



Support from Warm Wales
Tackling fuel poverty, reducing avoidable health
inequalities and improving health and wellbeing

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Aim to provide homes with affordable warmth and to alleviate fuel poverty across the country

- Established 2004
- Community Interest Company
- Tackling causes of fuel poverty
- Not for profit organisation
- Reinvesting surpluses in the community
- Cover Wales & West of England
- Gas Connections
- ECO3 Management (Powys and NPT)
- Welsh Government Energy Advice Pilot
- Healthy Homes Healthy People (HHHP)
- Healthy Homes Healthy People Plus (HHHPP)
- Healthy Homes People Lives and Communities (HHPLC)
- FRESH- Vulnerability Mapping

Prevention

Accessibility

Affordability

Income

Energy costs

Energy Efficiency

warmwales.org.uk



Working in Partnership

Bringing together Energy Advice and support, Social Prescribing and wellbeing to improve people's health outcomes by tackling the root causes

Healthy Homes Healthy People Plus

Tackle fuel poverty, reduce avoidable health inequalities and improve health and wellbeing by:

- Meeting residents to ensure that their basic needs are met so that they can fulfil their full potential.
- Engagement, education, encouragement and empowerment.
- Ensuring that everyone has access to safe, sound, secure, warm housing where they can grow, work and play in.





Healthy Homes, People, Lives and Communities

What is it?

- ClwydAlyn Housing, Warm Wales and TGP Cymru Team around the tenancy are working together to improve the health and wellbeing of residents in North Wales by creating homes which are safe and warm, with the aim of tackling Fuel Poverty, reducing Health inequality and improving health and wellbeing outcomes
- Developed to target the connection between home and health and taking a person-centred approach to ClwydAlyn home investments.
- We have been successfully awarded £473K from the Energy Redress grant scheme to provide energy support to 3000 households and the roll out Energy savvy training to Frontline officers



Healthy Homes, People,
Lives and Communities

Our Mission

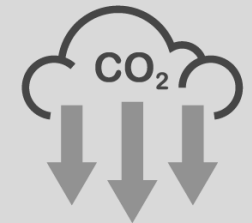
- ✓ A 2 year Initiative with Warm Wales to combat Fuel Poverty and to measure the impact of improvements on our residents health and wellbeing
- ✓ Deliver in-depth service to 3000 households across North Wales
- ✓ Specialised supported living support mechanisms and interventions, partnering with TGP Team around the Tenancy to ensure support and education is provided to our young persons in this sector to support them establishing their first home.
- ✓ Provide residents with specific interventions to tackle reducing fuels costs and enable person focused home improvements. £1million Challenge
- ✓ Roll out energy savvy training and light touch energy advice to 300 frontline officers to embed education in all our activities
- ✓ Make access for Energy help and support easily available to all.
- ✓ Create a centralised interventions directory to deliver a holistic approach and combat all forms of poverty to residents and our communities
- ✓ To open cases for our residents to monitor and support the ongoing health and wellbeing in the community, potentially linking in with GPs and the Health trust by sharing interventions



Why?

- To fill the Gap in Energy Support and Energy Education
- To tackle Fuel Poverty - 31% of Wales Children are living in poverty
- To Save Residents £1m by reducing fuel consumption - 22% of people have to cut back on food to be able to afford gas and electricity and 1 in 4 families are now living in Poverty.
- Young people living in cold homes are 7 times more likely to have mental health risks than those living in warm homes.
- Environmental Impact and carbon deduction
- Address how the home impacts the health of residents, 10% of excess Winter Deaths can be attributed to fuel Poverty.
- Holistic Interventions to help resident in any aspect they need support as long as we have interventions established

endPoverty





“I skip meals.
The kids don’t but I do.”

23% of the population currently live in POVERTY in Wales, and struggle to afford to eat or heat their home. That means **710,000** people live below the poverty line, including **185,000** children and **405,000** working- age adults



ClwydAlyn



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Who can we help

launched in **February 2022**;

Support will focus on three key groups:

1. **16 – 24 year olds who are just starting to live independently, including those coming from a care setting and those in supported living,**
 2. **Families with children aged 0 – 18, particularly those with new tenancies**
 3. **Adults aged 25 – 69 particularly those with new tenancies**
- **Winter Warmth Packs** linked to Work experience for supported living residents
 - Energy Education training for Staff and other external community support teams, Home Start, Flying Start and other RSL
 - Open to ClwydAlyn residents and the wider community

Other referrals will be accepted but the level of support will be dependent on meeting other funding criteria.

16-24 who are starting to live independently

Families with Children

Residents aged 25-69

All New Tenancies

Wider Community

How do we refer?

An easy, one stop referral online form.

- ❑ As the services and available support can change, we have a easy to complete online referral form to gather the basic information needed to understand which and what support we can offer.
- ❑ We aim to train all CAH frontline staff with Energy Savvy training to provide light touch support and to raise the awareness on how and when to make referrals to ensure we help those in need.

