

# Warm Homes Healthy People Project Evaluation 2014-2015

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## 1 Executive Summary

- 300 visits commissioned, 328 visits completed on time and on budget
- Confirmed savings of £7 for every pound spent with potential lifetime savings of £25 for every pound spent
- £66,300 worth of grant measures applied for
- Citizens Advice Bureau confirm £45,159.20 annual savings from benefits checks and advice
- 23% of households request smoke alarms from the Fire Service
- 49 applications to the Handy Person service with 33 complete
- Potential lifetime carbon savings of 3784 tonnes from grant work and small measures
- 12% of households signposted to the Falls Service
- 24% of households request information on Walk your way to health in Harrow

## 2 Marketing, data collection and feedback

Between November 2014 and April 2015 328 home visits were completed. 13 sessions were held where over 150 frontline staff were trained on how to recognise the signs of Fuel Poverty and how to refer to the service. This generated 14% of the visits conducted with 27% of visits generated through responses to articles in Harrow People and Homing In publications, 25% from responses to a letter sent to vulnerable residents based on Mosaic data and with the remaining 34% generated via a range of sources including community outreach events, recommendation referrals and Health Champion referrals.

Referrals were made via a dedicated 0800 number and a 4 page leaflet and business card sized referral card were designed and produced to promote the service.

The survey form collected a range of housing stock information as well as health related data that looked at the condition and thermal efficiency of properties as well as long term health conditions, levels of exercise, dietary habits and risk of falls. Data was collected using specialist iPad software and held securely in an electronic format. This data collection method meant that referrals could be processed at greater speed and electronic records could easily be kept and updated.

Residents provided feedback via a 5% telephone survey. Responses were overwhelmingly positive and significantly, many comments confirmed that residents would now undertake energy use and health improving behaviour change which demonstrated the positive impact of the service:

*"The shower head you gave me is lovely - I really liked that and it saves water so I use that now. Thank you for all your help." Mrs E A, HA2*

### 3 Take up and demographics

Take up of the service came from all areas of the borough though there were densities of visits in Hatch End, Stanmore and Central Harrow. 72% of visits were with residents aged 65-79, 68% of all visits were with female residents and 62% of all those visited reported being of white ethnic background with a further 30% describing themselves as Asian or of British Asian descent. The most prevalent religion followed was a denomination of Christianity (34%) with 29% of respondents stating they followed no religion.

### 4 Occupation, heating and insulation

Overall, 58% of homes visited had a single occupant and 70% of all female residents visited live alone. Significantly, 43% of all 3 bed properties were under-occupied. 66% of all homes visited were either owned or part-owned with 29% of properties in the social housing sector. Only 3% of properties visited were privately rented. 79% of all heating systems assessed were gas central heating, but 26% of properties had old standard boilers or back boilers or had no central heating at all. 17 boiler replacement grants were applied for and 6 of these grants are complete to date (June 2015).

The majority of properties with a loft had sufficient insulation with 150mm or more but where a property had 100mm or less insulation, advisors applied for energy supplier grants where possible. The majority of properties were built of cavity wall or timber frame construction and the majority of these properties were fully insulated. As with loft insulation, where residents required cavity wall insulation and installation was possible, advisors referred households for energy supplier grants. In total, £66,300 worth of grant work was applied for during the WHHP project, with potential lifetime savings for households of £172,000.

During visits, in total, 625 radiator reflector panels, 100 door draught proofing brushes, 93 aerating shower heads, 59 bathroom tap aerators, 7 kitchen tap aerators, and 35 cistern water savers were installed. These measures provide confirmed lifetime savings for householders of £141,005<sup>1</sup>.

### 5 Behaviour Change advice

Advisors gave behaviour change advice to all households on how to use heating systems and appliances efficiently and how to improve health and wellbeing. Alongside this advice, part of the survey form was used to record actions residents agreed to take. This was designed to form an informal "pledge" and increase the likelihood of energy saving and health improving actions taking place. Examples of agreed actions included "Only fill kettle to what is needed", "using lids on pans", "washing at 30c", "Going to see GP about the Falls Service",

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<sup>1</sup> Cost savings based on a sheet of Radflek saving 83 kWh of energy per year (Radflek website and based on 14p per kwh) and figures from the Energy Saving Trust (EST) website (draught proofing) 2015 and Waterwise / EST cost saving calculations for water saving devices

"Eating a more healthy diet" and "Going to ask for pneumococcal jab". If energy saving behaviour change actions are implemented, these could potentially have lifetime savings for residents of £246,000<sup>2</sup> alone.

## 6 Carbon Savings

77 tonnes of carbon will be saved annually from the confirmed installations of boilers and small measures with the potential for 252 tonnes of carbon to be saved annually and lifetime savings of 3784 tonnes based on pending large installed measures (boilers and insulation), and carbon reduction as a result of more energy efficient behaviour.

## 7 Benefits and applying for help

The majority of households visited had residents that were in receipt of one or more benefits highlighting that the scheme was reaching those most in need. Of those households that receive a benefit, the majority received an income related benefit rather than a disability benefit and Guaranteed Pension Credit was the most prevalent. 42 residents (13%) were referred to Citizens Advice Bureau (CAB) for benefits checks and 12 individuals (3%) were referred to CAB for fuel debt advice, debt negotiation or assistance applying for financial help. CAB confirmed that these referrals resulted in a financial gain of £45,159.20 annually.

In addition, 17% of households visited requested a referral to CAB for assistance in switching fuel supplier, as average annual savings of £206 for switching<sup>3</sup> can be expected. Unfortunately only 4 households switched supplier as a result saving an average total of £8240 over 10 years.

Advisors also helped 40 residents apply for the Warm Homes Discount increasing each applicant's income by £140 a year and totalling £5600 in increased annual income.

## 8 Health related data, advice and signposting

88% of residents reported having a long term health condition with 71% of these respondents stating they had multiple conditions. Of these long term conditions, heart related ailments were the most common. 79% of residents reported that they had had or were going to have a flu vaccine whereas only 27% of residents stated they knew they had had a pneumococcal vaccine. Reasons given for not having a vaccine included having had a bad reaction in the past and believing that the vaccine can bring on illness. In all cases where a vaccine might be appropriate, advisors signposted residents to speak to their GP.

The most popular form of exercise reported was walking though nearly a third of all residents seen reported doing little or no exercise. In these cases advisors gave information on local services leading to the following: 11% of residents were signposted to their GP for information on the Expert Patient Programme, 9% were signposted in the same way for Exercise on Referral, 12% were similarly signposted to discuss the Falls Service with their GP and 24% of residents were given booklets with details of Walk your way to health in Harrow. 6% of residents seen were given Nicotine Replacement Therapy vouchers and 13%

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<sup>2</sup> Savings taken from "Energy Conscious Behaviour Saves Money" Energy Saving Trust backed advice leaflet 2004

<sup>3</sup> Extrapolated from USwitch figures May 2015

of residents reported drinking more than 4 units of alcohol a day and were given information on lowering alcohol intake. Using the National Institute for Clinical Excellence (NICE) Return on Investment for Physical Activity Tool and Department of Health figures on the economic cost of falls, if 50% of individuals change their health behaviour as a result of the advice and signposting given, minimum savings would be £182,625<sup>4</sup>

## 9 Additional services

In addition to energy saving and health improving services, advisors also made referrals to local Handy Person services, the Priority Services Register, community transport services and to the Fire Service for the installation of free smoke alarms. 49 referrals were made to Harrow Council's Handy Person service providing assistance with small works to the value of £2782.50 and nearly a quarter of all households visited required smoke alarms and were referred to the Fire Service.

## 10 Cost-benefit analysis

In terms of the cost of the scheme against money saved, it is important to look at who has gained by the savings and whether those savings are confirmed (we know the savings will happen because the measures have been / are being installed) or potential (likely savings based on a percentage of referrals / prevention / behavioural change actually taking place) so we have confidence in the figures. The table below outlines confirmed and potential savings and who benefits from these savings:

Person or Organisation	Saving Source	Confirmed saving (from installed measures)	Confirmed and Potential savings combined (from referrals, prevention and behavioural change)	Period used for calculation
Individuals / Households	one-off grants for heating and insulation works	£21,000	£66,300	immediate
Individuals / Households	savings on fuel bills from grant funded measures	£30,000	£172,000	25 years
Individuals / Households	savings on fuel bills from installed small measures	£141,005	£141,005	15 years
Individuals / Households	savings on fuel bills from behavioural change advice	£0	£246,000	15 years
Individuals / Households	savings on	£0	£155,250	15 years and 75%

<sup>4</sup> The NICE ROI tool is publicly available online at: [www.nice.org.uk/about/what-we-do/into-practice/return-on-investment-tools/physical-activity-return-on-investment-tool](http://www.nice.org.uk/about/what-we-do/into-practice/return-on-investment-tools/physical-activity-return-on-investment-tool) and the figure of £192 was the average return on investment per person per year of giving health advice interventions to adults. Falls cost savings extrapolated from figures used in "Fracture prevention services, an economic evaluation", Department of Health, 2009



	water bills from installed water meters			install rate
<b>Individuals / Households</b>	Income increases for benefit checks	£45,159.20	£0	annual saving
<b>Individuals / Households</b>	savings from fuel switching	£0	£8240	10 years and 50% switch rate
<b>Individuals / Households</b>	savings from Warm Homes Discount	£56,000	£56,000	10 years
<b>Total potential savings to individuals / households</b>		<b>£293,164.20</b>	<b>£844,795</b>	
<b>Local Authority</b>	grant funding levered in from Energy Suppliers	£6,600	£6,600	immediate
<b>Local Authority</b>	cost of carbon savings from which the LA benefits*	£30,030	£98,384	15 years
<b>Total savings to the Local Authority</b>		<b>£ 36,630</b>	<b>£ 104,984</b>	
<b>NHS</b>	savings from reduction in falls	0	£77,025	based on reduction of one fall in 50% of referrals
<b>NHS</b>	savings from reduction in medical interventions due to improved health	0	£105,600	based on 50% of advice/signposting being taken. Savings minimum over 10 years
<b>Total savings to NHS</b>		<b>£ -</b>	<b>£ 182,625</b>	

\*cost of carbon is based on ECO auction figures 5/5/15 averaging £26 a tonne

Based on a contract value of £45,000, minimum lifetime savings from actual installed measures is over £7 for every £1 spent. If grant measures are installed, energy saving behavioural change advice and 50% of health advice is adopted, there are potential lifetime savings of more than £25 for every pound spent.

