



# Warm and Safe Wiltshire

Making referrals to support patients with cold homes

Phillip Morris

Senior Development Manager

[phillip.morris@wiltshire.gov.uk](mailto:phillip.morris@wiltshire.gov.uk)




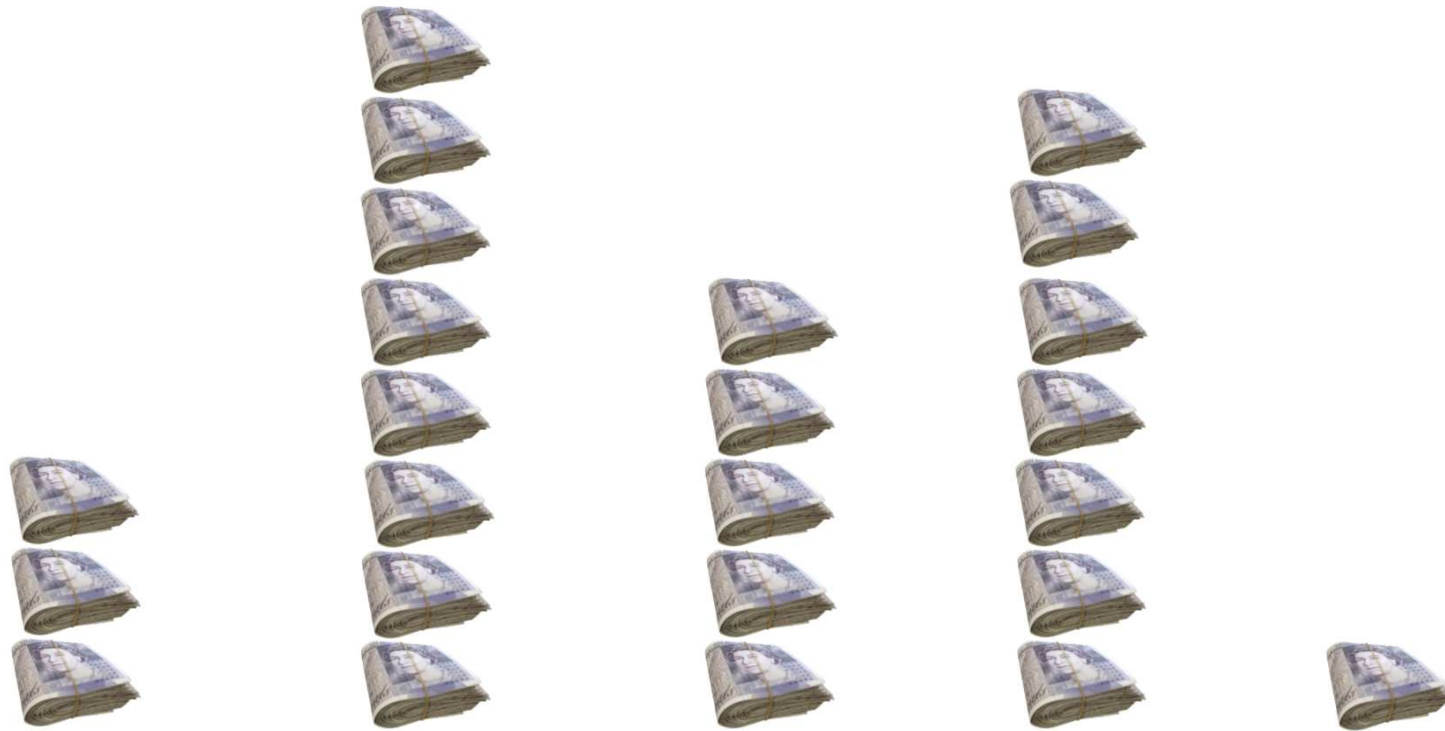
## Why health and cold homes?



