Warmth scheme shares information with contracted partners, all of whom have data-sharing agreements in place. Any information that is shared is done so using a secure format and with explicit consent from the client.

Help for Warmth (Bournemouth, Poole and Christchurch)

Lead organisation:	Ridgewater Energy Ltd.
Location:	Bournemouth, Poole and Christchurch
Geographical coverage:	Urban
Start and end date:	2018-2020
Estimated annual target reach:	1,000 households
Proportion with a health condition:	50%

Brief overview of Help for Warmth

Help for Warmth integrates three services, managed by AgilityEco and delivered locally by Ridgewater Energy Ltd. These are; Emergency Central Heating Offer (ECHO), Warm Homes Fund (WHF) and the Local Energy Advice Partnership (LEAP), brought together to provide a one-stop-shop for residents in or at risk of fuel poverty. The service offers a range of assistance through home visits. This includes free replacements of faulty boilers, free central heating systems where none exist, free energy saving measures such as draught-proofing and LED light bulbs, energy saving advice, benefit checks, ensuring the client is on the best energy deal and support to access grant funding. For more information about Help for Warmth visit: www.ridgewaterenergy.co.uk/projects/leap

As the service combines three individual support programmes, eligibility is dependent on the type of assistance required. The warmer homes service, which provides a free gas central heating system, requires a client to be a private tenant or owner-occupier, have no central heating system, be on a low income and have a health condition(s). Whereas, eligibility for ECHO, which provides emergency assistance to repair or replace a faulty boiler, requires a resident to be an owner-occupier on a low income, be in receipt of means-tested benefits or have a health condition(s) and have a broken boiler. Eligibility for LEAP is much broader in order to capture any resident in or at risk of fuel poverty. This includes in receipt of means-tested benefits, on a low income, existing health condition(s) or disability, victims of domestic abuse and recent bereavement.

Funding

Help for Warmth is largely funded by the Warm Homes Fund, a fund from Affordable Warmth Solutions and National Grid to incentivise the installation of affordable heating systems, the Warm Homes Fund and the Energy Company Obligation (ECO). The service also uses ECO Flex with BCP Council, who are the service's co-lead, having issued almost 300 declarations to date. This is felt to have been beneficial in allowing households to access support who would otherwise not be eligible under ECO.

The Warm Homes Fund can be challenging as the scheme can be complex and requires the service to manage client expectations and minimise potential disruption during the installation process. Accessing funding through ECO can also present challenges as the funds available are not always enough to fully fund measures. In addition, the conditions of ECO can hinder households being supported as those with over 100mm of loft insulation are required to

contribute funding, with many declining as a result, and purpose-built blocks, which are prohibited from having gas connected being unable to receive assistance.

In securing funding, Help for Warmth highlights the success which has been achieved by working in partnership with other organisations on bids. The service also actively applies for additional funding through schemes including the British Gas Energy Trust, Dorset Community Foundation's 'Surviving Winter' grants, and community and trust fund organisations such as Turn2Us and Citizens Advice.

Generating engagement

Health sector engagement: Help for Warmth has generated engagement from a range of health bodies and professionals. This includes the Clinical Commissioning Groups (CCG) who promote the service, and general practitioners, hospital discharge and departments such as oncology, who advertise and refer patients.

However, the high workloads of health and care professionals can hinder engagement as they struggle to find the time to engage with energy efficiency, housing conditions and fuel poverty.

Non-health sector engagement: The service has also generated engagement from a range of non-health sector organisations. This includes water companies, community groups, third sector services, faith organisations, energy advice providers, the fire and rescue service, housing associations, older people's clubs, nurseries, schools, park homes residents groups and the local authority. All of whom refer residents to the service and, where able to, receive referrals from Help for Warmth to provide additional specialist support.

Whilst the sector is found to be highly engaged with the service, Help for Warmth has maintained engagement by ensuring high levels of communication about the support offered through the service and referral routes.

Information and data sharing

Referrals to Help for Warmth can be self-generated through the LEAP service, or made by a third party by phone, email or by using a paper or online form. The information needed to make a referral includes the name, address, contact number of the client and, if referred by a third party, some basic contact information about the referrer and how the client is eligible. If the client would prefer the service to liaise with someone else on their behalf, contact information for this person must be provided.

The service does share information with others however, this is done with explicit consent from the client and is done so in line with data-sharing agreements between partner organisations.

Warmer Homes (Portsmouth)

Lead organisation:	Portsmouth City Council
Location:	Consortium local authority areas
Geographical coverage:	Urban and rural
Start and end date:	August 2018 – August 2021
Estimated annual target reach:	500 households
Proportion with a health condition:	Unsure

Brief overview of Warmer Homes

Warmer Homes is a consortium operated service led by Portsmouth City Council, in partnership with AgilityEco. The consortium consists of nine local authorities; Bournemouth Borough Council, Ealing Council, Enfield Council, Gosport Borough Council, Peterborough Council, Poole Borough Council, Portsmouth City Council, Rutland County Council and Southend-on-Sea Borough Council.

The service offers fully-funded first-time central heating systems, to help vulnerable households with high heating costs to affordably heat their home. Warmer Homes also provides a free connection to the gas grid and arranges for a gas meter to be installed, where required. In alignment with the Local Energy Advice Partnership (LEAP), eligible households receive a home visit from an energy advisor who will determine what is required for the new system to be installed, alongside providing energy saving advice, income maximisation support and energy efficiency improvements. For more information on Warmer Homes visit:

www.warmerhomes.org.uk

The Warmer Homes service is only available to residents who live in a property without a gas central heating system. Suitable properties include those that currently have electric heating, no fixed heating or gas fires/gas heaters. The service has a broad eligibility with the criteria covering income, health and wider vulnerabilities. This includes households in receipt of means-tested benefits, residents with long-term health issues or other vulnerabilities such as aged 60 and over or having young children under 15.

Funding

Together with their partner AgilityEco, the authority has been successful in attracting £4.65m from the nationwide Warm Homes Fund, established by National Grid, and administered by Affordable Warmth Solutions. A further £2.8m has also been brought to the project from other energy efficiency funding streams, such as the Energy Company Obligation (ECO) and LEAP, bringing the total amount to £7.4 million. ECO Flex is also utilised in order to ensure the most vulnerable residents can access this service. Using ECO Flexible eligibility allows the service to have a wider eligibility criteria, to ensure as many vulnerable, low-income households as possible can benefit from this scheme. The funding, which was secured through a joint bid submitted by the consortium and Agility Eco, is conditional to quarterly targets on the number of Gas Central Heating systems installed by local authorities across the consortium areas.

Generating engagement

Health sector engagement: Warmer Homes has generated engagement from a range of health and social care professionals. This includes social workers, independence and wellbeing teams, hospital discharge teams, occupational therapists and social prescribers.

Generating engagement from health and care professionals can be challenging, as the high workloads of health professionals can result in issues such as fuel poverty, energy efficiency and housing conditions, failing to find traction. With Warmer Homes being a new service, there have been few opportunities to engage with the health sector to date. However, health professionals have been offered training to receive information about the service and referral routes and representatives have also been invited to join a quarterly working group. Take-up is steadily building, as awareness of the service increases due to marketing and promotional activities across the consortium areas.

Non-health sector engagement: The service has also generated engagement from a range of non-health sector organisations. This includes third sector organisations such as Citizens Advice Portsmouth, Age UK and the British Red Cross, all of whom refer clients to the service. As this service is linked with LEAP, residents can also be referred out to these organisations where appropriate.

These organisations have been highly engaged with Warmer Homes. The service has maintained and generated engagement through promotional flyers, articles and talks and has also offered training on the service and referral routes, alongside inviting organisations to join a working group. The working group has been successful with this sector, as it provides a chance for external organisations to pass information of their services to the consortium, as well as giving them a better insight into how the Warmer Homes service works and how to identify and refer their clients.

