



# East Midlands Fuel Poverty Forum 23 June 2023



*Action for Warm Homes*

# About NEA

National Energy Action (NEA) is the national fuel poverty and energy efficiency charity that has worked across England, Wales, and Northern Ireland for the last forty+ years, to ensure that everyone in the UK can afford to live in a warm and safe home.

We work across both the energy and water sectors, with frontline practitioners, companies, regulators and Government, to make positive change for customers in vulnerable circumstances.



*Action for Warm Homes*

Time	Agenda
9:30am	<b>Welcome</b> Helen Carter, Project Development Coordinator, NEA
9:45am	<b>Updates, collaboration and networking opportunities</b> NEA will chair this session and invite participating speakers to share brief updates
10:30am	<b>Policy update</b> Maya Fitchett, Policy Analyst, NEA
11:00am	<b>Refreshments and networking</b>
11:20am	<b>Group discussions</b> Facilitated by NEA
11:50am	<b>Fuel Poverty and Health Strategy</b> Rob Howard, Consultant in Public Health, Leicester City Council
12:10pm	<b>Leicester Energy Action – Keeping Leicester Warm and Healthy</b> Shelly McDonald, Project Development Manager, NEA and Lena Santoro, Project Development Co-Ordinator, NEA
12:25pm	<b>Forum concludes</b> Round up followed by lunch and networking

NEA is grateful to National Grid for supporting this round of Fuel Poverty Forums



Action for Warm Homes

# How NEA has helped tackle the energy crisis (2022-23)

Our Warm and Safe Homes (WASH) Advice line operates across England and Wales, supporting thousands of people each year with energy and income maximisation advice and information.



Over **16,000 calls** answered through our phone lines  
**465 webchat** conversations  
Over **3,000** online referrals



**1,872 clients** have been supported with Benefit Entitlement Checks, of which **1,088 claims** were made resulting in over **£3.5 million** expected financial gains



**Over 60%** of clients supported had one or more health condition



**11,151 clients** helped with energy advice and support



**Over £734,700** of crisis fund, hardship, bill support or debt relief payments administered by NEA



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*“Thank you so much, honestly, that has been keeping me up at night worrying so it’s a huge relief.”* Single working mum, 34, who had £1,200 of fuel debt written off through the NEA support fund

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*“I couldn’t have got this sorted without you,”* a client said after one of our advisers sorted out billing errors with her supplier to see her account move from debt to credit.

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*“Thank you so much for all your support,”* a client who had been rationing her energy use said, after our adviser solved her complex metering and debt issues.

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A 50-year-old mother of five, dependent on a ventilator and a wheelchair, had £1,204.13 of fuel debt wiped off, and her direct debit set to a more affordable amount, all thanks to one of NEA’s advisers.

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A 62-year-old woman who had been selling her grandmother’s jewellery and borrowing money from friends to get by was helped by one of our advisers with both her energy and water bills. Our adviser got the woman onto a social tariff for her water bills and topped up her gas prepayment meter with a £147 voucher.



# NEA's operational work programme 2023/24

- Communities of interest / supporting under-represented groups
- Smart meter rollout
- Vulnerability & Carbon Monoxide Allowance (VCMA)



# Communities of interest / supporting under-represented groups

## Warm Welcome

- Providing vital energy advice and support to new and expectant parents in England and Wales
- Aiming to support families with managing their fuel bills and to achieve affordable warmth
- Community advice sessions and targeted support with professionals.

## Building Community Resilience

- NEA and National Grid
- A greater focus on in-community work and direct support through partnership
- Working with partners who have been marginalised and face intersecting barriers in the energy market
- Tailored, local work to understand community needs and respond proactively
- Increase capacity across the advice giving sector.

## Empowered by Energy

- NEA will continue to offer a unique energy awareness project to empower newly recognised refugees to the UK to overcome language barriers, understand new energy systems and save money.
- Interactive and in-depth workshops supported by translators covering a range of energy related topics and advice
- Delivered online and F2F
- Attendees become confident energy champions who can share tips and information with their peers and community networks.





# Smart meter rollout

- Smart Energy GB in Communities is a grants and training programme established by NEA and Smart Energy GB in 2016
- Designed to reach and support people who might experience a barrier in benefiting from the smart meter rollout
- Provide funding to charities, local authorities and housing associations across Great Britain
- Promote the benefits of smart meters and bust myths
- Funding in 2023 is aiming to benefit people in fuel poverty; people who lack digital skills; and people who are carers. 1 smart meter focussed project has received funding in this region.
- Free resources including a joint NEA/Smart Energy GB advice guide available on the Smart Energy GB website.

For more information: [smartgrants@nea.org.uk](mailto:smartgrants@nea.org.uk)



# NEA and the Vulnerability & Carbon Monoxide Allowance (VCMA)

- Funding allowance for all Gas Distribution Networks (GDNs) allocated and managed by Ofgem
- To be used to support customers in vulnerable situations and to reduce the risks related to Carbon Monoxide
- Allocated according to the size of each GDN's customer base
- NEA is working in partnership with Cadent, Wales & West Utilities (WWU) and SGN to deliver VCMA funded programmes
- Programmes include gas appliance repairs/replacement and servicing, energy and water advice, benefits advice, fuel debt relief and emergency fuel vouchers.

# Cadent – One Number Programme

- Referrals generated by engineers attending emergency call outs and carrying out mains replacement works
- Customers in vulnerable situations are referred to NEA (Eastern and North London network areas) or Groundwork (North West and North East network areas)
- Householders are offered:
  - FREE gas appliance repair/replacement or a FREE gas appliance service (subject to eligibility criteria)
  - Energy and water advice
  - A Benefit Entitlement Check and support to make a claim where required

# Healthy Homes, Healthy People

Partnership approach across Wales & West Utilities footprint

- Energy advice
- Water tariff advice and access to cheaper tariffs
- Heating upgrades, access to top-ups, full support throughout
- Home adaptations – information and referrals
- Priority Services Register
- Home Safety Measures – CO, locking cooker valves
- Income maximisation





# Cadent / SGN Collaboration

- Energy and water advice for SGN and Cadent customers:
  - Energy Debt support
  - Support to access water social tariffs and debt relief schemes
  - Priority Services – registration to supplier and operator Priority Service Registers
- Emergency fuel top-up vouchers fund for customers using the NEA Warm & Safe Homes (WASH) service living in an SGN or Cadent postcode area.
- Linked support to internal and partner organisations:
  - NEAs' Benefits Team
  - Network Operators Carbon Monoxide Alarms
  - Referrals to local foodbanks
  - Measures projects for insulation, heating and controls



# **Updates, collaboration and networking**

Chaired by Helen Carter, Project Development Co-Ordinator,  
NEA



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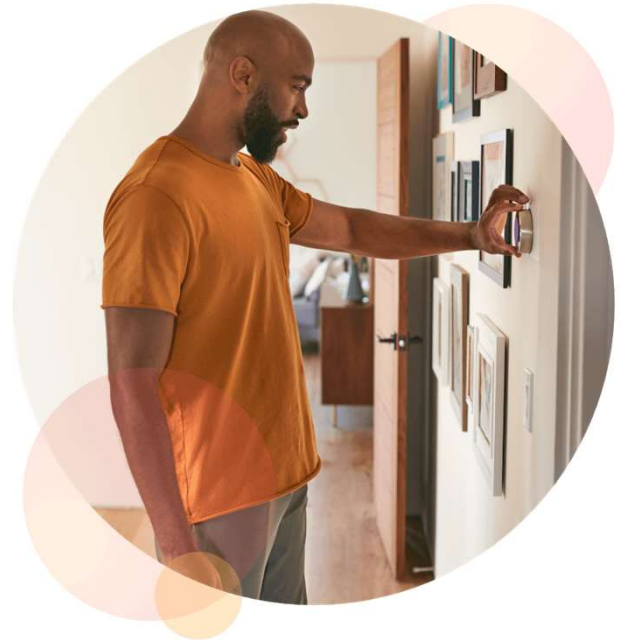


The National Energy Foundation

# BETTER HOUSING BETTER HEALTH

The Warmth And Wellbeing Service

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# WHERE WE OPERATE

Oxfordshire, Buckinghamshire & Milton Keynes,  
Bedfordshire & Luton, Hertfordshire, Northamptonshire,  
Cambridgeshire, Leicestershire, Essex, Norfolk,  
Lincolnshire, Nottinghamshire, Warwickshire. Soon to  
cover London.



# HOW CAN WE HELP?

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- Energy saving advice
- Free home energy visits
- Grant funding towards energy measures
- Grant funding towards energy bills/debt
- Other interventions / referrals





# COMMON INTERVENTIONS

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General energy advice  
Helping with understanding bills and usage,  
switching tariff and supplier

Priority Services Register

Fire & Rescue Visits

Other local support services

# HOME ENERGY VISITS

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Our Home Visit Advisor can offer guidance on energy bills, advise on heating systems and controls, give their top tips on energy efficiency and energy saving (inc. behaviour change), and advise on what grants may be available.

Can signpost/refer to other organisations if further help and support is needed.



# GRANTS

## FOR ENERGY EFFICIENCY IMPROVEMENT

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### ECO Funding

Available for insulation measures (loft, walls & floors) and heating system replacements

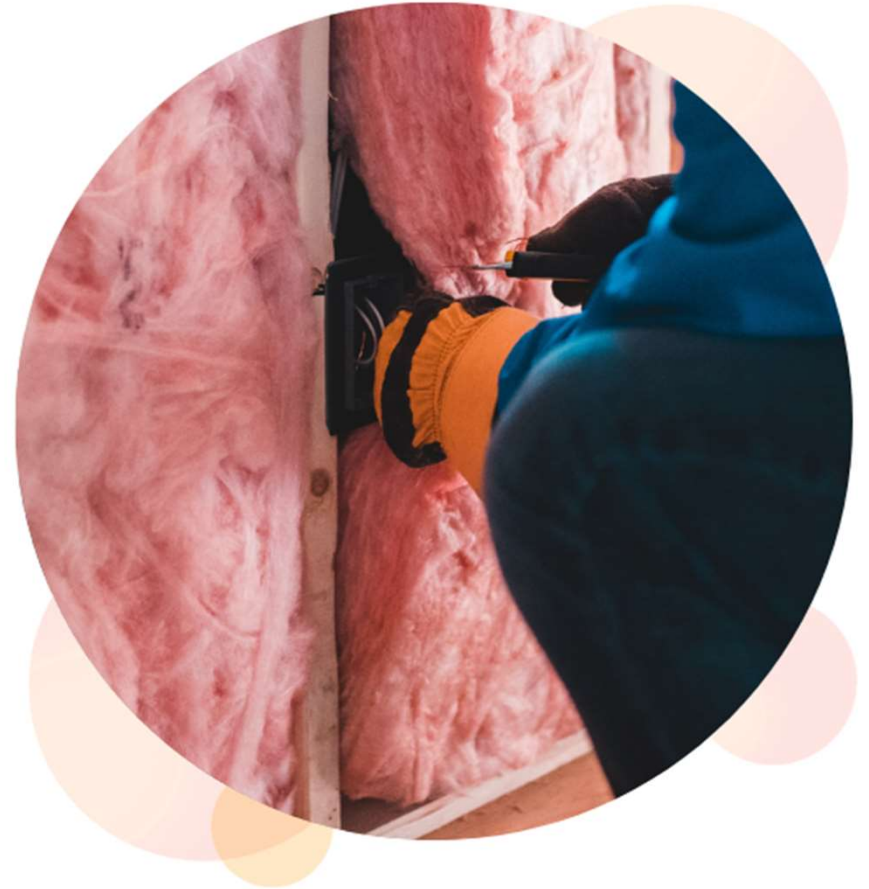
### Boiler funding

Emergency boiler scheme – repair or replace

### BHBH National Grid Grant

Available to help with the cost of items, servicing or measures relating to the energy performance of the property

