The scheme
35 Energy Champions were recruited and trained from services working in fuel poor areas and with the most vulnerable. The role of the Energy Champion was agreed locally with clinicians to ensure that this program became part of existing roles and responsibilities. Within each service the Energy Champions:

- Ensured that colleagues had access to training, information and the resources required to be able to identify and refer the most vulnerable to energy saving grants.
- Acted as a point of contact for cascading new information and to enable effective trouble shooting.
- Receive ongoing support.

What has been achieved?
- An 300% increase in referrals into Energy Saving grants from frontline workers
- An increased awareness of the link between cold, damp housing and poor health.

For more information contact Dawn Bailey Public Health NHS Airedale, Bradford and Leeds - 0113 3057587
Strategic Thinking - Case Study 2

Hot Spots in Hull

The scheme
Hull City Council and NHS Hull received Communities for Health money to fund a co-ordinator to launch and run a Hot Spots referral scheme. The Hot Spots Coordinator trained front-line staff to:

- Identify potential affordable warmth issues
- Speak to householders about affordable warmth
- Complete referral cards.

The Hot Spots scheme was welcomed by partner organisations including a wide range of voluntary organisations. Front-line staff from some organisations needed an amendment to their contract or service level agreement to allow for the additional duty.

What has been achieved?
- Over 16 months: 371 people trained from 44 organisations
- 232 referrals to Hull Warm Zone = 167 measures installed
- 84 referrals for Benefits Advice = £55,770.00 additional benefits per annum being awarded
- 112 home safety checks

For more information contact: Tricia Welsh
tricia.welsh@hullcc.gov.uk
Strategic Thinking - Case Study 3

North Yorkshire and York PCT: Using System One to refer vulnerable patients using the Hot Spots referral mechanism

The scheme
Feedback from frontline staff suggested the traditional methods of handwritten Hot Spots referral cards was time consuming and a barrier to referrals being made. Within the NHS North Yorkshire and York, a number of GP practices and health professionals use System One - a central clinical patient records system. System One contains a page concerned with controlling body temperature and the temperature within the home environment. A prompt to make a referral via the Energy Saving Trust advice centre free phone number into the Hot Spots scheme was added to this page.

Who was involved in setting it up, delivery and continuity?
• Consultant in Public Health
• Health Improvement Specialist
• Community System One Specialist
• IT Project Manager
• Energy Saving Trust Advice Centre
• Community provider staff

What next?
Currently System One users see information about the referral mechanism and reminders about the benefits of making a Hot Spots referral. Consultation with front-line staff has highlighted:

• It would be beneficial to have the option of printing off a referral letter incorporating the relevant patient contact details
• The option to highlight where a referral has been offered but declined by the patient

For more information contact North Yorkshire and York Public Health Team on 01904 601595
NHS Rotherham – Keeping Warm in Later Life research

The Research
The Keeping Warm In Later Life project (KWILLT) is a partnership project aiming to:
• Examine the knowledge, beliefs and values of older people with a focus on keeping warm at home and barriers to accessing help to keep warm
• Use the findings to develop solutions and strategies to overcome these barriers in an attempt to prevent seasonal excess deaths.

The research was funded by the National Institute for Health Research (NIHR) under its Research for Patient Benefit (RfPB) Programme.

Who was involved?
• NHS Rotherham
• Sheffield Hallam University
• Rotherham MBC
• National Energy Action
• South Yorkshire Collaboration and Leadership in Applied Research in Health Care
• Rotherham Older People’s Experience of Services

The research took place over three stages:
• Stage 1 - 50 older people (aged 55-95), face to face in-depth interviews, temperature/humidity measurements and 25 health and social care staff, face to face in-depth interviews
• Stage 2 - 6 focus groups with older people and frontline/strategic staff (n=42)
• Stage 3 – national consultation event

What has been achieved?
The findings have been simplified to support front-line staff from all services to recognise older people who are at risk of being cold for different reasons. A segmentation model and suite of six pen portraits have been produced which represent people in society who share a combination of issues which influence them keeping warm. These pen portraits can be used by professionals to develop a deeper understanding of the beliefs and attitudes that may lead to older people being cold in their own homes. How to identify the different types of behaviour and support that can be offered to assist them to live in warmer homes.