Information and data sharing

The information needed to refer a resident to Warmer Homes is minimal, with this limited to a name, address, contact number and confirmation that they meet the eligibility criteria. Residents can self-refer, or organisations can refer a resident on their behalf. Referrals can be made over the phone (0800 038 5737) or through an online referral form:

www.warmerhomes.org.uk

Portsmouth City Council only shares information with AgilityEco, who installs the central heating systems, for the purposes of the scheme. In such cases, there are data-sharing agreements in place to cover the exchange of any confidential information in line with 2018 General Data Protection Regulations (GDPR).

Schemes funded via energy supplier obligations

ECO Lead Generation (South East London)

Lead organisation:	Lewisham Council and South East London Community Energy
Location:	Bexley, Bromley, Greenwich, Lewisham, Southwark
Geographical coverage:	Urban
Start and end date:	September 2017 – no end date
Estimated annual target reach:	No target
Proportion with a health condition:	75%

Brief overview of ECO Lead Generation

The ECO Lead Generation service is a partnership between Lewisham Council and South East London Community Energy which aims to utilise Energy Company Obligation (ECO) funding by identifying vulnerable households.

The service combines the local authority ability to issue ECO Flexible Eligibility declarations with the community sector's capacity to connect with vulnerable residents. Data is used to triangulate areas where qualifying residents and properties that could benefit are more likely to be found. Through a range of outreach activity vulnerable residents are then supported through the process of applying for fully-funded works.

As of the end of March 2019, ECO Flex declarations have been issued for 414 households in south east London with the vast majority of those receiving one or more fully-funded energy efficiency improvements. It is estimated that in a year the project has brought in an additional £500,000 funding for households in south east London.

Funding

The service is predominantly funded through ECO. However, it is noted that ECO is limited in what it can do which can leave properties which need the most investment missed. The service has also benefited from the Mayor of London's Warmer Homes programme that has funded heating, insulation and ventilation measures as well as establishing partnerships with ECO obligated suppliers and their managing agents.

The ECO Lead Generation project is largely self-sustaining due to a small amount of funding from each property being reinvested back into the service. South East London Community Energy receive a small lead generation fee for works completed under the project and this money supports the cost of the outreach work creating a sustainable model for tackling fuel poverty.

Energy Action for Health (Doncaster)

Lead organisation:	Doncaster Metropolitan Borough Council
Location:	Doncaster Borough
Geographical coverage:	Mostly urban
Start and end date:	1998 - ongoing
Estimated annual target reach:	100-200 households
Proportion with a health condition:	60-80%

Brief overview of Energy Action for Health (Doncaster)

The scheme provides fuel poverty and energy-related advice to those residing in the Doncaster borough. The service also refers clients to energy-related grants and further support and advice. Any household referred to the energy team is offered a home visit and tailored one-to-one advice at home. Due to a growth in the number of referrers and referrals increasing, the service has expanded to offer winter warmth resources (such as fleecy blankets, hot water bottles, socks and various knitted items) funded through Public Health and the Better Care Fund. In 2014, the “Boiler on Prescription” scheme was established to provide vulnerable home owners with a replacement boiler or full central heating system. During the four years of operation, the ‘Boiler on Prescription’ scheme has evolved, with a number of changes (mentioned below) having been made to ensure more appropriate eligibility and targeting of assistance to ensure that the most vulnerable benefit from the limited funding.

Eligibility for the “Energy Action for Health” scheme remains the same, with the scheme targeting a variety of health conditions. Relevant household types include those with a health condition/disability, older person, family with young children or low income/in receipt of benefits. Boiler on Prescription eligibility is based on chronic health, low income, no savings, owner-occupied property and broken or no heating. The annual target reach of the scheme has increased from fewer than 100 households to 100-200. It is felt that the expansion of the scheme has occurred due to greater awareness of the scheme, which has allowed more households to benefit from advice and measures.

Funding

Funding is a constant cause for concern for the scheme. However, no specific challenges have been faced in accessing funds and there has not been any negative impact on resources. The scheme receives funding from Energy Company Obligation (ECO) and is participating in the local authority flexibility mechanism under ECO. Funding for the ‘Boiler on Prescription scheme’ is funded through the Better Care Fund which is sourced with the help of Public Health and is reviewed annually. The scheme applies for any appropriate funding opportunities as they occur. Any match funding available from ECO is maximised to reduce the need for funding from the Boiler on Prescription pot.

Generating engagement

Health sector engagement: Various health professionals are involved in the scheme, helping to identify, refer, contact and target households. This includes district nurses, occupational therapists, mental health services, Macmillan Cancer support staff and assessment officers. Engagement from these professionals has been high, with the scheme having delivered

training sessions throughout the winter period to several organisations with frontline staff. These awareness sessions have helped to stimulate referrals and promote the scheme.

However, the time constraints and pressure many health professionals face, along with workforce shortages have resulted in some not engaging as much as they would like to or referring households. Some health professionals do not see the link between cold homes and ill health, which affects referrals. This scheme found that engagement does not differ across professions, rather that motivation and engagement vary from person to person, with some being more “willing” than others to help.

Non-health sector engagement: Energy Action for Health has generated engagement from many non-health organisations including the local council, fire and rescue, a not-for-profit organisation, community interest company and volunteers. These partners are involved in identifying, referring, contacting and targeting households. However, the engagement and role of these partners vary due to changes in resource.

Data and information sharing

The information required for a referral is dependent on the type of support a household needs. For example, basic name, address, contact details would be required for general energy advice. However, to assess eligibility for grants the scheme needs more financial details in order to confirm or decline. This has altered due to changes in General Data Protection Regulation (GDPR).

Data has been shared to identify, target and/or refer households with information such as household name, address, date of birth, property tenure, benefits claimed, and health concerns are shared. However, recent GDPR changes have affected this, introducing more transparency as to why information and data is collected, what will be done with it and how long it will be held.

The scheme has faced challenges in sharing data. Issues regarding data security have been resolved by using secure email, whilst a reluctance to share data was resolved through fully explaining why data needed to be shared and the implications for clients. i.e. lack of help and/or grant.

Local Energy Advice Partnership (Portsmouth)

Lead organisation:	Portsmouth City Council
Location:	Portsmouth, Gosport and Havant
Geographical coverage:	Urban
Start and end date:	January 2017- May 2021
Estimated annual target reach:	250-300 households
Proportion with a health condition:	Unsure

Brief overview of the Local Energy Advice Partnership

The Local Energy Advice Partnership (LEAP) is a joint service between Portsmouth City Council and AgilityEco, which provides practical support to vulnerable residents who are in or at risk of fuel poverty. The free home visit service provides a range of interventions. This includes installing free energy saving measures such as LED lightbulbs and draughtproofing and also providing assistance with securing funding for larger measures, such as boiler replacements and insulation. If required, the service can also refer a client on for income maximisation and specialist debt support through IncomeMAX, a free telephone advice service. LEAP also links to the Portsmouth City Council-led Warmer Homes first-time central heating scheme. For more information on LEAP visit: applyforleap.org.uk

The service has a broad eligibility with the criteria covering income, health and wider vulnerabilities. This includes households in receipt of means-tested benefits, residents with health conditions caused or exacerbated by the cold, poor mental health, terminal illness, those entitled to free prescriptions and victims of domestic abuse.

Funding

The service is predominantly funded through Warm Home Discount industry initiatives, under which obligated energy suppliers can meet part of their 'non-core' spending proportion through activities which assist fuel poor customers. LEAP also uses funds provided through the Energy Company Obligation (ECO). Funding is subject to the service meeting a target number of referrals in each area of operation. ECO Flex is utilised to ensure the most vulnerable people can be assisted, which has enabled broader eligibility criteria to be created for the scheme, allowing a wider range of residents to be able to access the service.

Generating engagement

Health sector engagement: LEAP has generated engagement from a range of health and care professionals who refer patients to the service. This includes social prescribers, social workers, occupational therapists and hospital discharge teams.