## 11 Additional Benefits

Apart from simple cost savings, the service had numerous additional benefits that were significant. The breadth of advice and help offered during the project is unprecedented amongst neighbouring home visiting projects in North West London and was a true attempt at a holistic approach to helping vulnerable residents. The data gained from the visits gives an invaluable insight into the health and wellbeing of vulnerable residents in Harrow and feedback from residents demonstrated how valued support services such as the Handy Person service, and the Fire Service were.

## 12 Learning points

Overall the project was a great success with exceptional feedback from local residents. However, should the Winter Warmth project be commissioned again in a similar format, the following learning point will be addressed:

- Despite extensive training sessions, only 14% of visits were generated from referrals from frontline staff. Although these referrals were with some of the most vulnerable residents in need, it was clear that advertising in borough-wide publications and targeted mailings were very successful and other opportunities using these methods should be sought.
- The project started at the end of November 2014, missing opportunities to work with GPs during the flu vaccination season (usually September-October). If possible, it is recommended that the project start in August to allow work-up time to build GP relationships and arrange joint mailings to patients if possible.
- Only 3% of visits conducted were with privately rented properties. The private rented sector is notoriously difficult to engage (3-5% is the normal level of engagement Thinking Works experiences during home visit projects) but often has dwellings with low energy performance ratings (EPC ratings). Discussions would be recommended to look at how to engage this sector of tenure.
- There was a significant number of individuals visited that live alone and a question addressing social isolation is recommended as an addition to the survey form. Leading on from this, information on befriending services could be offered.

### **13 Project Summary**

Harrow Council commissioned Thinking Works to carry out 300 “Warm Homes Healthy People” (WHHP) home visits. The WHHP visits were designed to help vulnerable residents with a long term health condition, disability, or who were aged 65 and over make their homes warmer and thereby improve health and alleviate fuel poverty.

The project was a holistic assistance programme that targeted hard-to-reach, vulnerable groups with structured, impartial assistance delivered in homes to improve individuals' comfort, quality of life and overall health. The programme helped to enhance economic self-sufficiency, social well-being and reduce carbon emissions by tackling key factors contributing to fuel poverty and via energy efficiency measures and education.

Residents were visited by an advisor in their home, during which each household's situation was discussed, energy efficiency needs assessed and a range of actions (including installations, advice and complementary services), offered to help improve living conditions, enhance income (by applying for unclaimed benefits) and reduce fuel-related debt. Advisors were also able to assess for fire and other safety risks in the home and make appropriate referrals. Advisors also provided information about health improving services such as Walk your way to health in Harrow and Exercise on Referral, and check whether residents had had appropriate vaccines and access to other health services available in the borough. The service was particularly relevant for older residents as they are considered most at risk of fuel poverty and excess cold.

The scheme took a holistic approach and tackled the different aspects of fuel poverty and affordable warmth by:

#### ***13.1 Improving structural energy efficiency***

This is recognised as the most sustainable way of reducing fuel bills and increasing comfort in the home. There are many different schemes at a national, regional and local level that fund different measures and have different eligibility criteria. The ‘energy expert’ identified the most appropriate scheme for each household and made referrals for installations to be made. The most common energy efficiency measures installed were loft insulation and boiler replacements.

#### ***13.2 Improving behavioural energy efficiency***

Behavioural energy efficiency advice often has a ‘rationing’ or ‘reduction’ emphasis – ‘turn your thermostat down one degree’ etc. This message is not always appropriate to households in fuel poverty, and particularly older people. In order to tackle cold related illness it may be more appropriate to increase the use of heating. Advisors discussed how the resident currently uses their heating system and provided tailored advice depending whether they appeared to be under-heating or over heating their property. Residents were encouraged to use their heating more if other savings could be identified – for example ‘You can save £XX by changing your light bulbs and £XX by switching to your fuel supplier, so even if you have your heating on for an extra hour per day you would still be saving money’.

### **13.3 Reducing the cost of energy**

Deregulation in the energy market has provided some households with the opportunity to save money, either through changing payment methods, or changing supplier. The average saving for switching from the incumbent supplier to the best offer is estimated to be approximately £206 depending on payment method<sup>5</sup>. The average saving switching from a prepayment meter to direct debit is around £85<sup>6</sup>. In order to remain impartial the advisor would not recommend specific suppliers or tariffs but would inform residents what their different options are, the level of saving they could expect, how they could find out more information (through price comparison agencies etc.). Major energy companies have a Warm Homes Discount that offers a rebate of £140 to customers offered to two groups of customers - the first is to those who receive Guaranteed Pension Credit and the second is to those deemed “vulnerable” (this criteria differs from supplier to supplier). For the first group, the discount is made automatically as it is administered based on data from the Department of Work and Pensions, but as the second group differs according to supplier, advisors were able to contact energy companies and check for residents who were unsure whether or not they would receive the rebate and help them apply where appropriate.

### **13.4 Increasing income**

Increasing the income of residents through a benefit entitlement check can often have a larger influence on whether they are in fuel poverty than improving the energy efficiency of their home. Although advisors are not trained in making benefit applications, they were aware of income thresholds below which benefits would be available and where entitlement to a disability benefit would be likely due to a residents prevailing health. Where a household was identified as being likely to be eligible for additional benefits they made referrals to Harrow Citizens Advice Bureau or Age UK who have specialists to help with making applications.

### **13.5 Falls prevention and health survey**

Costs, both in terms of health and money for ill health resulting from cold homes are substantial. A report released in March 2015 by the Association for the Conservation of Energy (ACE) stated that cold homes kill more people annually than alcohol and road accidents combined. In addition, the Chief Medical Officers report of 2009 put the annual cost at £859 million with an Ecotec report from the following year putting the figure at closer to £2.4 billion. These figures reflect costs not only borne out by illness caused directly by excess cold but also by the increased risk of falling and of other onward health impacts such as social isolation. Visiting a person in their home provided a comfortable and known setting, ideal for engaging residents in conversations about their health and wellbeing. Advisors used a series of simple questions to find out about residents state of health including whether they have a long term condition, what they currently do for exercise, a short triage survey to assess risk of falls and a note of levels of smoking and alcohol consumption.

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<sup>5</sup> Based on USwitch figures May 2015

<sup>6</sup> Domestic Retail Market Report, Ofgem 2007

Residents were also asked if they had a hot meal every day and how they keep their diet healthy. If the answers to any of these questions flagged any concerns, the advisor provided an intervention including advice, signposting and referrals for assistance where appropriate.

### 13.6 Water Saving Devices

Heating water constitutes one third of fuel bills. By installing a range of small water saving devices residents can make significant reductions on their water bills. Water saving showerheads, kitchen and bathroom tap aerators and save-a-flush toilet water saving devices were installed for free in resident’s homes wherever possible. Collectively the devices could save a household around £30 a year in reduced water bills and they were used as a springboard to engage residents in conversations about installing water meters and the use of hot water in the home.

### 13.7 Radiator reflector panels, draught proofing, thermometers & “Comfort Packs”

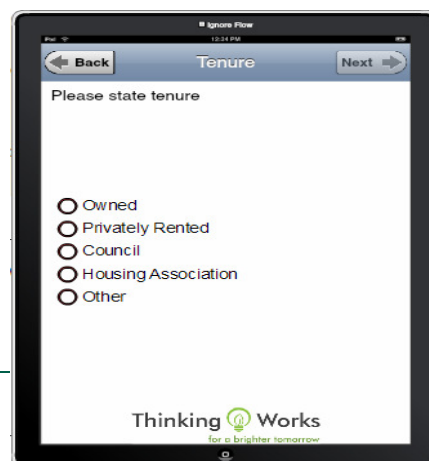
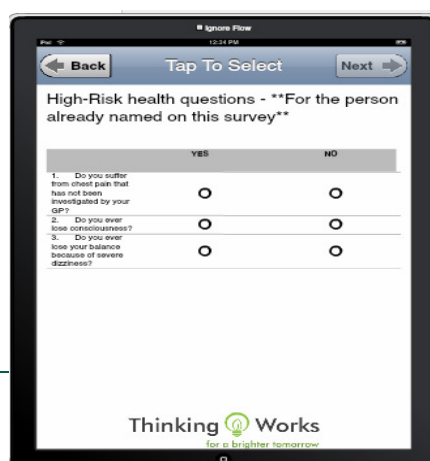
Radiator reflector panels were installed at no charge to the resident behind up to three radiators on external walls of solid brick properties. This provided instant energy savings for residents and was used as a conversation starter or springboard to engage residents in discussions about energy use, heating, grants and the effects of cold weather on health.