Office Number- 01351 711751

Email- hhplc@warmwales.org.uk

Referral link- <https://forms.gle/KQTP9hBRyG7733RF7>





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What can residents expect?

Following a referral, we will identify if light touch support has been provided and if not can it be (NOTE-All New tenancies or residents with a new tenancy within the last 6 months will be offered light touch support initially.

- Carry out an initial conversation with the resident to find out what matters to them and what the issues/ concerns are, along with any urgent needs.
- Pass to a community worker to carry out baseline checks looking at awareness and personal wellbeing and come up with an action plan and a list of interventions of support (Energy Advice, support, Education)
- Manage the case so support is provided for as long as required.
- Identify wider support needs along with linking to social prescribing- groups, outside activities etc.
- Complete cases, update awareness and wellbeing and gather feedback
 - Support can be In-depth* or light touch dependent on the needs of the resident. Home visits, phone support or other forms of engagement can be used. (In-depth* support will be available for those with newer tenancies as well as those who have been living in their current tenancy for more than 6 months)



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Frontline officer Training

Two types of training will be provided:

1. **Awareness Raising-** looking at when, how and why to make a referral for support.
2. **Light Touch-** provide basic tips to help address fuel poverty and raise awareness of the current energy advice and support that is available. Looking at the areas of Energy Support, Advice and Education.



Our Interventions

Support available will look at Energy and affordable warmth, Money maximisation and financial security, Home safety and Health and wellbeing. The support can initially be light touch or can then lead to in depth.

*The support listed is subject to change and can be criteria dependant

Basic Needs*:

- Emergency gas and electric top ups
- Food Packs
- DAF- Oil, LPG solid Fuel

Money Maximisation and financial security*:

- Switching
- Fuel debt
- Water support
- Water debt
- Benefits

Affordable Warmth and Energy Advice*:

- Energy advice, support and education
- New Heating systems
- Energy Efficiency
- Behaviour change and awareness

Home Safety*:

- Fire Safety
- Repairs
- STF
- PSR
- CO Awareness

Health and Personal Wellbeing:

- ONS4- Personal wellbeing
- Social Prescribing



120,000 Additional Pensioners fear they cannot afford to heat their home from next April

Energy Prices have risen already and it is expected to rise by a further £700 in April with the increase on the Ofgem energy cap resulting in bill of over £2000. The number of people in Fuel poverty will increase and support will be needed more than ever. Wales have the highest average electricity bills in the UK. In North Wales the average cost per Kwh for credit bills is 2.09p higher than the cheapest area of Yorkshire.



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Our Community & Partners?

We cannot tackle this alone, we will be working with various community partners and supporting various other partners in this journey.

Please see below a few currently onboard or in discussion;



Ending avoidable
health inequalities
in North Wales





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Reporting & Outcomes

- ✓ Reduce numbers of residents in Fuel Poverty, reducing those living in cold homes, inspire energy efficiency and carbon reductions, support residents to deal with energy costs, improve residents wellbeing and health and ensure our frontline officers are equipped to tackle and support the above.
- ✓ We will be able to gather Personal Wellbeing data using ONS4 questions to really understand if the work we do and referrals make the difference and achieve what we set out to.
- ✓ If we are successful we will demonstrate we have improved the lives and wellbeing of our residents through our actions, helping us continue, get grants, but also, and the most important, support our residents to grow and improve lives.
- ✓ We hope to non directly achieve improvements in health for our residents, reducing the impact on NHS and GPs.
- ✓ All outcomes/ data will be recorded on Elemental a case management system that looks to bring advice and support together with social prescribing.

Lets start with achieving Healthy Homes, lets support improving the Health of our People which will improve lives and support our whole community.

Measure of our personal and emotional Wellbeing (ONS4)

- Active measure of wellbeing- Happiness and anxiety reflecting day to day emotions
- Personal wellbeing showing life satisfaction and feeling that the things done in life are worthwhile
 - Anxiety -lower the score the better
 - Life satisfaction, worthwhile and happiness- the higher the score the better
 - Scores are taken from [Personal well-being in the UK - Office for National Statistics \(ons.gov.uk\)](https://ons.gov.uk) 2019/2020

Area	Conwy	Denbighshir e	Flintshire	Gwynedd	Ynys Mon	UK Ave	HHPLC AVE
Life Satisfaction	7.7	7.8	7.8	8.0	7.8	7.7	5.6
Worthwhile	7.9	8.0	8.0	8.1	7.9	7.9	6.6
Happiness	7.5	7.7	7.6	7.7	7.6	7.4	6.1
Anxiety	2.9	2.8	3.0	2.9	3.0	3.2	4.6



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Impact

- Residents will be **healthier**
- Residents will be more likely to **afford to heat there home**
- Residents will be **less likely to be in Poverty** due to the cost of running the home

Working together

for a warmer and healthier Wales



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Thank you
Any questions