LEAP offers training workshops to health and social care professionals over the winter, which focuses on the health impacts of cold homes and the support available through the service. Health sector organisations have also been invited to join a quarterly working group. However, take-up of this from the health sector can be difficult due to the high workloads and limited time health and social care professionals have.

Non-health sector engagement: The service has also generated engagement from non-health sector organisations that both refer clients and receive referrals from LEAP, in cases where a client may need additional support. This includes Citizens Advice Portsmouth, Age UK, British Red Cross and Hampshire Fire and Rescue Service.

Engagement from this sector has been notably high, with the majority of LEAP's referrals coming from the listed organisations. Engagement has been generated and maintained using promotional literature, providing training on cold-related ill health and the LEAP service, plus the development of a fuel poverty working group. Professionals from this sector have been particularly engaged with these training sessions and group.

Information and data sharing

Referrals to LEAP can be made over the phone (0800 060 7567) or using an online form: **www.applyforleap.org.uk**. The information needed is limited to the resident's name, address and contact information, alongside confirmation that they meet the eligibility criteria. Residents can self-refer, or referrals can be made on their behalf via an external organisation, or a council worker.

The service does share information for the purpose of referring a client for specialist support or for reporting purposes. In such cases, the client must provide consent for their information to be shared and the service has data-sharing agreements in place which comply with the 2018 General Data Protection Regulations (GDPR). All information for reporting purposes is anonymised and information shared for onward support is anonymised where appropriate.

Schemes with multiple funding sources

COSY East Hampshire

Lead organisation:	East Hampshire District Council
Location:	East Hampshire
Geographical coverage:	Mostly rural
Start and end date:	2010 – ongoing
Estimated annual target reach:	200 households
Proportion with a health condition:	50%

Brief overview of COSY East Hampshire

The COSY East Hampshire service aims to support residents in or at risk of fuel poverty, reduce energy bills and improve health and wellbeing. The service offers a range of interventions. This includes information and advice on topics such as energy efficiency, understanding bills and energy savings, signposting residents to the Warm Home Discount (WHD), Priority Services Register (PSR) and specialist support. Any resident can access initial assistance which can be provided over the phone, email or in person.

For residents needing additional support, the service can refer them to the Local Energy Advice Partnership (LEAP) to organise home visits to kick-start their engagement process. This support is subject to the resident meeting eligibility criteria and as energy efficiency measures are delivered through the Energy Company Obligation (ECO), the householder is required to be eligible under this initiative. Residents who live in the Whitehill and Bordon area are also able to access grants and interest-free loans to cover the cost of measures such as insulation and heating systems. Grants are only available to vulnerable residents, with the service reflecting ECO eligibility to determine this, whilst loans are available to any resident in Whitehill and Bordon who is able to make repayments. For more information about COSY East Hampshire visit: www.easthants.gov.uk/cosy-east-hampshire

Funding

The service receives funding from a range of different sources. Whilst East Hampshire District Council covers the administrative costs of the scheme, funding for grants has been awarded from the carbon offset fund under the S106 requirements. The provision of loans to Whitehill and Bordon residents derives from funding awarded by the Department of Energy and Climate Change (now the Department for Business, Energy and Industrial Strategy) in 2011 to improve the energy efficiency of residents' properties, reduce their energy bills and improve their overall comfort and wellbeing. In the past, the service has been awarded funding from various grants and schemes including the Green Deal Communities Fund in 2014.

COSY East Hampshire also utilises funding provided through ECO. This is noted to be the only funding available at the moment with a significant amount of financial support available to residents. In Whitehill and Bordon, funding is limited and COSY East Hampshire would be unable to support residents without this initiative. For this reason, the service engages with as many installers with access to ECO funding as possible, in order to support a higher proportion of residents.

However, ECO can be challenging to utilise. Whilst the eligibility criteria attached is wide and generous, it can still be restrictive and limit the extent to which support can be provided, therefore resulting in vulnerable households missing out on assistance. This is particularly the case for park homes which are not included under ECO3. Additionally, with energy suppliers managing their own ECO schemes, rural areas, like East Hampshire, can be overlooked as larger cities and urban areas are more attractive due to the economy of scale. It is felt that devolving the administration of ECO funding to local authorities would enable the most vulnerable residents to be targeted in real time. Furthermore, the amount of funding available through ECO is sometimes not enough to fully fund measures. Whilst residents living in Whitehill and Bordon can apply for grants and loans through COSY East Hampshire, those residing outside of this area can be required to contribute their own funding to bridge the gap. This can result in households rejecting support as they are unable to afford to contribute. Funding through this initiative can also be unpredictable with funding withdrawn at short notice. For example, the LEAP project, which delivers the service's home visits, has been placed on hold as the energy supplier funding this service withdrew support after meeting their target and the lack of clarity over fund allocations for the following year.

Overall, funding is one of the service's biggest challenges, with the amount of funding available for fuel poverty interventions having reduced over time. Difficulties in securing constant levels of funding can result in a stop-start service delivery. This can hinder engagement from partners and, should support be delayed or withdrawn, households, who are often reluctant to believe assistance is freely available, can disengage with the service.

In trying to secure long-term funding COSY East Hampshire has engaged with an internal resource who is responsible for scoping-out funding streams and actively bidding for funds.

Generating engagement

Health sector engagement: COSY East Hampshire has developed good working relationships with health and social care teams and highlights high levels of engagement from occupational therapists.

Engagement from the health sector can be challenging due to the heavy workloads of health professionals, meaning fuel poverty can fail to find traction. The stop-start nature of funding for the service can also hinder engagement as health and care professionals need assurance that any patient referred will be guaranteed assistance.

Non-health sector engagement: The service has also generated high levels of engagement from non-health sector organisations. This includes installers who have secured funding through ECO, AgilityEco who deliver home visits and small practical measures through LEAP, the Environment Centre (tEC) a charity based in Southampton who delivers Hitting the Cold

Spots project in Hampshire, internal departments within the local authority, energy groups and third sector organisations such as Citizens Advice, who refer households to COSY East Hampshire to provide additional support and grants or loans where relevant.

In generating and maintaining engagement, the service highlights the importance of maintaining high levels of communication and does this by attending meetings and sending regular updates about the service. Feedback is also provided on the outcomes achieved for residents as a result of referral. COSY East Hampshire also benefits from good working relationships with installers which enables the service to know what external funding opportunities are available which stakeholders are able to deliver.

Information and data sharing

The information needed for a referral to the service is minimal, requiring just the resident's name, address, type of support needed and confirmation of eligibility. Residents can self-refer or be referred by a third party by phone, post, email or online.

The service shares minimal information and does not share any data which can directly identify personal details relating to the client. For example, installers will provide confirmation of eligibility and the resident's address and will manage engagement with the funders directly. The service has updated its use of data and information to align with the introduction of the General Data Protection Regulations (GDPR).

Derbyshire Healthy Homes

Lead organisation:	Derbyshire County Council
Location:	Derbyshire (excluding Derby City)
Geographical coverage:	Urban and rural
Start and end date:	January 2015 - April 2021
Estimated annual target reach:	1,000 households
Proportion with a health condition:	100%

Brief overview of Derbyshire Healthy Homes

Derbyshire Healthy Homes is a heating, fuel management and wellbeing service which provides one-to-one support in the home. The service offers a range of interventions to help vulnerable households keep warm in their home. This includes tailored advice on energy efficiency and the health impacts deriving from living in a cold home, income maximisation, applying eligible households for the Warm Home Discount, changing meters and replacing heating systems. In the future, Derbyshire Healthy Homes hopes to provide a fuel bank service, through which households can access funds for energy use.

