

Ararna



WARM WALES
CYMRU GYNNES

INDEPENDENT REVIEW

EXAMINING THE SERVICE OFFERING
PROVIDED BY WARM WALES FOR
COMMUNITIES ACROSS WALES





FOREWORD

1 INTRODUCTION	6
1.1 Purpose of this review	7
1.2 Background	8
1.3 Current Support Initiatives.....	8
2 VALUE PROPOSITION.....	9
2.1 Alignment to Welsh Government (WG) policy	13
2.2 Fuel poverty and associated risks in health and social care.....	16
2.3 Wales & West Utilities.....	21
3 PROCESS MAP OF THE BENEFICIARY JOURNEY	24
3.1 The process map of the beneficiary journey provided during the WG Energy Advice Pilot in 2022	24
3.2 The process map of the beneficiary journey progress and current process map of beneficiary journey	25
3.3 Ongoing improvement post pilot and beyond including support offering.....	27
3.4 Support from Warm Wales - a person centred residents journey	28
3.5 Residents' personal well-being	29
3.6 Feedback questions about the support received.....	31
4 CONCLUDING REMARKS	34
4.1 The Economic and Social Benefits of Prevention.....	35
4.2 Acknowledgements	35
5 APPENDICES.....	36

Fuel poverty remains one of the most urgent social and economic challenges facing Wales today. It affects a significant portion of the population, with up to 45% of Welsh households potentially being in fuel poverty following the 2022 price cap increase.

This leaves individuals and families unable to afford adequate warmth in their homes, particularly during the winter months. The consequences of fuel poverty extend far beyond discomfort, contributing to poor health outcomes, social isolation and an increased financial burden on already vulnerable households.

Warm Wales is at the forefront of delivering work to tackle this through our approach to improve economic, social and environmental sustainability. Our goal is to relieve fuel poverty, promote well-being and protect health by seeking to change long-term behaviours and attitudes of individuals towards utility usage and so reduce the health inequalities affecting fuel poor households.

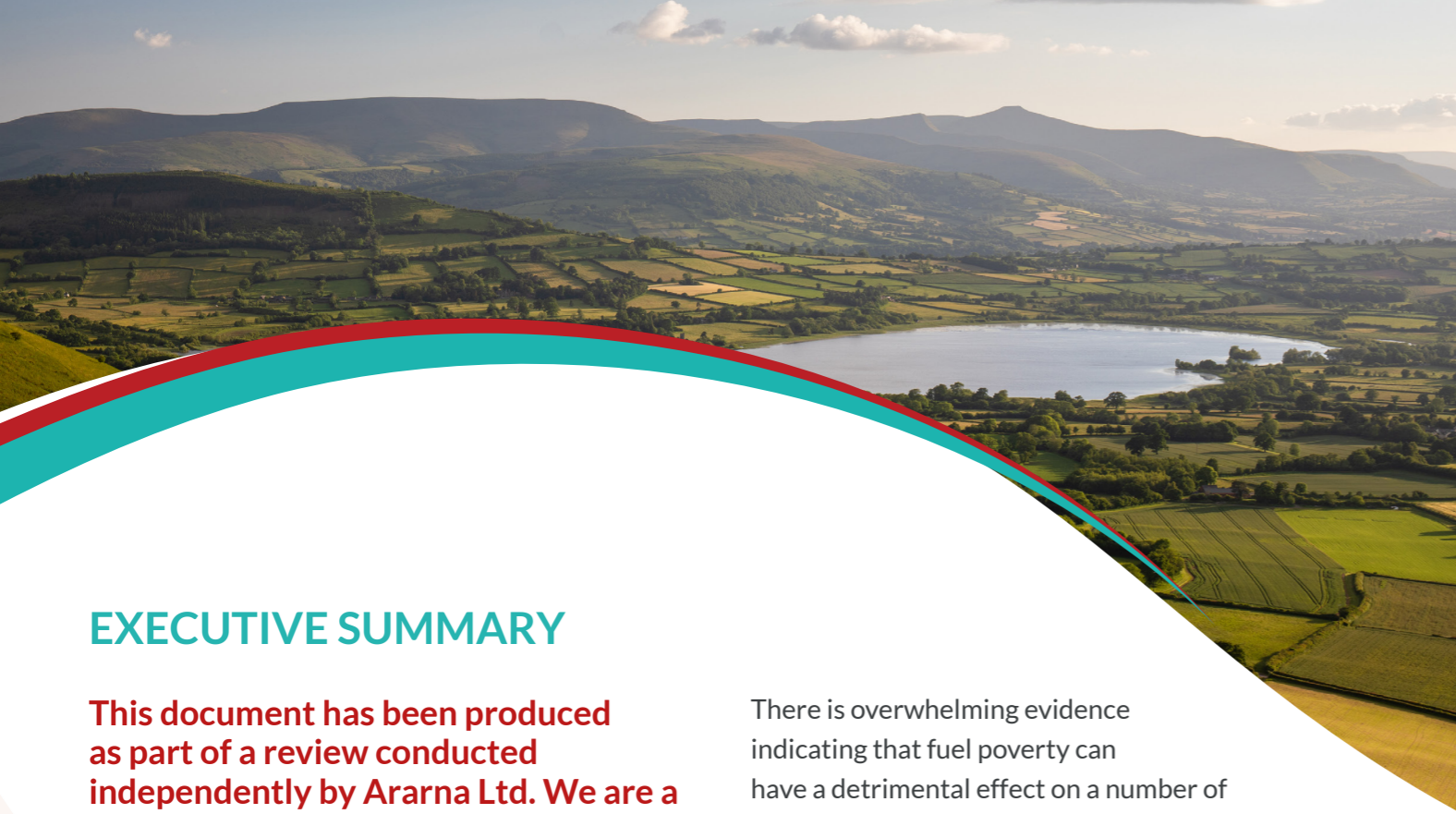
This independent review aimed to provide a comprehensive overview of Warm Wales, assessing the effectiveness, efficiency, and impact of the organisation's wider work drawing on both qualitative and quantitative data gathered during the evaluation period. Through the collection and analysis of data, as well as stakeholder feedback, this report identifies the successes of Warm Wales in addressing fuel