Council Funding & more



# GRANTS AND FUNDING

## FOR ENERGY BILLS / DEBT

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Warm Home Discount

Energy Trust Funds

Advice on Government Support

# CONTACT US

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 [www.bhbh.org.uk](http://www.bhbh.org.uk)

 0800 107 0044

 [bhbh@nef.org.uk](mailto:bhbh@nef.org.uk)

 @bhbhadvice  





**Policy update**  
Maya Fitchett,  
Policy Analyst, NEA



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# NEA's Three Advocacy Priorities



**People** - Supporting fuel poor households through the energy crisis



**Homes** - Achieving a fair and affordable transition to net zero



**Market Frameworks** - Ensuring overarching market, policy and regulatory frameworks work in the interest of fuel poor households

# People - Supporting fuel poor households through the energy crisis

## Recent Developments

- Price cap now down to £2,070 but Government energy support now ended (EBSS and EPG). So prices no different to winter
- 20% of prepay EBSS vouchers have not been redeemed to date. This will be passed back to HMT.
- Income support continues for those in the social security system. But this is defrayed across different essentials.
- One third of fuel poor households are not in the social security system and so receive no support going forward.

## Coming Up

- Continuing to make the case for more targeted support this winter, specifically for energy (i.e. bill rebates/price support)
- Campaigning for a social tariff to ensure that low income households can access an affordable price of energy.
- Consultation on a social tariff expected this summer.



# Homes - Achieving a fair and affordable transition to net zero

## Recent Developments

- UK Government announced a new energy efficiency scheme – “Great British Insulation Scheme”
- More money allocated to Local Authorities and Housing Associations to deliver HUG and SHDF
- Government announced that it would look to rebalance levies on energy bills.
- UK Government debating whether to tighten energy efficiency standards for landlords to meet.

## Coming Up

- Making the case for fuel poverty schemes (including GBIS) to be targeted on fuel poor households. This includes our work with political parties on their manifestos.
- Working with UK Government officials to ensure that current schemes work as well as possible.
- Ensuring that the UK Government does not rebalance energy bills simply through transferring levies to gas bills.
- Building up case studies of private renters.

# Market Frameworks - Ensuring overarching market, policy and regulatory frameworks work in the interest of fuel poor households

## Recent Developments

- Ofgem have consulted on making some changes to energy pricing, including:
  - How debt allowances are calculated in the price cap
  - Pricing differentials for different payment types
- New voluntary agreements regarding the forced installation of prepayment meters.
- Ofgem consulting on how to improve customer service.

## Coming Up

- Continuing to make the case that there should be no/limited price differentials between payment types in the energy market.
- Pushing Ofgem to take the PPM voluntary agreement into the licence.
- Ensuring that energy customers do not pay over the odds for the cost of debt in the price cap

# Forced Prepay – Deep Dive

## New Rules for Pre Installation

- Involuntary PPM as a last resort
- Multiple contact attempts by a range of methods and site welfare visit before Involuntary PPM
- Installs must be smart meters as default

## Exemptions from the process

- High risk group completely exempt from installs, including elderly, very young, and certain medical conditions.
- Broader medium risk group exempt if likely they will self-disconnect

## On site requirements


- Site welfare visit and installation teams to be appropriately trained, with clear expectations on their behaviour
- There is a need for bodycam or audio recording

## New Rules for Post Installation

- New Involuntary PPM to come pre-loaded with credit
- Suppliers must provide aftercare including check ins and monitoring of top ups/consumption
- Households must be offered to be moved back to credit mode if debt is cleared

**Forced installs will not re-commence until suppliers have shown to Ofgem that they can meet these requirements. This is not expected until mid-summer at the earliest.**

# What else is happening?

- **New Select Committee Established for DESNZ** – Angus MacNeil will chair the committee. NEA is engaged with helping the committee shape their initial agenda.
  - **Review of Electricity Market Arrangements (REMA)** – UK Government is looking at changing how the wholesale market works. Some of this will directly impact fuel poor households, so NEA will remain engaged.
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# Indicative Policy Timeline

## Summer 23/24

- Consultations on a social tariff and rebalancing energy bills
- GBIS goes live

## Spring 24/25

- Implementation of a social tariff
- Preparation for election (possible May 2024)

## Autumn 23/24

- Winter price cap announced with decisions on debt/levelisation
- Prepay agreement into the licence?
- Party conferences – focus on manifesto commitments



# Refreshments and networking



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# Group discussions



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# In smaller groups, please discuss:

## Involuntary Prepayment Meter (PPM) – Supplier Code of Practice

- Ofgem's Involuntary PPM Supplier Code of Practice includes a number of characteristics/conditions that should be considered as high or medium risk and therefore exclude them from Involuntary PPM or remote mode switching. Do you think there are other categories which have been missed? If so, what would be your rationale for including them?
- How can we best explain to advisers and/or householders what protections the Code of Practice offers?
- Does the Code of Practice provide sufficient protection? If not, what more could it do?

## Digital exclusion and accessibility

- NEA is still finding digital exclusion to be a significant barrier in people being able to access services. What needs to be in place to resolve this? Can you share examples?





# **Fuel Poverty and Health Strategy**

Rob Howard, Consultant in Public Health, Leicester City Council



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“Public health is the science and the art of preventing disease, prolonging life, and promoting physical health and efficiency through organized community efforts”

Charles-Edward Amory Winslow 1877 - 1957  
Founder of the Yale Department of Public Health

Source: Winslow CE. The untilled fields of public health. Science. 1920 Jan 9:23-33

# Health Inequalities

Health inequalities are preventable and unjust differences in health status experienced by certain population groups

In 1980, roughly 40% of the world's population lived in extreme poverty, with less than \$2 per day. What is the share today?

- 10%
- 30%
- 50%

## The question

In 1980, roughly 40% of the world's population lived in extreme poverty, with less than \$2 per day. What is the share today?

Answer options

A: 10% (Correct)

B: 30% (Wrong)

C: 50% (Very wrong)

## Survey Results

Of the people we have tested, **92%** got this question wrong.

United Kingdom

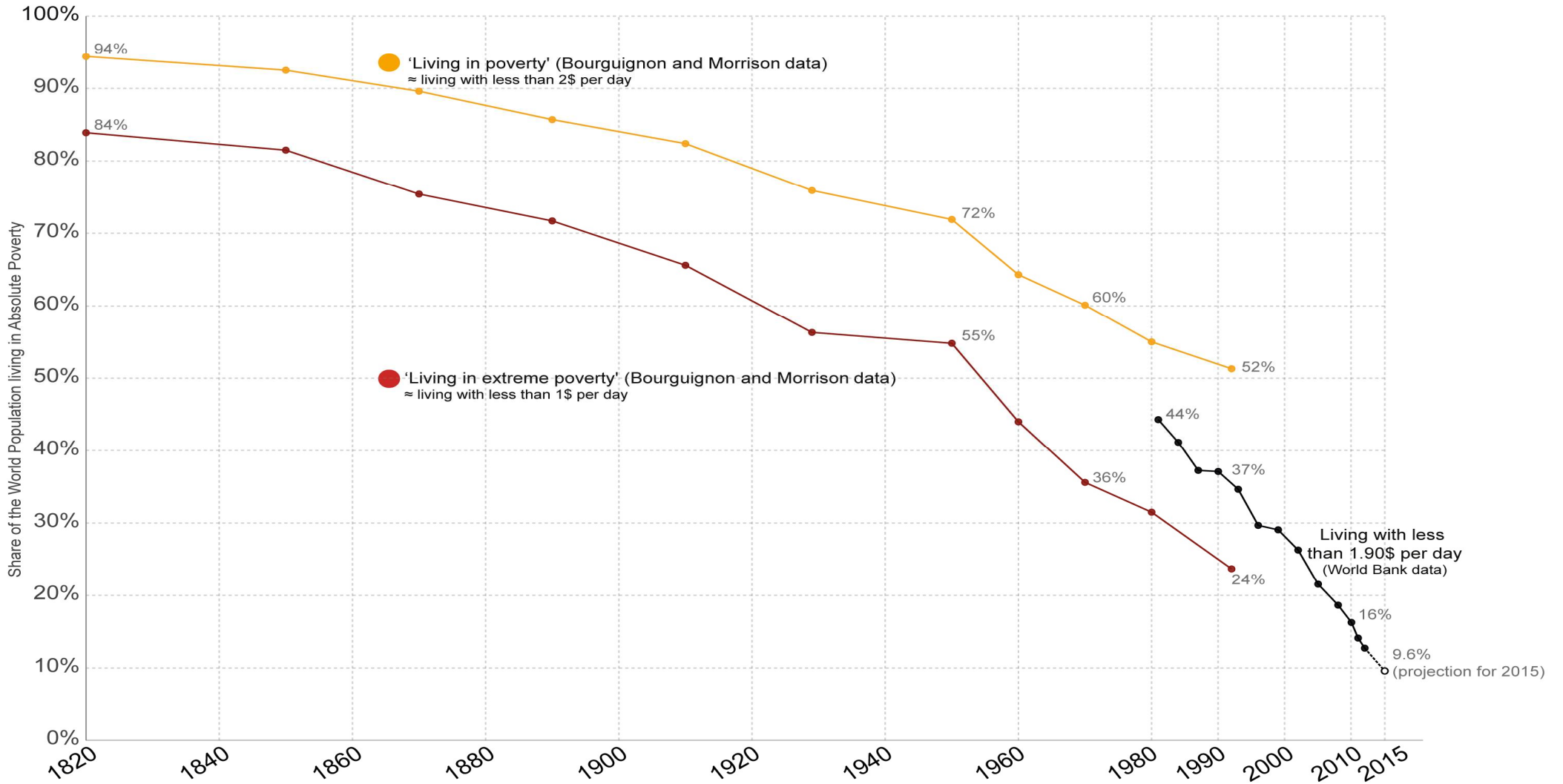


## About this misconception

Worldwide, extreme poverty has declined steadily since the 1980s, but the fact that hundreds of millions of people still have to survive on less than \$2 a day means we aren't in the streets celebrating this as a complete success.