Households eligible for the service are those in fuel poverty under the Low Income High Cost definition and those who have a long-term health condition exacerbated by living in a cold home. For those clients needing a replacement heating system, the client must have savings below a certain threshold to be eligible. The Derbyshire Healthy Homes service is not publicly advertised or open to applications from households themselves. Instead, clients are

referred to the service by those who provide services within the home, such as social care and fire and rescue services. Accepting referrals in this way ensures that the right people are being referred to the service, with this reflected in two-thirds of clients receiving a heating system replacement for free. The referrers are also often very trusted figures which has led to high levels of engagement with the service from vulnerable, and often disengaged, clients. In addition, taking this approach has resulted in the service being able to reach those who may not come forward for support or may be unable to leave their home.

Funding

The Derbyshire Healthy Homes service has received funding from a number of sources. This includes adult care, NEA, Western Power Distribution, the Clinical Commissioning Group, the district and county councils through the Better Care Fund, energy suppliers, the rural and urban component of the Warm Homes Fund and smaller charities. The funding provided by each of these partners is conditional to individual targets such as return on investment, service reach and client outcomes. These different outcomes can be challenging for the service in terms of operation and providing support.

The service also uses funds provided through the Energy Company Obligation (ECO) particularly in funding replacement heating systems for clients. However, the funding is felt to be insufficient in meeting the service's demand and the cost of measures, leaving the service needing to provide additional funding to top up ECO funds.

The service has taken a number of approaches to secure funding. This includes bidding for funding, negotiating with commissioners, developing agreements and building relationships.

Generating engagement

Health sector engagement: The service has generated engagement from a range of health and social care professionals. This includes; general practitioners, district and community nurses, hospital discharge teams, ambulance staff, occupational therapists, social workers and care co-ordinators. All of whom refer clients to the service.

In generating and maintaining engagement it is felt the Adult Care being one of Derbyshire Healthy Homes' funders have been beneficial and has served as a buy-in to the health and social care sector. In addition, the service regularly briefs these professionals on the service to maintain awareness when in a patient's home. Feedback on the outcomes achieved for a client because of a referral is also provided to the referrer.

It is felt that some health professionals are not fully aware of the impacts fuel poverty can have on people's health and this can hinder engagement.

Non-health sector engagement: A range of non-health organisations and professionals are engaged with the services, including the fire and rescue service, housing officers, the district council, welfare rights advisers and third sector organisations. All of whom refer vulnerable residents to the service and receive referrals from Derbyshire Healthy Homes.

In generating engagement from non-health organisations, relationships are felt to be key. In addition, the service provides high levels of communication and regularly briefs other service providers on the support the service can offer.

Information and data sharing

The service's referral process has been made as simple as possible. The information needed is basic, including the client's name, address, contact number and some brief information on the issues and reasons for referral. If possible, the referrer can provide additional information on the household's income and savings however, this is not mandatory. Referrals can be made over the phone, email or using an internal system. It is felt that having a simple referral method has helped the service to generate high numbers of referrals.

The Derbyshire Healthy Homes service does share information with others such as funders. However, in these cases protocols and processes are in place and information is anonymised.

Nottinghamshire Healthy Housing Service

Lead organisation:	Nottingham Energy Partnership
Location:	Nottinghamshire
Geographical coverage:	Urban and rural
Start and end date:	January 2000 – 2021
Estimated annual target reach:	800 households
Proportion with a health condition:	56%

Brief overview of Nottinghamshire Healthy Housing Service

The Nottinghamshire Healthy Housing Service (NHHS) aims to reduce fuel poverty through the provision of affordable warmth measures. The service offers a range of interventions. This includes; energy saving advice, ensuring the client is on the best energy deal, referrals to insulation and heating system repair/replacement schemes, income maximisation, signing eligible residents up for additional support through schemes such as the Warm Home Discount and Priority Services Register (PRS) and referrals to services able to improve home safety and security. In cases where a client is housebound, has limited mobility or more complex needs, the service provides home visits. These are noted to be particularly beneficial in providing better insight into the health status of a household. For more information about NHHS visit: nottenergy.com/our-services/healthy-housing

The service is only available to private sector households (owner-occupied and private rented). NHHS targets particular groups vulnerable to cold homes. This includes families with young children, residents aged over 60, those with a long-term health condition, households fuel poor under the Low Income High Costs (LIHC) indicator, and residents being discharged from hospital.

Funding

The service is funded by a number of sources. This includes Nottinghamshire County Council Public Health, Nottingham Energy Partnership, Nottinghamshire Community Energy Solar Farm and E.ON through the Energy Company Obligation (ECO). The funding is conditional to the service meeting set key performance indicators. This includes delivering training courses to frontline staff, supporting a determined number of households, achieving average savings of

£100 per household and installing a set number of energy saving and preventative adaptations into homes. The different conditions attached to each funding source is felt to have been beneficial in enabling the service to view delivery from a different perspective.

NHHS also utilises funds provided through ECO, which is felt to be a beneficial additional source of funding. However, it does not cover the full cost of measures and whilst the service can provide grants to households who meet set eligibility criteria, based largely on financial conditions, this can result in some households having to contribute. In addition, ECO3 can be prescriptive in terms of the type of households supported and the measures available and interventions can sometimes be delayed and therefore not able to support those households in crisis situations. ECO is also felt to be easier to utilise in urban areas than in rural as more research is needed in these locations to identify support networks operating in these areas.

In securing funding, the service highlights the importance of partnership working as this demonstrates that additional funding is able to be leveraged. In addition, it is felt the longevity of the NHHS combined with the understanding the service has of the local area is attractive to funders.

Generating engagement

Health sector engagement: NHHS has generated engagement from a range of health and social care bodies and professionals. This includes Public Health, which provides funding to the service and a range of frontline staff including community matrons, occupational therapists, reablement, hospital discharge and social care, who refer patients to the service. Approximately 30-40% of referrals are generated by this sector. The service also highlights engagement from some Health and Wellbeing Boards (HWB) who feature excess winter death and fuel poverty within their Joint Strategic Needs Assessment (JSNA). However, these issues are not featured in clinical health strategies which means there is no top-down approach to tackling fuel poverty and ill health.

In generating engagement, the service highlights the importance of identifying different teams within the health sector and being persistent in making contact. In maintaining engagement, the service delivers training to frontline staff and also offers refresher sessions. This not only helps to raise awareness but helps the service to maintain good working relationships. In engaging Public Health, NHHS highlights the importance of personalities and how important it is to have a commissioner who understands the links between cold homes and ill health and service personnel who are able to communicate the service and knowledge of the local landscape.

Non-health sector engagement: The service has also generated engagement from a range of non-health sector organisations. This includes Citizens Advice, housing associations, Age UK, welfare rights, departments across local authorities (including environmental health, adaptation, marketing and communications), Energy Savings Advice Service and Nottinghamshire Fire and Rescue. All of whom refer clients to the service and receive referrals from NHHS to provide specialist support. The service also benefits from established relationships with small local independent contractors who install energy efficiency measures. To ensure quality standards across the service, NHHS delivers training to installers which covers areas such as customer code of conduct and solid wall insulation for harder to treat archetypes.

In generating and maintaining engagement, the service highlights the importance of high levels of communication and regularly attends meetings across different organisations. NHHS also provides briefing sessions and delivers training to frontline staff which focus on cold-related ill health and the service’s referral process.

Information and data sharing

Referrals to the service can be made by frontline staff, advocates and residents themselves by phone, email or online. The information needed to make a referral is minimal requiring the resident’s name, address, contact number/email, a brief summary of the reason for referral and, if required, contact details for a nominated person the service should liaise with on behalf of the client.

The NHHS’ delivery model of generating referrals through training frontline staff, delivering energy workshops for community groups and marketing activities means that information sharing is a two-way requirement, i.e. client information is shared through a referral being made and similarly, the service will share information with partner organisations to deliver external support. Any information shared is done so in line with General Data Protection Regulations (GDPR). The service is ISO9001 accredited and undertakes annual internal and external audits to ensure compliance, reviews and modifies systems for gathering personal data and provides GDPR briefings for NHHS staff.

