

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.



## Welcome to the Warm Homes, Healthy Futures newsletter

Hi, I'm Rob – a National Energy Action Trustee and Director of Public Health at Leicester City Council. I've been working on the health impacts of fuel poverty for nearly 30 years, so I'm delighted to see the great progress being made by the Warm Homes, Healthy Futures programme.

The new NHS 10-Year Plan for England, published recently, places a welcome emphasis on prevention rather than treatment. This makes it the perfect time to strengthen our joint work with NHS and public health colleagues across the country to tackle the root causes of the avoidable and unjust health consequences of living in cold homes.

With similar policy proposals emerging across the UK, we now have a real opportunity to address the misery of preventable deaths and ill health. And by doing so, we could also save the NHS around £1.4 billion each year. Let's not wait another 30 years!



## NEWS IN BRIEF

- Over **5,000 individuals** have now received support through our specialist energy advice and benefits teams, resulting in **more than £2.5 million in previously unclaimed benefits** being unlocked for clients.
- We're proud to collaborate with **23 dedicated energy advice organisations** and **more than 70 referral partners** including GPs, social prescribers, hospital teams, local authorities and health-focused charities.
- Our Warm Homes, Healthy Futures **Programme Manager, Danielle Butler**, spoke about the programme at the **Poverty and Public Health conference** at the Royal Society of Medicine.
- National Energy Action's **policy team provided input to DESNZ for the NHS 10-Year Plan** to embed the role of warm homes in health outcomes.
- We continue to assist individuals with **essential gas appliance servicing** and refer them to appropriate funding sources when additional help is needed.
- The programme has supported **community energy efficiency events involving 4,858 people**.
- **595 frontline professionals** have received **energy efficiency and carbon monoxide training** to help them support people with health conditions and disabilities.

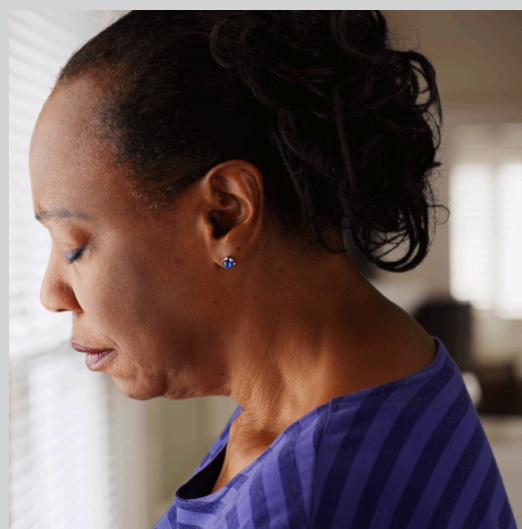


## Barbara's Story

**Barbara\*** is 59, and lives with her two adult children in local authority housing. She has a long-term illness, high cholesterol, has had heart surgery, and struggles with anxiety and depression. She is unable to work and receives Universal Credit.

Barbara's home uses a traditional prepayment meter for gas and electricity. She'd run up an energy debt but didn't know the total amount. As each meter top-up went partly towards repaying the debt, she was subsequently often left relying on emergency credit.

After being referred to the **Warm Homes, Healthy Futures** programme, she was supported by a National Energy Action adviser who confirmed that her arrears were £5,462.50. Our adviser negotiated an affordable repayment plan of 57p per day for both gas and electricity, arranged a £147 energy voucher, and signposted Barbara's daughter to the local authority's Household Support Fund for potential further help.



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



## FROM OUR PARTNERS



*'I recently supported a woman in Nottingham with long-term health conditions who had lost her job and was struggling to afford essentials. Living in a cold home was making her health worse, both physically and emotionally.*

*Through a referral to National Energy Action, she received a fuel voucher, debt advice, and a care package including a warm fleece, draught stopper, and hot water bottle. She told me it was the first time in months she felt someone genuinely cared. This kind of support is more than practical; it restores hope and dignity during a difficult time.*

*Many thanks!'*

**Sorina Bulgariu**

Social prescriber link worker for Raleigh PCN

### DID YOU KNOW?

...that domestic energy debt has reached a new high of £4.15bn in Q1 2025, an increase of £0.84bn compared to Q1 last year.

75% of total debt still has no payment plan arranged.