# Share of the World Population living in Absolute Poverty, 1820-2015

All data are adjusted for inflation over time and for price differences between countries (PPP adjustment).



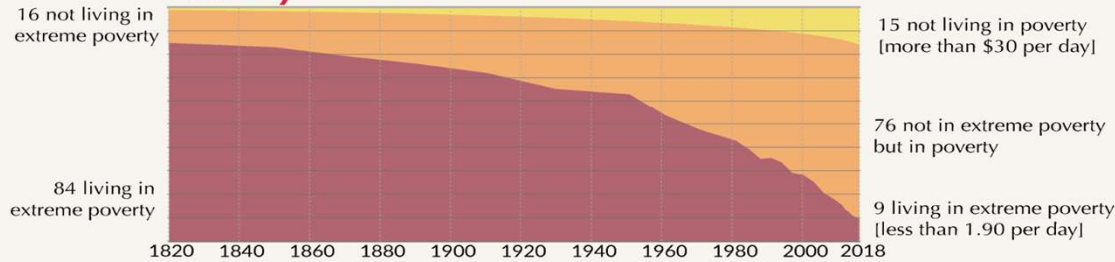
Data sources: 1820-1992 Bourguignon and Morrison (2002) - Inequality among World Citizens, In The American Economic Review; 1981-2015 World Bank (PovcalNet)

The interactive data visualisation is available at [OurWorldinData.org](http://OurWorldinData.org). There you find the raw data and more visualisations on this topic.

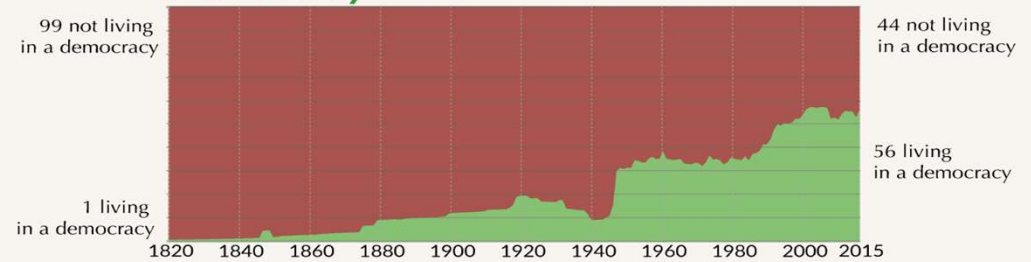
Licensed under CC-BY-SA by the author Max Roser.

# The World as 100 People over the last two centuries

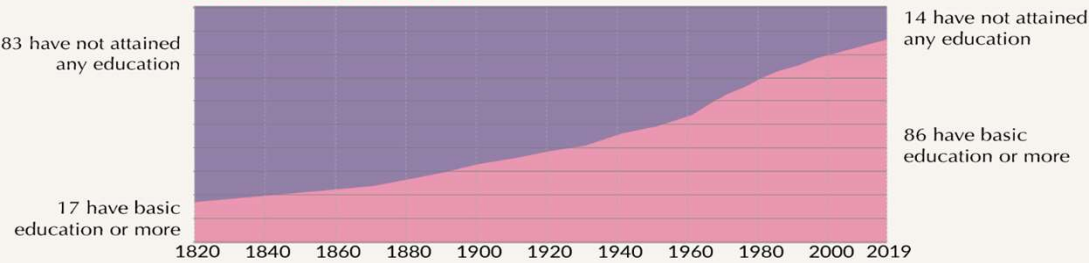
## Poverty



## Democracy



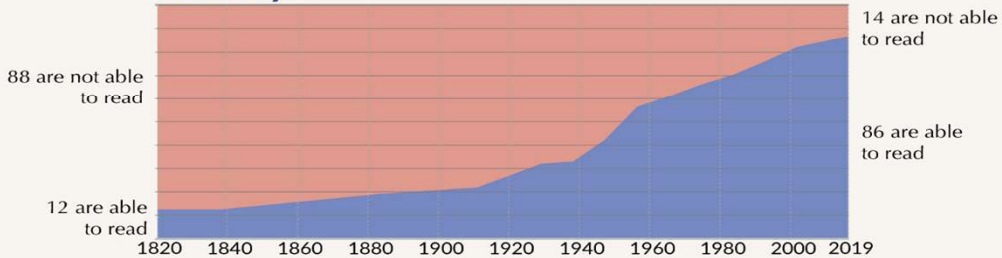
## Basic Education



## Vaccination against diphtheria, whooping cough, and tetanus



## Literacy



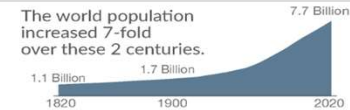
## Child Mortality



### Data sources:

Poverty: World Bank from 1981; Bourguignon & Morrison (2002) for extreme poverty up to 1970. [All measured in international-\$ to adjust for inflation and price differences between countries]  
 Education: OECD for the period 1820 to 1960. IIASA for the time thereafter.  
 Literacy: OECD for the period 1820 to 1990. UNESCO for 2004 and later.

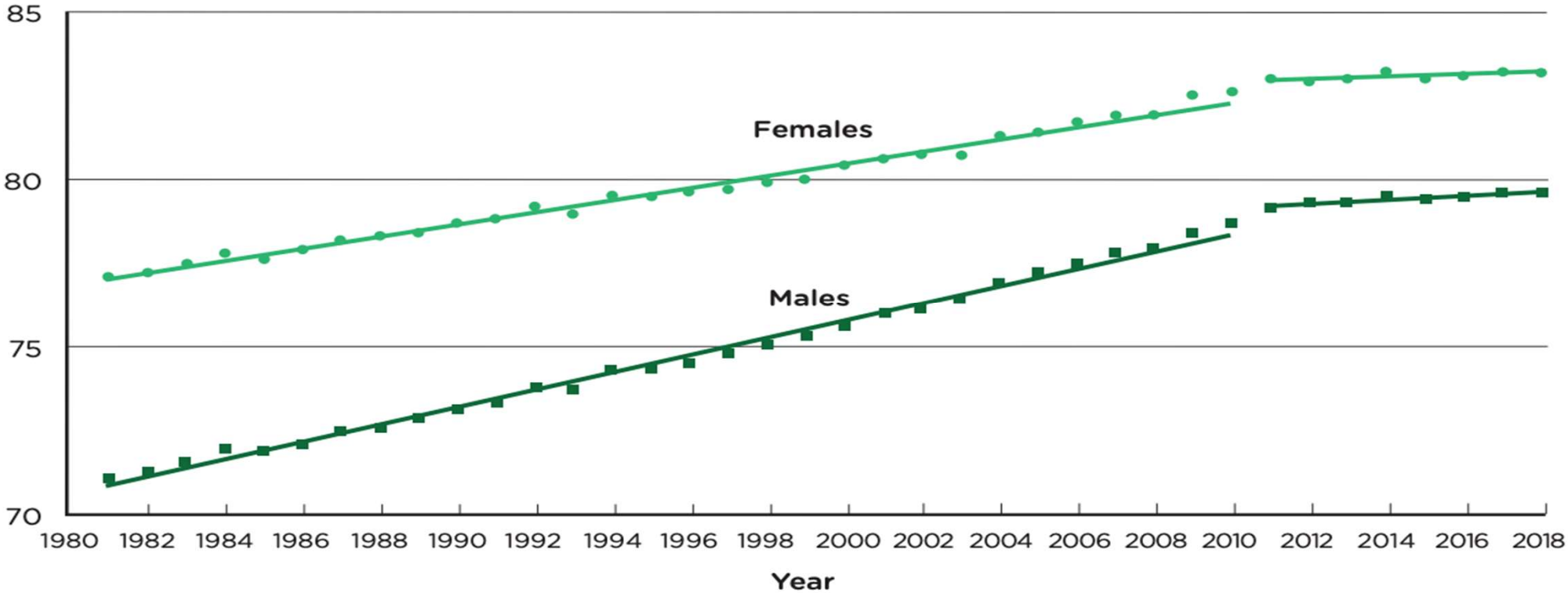
Democracy: Polity IV index (own calculation of global population share)  
 Vaccination: WHO (Global data are available for 1980 to 2017 – the DPT3 vaccination was licenced in 1949)  
 [Vaccination refers to children (ages 12-23 months) in each year and not the entire population]  
 Child mortality: up to 1960 own calculations based on Gapminder; World Bank thereafter



A visualization from [OurWorldInData.org](https://www.ourworldindata.org) – the online publication that presents the research and data to make progress against the world's largest problems.

Figure 2.2. Life expectancy at birth for males and females, England, 1981-2018

Life expectancy at birth (years)

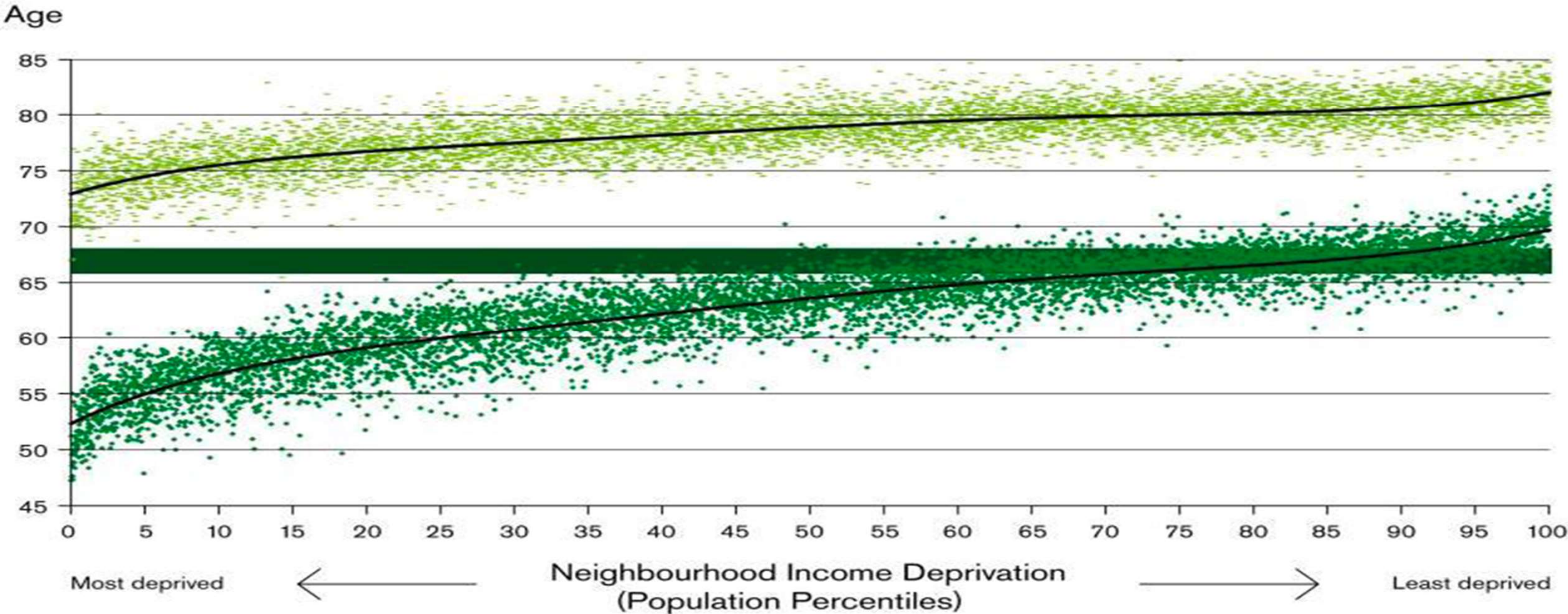


Source: ONS, 2019 (20)

Since 1981 male life expectancy has increased more quickly than female life expectancy, especially during the 1990s. As a result, the gap in life expectancy at birth between males and females, shown in Figure 2.2, narrowed from 6 years in 1981 to 3.6 years by 2012, where it has more or less remained ever since (22).