Seasonal Health Intervention Network (SHINE) (Islington)

Lead organisation:	Islington Council
Location:	London
Geographical coverage:	Mostly urban
Start and end date:	2010 – 2019 (reviewed annually)
Estimated annual target reach:	5,000 residents
Proportion with a health condition:	50%

Brief overview of Seasonal Health Intervention Network (SHINE)

The Seasonal Health Intervention Network (SHINE) is a single-point-of-referral network bringing together more than thirty services to support those in or at risk of fuel poverty. The service offers a range of interventions through a dedicated helpline. This includes initial energy advice, ensuring the client is on the best energy deal, referring the client for energy discounts or heating and insulation grants, negotiating debt repayments or clearance, income maximisation and benefit checks, signing eligible households up to the Warm Home Discount or Priority Services Register and arranging additional support services such as fire safety checks, fall assessment and befriending. In some instances, the service provides home visits during which an ‘energy doctor’ will install small energy efficiency measures, review energy bills, check heating controls and offer energy behaviour advice. For more information about SHINE visit: shine-london.org.uk

Eligibility for SHINE reflects the definition of vulnerable as stated in the National Institute for Clinical Excellence (NICE)'s guidance on 'Preventing excess winter deaths and illness associated with cold homes'. This includes households with an income below £16,190, those with a disability, those with a long-term health condition(s) exacerbated by the cold and households with an occupant under the age of 15 or over the age of 60.

Funding

SHINE has received funding from a range of sources. This includes Islington Council's public health and housing departments, local authorities across London, an energy supplier as part of their Warm Home Discount obligation and the Greater London Authority's 'Fuel Poverty Support Fund'. Each of these funding contracts is subject to conditions and targets such as the number of clients supported, the number of home energy visits provided and the number of debt cases.

The service also utilises funding provided through the Energy Company Obligation (ECO) and highlights the value ECO Flex (a mechanism under ECO which allows local authorities to identify households and install energy saving measures in premises) has added to the SHINE package. Islington Council is the lead ECO Flex authority for London, currently signing declarations on behalf of 25 local authorities across London, who do not have a statement of intent. Used alone, ECO Flex allows clients to access replacement boilers, loft and cavity wall insulation. Used alongside other funding streams from local authorities and/or the Mayor of London's Warmer Homes Scheme, SHINE can benefit from increased funding and a wider selection of measures.

In unlocking funding, SHINE has taken a number of approaches. This includes working with partners on bids for funding, scoping funding streams or tender portals and negotiating with existing funders annually to ensure funding for the service is matched or increased.

Generating engagement

Health sector engagement: In addition to funding from Islington Council Public Health department, SHINE has generated engagement from a range of health professionals. This includes general practitioners, general practice nurses, community asthma teams, dementia navigators, community recovery teams, enablement services, British Lung Foundation Breathe Easy groups and sickle cell support groups. All of whom identify and refer patients to the service.

In generating and maintaining engagement SHINE works with any health body, organisation and professional interested in the service and disseminates promotional materials to encourage referrals. In addition, training sessions are also delivered by SHINE advisers. These provide an overview of the services available through the SHINE network and support in identifying and referring eligible householders. These sessions are tailored to the organisation or team and not only serve as a promotional activity to encourage suitable referrals but as an opportunity to develop partnerships. It is also felt that having existing relationships with Public Health, general practices and the local Clinical Commissioning Groups (CCGs) has helped give the service traction within the health sector.

However, it is noted that changes in team structures and contacts in health services and bodies has made it difficult for relationships to solidify. In addition, the pressures the health service are currently facing hinders health professionals' engagement with fuel poverty.

Non-health sector engagement: Being a comprehensive support network for those in or at risk of fuel poverty, SHINE has generated engagement from a range of organisations who provide affordable warmth interventions and additional support to vulnerable residents. This may include services which provide crisis grants, income maximisation, benefit checks and energy and wider debt support, the London Fire Brigade who carry out fire safety checks, handy person and repair teams, white goods schemes, cookery classes and befriending services.

However, maintaining engagement from these partners has been challenging due to the financial and service demand pressures on public services and third sector organisations. Furthermore, changes in team structures has made it difficult to maintain contacts with potential partners.

Information and data sharing

The information needed to refer a client to SHINE is minimal, with this limited to the reason a referral is being made, client contact information and communication needs (if relevant). Referrals can be made over the phone, email, post or using an online form.

SHINE securely shares monitoring data with funders as per contract requirements. The service also shares information needed to make onward referrals. In cases where a referral is made to an established partner the service uses a bespoke customer relationship management tool, whilst for ad hoc referrals made to other services, SHINE only does so with the consent of the client and using the service providers' preferred referral route.

Southampton Healthy Homes

Lead organisation:	the Environment Centre
Location:	Southampton
Geographical coverage:	Urban
Start and end date:	December 2015 – January 2023
Estimated annual target reach:	1,050 households
Proportion with a health condition:	70%

Brief overview of Southampton Healthy Homes

Southampton Healthy Homes is operated by the Environment Centre in partnership with Southampton City Council, Advice in Southampton Partnership and Southampton City NHS Clinical Commissioning Group (CCG). The service aims to keep residents warm and well at home and in turn, increase resilience to fuel poverty, achieve better health and wellbeing outcomes and improve the energy efficiency and comfort of the housing stock.

The service offers a range of assistance to residents. This includes an email and telephone advice line which provides initial support and information on reducing utility bills, switching

energy tariff or supplier, draught-proofing, tackling condensation and mould, applying for energy efficiency schemes and heating benefits. Those requiring additional assistance are able to access practical support such as home visits, face-to-face appointments, access to funding for home energy upgrades such as insulation and heating improvements, referrals to specialist benefits and budgeting support and temporary emergency heating. For more information on Southampton Healthy Homes visit: www.environmentcentre.com/projects/healthy-homes

Whilst any resident can access initial advice and information over the phone and email, practical support including home visits and temporary heating, is subject to the client meeting set eligibility criteria. This includes having a broken or no heating system, their tenure type, being on a low income with little or no savings and vulnerable to the cold as a result of health, disability or age.

The Southampton Healthy Homes team can be contacted on Freephone 0800 804 8601 (Monday to Friday, 9am to 5pm) or via email: keepwarm@environmentcentre.com

Funding

Southampton Healthy Homes is funded by a number of sources. Through the Advice in Southampton Partnership, Southampton City Council provide resource funding for advice to be provided over the phone, email or at community events. Outside of the partnership the council provide budget for practical measures including heating upgrades, broken boiler repairs and replacements, first-time central heating and insulation. The Warm Homes Fund, established by National Grid Affordable Warmth Solutions, funds staff resource for casework, first-time central heating systems and emergency repair or replacement of boilers. Funding is conditional to the service meeting quarterly targets and outcomes.

The service does, where possible, utilise funding provided through the Energy Company Obligation (ECO) and Southampton City Council has developed a framework contract to help deliver ECO through Southampton Healthy Homes and has a statement of intent for ECO Flex.

The service also seeks additional funding from a variety of sources including central government, national schemes, energy trusts and individual funding options based on a client's circumstances such as work history, disability or armed forces connection.

In securing funding, the service highlights the importance of working in partnership with other organisations on bids and match funding.

Generating engagement

Health sector engagement: The service has generated engagement from a range of health sector bodies and professionals. This includes Southampton City Council Public Health and Southampton City NHS CCG who work with the service through the Southampton Warmth for All partnership, and a range of health and care professions, such as community nurses and general practitioners, who refer patients.

In generating engagement, the service highlights the importance of communication, be it through attending meetings, events, providing resources or offering feedback on client outcomes. Southampton Healthy Homes has delivered fuel poverty awareness training to

teams including hospital discharge and community nurses and has developed a health-focused promotional flyer. The service also holds outreach sessions in health settings such as GP flu clinics and Admiral Nurse Memory Cafes and has undertaken data mapping to identify priority general practices. Advisers at Southampton Healthy Homes have also completed training from health bodies on autism awareness, Dementia Friends and Making Every Contact Count, and refer clients on to healthy living services. It is felt that having support from Southampton City Council Public Health and Southampton City NHS CCG helped the service to develop relationships and gain traction with health and care professionals.