poverty, with a particular focus on the most vulnerable communities.

It is our hope that the findings and recommendations contained within this review will not only contribute to the ongoing discussion about fuel poverty but also serve as a catalyst for action at all levels of government and society. Tackling fuel poverty requires a concerted, sustained and collective effort, and we believe that with the right strategies in place, Wales can make significant strides toward eradicating this persistent issue.

We would like to thank all those who contributed to this review. Their input has been invaluable in shaping this report and ensuring that the voices of those affected by fuel poverty are heard.

Together, we can work towards a Wales where no one has to choose between heating their home and other basic needs. As we look ahead, we are confident that the insights presented can help guide our continued focus on delivering support, sustainability, and bringing forward-thinking projects to fruition. This enables us to adapt to the challenges and set a strong foundation for future innovation, and collaborative spirit that drive our success.



EXECUTIVE SUMMARY

This document has been produced as part of a review conducted independently by Ararna Ltd. We are a management consultancy with over 25 years' experience working with the NHS, other public sector organisations and the third sector.

This work was commissioned by Warm Wales in order to examine the impact and improvement that the organisation has made over the last 3 years internally by adopting new ways of working and also externally in the delivery of outcomes in tackling fuel poverty by supporting communities and residents living in Wales.

The first part of the review focuses on the complete service offering that Warm Wales provides to the population of Wales in the form of a value proposition. The value proposition highlights how Warm Wales should be viewed as a key system partner in tackling the wider impact of fuel poverty on people's health and wellbeing.

There is overwhelming evidence indicating that fuel poverty can have a detrimental effect on a number of health conditions such as respiratory disease, cardiovascular disease and the general mental wellbeing of individuals.

This evidence coupled with the reliance individuals have on the health and social care system indicates the need for close and collaborative partnership working across system partners i.e. NHS, local government and third sector in order to address the ongoing system challenges.

The value proposition explains the main strategic alignments to government, NHS and other system partner policy documents, concluding how essential Warm Wales's work is in tackling the wider impact of fuel poverty.

The second part of the review provides details on how Warm Wales has used learnings from previous projects such as Healthy Homes People, Lives and Communities (HHPLC) and the Energy Advice Pilot conducted with Welsh Government and how these have been adopted into new internal ways of working.



**WARM WALES
CYMRU GYNNES**

As part of this review a detailed beneficiary journey was created to show how the initial Welsh Government pilot supported residents accessing the Warm Wales advice and support offer. Another beneficiary journey was then created to show the improvements and progress made after the learnings from the pilot.

The new beneficiary journey detailed in this review follows the way beneficiaries can now access the services. Subsequently, Warm Wales has optimised the use of their social prescribing software Access Elemental, where they have been able to cater their services better to address individual needs for residents.

In addition, they have expanded the workforce with both project delivery and engagement officers, providing on the ground support where it is needed to identify those that are the most vulnerable in society. This rapid organisational growth demonstrates the significance of the service offering being provided by Warm Wales.

This review concludes that Warm Wales should be seen as a valued system partner as it offers part of the solution for a system wide problem that tackles the impact of fuel poverty on health, housing and general wellbeing of the residents of Wales.

1 | INTRODUCTION

In May 2022, Warm Wales produced a report for Welsh Government (WG) related to the outcomes of a pilot which was funded by WG to test and measure the effectiveness of providing advice and support services to people across Wales in relation to tackling fuel poverty.

Warm Wales gathered evidence to help determine the benefit gained from proactively supporting households to reduce their energy use and thereby saving money.