**Figure 1** Life expectancy and disability-free life expectancy (DFLE) at birth, persons by neighbourhood income level, England, 1999–2003

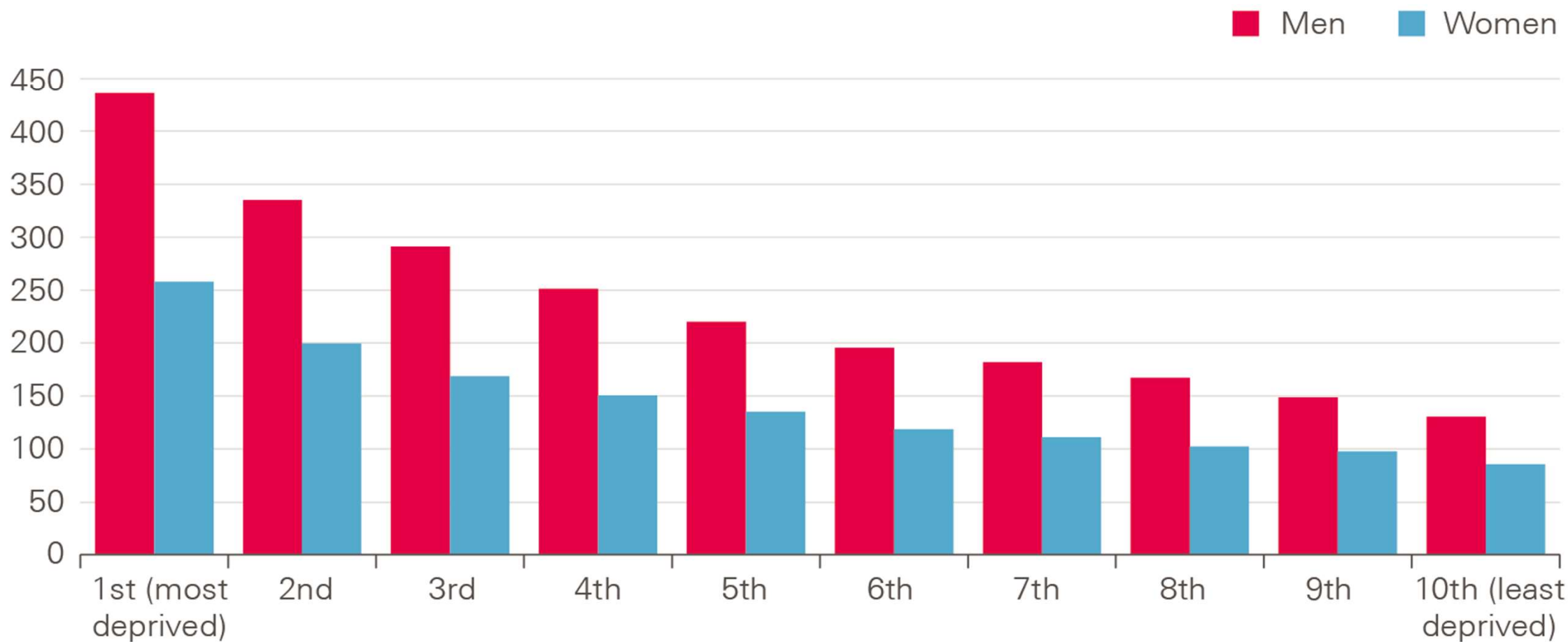


- Life expectancy
- DFLE
- Pension age increase 2026–2046

Source: Office for National Statistics<sup>5</sup>

# The risk of preventable death increases with deprivation

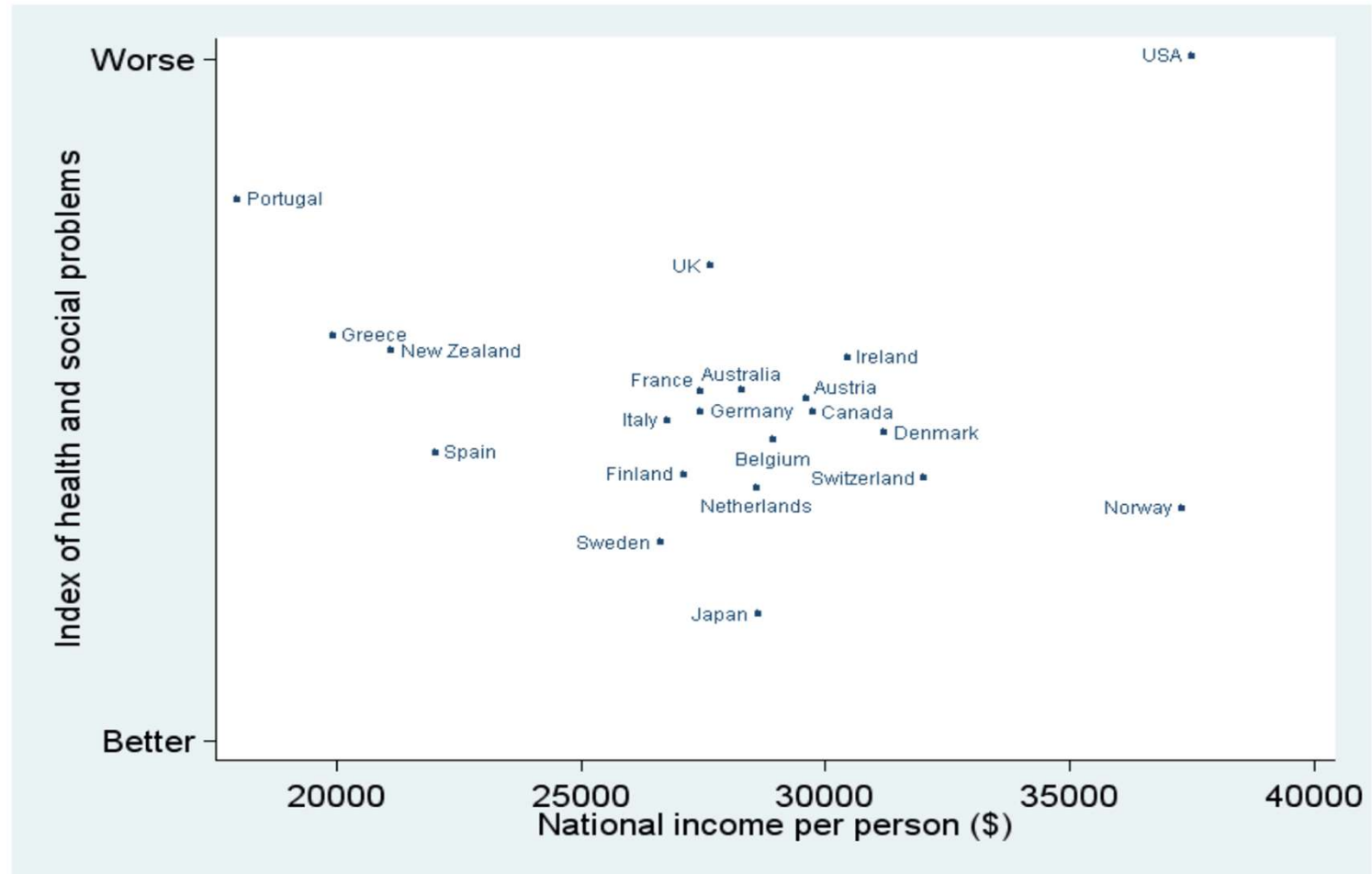
Age-standardised preventable mortality rates per 100,000 by deprivation deciles (IMD 2015), England 2017



## Health and Social Problems are not Related to Average Income in Rich Countries

### Index of:

- Life expectancy
- Math & Literacy
- Infant mortality
- Homicides
- Imprisonment
- Teenage births
- Trust
- Obesity
- Mental illness – incl. drug & alcohol addiction
- Social mobility

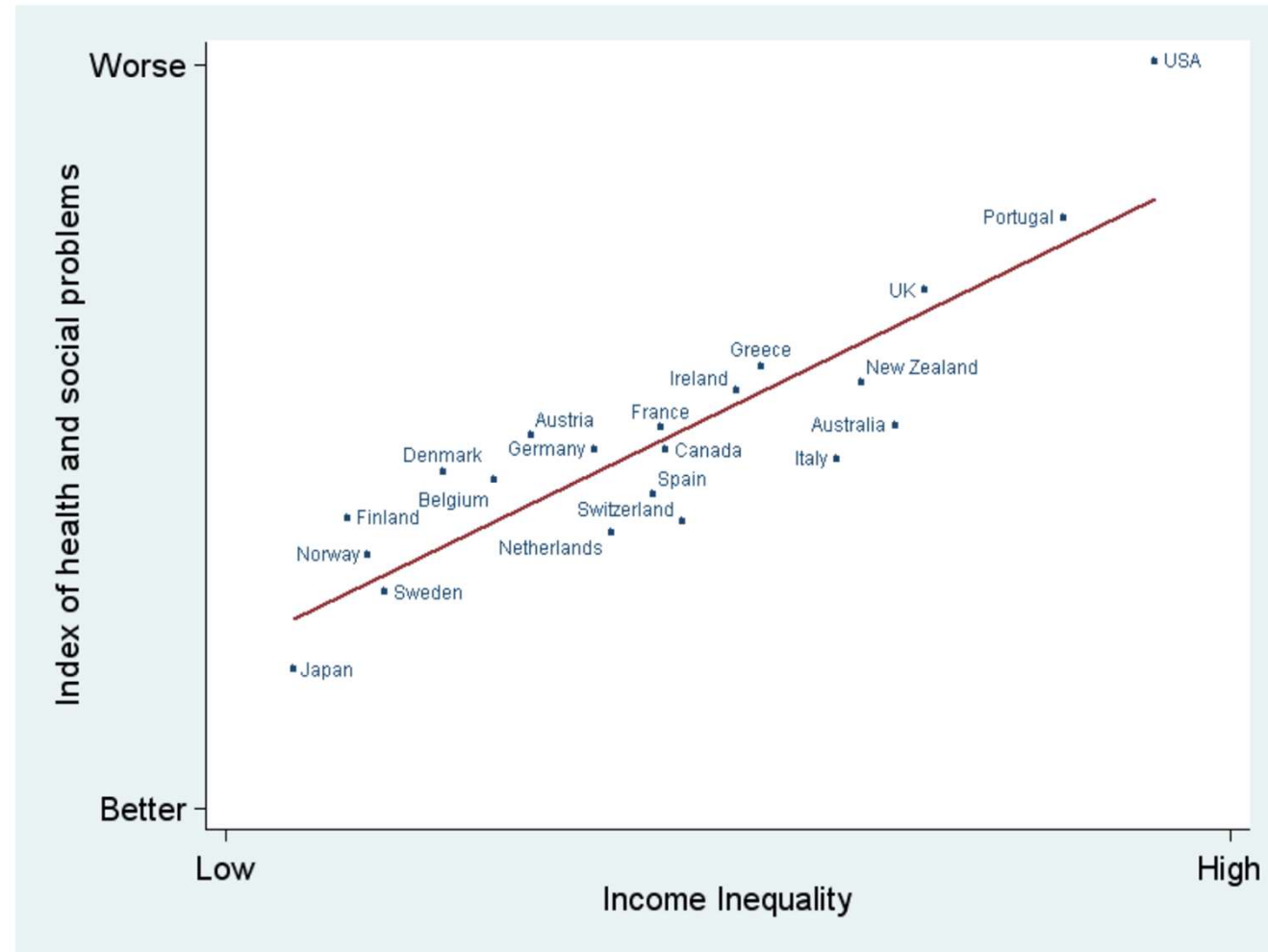


Source: Wilkinson & Pickett, *The Spirit Level* (2009)