Residents were also offered front and/or back door draught proofing through the installation of a door brush and letterbox draught brush. As with the radiator reflector panels, installing these measures provided instant savings and lead to discussions of how to prevent draughts and retain heat in the rest of the property.

In addition, where appropriate, residents were offered a thermometer so they could easily check that their living room was maintaining a temperature of 21 °c and a “comfort pack” which contained a blanket, non-slip slippers, thermal vest, thermal gloves and thermal hat. The comfort pack was usually given in part as households did not require all the elements and this increased the benefit of these packs as they could help more people.

## 14 Data Collection Methodology

Data was collected using specially designed iPad survey software. Using the software allowed questions to be asked using a “decision tree” model, e.g. if a resident reported they had had no falls, they would not be asked for further details about where, when and how a fall took place. This meant that time was not wasted with questions that were not relevant and made for a smoother and more focused visit. Residents could sign their consent to the visit using their finger and this was kept electronically with the rest of the visit data. All visit data was sent from the iPad and held securely online where it could be downloaded instantly. This made making onward referrals extremely quick with an average turnaround time of 24hours. Having electronic records also made it easy to make a database of case notes for each person visited so that a record could be kept and updated with notes on the progression of grants /health referrals etc.



*Example iPad software screenshots***15 Marketing and Engagement**

Since November 2014, the scheme has visited and assisted 328 households across the borough of Harrow. The home visits were generated from over 20 sources.

**15.1 Engaging Frontline Staff and Managers**

Thinking Works held 13 training sessions with frontline staff and managers. The training events were designed to make staff aware of the project and the breadth of help available to vulnerable clients. In total, Thinking Works trained over 150 frontline staff and managers which lead to a total of 49 referrals and 46 completed visits (14% of all visits).

The referral process was designed to be made as simple as possible to encourage frontline staff to refer and no forms were required – all that was necessary was to call Thinking Works' dedicated booking line and provide details over the phone. Referrals from frontline staff were higher than in any other borough where Thinking Works manages Winter Warmth projects and the clients referred were some of the most vulnerable visited during the whole WHHP project.

*List of training sessions undertaken*


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 Health related Teams

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**Occupational Therapy team**
**STAARS team**
**GP practice managers**


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 Harrow Council / Housing teams

**Adaptations team**
**Tenancy Welfare teams**
**Reablement Team presentation**
**Harrow Churches Housing Association teams**
**Social Services**
**Telecare**
**Council Housing teams**
**Service Managers**
**Harrow Health Champions**
**Adult Services and Technology Managers**


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During training sessions, frontline staff were given referral cards made to business card size so they could be conveniently kept in a wallet or purse so they had Thinking Works' referral number easily to hand at all times.



Business card sized referral card:

### 15.2 Leaflets

Thinking Works designed and produced a 4 page leaflet to promote the project. This was handed out to frontline staff and also to residents at coffee morning and other presentation events. The leaflet was also given to residents who had had a visit so they good refer friends or anyone else eligible who they thought would benefit from the scheme.

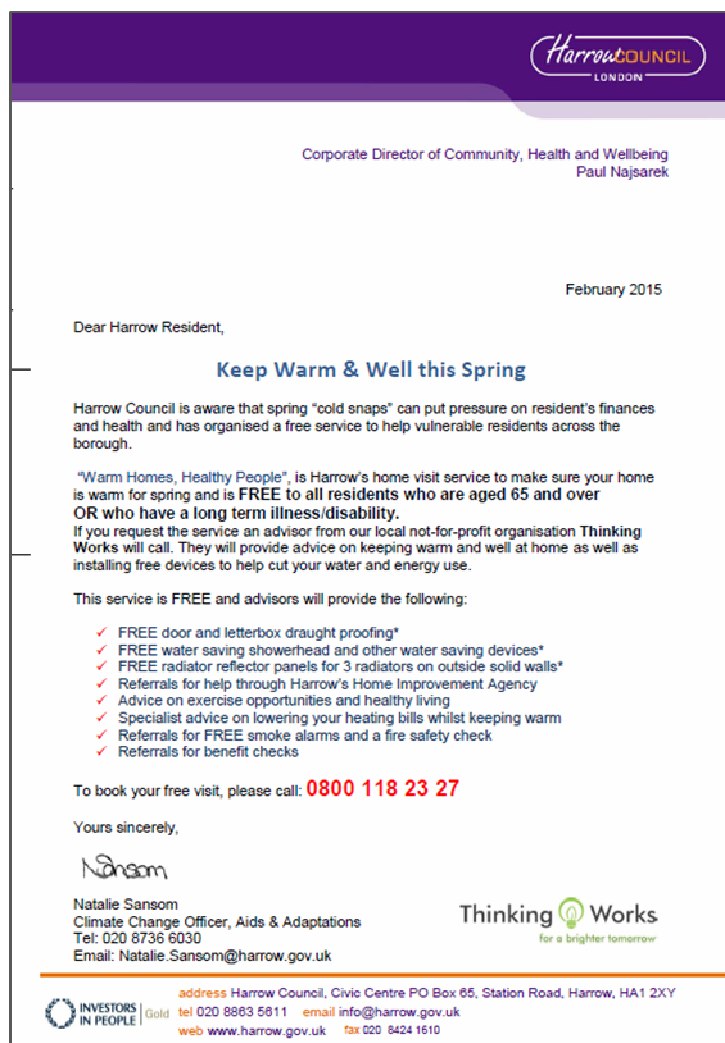
#### 4 Page Leaflet



#### 15.2.1 Letters sent using Mosaic data

Harrow Council has access to Mosaic data that was used to profile vulnerable groups and form a database of addresses. The Mosaic data was used to generate 1449 addresses of residents deemed vulnerable and who would be likely to be eligible for a WHHP visit. Thinking Works designed a letter and the mailing was prepared by Wiseworks, a local charitable organisation that employs disabled individuals and letters were sent to all 1449 households.

### 15.3 Letter sent to households



With a 5.7% response rate (82 visits generated), response was higher than average for a mailing of this type (previous mailings in other London boroughs have received a 3-4% response rate) and the mailing alone produced 25% of all visits completed.

### 15.4 Magazine / Newsletter Articles

Two articles were published in local magazines / newsletters. The first was a piece in "Homing In" a magazine that goes out to every council tenant in the borough. The second was a piece that went out in "Harrow People" which was distributed borough wide. Combined, these articles produced the highest source of visits – 89 – and had a better response rate than any other article or news piece published as part of any of Thinking Works' home visiting projects. These articles produced 27% of all visits completed where previous use of this method of promotion in other London boroughs has produced only 3-4% of visits.

*Article from "Homing In" Magazine*



**I'm now warm**

We know that people are finding it tough to cope with rising fuel bills and we want to help, so we've teamed up with local not-for-profit organisation, Thinking Works, to provide a free Warm Homes, Healthy People home visiting service.

If you have an elderly family member who lives in Harrow or a neighbour who is over 65, has a long term illness or is disabled, we can offer a free home visit to advise them on how to keep warm in their homes this winter.

Stella Treeman, 90, from South Harrow, said: "It was a lovely surprise to get a call out of the blue about this.

"I'm so happy with the slippers and the blanket they gave me - they are such nice quality that I would have been willing to pay for them. They are really posh! And they are keeping me really warm."

**DURING THE VISIT A TRAINED ADVISOR FROM THINKING WORKS WILL OFFER:**

- Specialist advice on lowering your heating bills whilst keeping warm
- Advice on exercise opportunities and healthy living
- Referrals for benefit checks
- FREE door and letterbox draught proofing\*
- FREE water saving showerhead and other water saving devices (includes installation)\*
- Referrals for FREE smoke alarms and a fire safety check.

\*Subject to survey but wherever possible

"I think somebody at the council was concerned about me as I don't have any central heating and they wanted to make sure I would be warm enough over winter.

"They did an assessment on my house to see if they could help me with installing central heating as I'm getting older".

Stella Treeman, 90, gets her warm pick 4 on Chris Lewis, of Thinking Works

**Tips to help you keep warm and save you £s**

- Check that your thermostat programmer is set to the times you would like, and for half an hour before you wake up or get back from work.
- Check that your room thermostat is set at a comfortable level - an average level is 21°C
- Check your hot water temperature and have this set at 65-69°C
- If you're away for more than one day, set your thermostat to 12-15°C to prevent burst pipes
- Draught proof doors if there are gaps

**Fact box**

- Warm Homes, Healthy People provides a FREE home visiting service to Harrow residents over the age of 65 or who have a long term health problem - to make sure that homes are warm this winter.
- Anyone can refer someone to Warm Homes or you can self-refer by calling Warm Homes Healthy People on 0800 118 2327.

