



**Cadent**  
Your Gas Network

**Northern  
Gas Networks**

**SGN**  
Your gas, our network

**WALES & WEST  
UTILITIES**



# **WARM HOMES HEALTHY FUTURES**

Newsletter **December 2025**



## **Fuel Poverty Awareness Day 2025 and a focus on parents and children**

[www.nea.org.uk/projects/warm-homes-healthy-futures](http://www.nea.org.uk/projects/warm-homes-healthy-futures)

# Welcome to the Warm Homes, Healthy Futures newsletter



**Hi, I'm Danni Barnes, Deputy Chief Executive at National Energy Action.**

Every day, our energy advice and support teams deal with cases of people living in cold, damp homes and hear how this affects their lives. Living in poor housing and struggling to achieve affordable warmth isn't just uncomfortable, it can have serious impacts on health and wellbeing.

Connecting health professionals to bespoke advice, support and advocacy for their patients through the Warm Homes, Healthy Futures programme is a core strategic priority for us, as we work to reduce health inequalities across Great Britain.

We are so proud of what this programme has already achieved,

scaling up over the last 18 months to reach tens of thousands of people across hundreds of areas across the country. From frontline advice and outreach, through to training and upskilling, we have seen firsthand the life-changing difference we can make when the right help reaches people most in need.

The teams working across the programme, both within National Energy Action, and across our extensive network of delivery and referral partners continue to show what is possible when we combine expertise, commitment and compassion.

Thank you to everyone who has helped make this programme a success, and we look forward to continually sharing learning and evolving how we reach those people who need us most. Find me at [danni.barnes@nea.org.uk](mailto:danni.barnes@nea.org.uk).



## Our impact so far

- Reached **25,000** people and over **12,000** given in-depth advice
- Nearly **5,000** benefit checks, unlocking over £4 million in unclaimed income – an average of over **£4,000 per client** supported with a claim, more than twice the average energy bill
- More than **1,600** frontline professionals trained
- Working with over **400** engaged health and social care professionals connecting their patients and clients to vital support
- Over **11,000** people received carbon monoxide safety advice and thousands of free alarms distributed

## Warm Homes, Healthy Futures is Great Britain's largest health connected fuel poverty network

- 30%** of clients say their physical health has improved
- 35%** of clients say their mental health has improved
- 29%** of clients say they see an impact upon how they or someone in their household manages a disability
- 39%** of clients say the temperature in their home has improved
- 45%** of clients say they are better able to understand and manage their energy bills
- 63%** of clients say their knowledge of carbon monoxide risks has improved



# Fuel Poverty Awareness Day

**National Energy Action's awareness day trended on social media and we held an event with MPs**



Wednesday 26 November was our Fuel Poverty Awareness Day, a day for bringing organisations together to speak about the causes and solutions to fuel poverty.

We had a great response from organisations posting online. Thank you to all partners who got involved and supported on their social media. On X (formerly known as

Twitter) alone, the hashtag reached over 5 million accounts and it was 'trending' at 20th in the UK, even as the Budget was taking place, which shows what an important issue fuel poverty remains.

The day before, many MPs attended our Parliamentary event to find out more. These included Martin McCluskey, Minister for Energy Consumers, and many other

elected officials.

In Wales, several Members of the Senedd (MSs) recorded videos to show their support for the day. It was mentioned on several occasions in Plenary in the Senedd, and we held a Cross-Party Group meeting with the Cabinet Secretary for Housing and Local Government, three MSs and over 50 members in attendance.




Photo: Shutterstock/Monkey Business Images

Photos: Melissa Page Photography



# Working with partners to help parents: Chloe's story

**A single parent in tough circumstances sees a brilliant outcome from after being referred to National Energy Action**

 Chloe is a single parent living in a local authority rented property with two children aged three and six. Chloe is a student and has poor mental health and her son is undergoing an assessment for autism.

Chloe was referred to National Energy Action after she had moved house because of harassment from her children's father, and this left her struggling with paying an £800 debt with her energy supplier, water debts and rent arrears.

Parents are a demographic that are



Photo: Shutterstock/KieferPix. Models used.

particularly likely to be worried about energy. A recent YouGov poll for National Energy Action found that:

- **68% of parents** with children under 16 reported being worried about energy costs this winter.
- **One in five parents** expect to go into debt this winter to pay their energy bill.

National Energy Action arranged a three-way call with Chloe's energy supplier to sort out meter readings and a debt repayment plan for her previous property.

National Energy Action helped Chloe with energy advice, a Winter Warmth Support Pack, an air fryer, and a heated clothes airer. She had been

taking laundry to a local launderette.

Chloe was also provided with information about how to apply for a water social tariff and was referred to a local service provider for a benefit check and debt advice.

Chloe was also helped to make an application to The Children in Need Family Fund to replace her broken cooker and referred to Better Housing Better Health for a home visit to explore other energy saving measures.