Non-health sector engagement: The service has also generated engagement from a range of non-health sector organisations including statutory services and local authority teams, the third sector, foodbanks, police community support officers, Sure Start and fire service. All of whom refer clients to the service and receive referrals from Southampton Healthy Homes in cases where specialist support is needed, including fire safety and home security, housing conditions, support groups, income maximisation and debt advice.

In generating and maintaining engagement communication is important, with the service attending events and meetings, providing fuel poverty training and resources and giving community talks. Referrers also receive feedback on the client outcomes achieved.

Information and data sharing

The information needed to refer a client to Southampton Healthy Homes is minimal and requires the following; the client's name, address and contact number, confirmation that the client has consented to a referral, any risks to advisers or support needs for the client, an overview of the issues and the reason(s) a referral is being made. Should the referrer wish to attend a home visit and/or be updated on the outcomes achieved, they must provide their contact information. Clients can self-refer, or referrals can be made by third parties, either by phone or email.

The service does share information with others in order to make referrals, report to funders, allow installers to provide measures and address safeguarding concerns. However, only relevant information is shared with explicit consent from the client. Data is stored, processed, shared and disposed of in line with General Data Protection Regulation (GDPR).

Warm and Safe Wiltshire

Lead organisation:	Wiltshire Council
Location:	Wiltshire and Swindon
Geographical coverage:	Urban and rural
Start and end date:	December 2014 – May 2020
Estimated annual target reach:	2,500
Proportion of target with a health condition:	70%

Brief overview of Warm and Safe Wiltshire

Warm and Safe Wiltshire is a partnership service provided by Wiltshire Council, Swindon Borough Council, Dorset and Wiltshire Fire and Rescue Service and the Centre for Sustainable Energy (CSE), to help residents live in safer and healthier homes.

The service provides a range of support both over the phone and through home visits. The telephone advice line is available to all residents and provides support which includes information about insulation and heating, guidance on heating systems, advice on understanding energy bills, help with ensuring a client is on the best energy deal, signing residents up to the Priority Services Register and fuel debt support.

Home visits are provided on a case-by-case basis and are especially useful in cases where issues are challenging or difficult to discuss and support over the phone. As a guide, householders should have a vulnerability, such as an older occupant, low income or health condition(s), to receive a home visit. These households will benefit from an adviser attending the property to assess heating and energy problems and discuss options with the householder. This includes contacting the client's energy supplier on their behalf, undertaking price comparisons to find the most affordable energy deal, carrying out fire safety checks, providing energy efficiency advice and assessing damp and mould problems. For more information about Warm and Safe Wiltshire visit: www.warmandsafewiltshire.org.uk

Funding

The service currently receives funding from Swindon Borough Council, Wiltshire Council, the Warm Homes Fund, Scottish and Southern Electricity Networks (SSEN) and Wessex Water, with each of these providing funding up to a certain date. The funding is not guaranteed and requires extensive thought and development to appeal to funders by ensuring the service is reaching the right demographic as well as providing innovative solutions to finding vulnerable households. The secured funding has enabled the service to provide home visits and continued telephone advice. As always, the challenge will be trying to secure further funding after the current round has expired. The councils and CSE continue to explore other funding options through health services, national funding options as well as local government.

Additionally, the service utilises funding provided through the Energy Company Obligation (ECO) on householders' behalf. However, due to the lack of funding available through ECO this service can be hindered as alternative sources of funding need to be identified in order to top up ECO. This means that the staff time is taken away from service delivery.

Generating engagement

Health sector engagement: A range of health professionals are involved in the service, helping to identify and refer vulnerable patients. This includes primary care staff, care co-ordinators, occupational therapists and nurses from hospital discharge teams.

The service notes an increase in the number of referrals made by health professionals. It is felt that this is primarily due to these professionals having more awareness of the project combined with the publication of the National Institute for Health and Care Excellence (NICE) guidance on 'Preventing excess winter deaths and illness associated with cold homes'.

Engaging health professionals can be challenging due to the heavy workloads and time pressures within this sector, which can result in fuel poverty and cold homes failing to find traction. In order to overcome this barrier, the service ensures high levels of communication. This includes promoting the service by visiting partner organisations and health services and using allocated funding from the local authority to target health bodies more effectively, having already attended team meetings, provided short training sessions, attended flu-jab clinics and designing a GP pack which is a set of engagement tools to help increase referrals.

Through their work with SSEN and Wessex Water, Warm and Safe Wiltshire have successfully seconded an energy adviser in the Integrated Discharge Service at Great Western Hospital, Swindon. The adviser is working with ward managers, discharge nurses, occupational therapists and social care services to ensure that patients are not discharged to cold homes or to properties with broken or inadequate heating systems which put their health at risk and may result in readmission.

Non-health sector engagement: Warm and Safe Wiltshire has generated engagement from a range of non-health sector organisations, including third sector organisations and public services. The degree to which they are involved with the service ranges from providing specialist advice and support, offering emergency heating options and assisting with home improvements and adaptations. More recently, the service has started carrying out joint home visits with Dorset & Wiltshire Fire and Rescue Service, taking a holistic approach and allowing both organisations to learn from each other as well as providing a full service to the householder.

Information and data sharing

The information required for a referral is minimal, consisting of the client's name, contact number, address and a short description of why the client is being referred to the service. A referral can be made via a web portal (www.cse.org.uk/referral) as well as by phone or email.

Warm and Safe Wiltshire does share information with others. This is largely due to the requirements of the funder, which request information about the client, the intervention(s) provided, and the outcomes achieved. However, in these instances consent from the client is imperative, with information about the client anonymised. The service does not share personal information.

Warm and Well in North Yorkshire

Lead organisation:	Citizens Advice Mid-North Yorkshire
Location:	North Yorkshire (excluding the City of York)
Geographical coverage:	Urban and rural
Start and end date:	September 2017 – March 2021
Estimated annual target reach:	314 residents
Proportion with a health condition:	45%

Brief overview of Warm and Well in North Yorkshire

Warm and Well in North Yorkshire is a single point of contact service which supports residents to stay warm and well in their home by raising awareness of cold-related ill health and offering practical solutions to lessen fuel poverty. The service provides initial support through gateway calls, during which an adviser identifies the issue and then refers on to the best local agency. In addition, the service provides a range of follow-on support including home visits, energy efficiency measures, debt advice and access to a hardship fund. For more information about Warm and Well in North Yorkshire visit: www.warmandwell.org.uk

Whilst the service has no eligibility criteria and will support any resident, follow-on support is subject to set criteria. This includes; low income, in receipt of means-tested benefits, households with an occupant over the age of 65 or under the age of five, pregnant women, residents with a long-term health condition(s) or disability and those with a mental health condition(s).

Funding

The service is commissioned by North Yorkshire County Council, including Public Health, who fund Warm and Well in North Yorkshire's initial single point of contact service alongside the staffing costs and winter health coordination. The British Gas Energy Trust have also provided funding which permits the service to offer follow-on support to vulnerable households. This includes energy efficiency measures and a hardship fund.

In cases where a client is unable to repair or improve their heating and/or insulation, the service refers them to access funds through the Energy Company Obligation (ECO). Warm and Well in North Yorkshire also utilises ECO Flex, which permits local authorities to identify households and install energy saving measures. This has been beneficial as it has enabled more vulnerable residents, who may be above the benefit threshold but without any disposable income, to access support.

In securing funding, the service has taken a number of approaches. This includes working on bids in partnership with other organisations such as the district council, charities and the private sector, bidding widely across different funding streams and employing a part-time fundraiser who can look at different bids available and has the time and expertise to apply for funds.

Generating engagement

Health sector engagement: Warm and Well in North Yorkshire has generated engagement from various health sector bodies. This includes North Yorkshire County Council Public Health department who provide funding and a range of health and care professionals who refer patients to the service.