For more information log on to www.kwillt.org or contact Catherine Homer, Public Health Rotherham 01709 255870
Strategic Thinking - Case Study 5

Wakefield Hot Spots GP Surgery Pilot

The scheme
The aim of the pilot scheme was to establish a mechanism for GP surgeries to be able to refer to the West Yorkshire Hot Spots scheme by:

• Developing PowerPoint promotional slides for the TV screens located in patient waiting areas
• Training GP reception staff on how to refer a patient to the Hot Spots scheme using the referral process.

Following the pilot scheme the intention was to provide an outline of the pilot scheme to be rolled out to engage GP partners across Wakefield District.

A partnership with Orchard Croft Medical Centre at Horbury in Wakefield gave an opportunity for the reception staff to provide patients access to the Hot Spots scheme. Patients also self-referred to Hot Spots after seeing information about the service on TV screens in the waiting areas. These screens are generally used to promote information about services in the practice.

What has been achieved / who has been helped?
• Referrals to Hot Spots have increased

What next?
• Develop power point slides to promote the information in the forms of illustrations rather than text only
• Two more GP practices in the Wakefield area have agreed to take forward the scheme

For more information contact: David Cowan, Health & Wellbeing Development Worker, Wakefield District Community Health Services
Tel: 01977 705473
Stories from where it matters - Case study 6

A helping hand for Mr and Mrs C; the NHS Leeds Energy Champions program

Lee Fraser, a nurse for NHS Leeds Community Healthcare has successfully incorporated his new role as Energy Champion into his mainstream work and has supported other members of his team to do the same. In his role as Energy Champion, Lee worked with a couple who, during an assessment, were identified as at risk of becoming unwell due to living in fuel poverty.

Mr C was referred to the intermediate care team by his GP. During a clinical assessment by Lee, the Health Through Warmth service was explained to Mr and Mrs C and they both expressed an interested in a possible grant for central heating and insulation.

A referral was made and Mr and Mrs C were contacted by Health Through Warmth. The energy assessment revealed that the couple’s Victorian back-to-back terraced house had limited heating and no insulation. Two months after the referral and a home assessment new heating and insulation was installed.

Living in cold homes can have serious negative health impacts, especially for people with cardiovascular and respiratory disease. Health through Warmth supports enables people to live in warmer homes and benefit from better health.

For more information contact Dawn Bailey Public Health NHS Airedale, Bradford and Leeds - 0113 3057587
Stories from where it matters - Case study 7

Wakefield Hot Spots GP Surgery Pilot brings comfort to couple

Mrs C suffers from osteoporosis and has broken bones after previous falls. As a result Mrs C and her husband take taxis to go shopping and to get out and about. After seeing the Hot Spots information in the patient waiting area, they applied for a benefits check, and five weeks later were awarded £47.80 per week, lower rate attendance allowance.

“They’re very good down there [Orchard Croft Medical Centre – Pilot Scheme]. We have spent some time waiting for appointments. We read the messages. You’ve nothing else to do! I don’t know who I would have asked to get this help. Big writing on the TV screen about this service helped as I have cataracts and I could not have read it on a smaller screen. I just though a bit of help was welcome. We like to be independent if we can. With that bit of money we’ve not to be frightened of booking taxis now. We needed it and we will use it for taxis. It was a good service”.

Time spent in waiting rooms can feel long and lonely. Information provided in GP surgeries on notice boards or screens is seen as a trusted source and maybe read on lots of occasions throughout the day. This approach highlights the benefits of using appropriate venues such as GP surgeries, health centres or social venues for delivering targeted messages and calls to action.

For more information contact: David Cowan, Health & Wellbeing Development Worker, Wakefield District Community Health Services Tel: 01977 705473
Stories from where it matters - Case Study 8

Partnership working to give much needed assistance through the East Riding of Yorkshire – Health Through Warmth Scheme

Sarah, aged 51, had depression and following some extremely distressing personal circumstances she experienced a nervous breakdown. The boiler in her semi detached home broke down leaving her without heating and hot water which added to her very stressful situation. Sarah was unable to afford a replacement boiler and didn’t know where to turn for help.