- Increasingly documented link between health and housing
- Living in cold homes has significant physical and mental health implications
- NICE issued new guidance on 5<sup>th</sup> March 2015
- NICE guidance provides 12 recommendations, of which the key points to take away are:
  1. Cold Homes are a health issue
  2. Every contact must count
  3. A single point of referral is necessary

# Cost to NHS

 = £500m



**Cold Homes**

**Obesity**

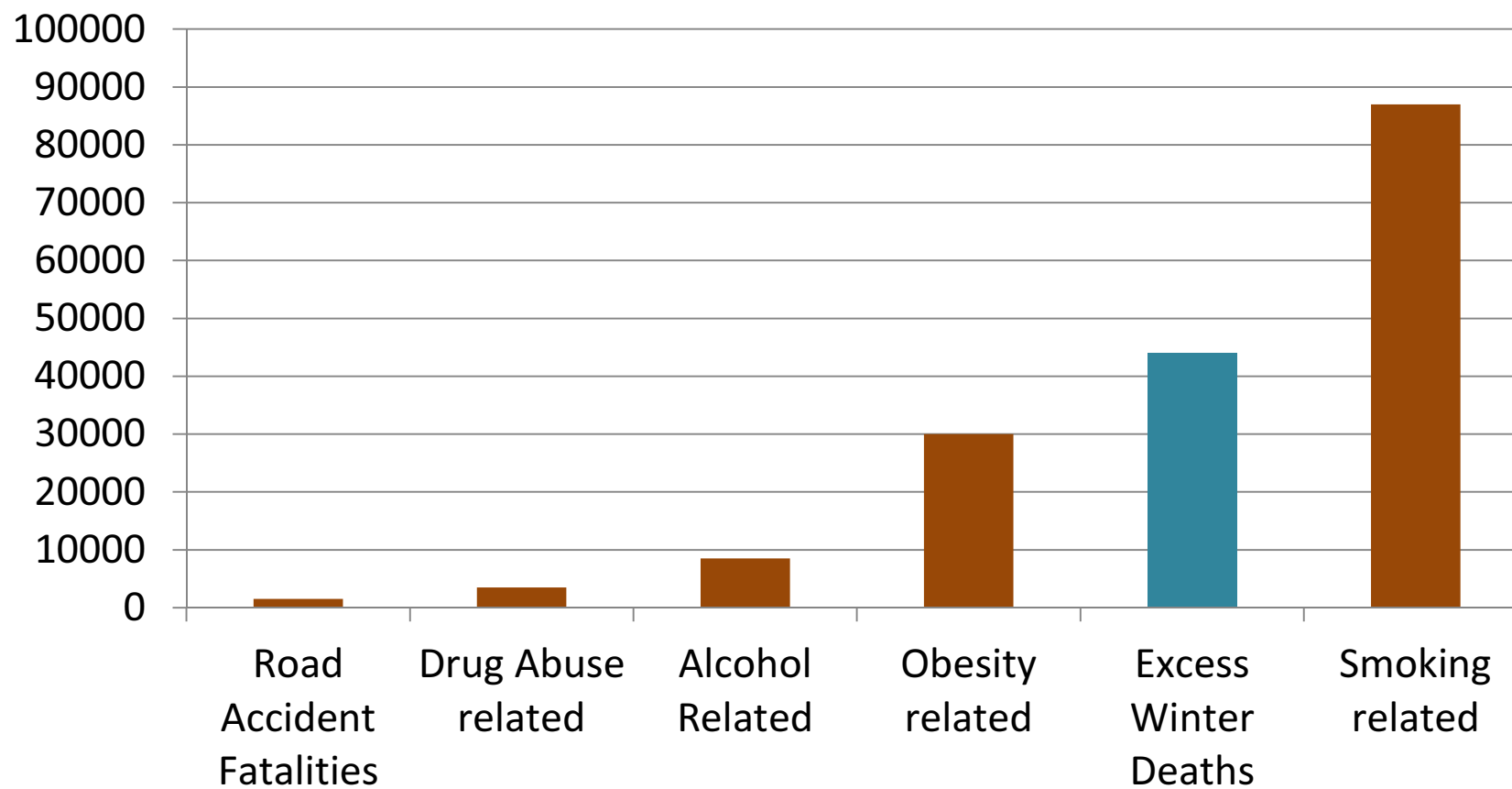
**Smoking**

**Alcohol**

**Drug Abuse**



## Deaths recorded per year



For every **1** EWD there are **8** emergency admissions



- UK Gas prices are the lowest & Electricity prices are mid ranking
- Comparatively, UK housing is too poorly insulated, poorly maintained and poorly heated.
- Average January temperatures in London are 2 to 6°C
- Average January temperatures in Stockholm are -5 to -1°C.
- People in the UK are 23% more likely to die as a result of winter conditions than people living in Sweden