### 15.5 Coffee morning and other vulnerable group presentations

In addition to training frontline staff, Thinking Works held 4 community based presentations with groups whose members were aged 65 or over. These included a coffee morning presentation with residents at Parkfield House, local residents at the Julie Cook Centre, a presentation to Harrow Seniors Forum and an evening presentation to council residents at Pinner Village Hall. Collectively these events generated 43 visits (13%).

### 15.6 Other marketing, promotion and outreach

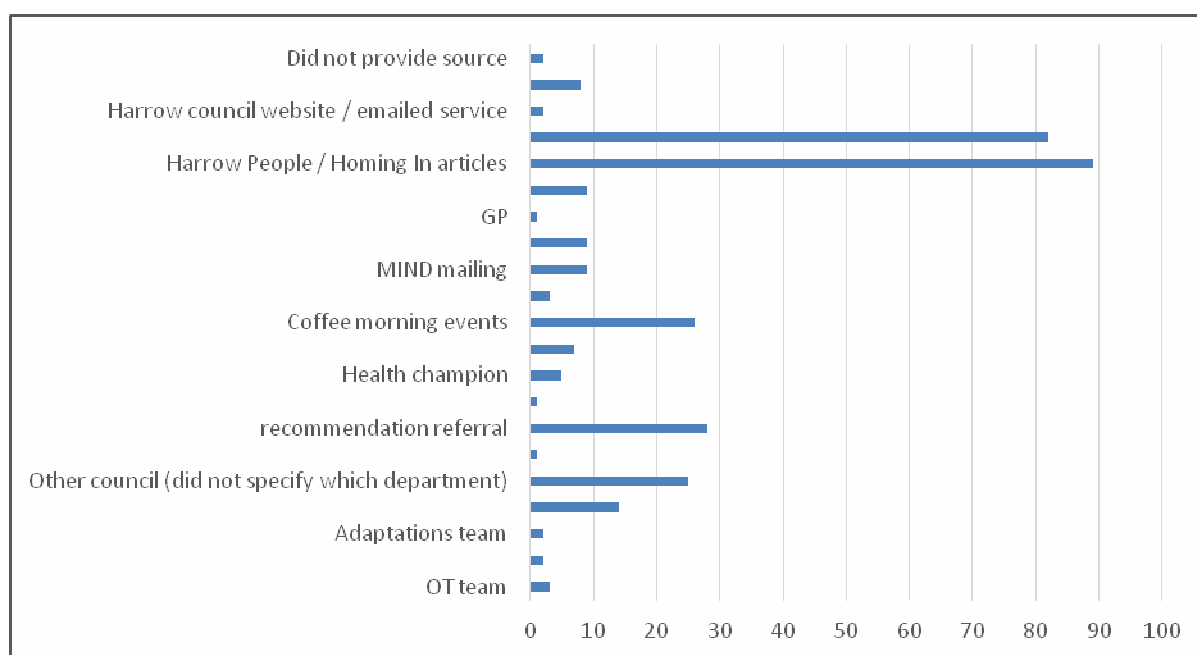
Frontline staff referrals, mailings, articles and group presentations collectively generated 79% of all the visits completed. The remaining 21% of visits came from a range of sources including recommendation referrals and responses to a letter that had gone out with dinners on a Meals on Wheels round. The graph below outlines these sources in full as well as those previously mentioned and serves as an overview of the sources of all 328 visits.

### 15.7 Marketing conclusions learning points

- Mailing was very successful and other routes to mail should be explored such as joint mailings with GPs during the flu vaccination season or a mailing to Telecare customers.
- Articles in borough wide publications were very successful. This was unexpected as visit generation using this method has traditionally been low when used in other London boroughs. It is recommended that articles be published again and other publications sought to increase exposure using this method.

- Referrals were lower than hoped from frontline health staff despite the provision of training and a simple, quick referral pathway but still far higher than achieved anywhere else and the referrals that were made were to help particularly vulnerable clients. This referral pathway should be strengthened with refresher training sessions and extended to other frontline staff where possible.
- Recommendations from friends and family generate significant numbers of bookings and this route of referral should continue to be encouraged.
- Presentations are a good way of generating additional visits and more eligible community groups should be approached to arrange presentations to their members.

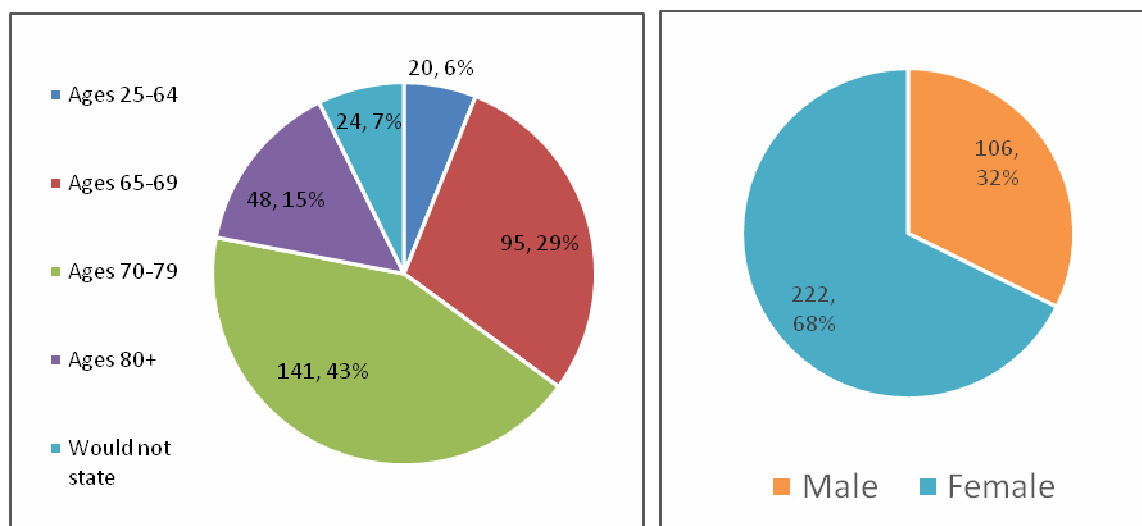
**Bar chart 1. – Sources of the 328 visits**



## 16 Results from Analysis of Visit Data

### 16.1 Age and Gender

The majority of homes visited were occupied by residents aged between 70 and 79 years old. Visits to residents aged 65-79 years old made up 72% of all visits conducted. Over two thirds (68%) of all visits were with female residents:



### 16.2 Ethnicity of residents

62% of all visits were with residents that describe their ethnicity as white, and the majority of those described themselves as white British. This reflects the age and ethnic structure of the borough where

Ethnicity	Count	%
<b>White</b>	<b>204</b>	<b>62%</b>
English/Welsh/Scottish/Northern Irish/British	178	
Irish	14	
Gypsy or Irish Traveller	0	
Other White (6x W European, 2x E European, 1x Iraqi, 2x did not state)	11	
<b>Mixed</b>	<b>1</b>	<b>0%</b>
<b>Asian or Asian British</b>	<b>89</b>	<b>30%</b>
Indian	69	
Pakistani	5	
Bangladeshi	1	
Chinese		
Other Asian (12x Sri Lankan 1x Philippines 1x did not state)	14	
<b>Black or Black British</b>	<b>29</b>	<b>10%</b>
African	13	
Caribbean	16	
Other Black (Please specify)		
<b>Prefer not to say</b>	<b>3</b>	<b>1%</b>
<b>Other Ethnic Group (Please specify -1x Kuwaiti, 1x Iraqi)</b>	<b>2</b>	<b>1%</b>

### Religion

Approximately one third of residents visited describe their faith as Christian, with around another third either having no religion or not wishing to state their religion. Hinduism was the third most prevalent religious preference:

Religion	Count	%
<b>Prefer not to say</b>	14	<b>4%</b>
<b>No religion</b>	96	<b>29%</b>
<b>Buddhist</b>	1	<b>0%</b>
<b>Christian (including Church of England, Catholic, Protestant and all other Christian denominations)</b>	113	<b>34%</b>
<b>Hindu</b>	50	<b>15%</b>
<b>Jewish</b>	23	<b>7%</b>
<b>Muslim</b>	17	<b>5%</b>
<b>Sikh</b>	0	<b>0%</b>
<b>Any other religion, please describe (1x Zoroastrian, 2x Jehovah's Witness, 1x Hare Krishna, 10x Jain)</b>	14	<b>4%</b>

### 16.3 Levels of isolation and under occupancy

Overall, 58% of all the homes visited had only one occupant living there. The table below shows age of resident compared with lone occupancy which shows there is a general trend for single occupancy to increase with age though this slightly dips for residents in the 80+ age band which was unexpected:

	Number of homes with a single occupant	Total number of households in the age band	% that live alone
<b>Ages 25-64</b>	10	20	<b>50%</b>
<b>Ages 65-69</b>	54	95	<b>57%</b>
<b>Ages 70-79</b>	94	141	<b>67%</b>
<b>Ages 80+</b>	31	48	<b>65%</b>