After visiting the local pension service for advice, Sarah was referred to npower Health Through Warmth. The local scheme co-ordinator quickly organised quotes and sought funding for installation of a new boiler, costing £1,321. Contributions were made by the occupational charity Nurse Aid (£700), Welton Relief in Need Charity (£150), and £471 was accessed from the unique npower Health Through Warmth Crisis Fund.

Sarah says: “The help and compassion I received from Health Through Warmth was so appreciated, my life has been changed for the better.”

For more information contact: Jane Mears, Senior Environmental Health Officer, East Riding of Yorkshire, Tel: 01482 396278
Stories from where it matters - Case Study 9

Warmth for Mrs Wilson through the East Riding of Yorkshire – Health Through Warmth Scheme

79 year old Mrs Wilson lives with her husband in East Riding, and has heart problems, spondylosis and cancer. She was very ill when her boiler broke down. Unfortunately it was beyond repair, leaving her without any heating or hot water. The cold was having a detrimental effect on her health comfort and quality of life, but she was unable to afford to pay for a new boiler.

Mrs Wilson approached East Riding of Yorkshire Council, who referred her to npower Health Through Warmth. The scheme co-ordinator arranged for installation of cavity wall and loft insulation through the government grant scheme Warm Front to make the house more thermally efficient before a new boiler costing £1,450 was also installed. The boiler was funded from the unique npower Health through Warmth Crisis Fund and a contribution of £500 from Mrs Wilson.

For more information contact: Jane Mears, Senior Environmental Health Officer, East Riding of Yorkshire, Tel: 01482 396278
Harold, aged 86, lives in East Riding of Yorkshire with his wife Dot, of 63 years. Harold has cardiovascular problems and had recently been in hospital with pneumonia and Dot has severe arthritis. Their boiler was regularly breaking down leaving them without heating and hot water, which was aggravating their health conditions.

Harold’s son used the internet to find out if there was any help available for his parents because they did not have the means to fund a replacement boiler. He found the npower Health Through Warmth website and Harold then contacted the local scheme co-ordinator based at East Riding of Yorkshire Council.

The Health Through Warmth co-ordinator arranged quotes and sought funding for a new boiler to be installed. The cost of the work was £1,470, Harold was able to contribute £470, Home Warmth for the Aged paid £150, an anonymous elderly persons charity provided £150 and the remaining balance of £700 was accessed from the unique npower Health Through Warmth Crisis Fund.

Harold said “I am so grateful for the help we have received from Health Through Warmth and for the funding from the scheme and the charities. We are much more comfortable now, and can look forward to putting the heating on, knowing that the boiler is reliable.”

For more information contact: Jane Mears, Senior Environmental Health Officer, East Riding of Yorkshire, Tel: 01482 396278
Stories from where it matters - Case Study 11

A helping hand in difficult times – from The Health Through Warmth Co-ordinator

Mr Goodwin, aged 63, from East Riding of Yorkshire, fell down the stairs while staying at a friend’s house. His injuries left him with permanent brain damage and after a long stay in hospital he was allowed home but still requires full time care. When their boiler broke down and couldn’t be repaired, they were left without heating and hot water and unable to afford to fully fund a new one.

Mrs Goodwin contacted her local council customer service team, who referred her to the npower Health Through Warmth co-ordinator, based at East Riding of Yorkshire Council. The scheme co-ordinator arranged quotes and sought funding for a new boiler to be installed. The cost of the work was £1979.80 and contributions were made by the National Benevolent Institution (£500), Home Warmth for the Aged (£200), Heinz Anna & Carol Kroch Foundation (£200) and an anonymous older people’s charity (£200). The remaining balance of £479.80 was accessed from the unique npower Health Through Warmth Crisis Fund.

Mrs Goodwin said “I didn’t think we would be eligible for any help until I was put in touch with npower Health Through Warmth. It was difficult for my husband to understand why we didn’t have heating or hot water. I am so grateful for the help that the scheme has given us and for the funding provided from charities and the Health Through Warmth Crisis Fund. We are both at home most of the time now and it’s wonderful to be warm again.”

For more information contact: Jane Mears, Senior Environmental Health Officer, East Riding of Yorkshire, Tel: 01482 396278