## Health and Social Problems are Worse in More Unequal Countries

### Index of:

- Life expectancy
- Math & Literacy
- Infant mortality
- Homicides
- Imprisonment
- Teenage births
- Trust
- Obesity
- Mental illness – incl. drug & alcohol addiction
- Social mobility



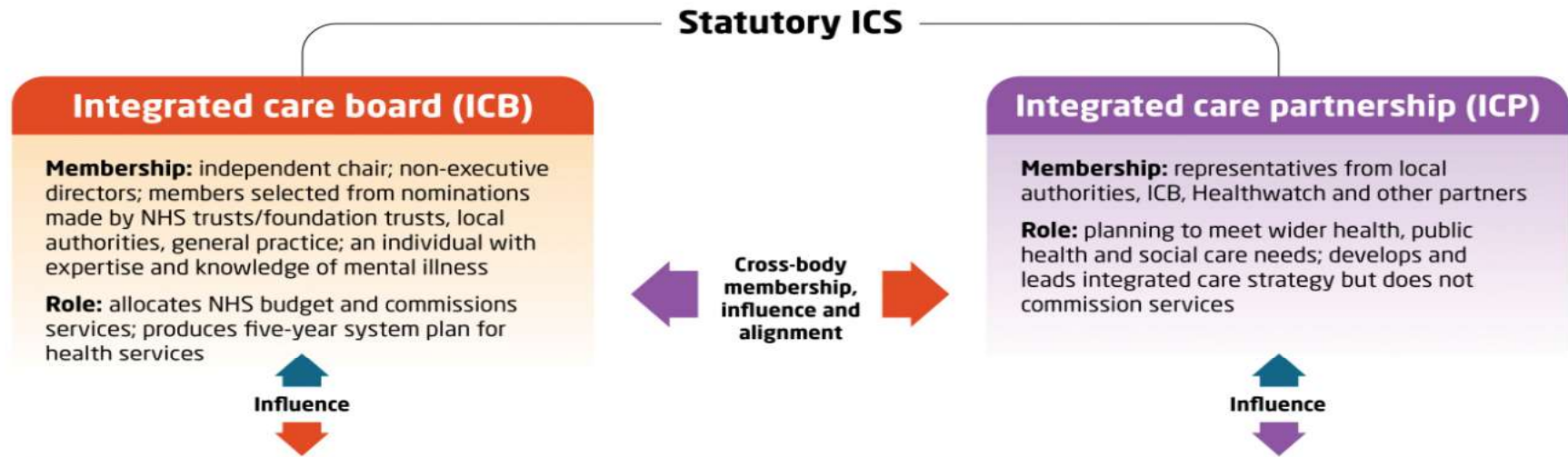
Source: Wilkinson & Pickett, *The Spirit Level* (2009)

# Integrated care systems (ICSs)

Key planning and partnership bodies from July 2022

**NHS England**  
Performance manages and supports the NHS bodies working with and through the ICS

**Care Quality Commission**  
Independently reviews and rates the ICS

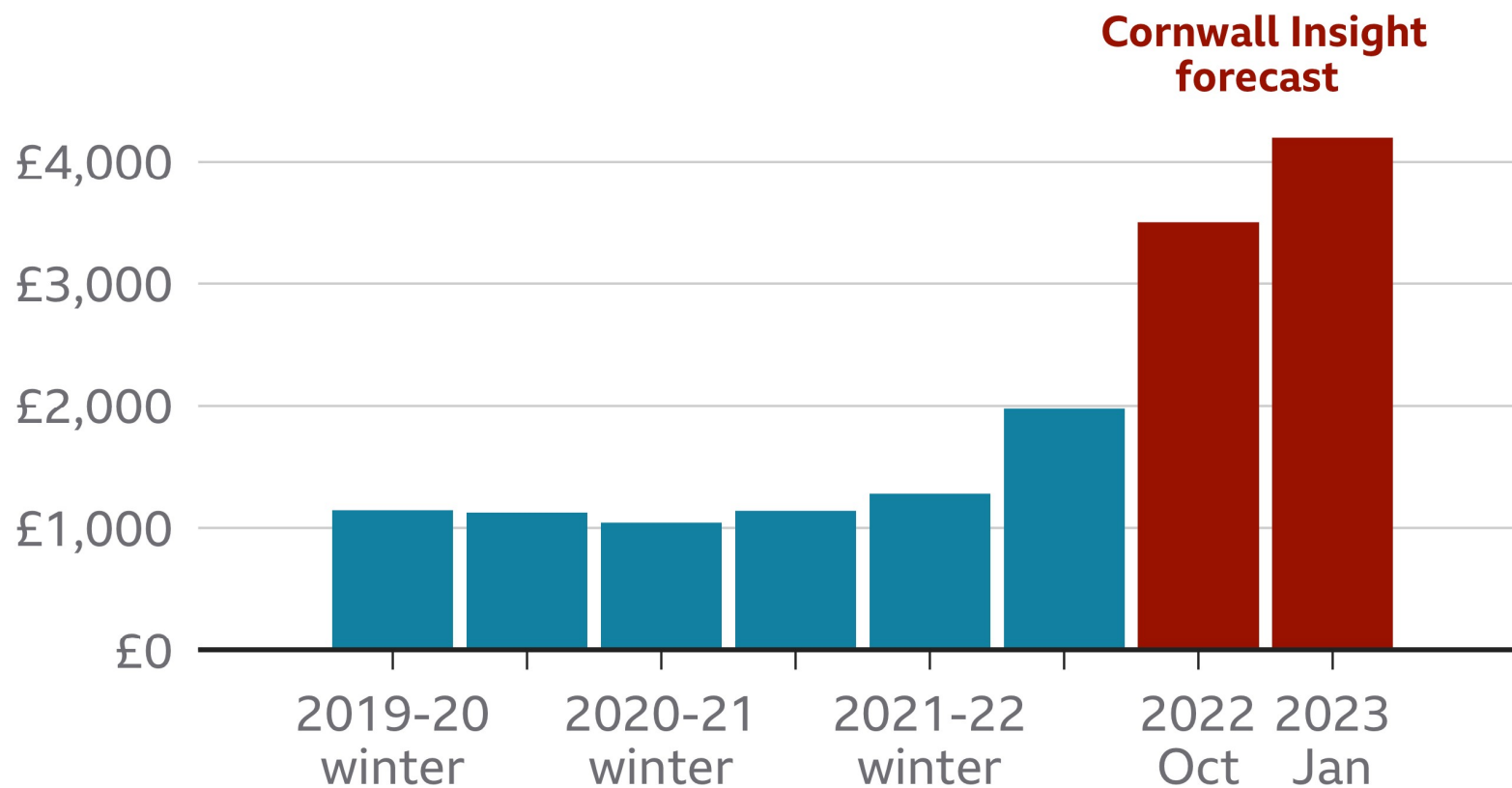


## Geographical footprint

Partnership and delivery structures		
	Name	Participating organisations
<b>System</b> Usually covers a population of 1-2 million	<b>Provider collaboratives</b>	NHS trusts (including acute, specialist and mental health) and as appropriate voluntary, community and social enterprise (VCSE) organisations and the independent sector; can also operate at place level
<b>Place</b> Usually covers a population of 250-500,000	<b>Health and wellbeing boards</b>	ICS, Healthwatch, local authorities, and wider membership as appropriate; can also operate at system level
	<b>Place-based partnerships</b>	Can include ICB members, local authorities, VCSE organisations, NHS trusts (including acute, mental health and community services), Healthwatch and primary care
<b>Neighbourhood</b> Usually covers a population of 30-50,000	<b>Primary care networks</b>	General practice, community pharmacy, dentistry, opticians

# Energy price cap forecast to rise to £4,200

Annual bill for a typical household on a price capped dual-fuel tariff paying by direct debit



Source: Ofgem/Cornwall Insight

## Percentages and numbers of households in the UK living in fuel poverty

Sources: LCFS 2019-20 weighted data. May 22, October 22 and January 23 averages are based on [Cornwall Insight's tariff cap forecast](#) published on 2 August 2022.

<https://cpag.org.uk/news-blogs/news-listings/fuel-poverty-updated-estimates-uk>

	Actual 2019/20	May 2022	Oct 2022	Jan 2023
<b>Average weekly fuel expenditure</b>				
Mean £	£24.75	£38.12	£49.04	£54.19
Median £	£21.39	£32.94	£40.29	£44.74
<b>% UK households in fuel poverty on different measures</b>				
>10% net income	19.2%	38.5%	49.6%	55%
>20% net income	5.2%	11.8%	19.4%	22.8%
>25% net income	3.6%	7.8%	13.4%	15.5%
>30% net income	2.3%	5.5%	9.7%	11.7%
<b>Average weekly fuel poverty gap on different measures</b>				
>10% net income				
Mean £	£15.15	£21.92	£34.56	£37.51
Median £	£9.39	£14.08	£22.36	£24.74
>20% net income				
Mean £	£18.18	£24.99	£38.56	£40.41
Median £	£11.61	£15.79	£23.15	£25.24
>25% net income				
Mean £	£17.76	£26.58	£41.00	£43.66
Median £	£9.42	£16.41	£24.06	£26.16
>30% net income				
Mean £	£20.02	£27.46	£43.19	£44.62
Median £	£12.11	£16.46	£25.47	£26.54
<b>Number of households living in fuel poverty on different measures</b>				
>10% net income	5,245,000	10,528,000	13,567,000	15,045,000
>20% net income	1,415,000	3,220,000	5,297,000	6,232,000
>25% net income	976,000	2,126,000	3,652,000	4,247,000
>30% net income	621,000	1,509,000	2,639,000	3,188,000
<b>Number of people in fuel poverty on different measures</b>				
>10% net income	13,763,000	27,170,000	35,453,000	39,024,000
>20% net income	3,657,000	8,542,000	14,327,000	16,769,000
>25% net income	2,428,000	5,517,000	9,991,000	11,630,000
>30% net income	1,475,000	3,947,000	7,225,000	8,742,000

Household type	% in fuel poverty
Single	45.0%
Couple	48.3%
Couple + 1 child	54.2%
Couple + 2 children	66.1%
Couple + 3 children	80.8%
Couple + 4 or more children	89.1%
Lone parent + 1 child	65.8%
Lone parent + 2 or more children	88.0%
Single pensioner	63.8%
Couple pensioner	82.6%
Multi-unit	69.7%

### Estimated fuel poverty rates by household type, January 2023



The NHS Long Term Plan



#NHSLongTermPlan  
[www.longtermplan.nhs.uk](http://www.longtermplan.nhs.uk)

The NHS Long Term Plan makes the case for stronger action on health inequalities and addressing unwarranted variation in care.