National Energy Action's interventions, and work with partners, helped Chloe to heat her home, use her appliances more efficiently, increased her confidence

communicating with her energy supplier and helped her seek debt advice.

'Thank you so much with all the help you have given to me, I really appreciate this,' she said.

'I have received my air fryer and heated airer, I just want to say thank you so much for your help you have been amazing!'



One of our Winter Warmth Support Packs

Photo: National Energy Action



# Gas appliance servicing

**Make the most of free gas appliance servicing for households in need this winter**



Our Warm Homes, Healthy Futures programme can offer free gas appliance servicing for eligible clients.

Eligibility is simple. Clients must:

- Have a health condition or disability
- Be responsible for the gas appliance and not had it serviced in the last 12 months (can include cookers in social and private rented properties)

- Be in receipt of a means-tested benefit

Unsafe or poorly maintained gas cooking and heating appliances can put households at risk of carbon monoxide poisoning, gas leaks and fires. Many find it difficult to service their appliances due to the cost or awareness, exposing them to risk of dangerous faults and breakdowns.

You can refer eligible households to National Energy Action's gas safety

Photo: Shutterstock/ Hryshchysen Serhii

servicing scheme using [www.nea.org.uk/whhf-servicing/](http://www.nea.org.uk/whhf-servicing/) and they will receive a free safety service from a qualified engineer. If a fault is identified, we are currently able to cover the cost of repair or replacement.

The referral process is quick and easy, and there will be no cost to the householder. The referral could

protect a family's health, prevent breakdowns during the cold winter months, and critically reduce exposure to carbon monoxide risk.

If you would like us to come and talk to your teams about the referral process and the dangers of cold homes, carbon monoxide risks and importance of energy efficiency, email us at: [healthyfutures@nea.org.uk](mailto:healthyfutures@nea.org.uk).

## Did you know?



Do you use waiting room screens in GP surgeries and other health settings? We have a video to explain the support available for patients that we can share with you. Email us at [healthyfutures@nea.org.uk](mailto:healthyfutures@nea.org.uk).



Photo: Shutterstock/DC Studio

# Energy Action Scotland Annual Conference 2025 – energy justice for households in Scotland

**Nicola Sharkey, Project Co-ordinating Officer at Energy Action Scotland, on an impactful conference**



On 20 and 21 November 2025, over 175 delegates gathered at the Golden Jubilee Conference Hotel in Clydebank for Energy Action Scotland's Annual Conference, united by the theme 'Energy Justice for Households in Scotland'.

Across two impactful days, Scotland's foremost experts, policy makers, and practitioners came together to share ideas and solutions to tackle fuel poverty. Plenary sessions explored 'An Energy System That Works for Everyone' and 'Ultra Vulnerability and Financial Exclusion',

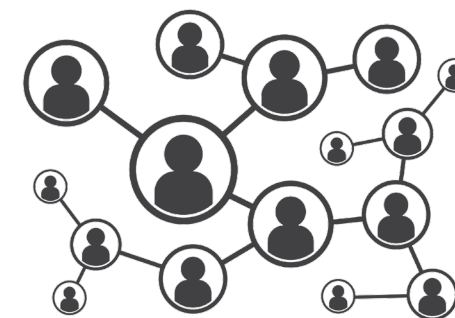
while interactive workshops delved into 'EPC Reform', 'Tariffs and Network Flexibility', and the social impacts of austerity.

The sixth annual Fuel Poverty Awards were a highlight, celebrating and showcasing the incredible work of our members who go above and beyond to support vulnerable households. This year's conference strengthened our shared commitment to a common vision: reducing fuel poverty for households across Scotland and ensuring that those most in need remain at the heart of policymaking.

## → 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
- Help signing up to the Priority Services Register



## Coming up

We invite you to National Energy Action's **Annual Conference 2026**.

Taking place from **Monday 9 to Wednesday 11 February 2026**, this event is the UK's leading forum on fuel poverty, energy justice, and the transition to affordable, sustainable warmth for all.

It brings together delegates from across government, industry, housing, health, and the voluntary sector.

Book now for the early bird rate: [www.nea.org.uk/annual-conference-2026/](http://www.nea.org.uk/annual-conference-2026/)



## Training opportunities

We are offering **fully funded training** for frontline workers who support people 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 programme.

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





## Where to find us

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

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

---

## Join the conversation



Twitter/X: [@NEA\\_UKCharity](https://twitter.com/NEA_UKCharity)



Bluesky: [@nea.org.uk](https://bsky.app/profile/nea.org.uk)



Instagram: [www.instagram.com/nea\\_ukcharity](https://www.instagram.com/nea_ukcharity)



Linked In: [www.linkedin.com/company/national-energy-action](https://www.linkedin.com/company/national-energy-action)



Facebook: [www.facebook.com/nationalenergyaction](https://www.facebook.com/nationalenergyaction)