## Proportion who say they cannot afford adequate heat [%]

Country	2013 Rating
Switzerland	0.4
Sweden	0.8
Norway	0.9
Finland	1.2
Iceland	1.4
Luxembourg	1.6
Austria	2.7
Netherlands	2.9
Denmark	3.9
Slovenia	4.9
Germany	5.3
Belgium	5.8
Czech Republic	6.2
France	6.8
Ireland	10
UK	10.6

# Energy efficiency of homes



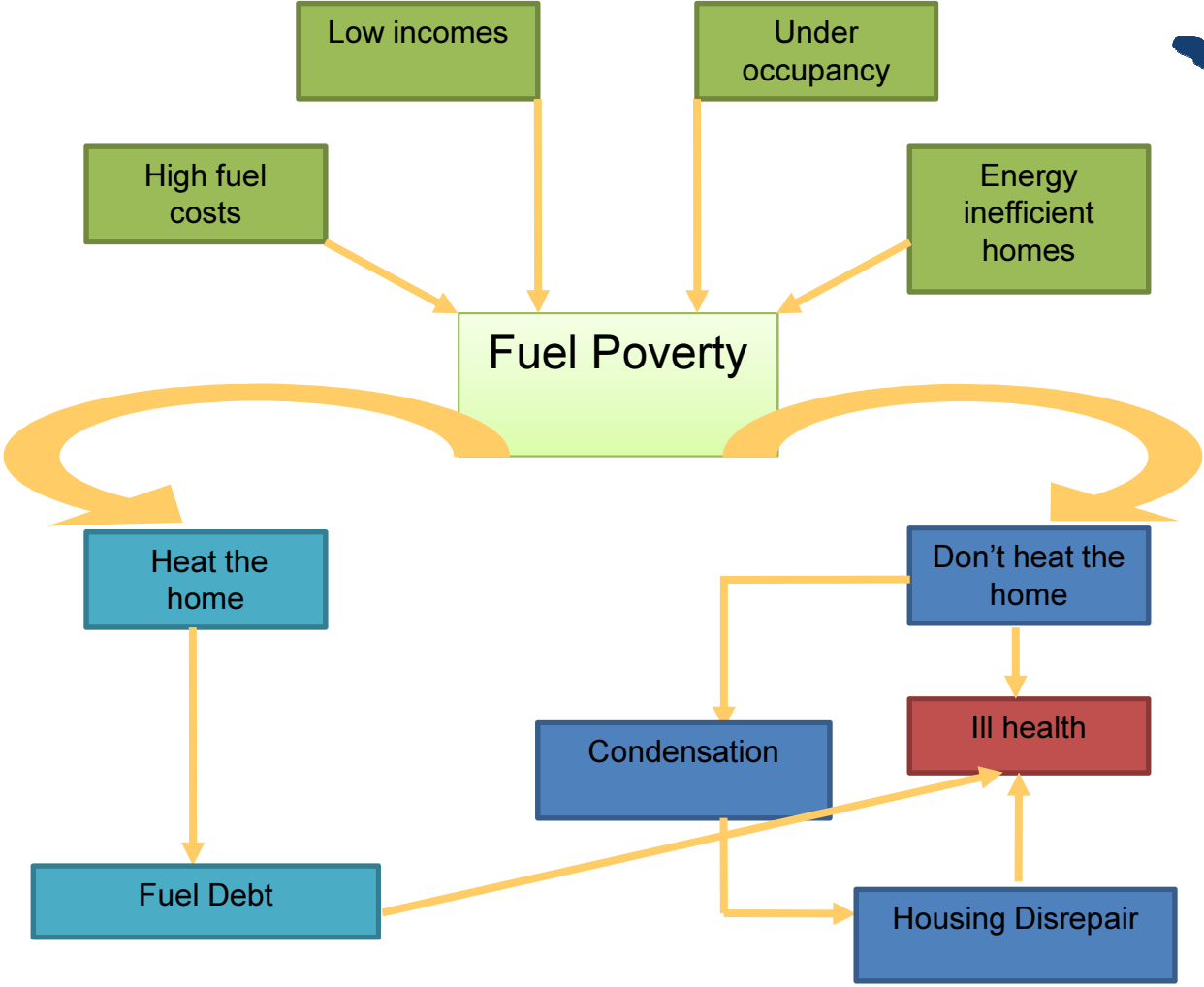
		South West %
Energy Efficiency Rating Band EHCS 2008	A	0%
	B	<1%
	C	8%
	D	31%
	E	38%
	F	15%
	G	7%