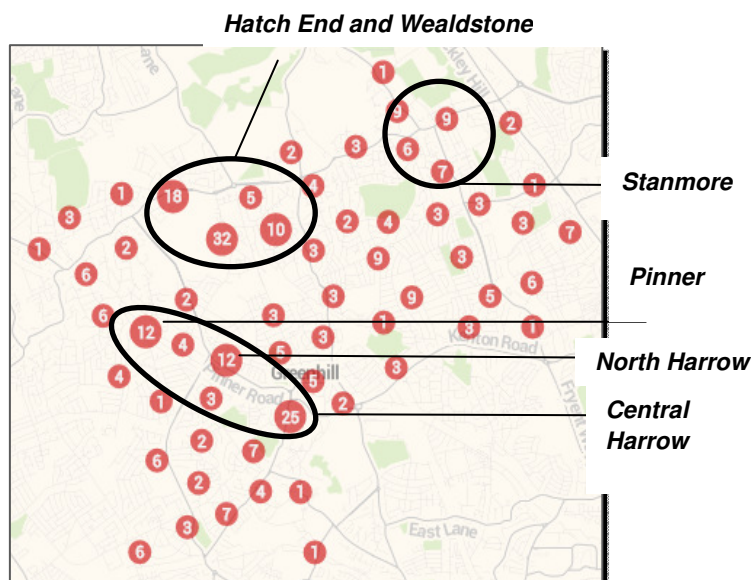
Just over a third of the homes visited had 3 bedrooms and just under a third had 2 bedrooms. Under occupancy was present (notably in 43% of 3 bed properties) but the level of under occupancy seen was lower than in any other borough where Thinking Works manages home visiting projects:

Number of beds in a property	properties with only one occupant	Total of these properties	% of properties with one occupant
<b>0</b>	1	1	<b>100%</b>
<b>1</b>	67	86	<b>78%</b>
<b>2</b>	62	101	<b>61%</b>
<b>3</b>	51	119	<b>43%</b>
<b>4</b>	3	20	<b>15%</b>
<b>5</b>	0	0	<b>NA</b>
<b>6+</b>	0	1	<b>0%</b>

Analysis of the data showed that significantly more female residents live alone than male residents:

	living alone	Total	%
Male	34	106	32%
Female	155	222	70%

### 16.4 Area spread of visits and tenure



The map above shows the spread of visits across the borough. The number in the red dots denotes the number of visits in a particular area. This is a very useful tool for highlighting “hot spots” – areas of density – where a significant number of visits took place. The map shows that there was a good spread of visits across the borough and all areas had some visits, though there are clear “hot spots”, particularly in Central Harrow and Hatch End and Wealdstone.

#### 16.4.1 Tenure

Two thirds of homes visited were owner occupied. Notably, only 3% of visits were conducted with households in the private rented sector:

Owner / part owner	216	66%
Privately renting	10	3%
Social Housing	96	29%
Property owned by other family member	6	2%

### 16.5 Health related data

A health questionnaire was developed for the WHHP project to capture health related data and triage for a number of health improving services. Questions were asked regarding long term conditions, what individuals did for exercise, prevalence of smoking and alcohol consumption, a falls risk survey, whether an individual had a hot meal every day, how residents keep their diet healthy and if they have been vaccinated for flu and pneumonia.

### 16.5.1 Long Term Conditions

Residents were asked if they had any long term health conditions, of which 88% said they did, and of which, 71% had multiple long term conditions. Although the conditions were wide ranging, they could broadly be put into 12 categories which are detailed in the table below and of which heart or heart related conditions were the most prevalent:

LONG TERM HEALTH CONDITIONS	290/328 (88%)	% of 290
Heart condition / high blood pressure	75	26%
Diabetes	40	14%
Respiratory / COPD	31	11%
Mobility disability / issue	48	17%
Cognitive disability / issue	34	12%
Arthritis / Osteoarthritis / Rheumatoid Arthritis	27	9%
Vision impairment	7	2%
Other organ disorder (kidneys / liver etc.)	6	2%
Cancer	12	4%
Hearing impairment	3	1%
HIV	2	1%
Multiple conditions	205	71%
Other / undefined	5	2%

### 16.5.2 Exercise

Residents were asked what they did for regular exercise. This was asked to gauge current levels of fitness, and to initiate a conversation about keeping healthy and fit and discuss options available in the borough for different levels of ability. Walking and lighter exercise (chair based exercises / exercise programmes run through hospitals or the GP) were the most prevalent forms of exercise undertaken. Notes were made where a resident reported doing little or no exercise and examples of these reasons are given in the table below. Where individuals said they did little exercise due to restricted ability, information was provided on the Expert Patients Programme, Exercise on Referral, Walk your way to health in Harrow and the Falls Service to highlight the amount of local help available and residents were advised to discuss options with their GP as soon as possible. Referral figures for these services are also outlined below:

What exercise do you do regularly?	No. of people that say they do this exercise
Walking /walking the dog	175
Plays sport	2
Gym / Pilates / yoga / Tai Chi	16
Swimming	7
Gardening / Allotment	4
Chair-based exercises / physiotherapy	22
Run	1
Cycles / spinning	4
Dancing	3

<b>Housework</b>	<b>7</b>
<b>Doesn't / can't exercise regularly</b>	<b>99</b>
Example reasons given for not taking exercise:	
<b>"Difficult with condition"</b>	
<b>"Has mobility problems so it's not easy"</b>	
<b>"Not much as starting to lose balance"</b>	
<b>"Movement restricted by back pain"</b>	
<b>"V difficult as has mobility problems"</b>	

### 16.5.3 Expert Patients Programme

The Expert Patients Programme (EPP) is a self-management programme for people living with a chronic (long-term) condition. The aim is to support people by increasing confidence, improving their quality of life, and helping them manage their condition more effectively. In total, 35 individuals with long term conditions agreed to speak to their GP about it the service:

### 16.5.4 Exercise on Referral

Exercise on Referral is a programme of community based exercise classes over 10-12 weeks that are free for those assessed as suitable and in need. Referrals must be made via a GP and to qualify individuals had to have the following conditions:

- Obesity (Body Mass Index over 30) or overweight (BMI over 25) plus and additional category from this list:
- Controlled diabetes or hypertension
- Hyperlipidaemia (a type of high cholesterol)
- Depression or anxiety (mild – moderate)
- Osteoporosis (T-Score 2.5 or lower, no history of trauma fractures)
- Mild arthritis in hips or knees

In total, 31 individuals agreed to speak to their GP about a referral to the service:

### 16.5.5 Walk Your Way to Health in Harrow

Walk your way to health in Harrow is a free guided walks service for those looking to increase their levels of exercise and meet new people. This was very popular with residents and nearly a quarter of everyone seen requested further information:

<b>Referrals to the Expert Patients Programme (EPP)</b>	<b>35</b>	<b>11%</b>
<b>Referrals to Exercise on Referral</b>	<b>31</b>	<b>9%</b>
<b>Residents requesting a Walk your way to Health in Harrow information booklet</b>	<b>79</b>	<b>24%</b>

Using the NICE physical activity Return on Investment tool (2015) it is possible to calculate an estimated cost-benefit for individuals improving their health by joining a community based activity programme. For each person who joins a community activity programme, the NHS



could save £192 annually as a result of reduced medical costs because of improved health. Over a ten year period, if 50% of those referred for Exercise on Referral or Walk your way to Health in Harrow (55 individuals) took up the activity programme, the NHS could collectively save £105,600<sup>7</sup>.

## 16.6 Falls Prevention

During the visits, residents were triaged for their risk of falling. This was done by asking whether a resident had had a fall in the last 12 months and if so how many times, whether they had any issues with their balance and whether they had lost confidence as a result of a fall. If any of these questions were answered with a “yes”, the individual was given information on the Falls Service and advised to speak to their GP as soon as possible for a referral as they were deemed at risk of falling. 78 individuals (24%) of those seen during the project answered “yes” to one or more of the falls triage questions with 39 agreeing to speak to their GP to request a referral to the Falls Service. The table below outlines the number of individuals that agreed to speak to their GP about falls as well as example reasons why 50% of those eligible for the service declined to take it up (in all but two instances where the resident simply said they did not want the service, the individual was already known to the Falls Service or their GP was aware of their needs).

<b>Referrals to the Falls Service</b>	<b>39</b>	<b>12%</b>
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Referrals to the falls service are considered one of the key elements of the project due to raised incidence of morbidity after an individual has had a fall resulting in a fracture and also because of the cost of medically assisting and rehabilitating an individual after a fall. In this way, reducing the incidence of falls has great benefits both in terms of health and cost reduction. Department of Health guidelines (2009) put the cost of a fall resulting in a fracture in the thousands, with the average cost of a fall costing the NHS £3950<sup>8</sup>. If 50% of those referred to the Falls Service subsequently avoid having one fall; the NHS will have saved £77,025.

## 16.7 Smoking, alcohol consumption and healthy eating

### 16.7.1 Smoking

As part of the project, advisors carried vouchers for free and discounted Nicotine Replacement Therapy (NRT) and if residents stated they smoked, they were offered these and given information on the range of support available to facilitate smoking cessation.

<sup>7</sup> The NICE ROI tool is publicly available online at: [www.nice.org.uk/about/what-we-do/into-practice/return-on-investment-tools/physical-activity-return-on-investment-tool](http://www.nice.org.uk/about/what-we-do/into-practice/return-on-investment-tools/physical-activity-return-on-investment-tool) and the figure of £192 was the average return on investment per person per year of giving health advice interventions to adults.

