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WARM HOMES **HEALTHY FUTURES**

Newsletter **October 2025**



Celebrating a year of **Warm Homes, Healthy Futures**

www.nea.org.uk/projects/warm-homes-healthy-futures

Welcome to the Warm Homes, Healthy Futures newsletter



Hi, I'm Laura North – Warm Homes, Healthy Futures Project Development Manager.

Warm Homes, Healthy Futures is a nationally co-ordinated network, connecting health and social care sectors, that delivers support locally to keep people warm 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.

I support 26 partner organisations working with National Energy Action to deliver fuel poverty services on behalf of health partners across GB. Partners operate across local government and the voluntary, community and social enterprise

sectors; no two days are the same.

I have spent the past 18 months working within London communities as a Project Development Co-ordinator. This involved delivering fuel poverty projects in communities and running stakeholder training. Having worked directly with communities, I've seen first-hand the challenges people face achieving affordable warmth and the impact this has on their health. This experience has given me valuable insight into the challenges facing our delivery partners. It was brilliant to see the work of our delivery partners highlighted at our two celebration events in Manchester and London.

I'm passionate about the Warm Homes, Healthy Futures programme and excited to be part of it. Please do get in touch anytime if you'd like a call or catch-up: laura.north@nea.org.uk.

Special celebration edition

In September 2025 we reached the end of the first year of delivery of the Warm Homes, Healthy Futures Programme.



 Celebration events took place in Manchester and London during September.

Over 200 partners from the health, social care and the voluntary sector shared their experiences about helping people with health conditions and disabilities to stay warm and healthy at home.

The impact of cold homes on health was brought to life by stories about people dealing with fuel poverty and the difference interventions can make to their health and wellbeing,

as well as creating hope for a brighter future.

In the first year of Warm Homes, Healthy Futures we have connected with more than 10,000 people living with health conditions and disabilities made worse or difficult to manage by cold, damp homes.

This support has reached people in more than 80 places across Great Britain, working with a network of more than 25 trusted organisations, and over 150 health and social care professionals.



At the two events, attendees heard from our Futures team and our invaluable programme delivery partners. Eileen Brown, Customer Experience Director at Northern Gas Networks, emphasised the need to work with trusted partners to best protect their customers from fuel poverty.

Attendees also heard our Head of Policy Matt Copeland speak about the national policy context in which health and fuel poverty currently sit. He spoke about what's likely to change and what this means for building on successful local partnerships and innovation.

Florence Eshalomi, MP for Vauxhall and Camberwell Green (pictured with National Energy Action Chief Executive Adam Scorer), spoke passionately at the London event about her early life experience, seeing the impact of housing on health, and about how this situation is not acceptable in 2025.

With funding secured until March 2026, we are entering the final six months of the current phase of Warm Homes, Healthy Futures. Delegates at the events committed to continue working together to build on the achievements in the first year of the programme.

Beyond Crisis: Towards Lasting Change in Wales

In early October, National Energy Action Cymru hosted the Wales Fuel Poverty Conference in Cardiff.



 Delegates discussed the human cost of unaffordable energy, influencing the political landscape and the impact of upcoming changes to legislation.

The theme that emerged from the event was that fuel poverty must move from a place of darkness to light and that everyone, from health practitioners to government, charities, contractors, communities and researchers, all have a role to play to make this happen.

Dr Gareth Morgan, FRSPH and Bevan Exemplar Lead on Housing

and Health, said, *'In Wales, we have a unique opportunity to deliver a world-leading programme of work on housing and health.'*

'Partnership working is crucial and by aligning our efforts, we can realise significant health impacts and reduced NHS pressure by housing-related interventions.'

'The recent NEA conference confirmed real appetite for progress to be made and their manifesto (link) deserves serious consideration to help transform the lives of people living in Wales.'

During the first year, working together with 26 partners has achieved:



Nearly **17,000** people reached, and over 8,000 given in-depth advice



Over **3,300** benefit checks



More than **£350k** in crisis funding accessed



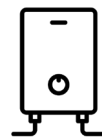
More than **600** frontline professionals trained



Over **5,000** CO alarms distributed



£25,000 in fuel debt relief



Over **3,000** households offered gas appliance safety checks



More than **5,000** people reached in person at community events



Fuel vouchers, warmth packs and wider support given to hundreds of people



Talked about the work we do on this programme in **15** media outlets



Reached over **55,000** people on social media platforms


in the spotlight

Child poverty on the frontline of the NHS

Statistics show the scale of the health crisis facing children in fuel poverty



Rising levels of child poverty are impacting professionals working on the frontline of children's health, based on a survey of 371 paediatricians.

Nearly all (96%) respondents said that poor housing conditions

are affecting the health of children they treat.

They said that damp housing is causing serious respiratory health conditions in children and that these symptoms are difficult to remedy unless their housing improves.

Source: Child Poverty Action Group July 2025

Case study: Mabel and Colleen

One of our case studies demonstrates the difference Warm Homes, Healthy Futures can make



Mabel lives with her daughter Colleen.

Mabel has multiple health conditions, including osteoporosis, arthritis, and heart and lung issues. Colleen also has chronic health conditions but she also acts as Mabel's carer.

Mabel's boiler had been condemned, the property was damp and mouldy, and they had no heating or hot water for five weeks, relying on plug-in radiators.

Mabel was living on a widow's pension and had no spare funds to replace the boiler, or their broken fridge and washing machine.

The National Energy Action adviser spoke with their energy supplier and enabled Colleen to speak on Mabel's behalf, resulting in her account and meter readings being brought up to date.

Mabel received a £100 food voucher,

a new washing machine, one of our Winter Warmth Support Packs and a social services assessment supported by their GP.

A full benefits assessment resulted in previously unclaimed benefits of £10,300 per annum for them.

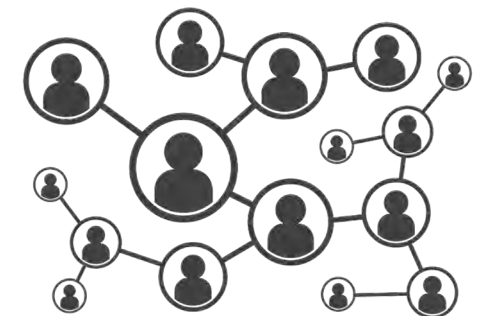
Crucially, the boiler was replaced, providing them with the warmth they needed to help reduce the impact on their health of living in a cold home.



→ 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



Coming up

National Energy Action hosts **Fuel Poverty Forums** across England and Wales, aimed at bringing frontline service providers together to share knowledge about fuel poverty. www.nea.org.uk/fuel-poverty-forums/dates/.

Wednesday 26 November 2025 will be National Energy Action's **Fuel Poverty Awareness Day**.

Find out how to get involved: www.nea.org.uk/who-we-are/nea-campaigns/fpad/.

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/carbon-monoxide-course.



Where to find us

Email: healthyfutures@nea.org.uk

Web: www.nea.org.uk/whhf

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