In generating and maintaining engagement the service highlights the existing relationship and funding from North Yorkshire County Council Public Health department as having given the service traction, particularly with Clinical Commissioning Groups (CCGs) and general practices. The service also distributes promotional literature across the sector and regularly contacts a range of health professionals. Warm and Well in North Yorkshire is promoted as an extra tool that can be used to support patients who are unable to keep warm in their home and/or have a health condition(s) exacerbated by the cold, which in turn will reduce workloads.

However, it is noted that the pressures health professionals currently face, combined with the different concerns which they need to give attention to, can hinder engagement and means fuel poverty fails to find or maintain traction in the sector.

Non-health sector engagement: The service has also generated engagement from a wide range of non-health sector organisations. This includes Groundwork, the Yorkshire Energy Doctor and Yorkshire Housing who undertake home visits and Yes Energy Solutions who install measures on behalf of the service. Furthermore, local charities, North Yorkshire County Council's Living Well team, support agencies, churches and parish councils promote the service and refer eligible householders.

Engagement from non-health sector organisations has been high due to these services seeing the benefit of Warm and Well in North Yorkshire for their clients. In maintaining engagement high levels of communication are imperative to ensure that third party services are aware of the support the service can offer and to remind such organisations the service is still available. This has been achieved through attending and hosting networking meetings. With North Yorkshire Fire and Rescue Service being required to be more aware of poor housing, Warm and Well in North Yorkshire has delivered training sessions to increase knowledge of the health impacts deriving from cold homes and to provide an overview of the service.

Information and data sharing

The information needed to refer a client to the Warm and Well in North Yorkshire service is minimal, with this limited to the client's name, address and contact number or email. A brief summary of the reason a referral is being made is a preferred addition, however this is not mandatory. A client can be referred by email, phone or using an online form. The service will then contact the client directly to gather additional information and gain data permissions.

Warm and Well in North Yorkshire does share information with others in order for referrals to be made to other services. However, the service has protocols in place to ensure compliance with General Data Protection Regulation (GDPR) and only emails personal details using password-protected documents. However, wherever possible the service will call the agency directly to pass this information on.

Warm and Well (Gloucestershire)

Lead organisation:	Severn Wye Energy Agency
Location:	Gloucestershire and South Gloucestershire
Geographical coverage:	Urban and rural
Start and end date:	April 2001 – March 2020
Estimated annual target reach:	2,600 residents
Proportion with a health condition:	50-60%

Brief overview of Warm and Well

Managed by Severn Wye Energy Agency on behalf of Gloucestershire County Council and the seven borough, city and district councils across Gloucestershire and South Gloucestershire, Warm and Well aims to help residents stay warmer and healthier in their home.

The service offers a range of support. This includes a free telephone advice line which offers advice on energy saving and efficiency, ensuring the residents is on the best energy deal and information on available grants, practical interventions such as loft insulation, wall insulation, replacing or repairing heating systems, and referrals to more specialist support. The Warm and Well service also administers grants for those households who are particularly vulnerable and can provide free home energy visits for those with more complex needs. As part of the service, a project worker from Warm and Well is based in Gloucester and Cheltenham Hospitals to liaise with hospital staff and vulnerable patients to ensure safe discharge into a warm and safe home. For more information about Warm and Well visit: www.warmandwell.co.uk

Any resident is able to access initial support from the telephone advice line. However, additional or follow-up support is subject to the client meeting eligibility criteria. To qualify for a home visit the resident must be an owner-occupier or privately rent their home, whilst grants are conditional to the client meeting one of the following; be in receipt of means-tested benefits, be on a low income and live in a hard-to-heat property or, be on a low income and have a vulnerability such as an occupant over the age of 60 or under the age of five or a disability or health condition(s).

Funding

Warm and Well is funded by a number of sources. This includes the housing departments of Cheltenham Borough Council, Cotswold Borough Council, Forest of Dean District Council, Gloucester City Council, South Gloucestershire District Council, Stroud District Council and Tewkesbury who fund the services administration costs, Gloucestershire Clinical Commissioning Group (CCG) and South Gloucestershire Public Health who commission the service and grant scheme and the Warm Homes Fund which has allowed Warm and Well to install 1,170 central heating systems.

The service also utilises funding provided through the Energy Company Obligation (ECO). However, the proposed decision to remove support for oil-fired boilers under ECO3 has negatively impacted upon residents who live in rural areas and for whom renewable options are not viable. Warm and Well highlights the benefits ECO Flex has brought to the service as this has increased the number of residents to be assisted who would otherwise not be eligible.

In securing funding, it is felt that the longevity of the service having permitted Warm and Well to become reasonably well known across the region has opened up funding options, with funders approaching the service with opportunities. In addition, the service has recruited a Development Director who is able to actively scope funding streams and spend time on bids.

Generating engagement

Health sector engagement: Warm and Well has generated engagement from a range of health bodies and professionals. Whilst Gloucestershire CCG and South Gloucestershire Public Health fund the service, a range of health and care professionals refer patients to the service. This includes hospital staff, social workers, community and district nurses, frailty team and occupational therapists.

Generating engagement from health professionals has been challenging, due to the high workloads and time pressures many face. However, in overcoming this Warm and Well has taken a tailored approach to engage the sector. This includes detailing the outcomes which can be achieved for a department or services patient group and creating action plans for each department which ensures wards and services receive the relevant information regarding the service and referral routes.

Non-health sector engagement: The service has also generated engagement from a range of non-health sector organisations. This includes contractors who install measures, third sector organisations, public services, including the fire and rescue service, and independent energy tariff comparison services, who refer clients to the service and receive referrals from Warm and Well for more specialist support.

The biggest challenge has been ensuring that contractors maintain the high level of standards as established in the service level agreement. To address such, Warm and Well hold regular performance reviews with contractors and also re-tenders to ensure contractors whose values align with the service are used. It is also felt that competing priorities and pressure across the sector, can result in fuel poverty and cold homes failing to find traction.

Information and data sharing

The information needed to refer a client to Warm and Well is minimal, requiring just a name, address and contact information. A referral can be made over the phone, by email or through a data-sharing portal. Clients can self-refer or be referred by a third party to the service.

The service does share information with partners however, the information shared is minimal and tailored to the partner organisation. Contractors who provide energy efficiency measures and third sector organisations who provide advice and/or funding, receive the client's name, address and contact information through an online data-sharing portal, a customer relationship management system or a secure email. Warm and Well also shares information with the seven local authorities for reporting purposes. The service also has a disclaimer that patients are required to sign to permit their information to be shared. This has helped generate engagement from health and social care professionals.

Warm Homes Healthy People (Suffolk)

Lead organisation:	Suffolk County Council
Location:	Suffolk
Geographical coverage:	Predominantly rural
Start and end date:	December 2012 – ongoing
Estimated annual target reach:	600 households
Proportion with a health condition:	90-95%

Brief overview of Warm Homes Healthy People

Warm Homes Healthy People is a service that targets residents who are vulnerable to the effects of living in a cold home. This can be because of a health condition or an inability to afford to adequately heat their homes. The scheme has evolved over a number of years and usually begins with a home visit to really understand the problems being faced by the resident. A list of solutions is then drawn up which can include energy saving/efficiency advice, energy switching, income maximisation, grants for first-time central heating or repairs and replacements, insulation and basic draughtproofing, temporary emergency heating, and emergency fuel payments for those in crisis situations. The service offers a helpline which can support people with simple enquiries and provide ongoing support after the initial visit. For more information about Warm Homes Healthy People visit: www.suffolk.gov.uk/community-and-safety/warm-homes-healthy-people

Financial support for heating improvements, insulation and payments under the scheme is subject to additional eligibility criteria based on income and savings and for some assistance packages, health conditions. The trained advisers are happy to explain on an individual basis what they can help with.