Section 2c of the  
2023/24 Priorities and Operational Guidance:

### Key actions for ICBs

Continue to deliver against the 5 strategic priorities for tackling health inequalities and.....

.....Consider the specific needs of CYP and reflect the CYP Core 20PLUS5 approach in plans

Classification: Official  
Publication approval reference: PRN00021



2023/24 priorities and  
operational planning guidance

Version 1.1, 27 January 2023



# REDUCING HEALTHCARE INEQUALITIES

The Core20PLUS5 approach is designed to support Integrated Care Systems to drive targeted action in healthcare inequalities improvement

**CORE20**  
The most deprived 20% of the national population as identified by the Index of Multiple Deprivation



Target population

**PLUS**  
ICS-chosen population groups experiencing poorer-than-average health access, experience and/or outcomes, who may not be captured within the Core20 alone and would benefit from a tailored healthcare approach e.g. inclusion health groups



## CORE20 PLUS 5

Key clinical areas of health inequalities

1



**MATERNITY**  
ensuring continuity of care for women from Black, Asian and minority ethnic communities and from the most deprived groups

2



**SEVERE MENTAL ILLNESS (SMI)**  
ensuring annual health checks for 60% of those living with SMI (bringing SMI in line with the success seen in Learning Disabilities)

3



**CHRONIC RESPIRATORY DISEASE**  
a clear focus on Chronic Obstructive Pulmonary Disease (COPD), driving up uptake of Covid, Flu and Pneumonia vaccines to reduce infective exacerbations and emergency hospital admissions due to those exacerbations

4



**EARLY CANCER DIAGNOSIS**  
75% of cases diagnosed at stage 1 or 2 by 2028

5

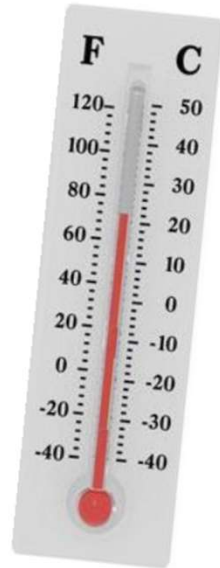


**HYPERTENSION CASE-FINDING**  
and optimal management and lipid optimal management



**SMOKING CESSATION**  
positively impacts all 5 key clinical areas

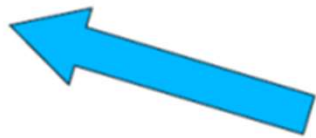
# Low Temperature Impacts



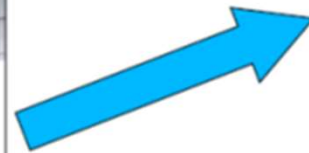
- 18-24°C (64-75°F) – no risk to healthy people
- Below 16°C (61°F) – diminished resistance to respiratory infections
- Below 12°C ( 54°F) – increased blood pressure and viscosity
- Below 5°C (41°F) – deep body temperature falls

# Health Impacts – Damp Homes

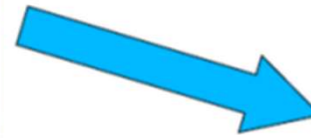
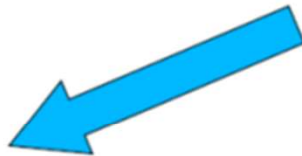
Bacteria  
and  
viruses



Infections



Allergies  
to mould



Dust mites

# Health Impacts – Cold Homes

- **Possible direct impacts:**
    - heart attacks/ strokes
    - respiratory disease
    - influenza
    - worsening of existing health condition/ slow recovery
    - falls/ injuries
    - poorer nutrition
    - hypothermia
  - **Possible indirect impacts:**
    - mental health problems
    - risk of carbon monoxide poisoning
- Wider Impacts:
- Education
  - Social Isolation
  - Choices between eating and heating (plus rent, water, transport, clothes, etc)
  - Wider debt and cost of living crisis

## Evidence on vulnerable cohorts and affected conditions

### Cohorts vulnerable to the cold

- People with cardiovascular conditions
- People with respiratory conditions (in particular, chronic obstructive pulmonary disease and childhood asthma)
- People with mental health conditions
- People with disabilities
- **Older people (65 and older)**
- Households with young children (from new-born to school age)
- Pregnant women
- People on a low income

### PHE report lists additional categories

- People who have attended hospital due to a fall
- People who move in and out of homelessness
- People with addictions
- Recent immigrants and asylum seekers

### **Context and affected conditions (NICE, 2015)**

*“Public Health England's 2014 Cold Weather Plan notes that winter weather has a direct effect on the incidence of: heart attack, stroke, respiratory disease, flu, falls and injuries and hypothermia. Indirect effects include mental health problems such as depression, and the risk of carbon monoxide poisoning if boilers, cooking and heating appliances are poorly maintained or poorly ventilated.*

*The strongest link is between respiratory deaths and the cold. But because generally more people die from cardiovascular disease, cardiovascular illnesses and deaths account for a greater number of health problems. Overall, the number of excess winter deaths varies between years – generally it's around 24,000 in England and Wales. The number of excess deaths in 2013/14 was 18,200.”*

*Most excess winter deaths and illnesses are not caused by hypothermia or extremes of cold. Rather, they are usually caused by respiratory and cardiovascular problems during normal winter temperatures – when the mean outdoor temperature drops below 5–8°C)*

*The death rate rises about 2.8% for every degree Celsius drop in the external temperature for those in the coldest 10% of homes. This compares with a 0.9% rise in deaths for every degree Celsius drop in the warmest 10% of homes”*



# NICE Recommendations

1. Develop a strategy
2. Ensure there is a single-point-of-contact health and housing referral service for people living in cold homes
3. Provide tailored solutions via the single- point-of-contact health and housing referral service for people living in cold homes
4. Identify people at risk of ill health from living in a cold home
5. Make every contact count by assessing the heating needs of people who use primary health and home care services
6. Non-health and social care workers who visit people at home should assess their heating needs
7. Discharge vulnerable people from health or social care settings to a warm home
8. Train health and social care practitioners to help people whose homes may be too cold
9. Train housing professionals and faith and voluntary sector workers to help people whose homes may be too cold for their health and wellbeing
10. Train heating engineers, meter installers and those providing building insulation to help vulnerable people at home
11. Raise awareness among practitioners and the public about how to keep warm at home
12. Ensure buildings meet ventilation and other building and trading standards



### Return on investment

Housing interventions to keep people warm, safe and free from cold and damp are an efficient use of resources. Every £1 spent on improving homes saves the NHS £70 over 10 years.

TheKingsFund>

Local  
Government  
Association

# Using national and local data to address health inequalities: Relevant national data and tools

Product	Purpose	Levels of Geography	Indicators	Different population Groups	Inequality Metric
<a href="#">PHE Health Inequalities Dashboard</a> *	Display trends in health inequalities in England	England, regions, local authorities (inequality data at region and local authority level for some indicators)	18 key indicators including health outcomes and wider determinants of health	Specific to each indicator, but includes: Deprivation, Sexuality, Ethnicity	Slope & Relative Index of Inequality , Absolute & Relative gaps, mean difference
<a href="#">PHE Segment Tool</a>	Present causes of death and age groups driving life expectancy gap	England, regions, local authorities	Breakdown of life expectancy gaps between local authorities and England, and between most and least deprived within each area, by cause of death and age group	Sex	Contribution to the life expectancy gap expressed as a percentage and number of years.
<a href="#">Right Care - Equality &amp; Health Inequalities Packs</a>	Highlights health inequalities across some healthcare areas within Clinical Commissioning Groups and provides case studies to support improvement planning.	Clinical Commissioning Groups	Rates of unplanned hospitalisations for chronic ambulatory care sensitive & urgent care sensitive conditions.  Improving Access to Psychological Therapies: rates of referrals and rates of movements to recovery	Deprivation, Age, Gender and Ethnicity	Absolute Gradient of Inequality  Differences (between CCGs and their benchmarks) in gender, age and ethnicity rates
<a href="#">PHE &amp; NHS Right Care Atlases of Variation</a>	Highlight unwarranted variation of activity and outcomes across health system	Clinical Commissioning Groups / hospitals / local authorities / Sustainability & Transformation Partnerships	Specific to each Atlas with Compendium and topic specific atlases e.g. Respiratory, Diagnostics. Show risk factors, activity and outcomes along the Patient pathway.	Age, Sex, Condition	Variation of activity and outcome between geographic areas. Quintiles and significance (comparison of overlapping confidence limits) maps, time-series boxplots and trend tests.
<a href="#">PHE LKIS Health Inequalities Packs</a> Available through your PHE Local Knowledge and Intelligence Service	Inequalities in high burden diseases and correlation with income deprivation	Wards / local authorities / Sustainability & Transformation Partnerships	Burden of disease ranked by Disability Adjusted Life Years. Correlation with income deprivation.	Defined by indicator - disease or risk factor	Correlation coefficient (r -squared) analysis of disease burden with Income deprivation
<a href="#">PHE Wider Determinants of Health</a> *	Describes wider determinants of health	England, regions, local authorities & deprivation deciles	Natural and built environment, work and the labour market, vulnerability, income, crime, education, and Marmot indicators	Specific to each indicator, but include: Age, Deprivation, Gender, Ethnicity & Disability	Summary measure of inequality not generally included, but available for a small number of indicators e.g. SII in life expectancy
<a href="#">PHE Public Health Outcomes Framework</a> *	Range of public health indicators and population health outcomes	England, regions, local authorities & deprivation deciles	Life expectancy and healthy life expectancy, wider determinants, health improvement, health protection, healthcare and premature mortality	Age, Deprivation, Gender, Ethnicity, Disability and others	Summary measure of inequality not generally included, but available for a small number of indicators e.g. SII in life expectancy
<a href="#">PHE Local Health</a> *	Small area level health information	Middle Super Output Areas, wards, local authorities & Clinical Commissioning Groups	Indicators of wider determinants of health and health outcomes	Indicators not broken down by inequality dimensions	No summary measures of inequality included
<a href="#">Institute for Health Metrics and Evaluation Global Burden of Disease Compare Tool</a> *	To compare diseases, injuries, and risk factors to show most important contributors to health loss	196 countries, UK (and its constituent countries), English regions (former Government Office), English counties and unitary authorities	Synthetic estimates of most common diseases, injuries and risk factors, expressed as prevalences, incidences, Disability Adjusted Life Years, Years of Life Lived with Disability, and Deaths	Age, Gender, Cause, Risk, Location, Time	Comparisons may be made between age-ranges, genders, locations and over time. Socio-demographic index summarises inequality, but is scaled to global extremes.
<a href="#">Strategic Health Asset Planning and Evaluation (SHAPE) Place Atlas</a> (access by registration)	Maps location of healthcare services against population health metrics, includes travel time and impact analysis	Clinical Commissioning Groups / hospitals / local authorities / Sustainability & Transformation Partnerships/ LSOAs	Population demographics e.g. IMD and population change, health outcomes, environmental data	Broad age groups, gender, deprivation, ethnicity	No summary measure of inequality included. Comparisons may be made between age-ranges, genders, locations and Index of Multiple Deprivation (IMD)



Recognise  
how far  
we've  
come...