<sup>8</sup> Falls costs extrapolated from figures used in “*Fracture prevention services, an economic evaluation*”, Department of Health, 2009



<b>Number of smoking cessation interventions and NRT vouchers given out:</b>	<b>20</b>	<b>6%</b>
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### 16.7.2 Alcohol consumption

Individuals were asked whether or not they consume more than 2 glasses of wine, 2 pints of beer, or equivalent in spirits every day. Where respondents said that they consumed this or more alcohol a day, they were given a short advice intervention on the dangers of excessive alcohol consumption and given information on pharmacies that offer scratch cards to determine whether levels of alcohol consumption are dangerous and signposted individuals to “Don’t Bottle It Up” an online alcohol consumption assessment tool<sup>9</sup>.

<b>Number of residents reporting they consume more than 4 units of alcohol a day and who subsequently had an advice intervention:</b>	<b>41</b>	<b>13%</b>
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### 16.7.3 Hot meals and healthy eating

As part of the survey, residents were asked if they had a hot meal every day and how they keep their diet healthy. 95% of those asked stated they have a hot meal every day and that they felt they ate “healthily”. The table below outlines example answers individuals gave to the question of how they kept their diet healthy:

#### Examples of resident's answers to how they keep their diet healthy:

"Cooks from scratch most days"

"Eats porridge with banana for breakfast"

"Eats plenty of fruit and veg"

"Eats as healthily as possible but has the occasional sweet thing "

"Eats varied diet"

"Eats healthy fresh food every day"

"Doesn't keep the best diet as doesn't feel hungry"

"Eats salads, lots of vegetables"

"Eats vegetarian diet"

"Eats porridge and plenty of fruit and veg"

"Tries to eat a hot meal every day and keeps balanced diet"

Looking at the data as a whole, there are many repeated answers and a general pattern emerges – that the perception is that a healthy diet is linked to low meat and sugar intake and the freshness of ingredients. “Eats a range of fruit and veg every day” and “vegetarian diet” were the most prevalent type of answers.

<sup>9</sup> dontbottleitup.org.uk

## 16.8 Vaccinations

### 16.8.1 Flu Vaccination

Residents were asked if they had had, or were going to have a flu vaccine this winter and if not, why not.

<b>Has had or will have a flu vaccine</b>	<b>260</b>	<b>79%</b>
<b>Example reasons given for not having the vaccine:</b>		
"doesn't feel the cold and feels he doesn't need it"		
"because of bad reaction"		
"brings on flu"		
"not interested as never had problems"		
"doesn't believe it works"		

An interesting range of reasons were given for not wanting the flu vaccine, however, three main reasons were repeatedly given for avoiding being vaccinated:

- Hasn't had flu so sees no point in the vaccination
- They, or a family member had a bad reaction to a vaccine so refuses it
- Believes it actually makes you ill or brings on flu

Advisors provided information where appropriate and tried to encourage residents who refuse the flu vaccine to try it or speak to their GP about their concerns.

### 16.8.2 Pneumococcal Vaccination

Only two individuals who refused a flu vaccine had had a pneumococcal vaccine – highlighting an important link that if an individual refuses one vaccine they are likely to avoid all vaccines. Overall, 94 residents said they knew they had had the pneumococcal vaccine (27%). 147 individuals (45%) said they did not know whether they had had the vaccine and this group was advised to speak to their GP about it. The remaining 87 individuals said they hadn't had the vaccine and they were also asked to speak to their GP to see whether the vaccine would be suitable for them.

## 16.9 Safeguarding and reporting issues

Advisors were asked to look out for signs of any safeguarding issues, particularly where any individual was at risk from mental or physical abuse. A section on the survey form was created so that any issues could be noted and consent could be gained (where appropriate) to make any onward referrals to the safeguarding team at Harrow Council. During the project, the only safeguarding issue observed were incidences of hoarding but currently, as far as we are aware, there is no right to enforce decluttering in a private property and all cases where hoarding was observed, the individual took exception to being offered assistance or a referral for help and in one case, the resident threatened to lodge a formal complaint if the matter was taken any further.

Fortunately no other safeguarding issues (that were not already known to social services) were observed.

**16.10 Levels of poverty and benefit figures**

The majority of households visited had residents that were in receipt of one or more benefits highlighting that the scheme was reaching those most in need. Of those households that receive a benefit, the majority received an income related benefit rather than a disability benefit and Guaranteed Pension Credit was the most prevalent.

<b>Doesn't receive benefits</b>		<b>124</b>	<b>38%</b>
<b>INCOME RELATED BENEFITS</b>	Guaranteed Pension Credit	87	
	Pension Credit - Savings Credit Only	2	
	Council Tax Benefit	36	
	Income Support	16	
	Child Tax Credit (with income under £15,860)	5	
	Employment Support Allowance (ESA)	19	
	Housing Benefit	44	
	<b>DISABILITY RELATED BENEFITS</b>	Disability Living Allowance	66
	Personal Independence Payments	1	
	Carers Allowance	5	
	Attendance Allowance	40	

**16.11 Property type, Insulation Levels, Age of Properties and Heating Systems**

The table below outlines the prevalence of property built form and attachment (mid terrace, semi-detached etc.). Approximately half of all dwellings visited were houses or bungalows with the other half being types of flat. There were the same percentage of mid terrace properties as semi-detached and together these represented 82% of attachment types:

Property type	Number of these properties	% of 328
<b>House</b>	151	46%
<b>Bungalow</b>	22	7%
<b>Flat</b>	107	33%
<b>Maisonette</b>	48	15%
Attachment	Number of these properties	% of 328
<b>Detached</b>	15	5%
<b>Semi-Detached</b>	136	41%
<b>Mid Terrace</b>	134	41%
<b>End Terrace</b>	28	9%
<b>Enclosed</b>	15	5%

The table below shows levels of loft insulation assessed during visits. Over a third of the properties visited did not have a loft space (this is consistent with nearly half of the properties seen being flats), but of those that did, the majority had been “topped up” with 150mm or more of insulation.

Loft insulation depth	0mm	25mm	50mm	75mm	100mm	150mm	200mm	250mm	300mm	NO ACCESS	NO LOFT
No. of properties	2	5	11	18	32	19	28	70	2	19	122

The table below shows prevalence of wall types and levels of wall insulation assessed during visits. This was the first round of winter warmth visits where levels of solid wall insulation were assessed though only 4 properties had this type of insulation. Cavity walled and timber framed properties (more modern properties) were most prevalent and the majority of these properties had been fully insulated though there were a significant number of cavity wall dwellings where it was not possible to determine whether they had been insulated or not.

Wall type	Count	%
<b>Solid wall properties (uninsulated)</b>	136	41%
<b>Solid wall properties (insulated)</b>	4	1%
<b>Solid wall properties (partially insulated)</b>	0	0%
<b>Solid wall properties (insulation unknown)</b>	2	1%
<b>Cavity wall properties (uninsulated)</b>	20	7%
<b>Cavity wall properties (insulated)</b>	68	23%
<b>Cavity wall properties (partially insulated)</b>	0	0%
<b>Cavity wall properties (insulation unknown)</b>	51	17%
<b>Timber framed properties (uninsulated)</b>	2	1%
<b>Timber framed properties (insulated)</b>	37	12%
<b>Timber framed properties (partially insulated)</b>	0	0%
<b>Timber framed properties (insulation unknown)</b>	0	0%
<b>Property construction unknown</b>	8	3%

As expected, wall type is reflected in the age of the properties seen with the majority built post-war with better insulation levels.

Property age band	Before 1900	1900-1929	1930-1949	1950-1966	1967-1975	1976-1982	1983-1990	1991-1995	1996-2002	2003-2006	2007+
No. of properties	4	22	127	85	23	13	19	30	3	0	2

Gas central heating provided heat in the majority of homes but over a quarter (26%) of all heating systems assessed were less efficient standard boilers, back boilers with a separate hot water cylinder, or properties without central at all. Notably, the incidence of properties without central heating (6 properties that had room heaters only) was very similar to that observed during home visiting projects in other areas of London.

