

Welcome to the first **Warm Homes, Healthy Futures** newsletter



In case you haven't met me, I'm Danielle, one of the leads for Warm Homes, Healthy Futures. In this newsletter, we'll be sharing regular updates and key insights, as well as your experiences and feedback.

Collectively, we have now supported households in more than 50 different places in England, Scotland, and Wales, which is fantastic. We'd really like to hear from you about the impact the programme is having for people you support, any interesting referral routes or partnerships you may have developed, as well as any case studies you may want to share. Please get in touch with us at healthyfutures@nea.org.uk.

Thanks, Danielle



NEWS IN BRIEF

- More than **2,000 people supported** by specialist energy and benefits teams, with more than **£1.3 million in previously unclaimed benefits** secured for clients.
- We have spoken to over **1,500 people at more than 200 community events**.
- More than **200 frontline professionals trained** on health risks of cold homes and CO safety.
- Working in partnership with **17 specialist energy advice and support organisations** and more than **30 health and social care referral partners**.
- Delivered the first regular drop-in for health and social care referral partners.
- Delivered the first Learning Network meeting with delivery partners **sharing best practice and key lessons**.
- Programme spotlighted at National Energy Action's Annual Conference and **commended by Government in ministerial address**.



Connor's Story

Connor* struggles with mental health as a result of a car accident and lives alone in private rented accommodation. He came into the service in October 2024 needing assistance with fuel and food vouchers.

He inherited a fuel debt of £245 from the previous tenant. Unable to get on top of this debt, he was constantly cut off and the debt rose to £1,200.

National Energy Action advisers arranged affordable debt repayments with his supplier and provided Connor with fuel top-up vouchers and an air fryer.

'Thank you so much for helping me with my health conditions and air fryer and new cooker... and I want to say thank you for all your staff did to help me.'

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



FROM OUR PARTNERS

'The Warm Homes, Healthy Futures programme in the Medway and Swale area has provided significant support to 52 clients from September 2024 to mid-February 2025.

A total of 461 interventions were made, with services targeting energy crisis support, carbon monoxide advice, and income maximization.

We very much look forward to a continued relationship throughout the year to support the health and wellbeing of the populations we serve.'

Nikki Teesdale

Director of Health and Care Integration and Improvement
Medway and Swale Health and Care Partnership

DID YOU KNOW?

Cold homes can lead to poor mental health, especially when combined with the financial impact of fuel poverty and associated social isolation.

Temperatures below 16°C can affect respiratory function and those below 12°C can cause cardiovascular strain (Marmott Review Team, 2011)

Cold homes increase blood pressure, which can increase the risk of a heart attack.



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



IN PRACTICE

Primary Care Networks are supported by social prescribers to deliver enhanced services for patients in their area. Warm Homes, Healthy Futures is now part of the toolbox available to social prescribers in many parts of the country: **more than one in three referrers into the programme is a social prescriber.**



SPOTLIGHT ON... UNPAID CARERS

*Being unable to affordably heat a home places extra financial, health and emotional stress on unpaid carers. **CARERS UK and WPI economics report that:***

- 1.2 million unpaid carers in the UK live in poverty, 400,000 of those in deep poverty.
- The poverty rate for unpaid carers was 50% higher than for those who did not provide care.



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. Find out more: www.nea.org/carbon-monoxide-course.



COMING UP

Thursday 20 March, 2-3pm: Referral partners drop in session

Wednesday 26 March, 11.30am-1pm: Delivery partners Learning Network event

September, date and time tbc: In-person event bringing together all the network delivery and referral partners

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