**COCAINE**  
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Instantaneous Cure!  
PRICE 15 CENTS.  
Prepared by the  
**LLOYD MANUFACTURING CO.**  
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(Registered March 1885.) See other side.

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eat fresh!

**SUBWAY**  
eat fresh!

*“Please help Stop Diabetes”*

*Free Cookie*

*When you donate*

*\$1 .00*

*for diabetes Fund*

VIA 93636 VIA

Down

Choco



Buy a half-gallon of soda (800 calories and 56 spoonfuls of sugar) so KFC can donate a dollar to the Juvenile Diabetes Research Foundation.

Help find a cure for type 1 diabetes by putting yourself at increased risk of type 2 diabetes.

**Complete Your Meal  
With A Mega Jug**



for only  
**\$2.99**

And KFC Will Donate \$1.00 To


**JDRF** Juvenile Diabetes Research Foundation International

**Help Us Find A Cure!**



# Useful Links

- <https://www.health.org.uk/>
- <https://www.kingsfund.org.uk/>
- <https://fingertips.phe.org.uk/>
- <https://www.nuffieldtrust.org.uk/>
- <https://www.nice.org.uk/>
- <https://ourworldindata.org/>
- <https://www.gapminder.org/>



**Leicester Energy Action – Keeping  
Leicester Warm and Healthy**  
Shelly McDonald, Project Development  
Manager and Lena Santoro, Project  
Development Co-ordinator, NEA



*Action for Warm Homes*

# Leicester Energy Action Fuel Poverty Programme

Funded by LLR Integrated Care Board

Delivered by NEA and Leicester City Council – Public Health Division



Leicester, Leicestershire  
and Rutland



# Our Partnership

Fuel poverty is hurting thousands of people across the city. Made worse by the cost-of-living crisis, people are finding themselves having to make dreadful decisions between spending on energy and spending on other living essentials. This is resulting in mounting energy debt, and a range of serious but avoidable health impacts.

The Fuel Poverty Programme is a partnership between National Energy Action and Leicester City Council, funded by the NHS. It aims to tackle fuel poverty in the city through four key workstreams: Advice, Training, Education and Outreach.

- Meaningful, detailed energy advice for everyone - via professional or self-referral, supporting people with energy debt, safeguarding, and keeping their homes warm.
- Training for front line staff within organisations and communities, building a network of qualified energy advisors with and in the communities where they're needed
- Energy Awareness sessions delivered within schools
- Community sessions delivered by professionals in partnership with community leaders, engaging people to understand the impacts of and solutions to fuel poverty



# Leicester Energy Action Aims

- Increase the number of households in Leicester that can manage their energy bills, keep warm & healthy at home
- Changed energy behavior amongst residents including better capability to navigate the energy market and make positive energy saving choices
- Strengthen household resilience by relieving stress about fuel debt or problems with their energy supplier
- Increase the number of frontline professionals, healthcare professional and volunteers with awareness of fuel poverty
- Children and young people are more energy knowledgeable , able to make better choices at home and cascade info to family and friends
- Subjective improvement in health and wellbeing and reduced attendance for medical intervention for cold related illness

# Advice Services

- Telephone advice and case work – This is the main way in which we are offering advice to Leicester Households all our leads are generated by partners referrals via our portal.
- Face to Face – Community advice sessions, reaching communities of interest at foodbanks, and establishes community groups.
- Self-referral over the phone will become a regular feature. Leicester Energy Action line 0116 4663000 local number for confidence of caller.
- Home Visits – for vulnerable or hard to reach customers, digitally excluded, socially isolated.

## Advice Service Referral Partners

### Phase One:

- Housing - rising number of council tenants with rent and fuel bill difficulties.
- The pilot was driven through internal teams, allowing us flexibility/control.
- One of our focuses has been capacity and embedding quality

### Phase One Referrals coming from:

- STAR
- Care Navigators
- Income Management Team
- Tenancy Management Team
- B-inspired

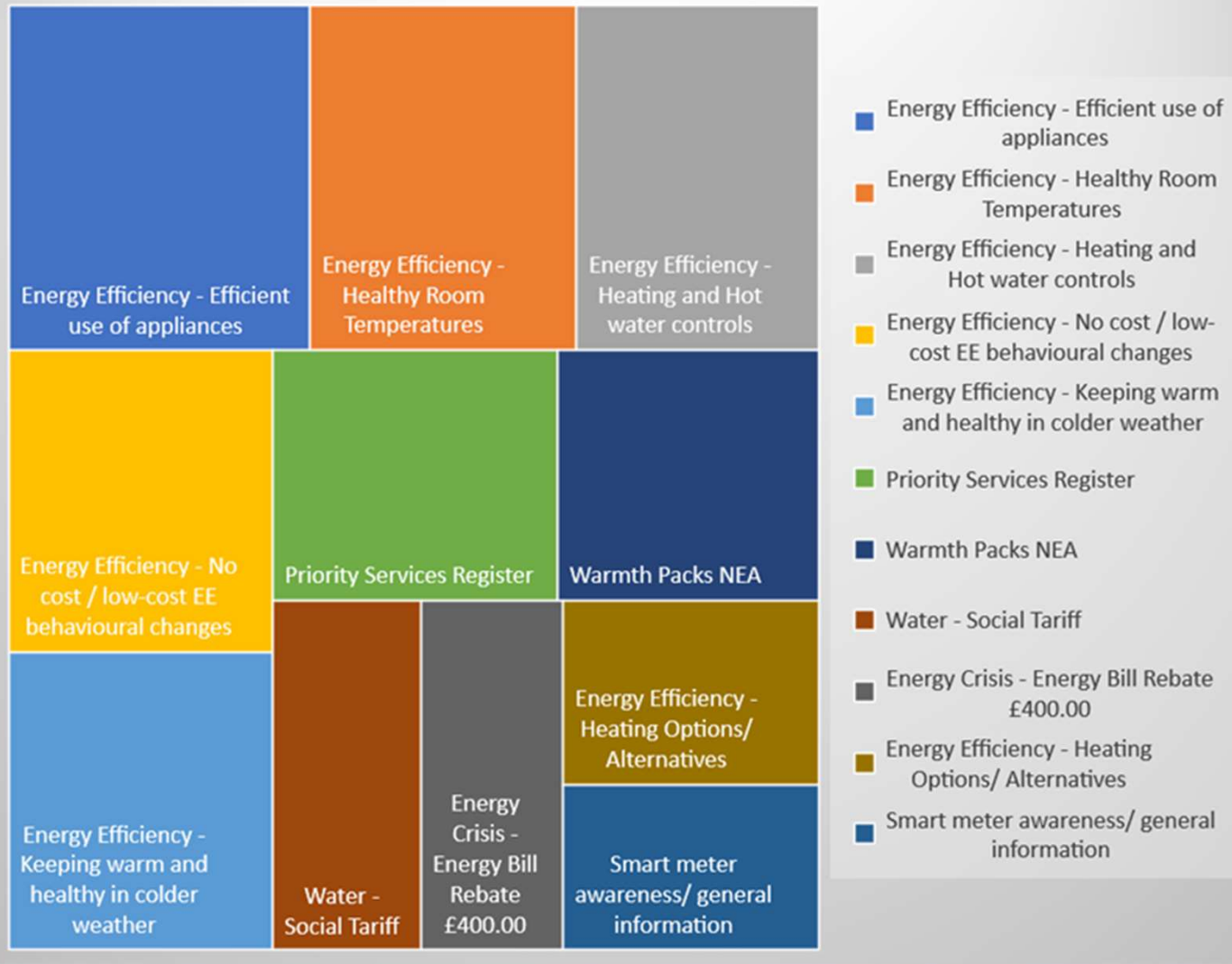
### Phase Two:

Review of portal and guidance

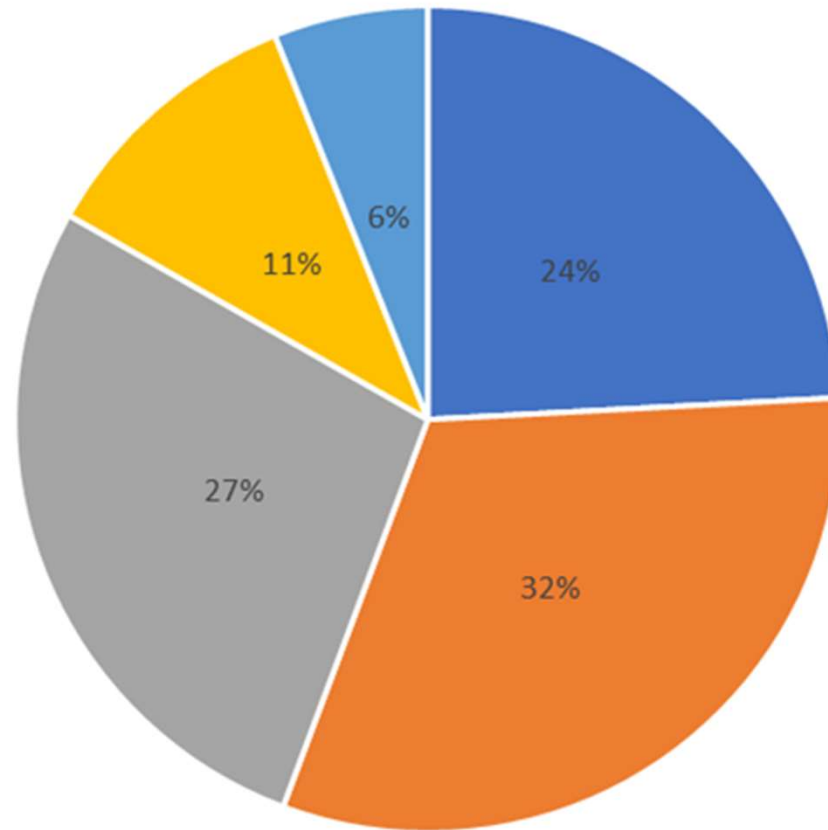
Welcomed more partners:

- CITAL
- Community Groups – including:
  - Wesley Hall
  - Afro Innovation Centre
  - New Futures
  - Community Wellbeing Champions
  - Wesley Hall
  - SAHA
  - New Futures
  - SHAMA women's Centre
  - Highfields Centre
  - Universities
  - Age UK – Meetings in progress
  - Community Shop
  - Further Front Line LCC Teams
  - Health Professionals – Social Prescribers

## Top Advice Categories



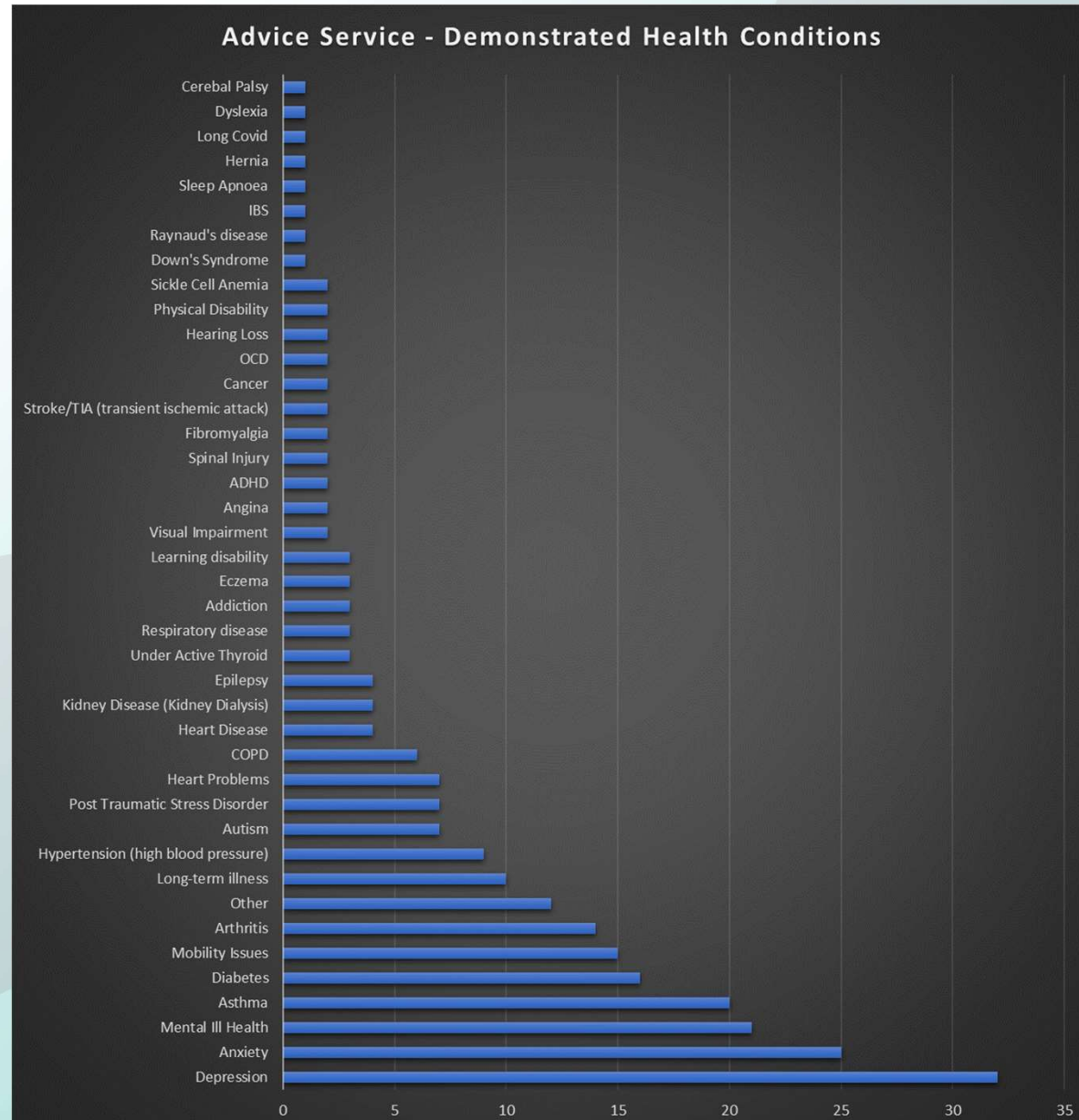
## Advice Service Referrals Postcode Distribution



■ LE2 ■ LE3 ■ LE4 ■ LE5 ■ LE1

# Advice Service - Demonstrated Health Conditions

- Depression 32
- Anxiety 25
- Mental ill Health 21
- Asthma 20
- Diabetes 16
- Mobility Issues 15
- Arthritis 14



# Case study

The client was referred as she had high direct debit amounts for her energy bills which she was finding hard to manage. She had a young child and was struggling with the increase in the cost of living.

It became apparent there was a far bigger energy debt; the client was initially reluctant to disclose this as was £2k for a previous tenancy. She had forgotten to tell the energy company she had left the property and the new tenant didn't inform them either.

NEA had a three-way conversation with the energy supplier and after confirming the details the energy bill was in fact reduced to £16 as she had only been there a month.

## Training Program for frontline workers and professionals

We completed our first 2 face-to-face City and Guilds Energy Awareness course over three days during March & June 2023

Included staff from LCC including Public Health, Estates and Building Services, Housing team, and community groups including Shama Women's Centre and Highfields Centre, Afro Innovation & Wesley Hall.

Delegates were engaged, worked collaboratively and shared experiences of current issues.





# Education Workshops

## Overview:

- Sessions designed for Upper Key stage Two (Years 5 & 6) and Lower Key stage Two (Years 3 & 4)
- Educate children about energy and equip them to become more efficient users.
- Enable children to disseminate information learned to families / carers / friends at home and in their wider community.
  
- 2 hour session
- Sessions to be delivered (1 morning & / or 1 afternoon)

# Education Workstream



Medway PS @MedwayPrimary · 16 Jun

Thank you very much from year 6 @nationalenergyaction for our interesting and informative workshop 'Energy in Mind'.

#leicestercitycouncilpublichealth #nationalenergyaction

#smallchangemakesabigdifference #saveourplanet #welovemedway



# Get Involved

**[ENERGYLCC@NEA.ORG.UK](mailto:ENERGYLCC@NEA.ORG.UK)**

**FAO: LENA SANTORO - COMMUNITY  
DEVELOPMENT CO-ORDINATOR**





Action for Warm Homes



# Community <sup>c</sup> Engagement

Lena Santoro

Project  
Development  
Coordinator,  
NEA



# WHAT'S ON THE CARDS

1

Meaningful engagement

2

LCC Partnership

3

Community engagement so far

4

Energy Champion Network



# WHAT IS MEANINGFUL COMMUNITY ENGAGEMENT



**Meaningful engagement means thinking about the community as a shared partner and a shared leader in this work.**

**Need to remember that I'm not the only expert just because I'm coming from a professional or non profit organisation. Meaningful engagement means we understand that we have an opportunity to learn from our communities. It is a bi-directional learning process. It means we're coming to the table as equal partners.**

# LCC PARTNERSHIP

**Working in Partnership with  
Public Health at Leicester City  
Council to offer affordable  
warmth and energy efficiency  
advice.**

1

**Community partner  
engagement**

City & Guilds  
Energy  
Awareness

Webinars

Community  
Engagemen  
t Support

Energy  
Network

2

**Scoping and data mapping**

3

**Networks - promotion and  
development**

## • Out in the community

- Meeting with partners
- Attending events - promotion/engagement/advice
- Energy awareness sessions
- Information stands
- Promotion of advice line
- Networking

## Community Event







# COMMUNITY PARTNERS



Wesley Hall

The Oak Centre

St Paul's & St Augustine's  
Community Centre

TeamHub

The Centre Project

Diabetes Self Help Group

Afro Innovation Centre

Manor House Food Bank

Elim Church

Binspired

Community Shop

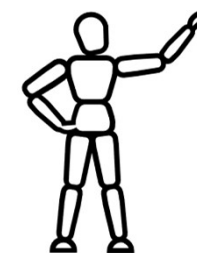
Social Prescribers

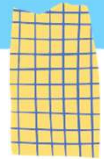
Adult Social Care

Public Health Network

Homeless Charter  
Strategy Forum

**Who else do  
you think  
would benefit?**





# WE NEED YOUR HELP!

To synthesise what next actions are appropriate for us to move forward as a group.

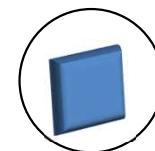
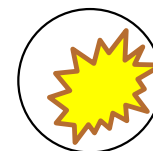
## 1 Can you help our reach?

Speak to people using your services

What energy advice do they needed?

How do we engage?

## 2 Any other innovative ideas?!



# ENERGY NETWORK


A network of those working within or with energy related areas



Energy  
Champions

---

What do I enjoy as being part of the network?

- 
- **Input into city wide energy advice plans**
  - **Share information and resources**
  - **Discuss energy matters and issues**
  - **Collaborate on energy initiatives**
  - **Build networks**
  - **Gain access to further training and development**
  - **Resources and materials**



Warm  
and  
Healthy

# Training



Action for Warm Homes

Large suite of short courses or qualifications to help enhance knowledge and practical understanding about fuel poverty, fuel debt, decarbonisation and vulnerability.

Funded places available for frontline staff or volunteers (for non-commercial organisations)

[www.nea.org.uk/training](http://www.nea.org.uk/training)



# NEA Membership



*Action for Warm Homes*

Everything we do, we do in partnership and our members are the heart of those partnerships.

- The **Business Supporters Group** has been in existence for over 20 years. A strong relationship with the business community is vital to ensure the fuel poor can benefit from current schemes and technological developments. NEA's campaigning activities would not be so effective without industry support.
- Our **Supporting and Enhanced Membership** include local authorities, housing associations, health agencies, charities, community groups and contracted installers through energy provider schemes. **Supporting membership is FREE!**

NEA relies on its members, both as a source of income and for support in achieving the charity's aims and objectives. More information about benefits and costs can be found on our website.


# NEA Annual Conference and Exhibition

This year's conference will be taking place from  
**4 - 6 December 2023**  
at the **Leicester Tigers' Stadium** in Leicester.

To join the mailing list for updates and early-bird booking rates,  
go to **[www.nea.org.uk/annual-conference-2023/](http://www.nea.org.uk/annual-conference-2023/)**



*Action for Warm Homes*



**Thank you for attending and for your contributions. We'd be grateful if you can complete an evaluation form & hand this back to a member of NEA staff.**

**Please stay for lunch & further networking.**



*Action for Warm Homes*