Heating system	No. of systems	% of 328
<b>Standard boiler</b>	68	21%

<b>Condensing boiler (has hot water tank)</b>	32	10%
<b>Combi</b>	29	9%
<b>Condensing Combi</b>	118	36%
<b>Back boiler</b>	9	3%
<b>Storage heaters</b>	59	18%
<b>Warm air</b>	1	0%
<b>Room heaters only</b>	6	2%
<b>Communal</b>	6	2%

## 17 OUTCOMES

### 17.1 Grant funded measures installed

Four streams of funding were available for insulation and heating grants during the WHHP project:

- A. Energy Company Obligation funding for boilers and insulation for people in receipt of certain benefits and who have larger properties with a low Energy Performance Certificate (EPC) rating
- B. The Green Deal / Green Deal Home Improvement Fund – a loan paid back through your electricity bill for heating and insulation works or a partial grant for measures such as Solid Wall Insulation (SWI). Both the loan and the partial grant were dependent on having a Green Deal assessment which cost around £100)
- C. Harrow Council's access to Npower's Health Through Warmth Fund via Foundations (FILT) - available for a range of heating works but dependent on the individual applying having a health condition that is exacerbated by cold weather and passing a means test. Maximum grant amount £1500
- D. Harrow Council's Small Works Grant based on the applicant being in receipt of a means tested benefit and the applicant being deemed vulnerable. Maximum grant value £5000
- E. Energy supplier insulation schemes such as British Gas' offering to insulate lofts and cavities on the basis of insulation levels and accessibility, not on the grounds of any age or benefit related criteria

During autumn 2014 Harrow Council appointed KeepMoat as their preferred supplier to provide ECO funded heating and insulation works. As the appointment was just before the start of the WHHP project, the fund was not immediately available and combined with tighter restrictions on applying for ECO funding, this was not a viable route of funding. The Green Deal was also unpopular as many of the payback periods on the loans were over 15 years and with many of the individuals applying being in their 70s and 80s, many residents stated they worried they would not live long enough to see out the term of the loan. The Green Deal Home Improvement Fund was popular as it was a partial grant rather a loan but you had to apply for a voucher to access the scheme and frustratingly, during two rounds of

issuing the vouchers, all were administered and the pot of funding depleted within the first day of the voucher being launched. In spite of these setbacks, the council's access to the FILT grant fund and Small Works grants, along with supplier sources of grant funding were more successful. The table below provides a breakdown of grants applied for and associated savings:

Measure	Number of grants	Grant average value	Cost to resident	Annual fuel bill savings	Total grant value	First year total bill savings	Predicted lifetime savings per measure (based on 25 years)
<b>Loft insulation</b>	17	£300	£0	£180	£5,100	£3,060	£76,500
<b>Cavity wall insulation</b>	3	£500	£0	£140	£1,500	£420	£10,500
<b>Heating system repair / service</b>	1	£200	£0	NA	£200	NA	NA
<b>Boiler / heating system replacement - install complete</b>	6	£3,500	£0	£200	£21,000	£1,200	£30,000
<b>Boiler / heating system replacement - install pending</b>	11	£3,500	£0	£200	£38,500	£2,200	£55,000
<b>TOTAL</b>					<b>£66,300</b>	<b>£6,880</b>	<b>£172,000</b>
*Savings extrapolated from Energy Saving Trust data where available 2012							

### 17.2 Small measures installed and advice

During each visit where appropriate, residents were offered energy saving radiator reflector panels, door draught proofing including a letterbox draught brush, small water saving devices, a thermometer and elements from a "comfort pack" consisting of non-slip slippers, a blanket, thermal vest, thermal gloves and thermal hat. These were installed or given during the visit and used to engage residents in conversations about reducing energy and water use and to discuss whether a water meter had been installed in the property. The table below shows how many measures were installed and the associated savings – collectively, over the next 15 years these measures will save residents £141,005, and if behavioural change advice is adopted, savings could be as high as £387,005:

Item	Total number installed	Total yearly savings	Total lifetime savings (based on 15 years)
<b>Radiator reflector panel (number of radiators)*</b>	625	£ 7,263	£ 108,938
<b>Aerated shower head**</b>	93	£ 697	£ 10,449
<b>Kitchen tap aerator***</b>	7	£ 4	£ 60
<b>Bathroom tap aerator***</b>	59	£ 34	£ 504

Save A Flush cistern water saver bag (SAF)****	35	£	154	£	2,305
Door draught proofing^^^	100	£	1,250	£	18,750
Comfort Pack elements - Slippers / Blankets / Thermal Vests / Gloves / Hats	182	NA		NA	
Thermometer	100	NA		NA	
Energy saving behavioural change advice^^	328	£	16,400	£	246,000
<b>TOTALS</b>			<b>£25,800</b>		<b>£387,005</b>

\*Cost savings based on a sheet of Radflek saving 83 kWh of energy per year (Radflek website and based on 14p per kwh)

\*\*Cost savings based on EST Waterwise calculations that an aerated shower head installed in a single occupied home saves £7.49 a year

\*\*\*Cost savings based on EST Waterwise calculations that a kitchen / bathroom tap aerator installed in a single occupied home saves £0.57 a year

\*\*\*\*Cost savings based on EST Waterwise calculations that a SAF installed in a single occupied home saves £4.39 a year

^^Savings taken from "Energy Conscious Behaviour Saves Money" EST backed advice leaflet 2004

^^^Savings extrapolated from EST website annual savings for door and window draught proofing 2015

### 17.3 Carbon Savings

Although many of the benefits of the WHHP programme are health related, by providing energy saving advice and installing energy saving and water saving measures there are significant carbon savings resulting from the visits. The table below shows the potential annual and lifetime carbon savings with over 252 tonnes of carbon saved collectively in the first year and possible lifetime savings of 3784 tonnes:

Item / Service Provided	No of Items	Annual Carbon Saved per item (tC/yr)	Total Annual Carbon saving (tC/yr)	Lifetime Carbon Saving (15 years) (tC/yr)
Loft insulation*	17	0.62	10.54	158.1
Cavity wall insulation**	3	0.6	1.8	27
Boiler / heating system replacement***	17	1.2	20.4	306
Draught proofing	100	0.12	12	180
Radiator reflector panels****	625	0.089	55.625	834.375
Aerating shower head^	93	0.0147	1.3671	20.5065
Aerating kitchen tap^	7	0.0077	0.0539	0.8085
Aerating bathroom tap^	59	0.0077	0.4543	6.8145
Energy saving advice^^	300	0.5	150	2250
<b>TOTALS</b>			<b>252</b>	<b>3784</b>

\*Savings based on insulating a virgin loft in a semi detached house (EST figs 2014)

\*\*Savings based on insulating a semi detached house (EST figs 2014)

\*\*\*Savings based on EST figs from "Savings and Statistics" factsheet 2012-2013

\*\*\*\*Savings taken from Radflek website

\*\*\*\*\*Savings based on a home having 10 fixed light fittings taken from EST figs from "Savings and Statistics" factsheet 2012-2013

^Savings based on EST figs from "Water Wise" factsheet

^^Savings extrapolated and averaged from EST figs from "Savings and Statistics" factsheet 2012-2013

### 17.4 Advice and behavioural interventions

During visits, advisors provided advice on a wide range of energy, water and health related questions. The table below outlines advice given and how many of these interventions took place. The data shows that information on saving water, how to use heating controls more efficiently, taking more exercise and eating healthily were the most prevalent areas of advice provided. In addition, advisors also provided help outside of what was generally expected as the team feel it is important to be helpful to residents during visits if at all possible. Advisors made note of this when this occurred and examples of this kind of help is also provided in the table below:

Advice	Number of interventions	%
Using heating controls	149	45%
Understanding fuel bills	31	9%
Fuel debt	9	3%
Saving water	168	51%
Installing a water meter	46	14%
Home safety	22	7%
Taking more exercise	157	48%
Eating healthily	116	35%
Green Deal	2	1%

Examples of other advice and help provided:

"bled radiator"

"helped loosen door letterbox"

"written letter to warm home discount team as administrative problem with her application"

"phoned Sainsbury energy to help sort out a switch to single rate from economy 7 as bill was with £197 per month"

"blocked up leaky chimney, phoned eon to register for warm homes and priority services register"

"repressurised boiler"

"changed cooker light "

These interventions are significant and valuable. A study undertaken by Energy Efficiency Partners for Homes looking at average savings after energy saving advice had been provided showed that across 1000 people in the test group there were average savings of £50 a year. Using the Consumer Council for Water's cost calculator, savings of over £300 a year are likely if a water meter is installed in a 3 bed property in Harrow that has only one occupant<sup>10</sup>. The table below shows possible cost savings from helping residents apply for a water meter and from helping them to use their heating systems more efficiently:

<sup>10</sup> Costs were based on a rated water bill of £500 a year and the Consumer Council for Water's calculator is available here: <http://www.ccwater.org.uk/watermetercalculator/>



Intervention	Number of interventions	% thought to go on and have a meter installed	Total annual savings*	Total lifetime savings (based on 15 years)
Installing a water meter	46	75%	£10,350	£155,250
Providing advice on using heating systems more efficiently	149	75%	£5,588	£83,813

\*Annual water savings based on £300 a year

\*Controls advice cost savings based on £50 a year

### 17.5 Examples of actions residents said they would make as a result of the visit

To increase the incidence of residents taking action as a result of advice they were given during a visit, the survey form had a section to record actions a resident said they would take. This was designed to increase the likelihood of the action/s taking place as writing the action down formed an informal “pledge” that reiterated the advice that was given. The table below outlines examples of these “pledges”:

Examples of actions residents said they would take:

"Using timer for heating controls"

"Going to ask for pneumococcal jab"

"Buying more energy saving bulbs , closing the door to keep the room warmer"

"Putting lids on pans when cooking"

"Only will fill kettle to what is needed , using lids on pans , washing at 30c"

"Going to see GP about the Falls Service"

"Eating more hot food"

"Asking [GP] about flu jab"

"Eating more hot food"

"Taking more exercise"

"Eating healthily, getting water meter"

"Eating a more healthy diet"

### 17.6 Financial and other additional assistance

The WHHP project was designed to be holistic in its approach to helping households and advisors were trained to make referrals to a range of helpful services including:

- Citizens Advice Bureau for help with debt and financial issues and help switching fuel supplier

- Harrow’s Handy Person service for vulnerable adults in receipt of an income and/or a disability benefit or Harrow Churches Housing Association Handy Person service for individuals not in receipt of benefits. Both services offer help to make small remedial works or help with small tasks such as changing lightbulbs, hanging curtains etc.
- Help applying for the Warm Home Discount - £140 energy suppliers offer to those in receipt of certain benefits that is discounted directly from a households winter fuel bill
- Help signing up to the Priority Services Register – a register energy suppliers hold that makes them aware of a customer’s vulnerabilities and protects vulnerable customers from being cut off amongst other support services
- Information on community transport, blue badge and taxicard schemes to help less mobile individuals get from A to B and help prevent social isolation

This section outlines the number of referrals to each of these services and the help given.