Funding

The service attracts multi-agency funding including Suffolk County Council Public Health department, Suffolk Climate Change Partnership, the five district and borough councils in Suffolk. The service relies on bidding to external providers for funding to install measures for residents and has been successful in bidding to central government funds, NEA and National Grid's Warm Homes Fund. The service has also benefited from a county-wide Surviving Winter campaign, run by Suffolk Community Foundation which utilises winter fuel payments donated by better-off pensioners for the benefit of the less well off.

The service also utilises funding provided through the Energy Company Obligation (ECO) which subsidises the cost of insulation and heating measures eligible for support.

In securing funding, the service actively scopes and applies to a range of funding streams.

Generating engagement

Health sector engagement: Warm Homes Healthy People has generated engagement from a range of health and care bodies and professionals. This includes Public Health who contribute funding, the Clinical Commissioning Group (CCG) who promote the service and general practitioners who write recommendation letters to eligible patients, advertising the Warm

Homes Healthy People service. A range of health professionals refer vulnerable patients to the service. This includes occupational therapists, physiotherapists, hospital discharge planning teams, GPs, social care teams, health visitors and social workers. Additionally, Warm Homes Healthy People has received a contract to work within the hospital discharge planning team, to ensure patients are discharged to a warm home. This has helped increase awareness and generate a high number of referrals

The high workloads and time pressures health and care professionals face can hinder engagement and result in fuel poverty slipping off the agenda. However, in generating and maintaining engagement, the service highlights the importance of high levels of communication and ensuring the service has a constant presence. As a result of attending Health and Wellbeing Board (HWB) meetings, Warm Homes Healthy People has engaged the chief executives of Suffolk NHS Trusts. This has given the service traction with health professionals as messaging about fuel poverty, cold homes and the service filters down from the top and has led to the award of honorary contracts for the WHHP manager, easing integration into hospital services.

Non-health sector engagement: The service has also generated engagement from a range of non-health sector organisations. This includes social enterprises, public services such as fire and rescue, and third sector organisations that refer households to Warm Homes Healthy People and receive referrals to provide additional specialist support. The service also works alongside the Suffolk Climate Change Partnership, who supports the project with financial receipts from referral fees from procured suppliers.

Warm Homes Healthy People has also benefited from being a part of the Suffolk Information Partnership, a network of organisations who provide information and support service around health, wellbeing and care. This has enabled relationships with other services to develop and for an existing quick and secure referral process to be in place between member organisations.

In generating and maintaining engagement from these organisations, high levels of communication are imperative to ensure awareness of the service. Warm Homes Healthy People regularly attends local events, networking opportunities and provides updates on the service.

Information and data sharing

The information needed to refer a resident to Warm Homes Healthy People is simply the client's name, address and contact number. Referrals can be made by the client themselves or a third-party agency by phone, email or through the Suffolk Information Partnership.

The service does by necessity share information with partners to enable installation of measures, referrals for additional support and evaluation and funding purposes. However, in such instances the client must give explicit consent and data is shared in line with General Data Protection Regulations (GDPR). Where possible, client information is anonymised.

Endnotes

ⁱ For more information visit: www.nea.org.uk

ⁱⁱ NEA also works alongside our sister charity Energy Action Scotland (EAS) to ensure we collectively have a UK wider reach.

ⁱⁱⁱ Though our continued participation in Warm Home Discount industry initiatives, and other similar schemes. Last year (2017/18) we led five industry initiative schemes, helping approximately 4,000 people with their energy bills. Our “Technology Innovation Fund” where overall over 44 projects were awarded funding (with an additional two programmes granted funding in 2017), involving 19 types of technology and 66 products, all targeted at people in vulnerable situations. Through our income maximisation activities, including benefit entitlement checks, we helped secure over £500,000 of unclaimed benefits for low-income households in the last financial year alone. Through our extensive research work, including our reports – “In from the cold”, “Bridging the Gap”, “Get Warm Soon?”, “Under one Roof” and our annual Fuel Poverty Monitors. These activities mean we were able to reach over a million households either directly or indirectly last year. We helped to bring about policy changes that will help millions more. We trained thousands of people in the public, private and voluntary sector who can deliver support directly to more fuel poor households than we could reach ourselves. The numbers are important and impressive but the impact on the lived experience of those in fuel poverty is what matters most. For more information visit: <https://www.nea.org.uk/wp-content/uploads/2019/10/Impact-report-low-res-for-email-and-web.pdf>

^{iv} NEA’s recent joint briefing with E3G highlighted the UK has the sixth-worst long-term rate of excess winter mortality out of 30 European countries. Over the last five years there has been an average of 38,000 excess winter deaths in the UK every year. Of these, 11,458 die due to a cold home – approximately the same as the number of people who die from breast or prostate cancer each year. The new analysis was released on Fuel Poverty Awareness Day the national day highlighting the problems faced by those struggling to keep warm in their homes. To read the press release and the full copy of the report visit: <http://www.nea.org.uk/media/news/230218/>

^v Roys et al. (2016) ‘The full cost of poor housing’ <https://www.brebookshop.com/samples/327671.pdf>

^{vi} The cost to the NHS of health conditions made worse by poor housing is estimated to be between £1.4 and £2.0 billion each year in England alone; see BRE (2015) ‘The cost of poor housing to the NHS’ <https://www.bre.co.uk/filelibrary/pdf/87741-Cost-of-Poor-Housing-Briefing-Paper-v3.pdf>

^{vii} In 2016 BRE released its revised Cost of Poor Housing (COPH) report, which estimated the cost of poor housing to the NHS based on EHS and NHS treatment costs from 2011 and includes treatment and care costs beyond the first year. It also includes additional societal costs including the impact on educational and employment attainment. Finally, it provides information in terms of QALYs (Quality adjusted life years) as well as cost benefits, and to compare with other health impacts. The report estimates that the overall cost of poor housing is £2bn, with up to 40% of the total cost to society of treating HHSRS Category 1 hazards falling on the NHS. Overall, the cost to the NHS from injuries and illness directly attributed to sub-standard homes was estimated at £1.4 billion, and the total costs to society as £18.6 billion.⁶ Research by the BRE in 2013 suggested that if all of the English housing stock with a SAP below the historic average of 41 was to be brought up to at least the current average of 51 through heating and insulation improvements, the health cost-benefit to the NHS would be some £750 million per annum.⁶ Other estimates put the costs to the NHS of energy inefficient housing at £192 million (£35 million of which was in the Private Rented Sector). Use of the BRE category 1 calculator put the estimated Private Rented Sector costs to the NHS at between £37 and £674 million depending on SAP rating and occupancy level.

^{viii} Elliot AJ, Cross KW, Fleming DM. Acute respiratory infections and winter pressures on hospital admissions in England and Wales 1990-2005. *J Public Health (Oxf)*. 2008 30(1):91-8.

^{ix} Roys, M., Nichol S., Garrett, H, and Margoles, S. (2016) ‘The full cost of poor housing’.

^x See: www.nea.org.uk/wp-content/uploads/2018/09/WHHF-Impact-Report-2018.pdf

^{xi} The previously mentioned Warm Homes Healthy People Fund (WHHP) funded by the Department of Health (DoH) and Public Health England (PHE) closed in 2014 and the Department for Energy and Climate Change (DECC)’s Fuel Poverty and Health Booster Fund only operated for a year, and ended in 2015. Therefore, any bespoke support for existing health-focussed fuel poverty projects by central Government has now ceased. The only national funding mechanism aimed at addressing fuel poverty via energy efficiency in England is the Energy Company Obligation (ECO), which also operates across Great Britain.



Action for Warm Homes

© Copyright NEA 2019

NEA is an independent charity, Registration No. 290511. Company limited by guarantee.
Registered in England and Wales No. 1853927.
Registered office: West One, Forth Banks, Newcastle upon Tyne, NE1 3PA
Tel: 0191 261 5677. Email: info@nea.org.uk. Website: www.nea.org.uk