

Warm Homes, Healthy Futures is a nationally co-ordinated network, connecting health and social care sectors, that delivers support locally to keep people warm, safe, and healthy at home. Together, health, housing and energy experts are working to tackle fuel poverty and improve health for tens of thousands of people across England, Scotland, and Wales.



Hi, I'm Bill

I'm delighted that the programme is now being delivered in 70 places around England, Scotland and Wales, and is connected to a variety of health and energy delivery partners.

Partners range from GPs independently making referrals into the service, to large connected teams in different parts of the health and social care system.

Whatever your level of involvement, the programme is now supporting thousands of clients and working with hundreds of health professionals, so thank you.

Don't hesitate to get in touch if there is anything I can do to help you deliver support for your patients.

Cheers, Bill Purvis: healthyfutures@nea.org.uk



Grace's Story

Grace* has cancer and is unable to work. She struggles to keep up with energy costs in her private rented home. Grace had built up a £350 energy debt on her prepayment meter and couldn't afford to replace her broken fridge-freezer.

National Energy Action secured £700 towards her energy account debt, provided her with £147 in energy vouchers and negotiated her debt repayment to an affordable £2 a month.

Our crisis fund was used to replace her broken freezer, and she was placed on the Priority Services Register.

'It was such a rewarding feeling being able to do a couple of small acts of kindness during such a difficult time for this family.'

Adviser testimony



*Client name changed to protect confidentiality, model used for illustrative purpose



NEWS IN BRIEF

- More than **3,000 people supported** by specialist energy advice and benefit teams, with more than **£1.8 million in previously unclaimed benefits** secured for clients.
- We have spoken to over **3,740 people at more than 220 community events**.
- More than **370 frontline professionals trained** on health risks of cold homes and CO safety.
- Working in partnership with more than **20 specialist energy advice and support organisations**, and more than **54 health, social care and third sector referral partners**.
- Delivered a well-attended drop-in event for referral partners to **share their experience** of working with the programme.
- The network of delivery partners met for another forum to **support one another and share successes and best practice** so far.
- Supported people with **essential gas appliance servicing** and referred to **funding to help the client** where needed.

DID YOU KNOW?

Carbon monoxide (CO) is a colourless, odourless, poisonous gas. It's produced when fuels like gas, oil, wood or coal don't burn completely, often due to a lack of oxygen caused by poor ventilation or a faulty gas appliance.

Exposure to CO can cause nausea, weakness, sleepiness and death.

National Energy Action is tackling the risk of CO poisoning by:

- **Issuing carbon monoxide detectors**
- **Servicing faulty gas appliances**
- **Training front line staff and communities**

See **training opportunities** to find out more about the causes and impacts of carbon monoxide in fuel poor households.



FROM OUR PARTNERS

'As a Social Prescriber with The Medics PCN in Luton, I'm leading a project supporting families with children and young people with asthma. As part of this work, I regularly refer into National Energy Action's Warm Homes, Healthy Futures programme - not only for asthma support, but also for patients at risk of cold homes due to cancer treatment, mobility issues, mental health challenges, and more.'

The support provided has been invaluable, and patients consistently praise National Energy Action's team's care and responsiveness. This collaboration has been a key part of our holistic approach, and we look forward to continuing to work together to support our community.'

Emma Prince

Social Prescriber, The Medics PCN, Luton



IN PRACTICE - UNDER ONE ROOF?

Government would like to see health services provided at a community level all under one roof. However, primary, secondary and social care services are often located across a community.

Over 80% of Warm Home, Healthy Futures partners visit people in their homes and help connect these services directly to people who are unwell.



REFERRALS MADE EASY

Email **healthyfutures@nea.org.uk** to find out how to make referrals and offer your clients:

- Bespoke energy advice and support with bills
- Benefit checks and income maximisation
- Servicing of boilers and gas appliances
- Carbon monoxide alarms
- Winter Warmth Support Packs and fuel vouchers
- Sign up to the Priority Services Register



SPOTLIGHT ON... DIFFICULT CHOICES

Although spring is in the air and temperatures are steadily rising, so is the cost of energy. The **energy price cap is set at £1,849 per year for a typical household** paying by direct debit until June 2025. Leaving vulnerable householders on fixed incomes to choose between food or fuel, putting their health at risk.

In December 2024, the total amount of energy debt owed to suppliers stood at £3.85billion with **an average of £1,541 owed by each householder.** (Ofgem)

New polling by National Energy Action with YouGov finds 56% of adults in Wales are likely to ration energy in the coming months.

National Energy Action helps householders with energy debts by linking people with a specialist debt advice agency and carrying out benefit entitlement checks.



TRAINING OPPORTUNITIES

More 2025 dates now announced!

National Energy Action is offering fully-funded training for frontline workers who support individuals with health conditions or disabilities made worse by cold homes.

This training focuses on carbon monoxide awareness, particularly in fuel poor households, and is tailored for those involved in the **Warm Homes, Healthy Futures** project.

It's a great opportunity to enhance your knowledge and support vulnerable groups more effectively.
Visit: www.nea.org/carbon-monoxide-course.



COMING UP

Thursday 24 April, 2pm-2.45pm:
Referral partners drop-in-session

Thursday 1 May, 11am-12.30pm:
Delivery partner forum

Coming soon! Watch this space for our **Warm Homes, Healthy Futures in-person conference** taking place in September 2025. Date and location to be announced.

We'll soon be sharing our response to the consultation on the new Fuel Poverty Strategy for England.

Get in touch with us and join the Network at: healthyfutures@nea.org.uk