#### 17.6.1 Citizens Advice Bureau (CAB)

Harrow Council provided a support fund to CAB to provide one-to-one sessions to help local residents by providing the following services:

- Fuel debt Advice / debt negotiation
- Benefits Check
- Budgeting
- Help switching fuel supplier
- Assistance applying for charitable financial assistance

Thinking Works’ advisors made notes during their visits and referred residents to CAB where appropriate. The table below outlines referral figures for the service:

Service	Number of referrals	%
<b>Fuel debt Advice / debt negotiation</b>	8	2%
<b>Benefits Check</b>	42	13%
<b>Budgeting</b>	0	0%
<b>Help switching fuel supplier</b>	57	17%
<b>Assistance applying for charitable financial assistance</b>	4	1%

One in five of all visits resulted in a referral for help switching fuel supplier and 13% (43 individuals) were referred for a benefits check. With average annual savings of £206 for switching fuel supplier<sup>11</sup>, if 50% of those referred subsequently switch, over the next ten years residents could save £65,920 on their bills. Unfortunately only 4 households switched

<sup>11</sup> Extrapolated from USwitch figures May 2015

as a result but this would still save an average of £8240 over ten years. Citizens Advice Bureau confirmed that referrals for benefit checks and financial advice resulted in financial gain of £45,159.20 annually.

### 17.6.2 Handy Person Services

During visits, advisors asked vulnerable residents whether they needed any small jobs doing (such as changing a lightbulb, hanging curtains etc.) and where individuals required help they were either referred to Harrow Council's Handy Person service (if they were in receipt of a means tested or disability benefit) or to Harrow Churches Housing Association (a pay-for service for those not in receipt of any benefits). The table below outlines the number of referrals to the Harrow Handy Person service and a list of example works that were completed and in total, 15% of all those visited requested a referral to the Handy Person service.

Number of referrals	Complete	Cancelled	In progress	
	<b>49</b>	33	3	13
Total value	<b>£2,782.50</b>			
Example works clients needed help with:				
<b>"Painting one room"</b>				
<b>"Hanging up curtains"</b>				
<b>"Putting up units"</b>				
<b>"Loft hatch draught proofing"</b>				
<b>"Putting up shower curtain"</b>				
<b>"Doorbell fitting"</b>				

### 17.6.3 Warm Homes Discount (WHD)

Thinking Works collated eligibility criteria for the WHD and made a convenient checklist for advisors to use to check whether residents should apply. In total, 40 residents were helped to apply for the discount saving £5600 annually and £56,000 over the next ten years.

### 17.6.4 Priority Services Register (PSR)

In addition to helping residents apply for the WHD, advisors also helped residents sign up to the PSR. This service ensures that energy suppliers are aware that the customer is vulnerable and legally protects the vulnerable customer from being disconnected from their utilities. In total, 23 individuals were helped to apply.

### 17.6.5 Community Transport, Blue Badge and Taxicard

15 individuals were given information on applying for supported transport schemes. Where appropriate, advisors helped residents apply for the service and/or gave them contact details so they knew how to contact the service.

### 17.7 Smoke alarms and Home Fire Safety Visit

During visits advisors checked that households had a working smoke alarm and if not, referred them to the Harrow Safeguarding team who arranged for the fire brigade to carry out a free Home Fire Safety Visit. In total, nearly a quarter of all households visited requested this service:

<b>Total number of referrals for a Home Fire Safety Visit and smoke alarms</b>	<b>76</b>	<b>23%</b>
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## 18 Case Studies

The charts and tables above outline the results from the raw data collected from the scheme but this misses a lot of anecdotal evidence and cases that don't fit neatly into the standard data collection procedure. Below are four case studies that highlight some of the circumstances seen during visits and the help that was provided.

- A. Lawrence F, an Occupational Therapist based at Northwick Park Hospital contacted the service after seeing a training presentation. He wanted to refer a patient, Mr D, who had fallen into debt with his energy and water supplier whilst he was in hospital. Mr D had been paying for utilities which he had not been using as he was not in the property and was receiving letters threatening action to recover hundreds of pounds of unpaid bills. Thinking Works' advisor visited Mr D and called British Gas and Affinity water on his behalf to explain the situation and look at ways to have the debt cleared. Thinking Works' advisor assisted Mr D with the case and also referred him to Citizen's Advice Bureau for help applying for a CHARIS grant from British Gas' charitable foundation to clear the debts. Although the case is ongoing (as Mr D is back in hospital), Lawrence F emailed Thinking Works to thank the service for their help and said he would recommend the WHHP service to other patients and colleagues.
- B. Mrs A, 88, from Harrow on the Hill, contacted the council as her boiler was 27 years old and she was worried it would not last through the winter. The council referred Mrs A to Thinking Works and a survey was arranged to check the boiler and see if any other assistance was required. As Mrs A was in receipt of Pension Credit, Thinking Works referred her back to the council for a boiler grant but also found a number of other areas Mrs A needed help with. The advisor saw that Mrs A had no working smoke alarms so referred her for free ones to be installed by the fire brigade. The advisor also found out that Mrs A was not on the Priority Services Register and also hadn't applied for the Warm Home Discount - £140 rebate on her fuel bill and helped her sign up to both schemes. The advisor also installed a water saving shower head to help lower Mrs A's water bill. Mrs A also reported she didn't get out as much as she would like and Thinking Works' advisor provided details of community transport services that could help. In addition, when the council's grant officer returned to make the boiler grant application, she discovered Mrs A didn't have a working door bell and referred her for this to be fixed by Harrow's Handy Person service. When Thinking Works phoned Mrs A for feedback on her experience with the service she said "I really must thank the council – the boiler is brilliant and I really like the shower head. Your advisor was a lovely man. Thank you for all your help."

- C.** Mr H, 70, from Edgware called the service to book a visit after seeing he was eligible for free energy and water saving measures in a leaflet. When Thinking Works' advisor surveyed the property they found that the boiler was over 25 years old and as Mr H reported being on a low income and receiving Attendance Allowance disability benefits, the advisor referred Mr H for a means test for a boiler replacement grant. The advisor also arranged for Mr H to have free smoke alarms fitted as he had no working ones and fixed his carbon monoxide detector that had loose wiring and needed a battery change. The advisor also fitted a water saving shower head and radiator reflector panels which Mr H said were "really good". Mr H also said that as a result of the visit he would switch fuel supplier and is currently waiting for Citizens Advice Bureau to help him with this matter.
- D.** Mrs P of South Harrow had a broken boiler and was without heating and hot water, boiling a kettle for washing and cleaning. She didn't know where she could get help. In passing, her daughter was relating the situation to her friend, a frontline member of staff at Harrow Council who had attended one of Thinking Works' training workshops in December. As a result of the training, the frontline worker knew that grant help was available and who to contact and relayed all this information to her friend. Subsequently, Mrs P was referred for a boiler replacement grant which has recently been completed and during the assessment for the boiler, it became apparent to the grant assessor that Mrs P had a strong case for applying for Attendance Allowance benefits and a referral was made to Harrow Carers for assistance applying. If Mrs P is successful, her income will increase by over £3600 a year. Without the staff training sessions it would be unlikely that Mrs P would have heard about the grant or considered applying for Attendance Allowance and in response to being asked how she felt about the help she received, Mrs P said *"It is a really great service that was there when I really needed it, thank you."*

## 19 Feedback from Residents

5% of those visited were chosen at random and given a call back to get feedback on their visit. From the calls there was overwhelmingly positive feedback although there were criticisms where referrals had not been completed satisfactorily. The reasons for these have now been followed up and remedial actions are either complete or ongoing. Below are examples of the responses residents gave from the 5% call back survey:

1. "I am very grateful to the council for providing this service" V Shreir, HA5
2. "[I found the visit very useful] it surprised me – I was very impressed – the advisor changed the shower head and put in a draught excluder on the door at the top of the stairs and the foils behind the radiators were all very good. Will you be running the service again? I hope so, I think it's very useful" M Gordon, HA7
3. "I turn the heating down a bit now [and it was] a very nice chap that came round." G Clack, HA5
4. "The shower head you gave me is lovely - I really liked that and it saves water so I use that now. Thank you for all your help." E Amos, HA2

5. “I don't always approve of what the council does but in this case I think they've done an excellent job – I'm very pleased with the service.” R Cogens, HA5
6. “[I found the visit useful] in many ways – he [advisor] gave me some phone numbers, one was for the Harrow Churches Housing Association handy person who was great - they replaced my dripping taps.” S Lowman, HA5
7. “[the service was] brilliant - the advisor helped me apply for the discount [Warm Homes Discount] which I should get at the end of May.” L Thiel HA3