## What this means for our bills

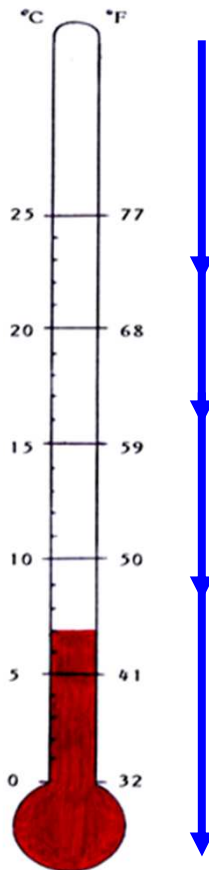


- Average band 'B' bill is **£530** – band 'G' is **£2200**
- Moving from 'D' to 'B' is likely to half your bills
- 91% of the properties in the south west are band 'D' or below





## Cold homes and health



- WHO recommends 21°C (70°F) in the living room and 18°C (65°F) elsewhere
- Below 16°C (61°F) reduced resistance to respiratory infections
- Below 12°C (54°F) increase in blood pressure and blood viscosity
- Below 9°C (48°F) after two or more hours, deep body temperature falls

## Health impacts

- Respiratory illnesses
  - e.g. asthma , COPD
- Cardio-vascular conditions
  - e.g. heart attacks and strokes
- Mobility
  - e.g. arthritis, falls
- Mental health



## Health outcomes

- Increased GP visits
- Unplanned hospital admissions
- Excess winter deaths



# Wiltshire context



- EWD Rates Wiltshire: 260 in 2012/13 (ONS)
- Number of households in Wiltshire in fuel poverty is 10% (2013) (20,523 of households) (DECC)
- 5,883 homes have no central heating (2011 census).
- Wiltshire properties are 23% less energy efficient (and more expensive to heat) than the national average

# Recognising signs of fuel poverty



What you might notice when you visit:

- Home feels cold or draughty
- Smells of damp and/or has signs of mould/condensation
- No visible form of heating on OR the only heating is an open fire, individual electric fires or bottled gas
- Wearing lots of clothes indoors
- Curtains closed in day to keep in heat
- Signs that householder only lives in one room

## What we do

- Free-phone based energy advice and support
- Home visits
- Fitting simple energy saving draught proofing measures for free
- Supported referral on for other relevant services



## How can we help?



- Practical advice – setting heating controls, managing damp, understanding your energy bill
- Advice on improvements that will save money and make patients homes warmer
- Identifying issues and finding solutions to high energy bills
- Support in accessing discounted or free; boiler/boiler repair, insulation and essential maintenance for vulnerable customers
- Energy debt support and income maximisation
- Energy switching support
- Financial maximisation, support with accessing grants
- Referrals for other support



## Big impact on real people - Mr Tunbridge



- Original referral from a nurse
- On 24 hour oxygen and pays for his electricity and gas on a pre-payment meter
- Home visit – advice on energy saving
- Change the meters - arranged a date for the following week
- Referred for Warm Home Discount (£140 discount) and the Priority Service Register
- Contacted housing association and asked about a house swap-visit booked
- Re-visited - set up the direct debit payments - should save £100 per year.
- Referred for Personal Independence Payment (PIP)



'It all started with the hospital – I wouldn't have known what to do next – I have been referred on for support I didn't even know existed'

'Changing the gas and electric meters from prepayment to quarterly has made a 100% difference to my life. I had to top up the meters twice a week when it was cold which was real struggle'

# What we would like you to do?

**Refer** patients for support in improving the health of their home

[www.cse.org.uk/patient-referral](http://www.cse.org.uk/patient-referral)  
Or use the CSE android app

**Call 0300 003 4575**  
or email  
[warmandsafe@wiltshire.gov.uk](mailto:warmandsafe@wiltshire.gov.uk)

Available soon  
**Your Care Your Support**  
and System 1 direct referrals



**Your Details**

Your name

Employer

Job title

**Patient Details**

Patient's name

Patient's address line 1

Patient's address line 2

Postcode

Patient's email

Patient's phone

Why do they need help?

Any more relevant information?

**Data Protection**

The patient understands the information supplied on this form will be stored by the Centre for Sustainable Energy. The patient understands that they will be contacted by the Centre for Sustainable Energy for the purpose of giving impartial energy advice.

Please tick this box to confirm your understanding of the above statement