## REFERRALS MADE EASY

Email [healthyfutures@nea.org.uk](mailto: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

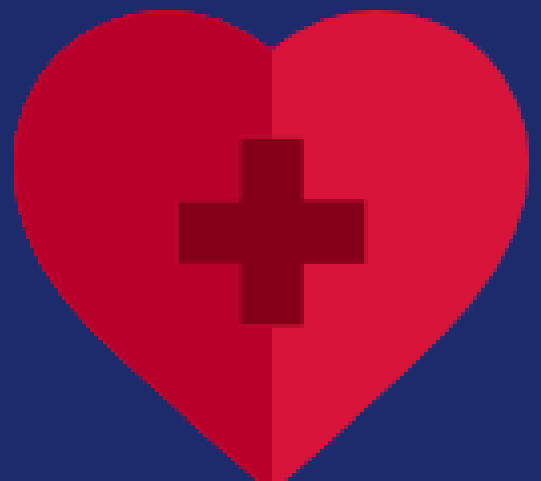


## REFERRAL HOT SPOTS

We've crunched the numbers and are delighted to announce that the organisations sending the most referrals to the programme are...

1. **The Medics Primary Care Network in Luton**
2. **The Shaw Trust in Kent**
3. **The Raleigh Primary Care Network in Nottingham**

Thank you for your support and dedication to help your patients keep warm, well and safe in their homes.



# SPREAD THE WORD... AND THE WARMTH

We know that some of you would like information about Warm Homes, Healthy Futures to display on your intranet or in offices or shared workspaces to remind teams about the programme.

The poster below is now available for any partner to use in their work environment.

Please email [healthyfutures@nea.org.uk](mailto:healthyfutures@nea.org.uk) if you would like us to send you some hard copies and/or a PDF copy that you can print yourself to display.



The poster features a light blue background with a white curved line. At the top left is the National Energy Action (NEA) logo, a circular emblem with a sunburst and the text 'NATIONAL ENERGY ACTION', 'NEA', and 'ACTION FOR WARM HOMES'. To its right is the 'WARM HOMES HEALTHY FUTURES' logo, which includes a red house icon with a heart inside. The main headline is 'Are your patients struggling to heat their homes?' in a large, bold, dark blue font. Below this, a paragraph states: 'Your organisation is working with National Energy Action to deliver free support for your patients to help make their homes warmer, safer and healthier.' This is followed by the text 'The Warm Homes, Healthy Future programme can help with:' and a bulleted list of services: '• Energy saving advice', '• Energy debts', '• Benefit checks', '• Servicing gas appliances', '• Carbon monoxide safety', and '• Crisis support'. Below the list, it says 'To refer your clients for one to one support go to:' followed by the URL 'www.nea.org.uk/whhf-energy'. A QR code is positioned below the URL. At the bottom left, it says 'For further information please contact: [healthyfutures@nea.org.uk](mailto:healthyfutures@nea.org.uk)'. The bottom right corner features a photograph of an older man with grey hair wearing a green oxygen mask. The footer contains 'National Energy Action' on the left and 'Charity No. 290511' on the right.

**NATIONAL ENERGY ACTION**  
NEA  
ACTION FOR WARM HOMES

**WARM HOMES**  
HEALTHY FUTURES

## Are your patients struggling to heat their homes?

Your organisation is working with National Energy Action to deliver free support for your patients to help make their homes warmer, safer and healthier.

The Warm Homes, Healthy Future programme can help with:

- Energy saving advice
- Energy debts
- Benefit checks
- Servicing gas appliances
- Carbon monoxide safety
- Crisis support

To refer your clients for one to one support go to:  
[www.nea.org.uk/whhf-energy](http://www.nea.org.uk/whhf-energy)



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National Energy Action

Charity No. 290511



## SPOTLIGHT ON... the NHS 10-year plan

### A step in the right direction

#### **Matt Copeland, National Energy Action Head of Policy and Public Affairs comments on the 10-year plan:**

*'For too long, unaffordable energy bills and poor housing conditions have worsened mental and physical health and placed unnecessary strain on our health services. It's therefore hugely welcome that the 10-year plan recognises the importance of strategic action on fuel poverty and driving improvements in housing conditions, particularly in the rented sectors.'*

*This recognition also underlines the urgency in setting out the final details of other complimentary policies, critically the upcoming Warm Homes Plan and the updated Fuel Poverty Strategy which will be published later this year. These key drivers can help millions more people to live in warmer, healthier homes and will also be vital in helping the UK Government to meet other key manifesto commitments and its legal responsibilities to fuel poor households.'*



### 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](https://www.nea.org/carbon-monoxide-course).



### COMING UP

**Tuesday 19 August, 3-4pm:**

Delivery partner forum

#### **Warm Homes, Healthy Futures: Celebrating progress, shaping what's next**

We're delighted to invite you to join us and partners for our Warm Homes, Healthy Futures celebration events in **Manchester on Tuesday 16 September** and **London on Tuesday 23 September**.

These events mark one year of delivery and will celebrate progress, reflect on learning, and look ahead to the winter to come and beyond.

Please **register your interest online here**.

Get in touch with us and join the Network at: [healthyfutures@nea.org.uk](mailto:healthyfutures@nea.org.uk)