Warm Wales used their initial Health Homes, Healthy People (HHHP) model to deliver the objectives of the pilot. (See Appendix 1 – Welsh Government Energy Advice Pilot)

Over the pilot period 312 households qualified to receive energy advice. Warm Wales continues to meet the outcomes from the pilot and have expanded these into further projects. For example, the Healthy Homes People's Lives and Communities (HHPLC) project delivered from October 2021 to October 2023.

The findings from the pilot are reemphasised in the HHPLC project (See Appendix 2 – Impact and System Change Warm Wales HHPLC) which further indicates the improvements that citizens realised from a wellbeing perspective.

The key results from HHPLC revealed there were:

£510,819 savings

£147.50 / household

3463 households reached with energy saving advice (£173,150)

819 wider wellbeing assessments with improvements in personal wellbeing and anxiety levels.

This demonstrates that the WG pilot was not just a one-off service offering from Warm Wales but explains the ongoing support and impact that is being established.

1.1 PURPOSE OF THIS REVIEW

The purpose of this review is to examine the positive impacts reported and also to explore how Warm Wales can extend these further. The review compares the service offering when the WG pilot was carried out by Warm Wales to the current state today.

It will feature the progression, improvement, changes and impact that Warm Wales is continuing to have on people living in fuel poverty.

For example, the recommendations from the WG pilot suggested a focus on continuing to build and strengthen partnerships and relationships with partners and communities at a local level. This review will demonstrate how Warm Wales has taken on board these recommendations and where this has become part of the new way of working i.e. delivery partners now defined as network partners.

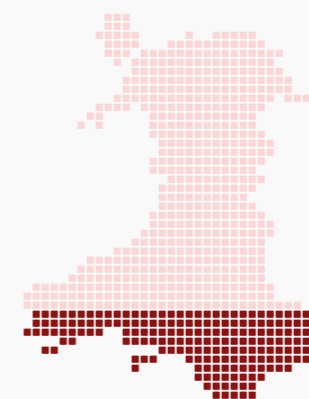
The review will feature the overall impact on people's health and wellbeing if they live in fuel poverty and how the interventions from Warm Wales has supported people to be able to cope and manage better.

In addition, some top line secondary research and evidence has been examined to show the correlation between cold homes/fuel poverty and how this can lead to health-related conditions including respiratory, circulatory and mental health problems. Further highlights include the negative impact on children not only on their health but also on their education. Some of this research also demonstrates the overall socioeconomic effects fuel poverty has on the most vulnerable people in society.

This review reinforces and helps to show that the service offering from Warm Wales can potentially reduce or minimise these long-term effects if people are provided with the right level of support at the right time. This can help to reduce the burden on health and social services and the overall costs for these services which are already stretched and working at full capacity.

The Warm Wales offer can form part of the solution in terms of reducing the stress on resources in the health and social care sector and could potentially have a profound effect on the overall system of care.

As part of this review a value proposition will be outlined to illustrate where and how Warm Wales can make a difference by being a system partner to tackle fuel poverty.



Currently **23%** of the population in Wales live in poverty and struggle to eat or heat their home.

This equates to **710,000** people living below the poverty line.

*1-Go to <https://www.gov.wales/relative-income-poverty-april-2022-march-2023.html> for the latest version.



2 | VALUE PROPOSITION

1.2 BACKGROUND

Warm Wales is a community interest company dedicated to supporting communities across Wales with energy-saving advice and fuel poverty alleviation for the past 20 years.

Their aim is to provide homes in Wales and the South West with affordable warmth and to alleviate fuel poverty, they do this through innovative community projects and strategic partnerships.

Their goal is to ensure homes are warm and affordable, addressing the three primary factors of fuel poverty: low income, high energy costs, and poor energy efficiency.

They tackle these issues through a three-pronged approach:

1 | Prevention



Implementing measures to prevent individuals from falling into or being at risk of fuel poverty.

2 | Affordability



Making energy more affordable and enhancing home energy efficiency.

3 | Accessibility



Ensuring that accessing energy is both affordable and straightforward. They empower residents by providing support and advice to reduce energy bills, thereby decreasing the likelihood of fuel poverty. Their initiatives encourage improved health and wellbeing, fostering resilience and enabling individuals to reach their full potential. Addressing the root causes of unhealthy, unstable, and unaffordable housing is crucial, and they believe it starts with open conversations about the home.

The success and outcomes from the WG Energy Advice Pilot, HHPLC and current delivery of Healthy Homes Healthy People (HHHP) has highlighted that Warm Wales should be viewed as an important system partner to alleviate pressures on health and social care services.

(See Appendix 1 – Welsh Government Energy Advice Pilot, Appendix 2 – Impact and System Change Warm Wales HHPLC & Appendix 3A – Current delivery model via Healthy Homes Healthy People (HHHP))

1.3 CURRENT SUPPORT INITIATIVES

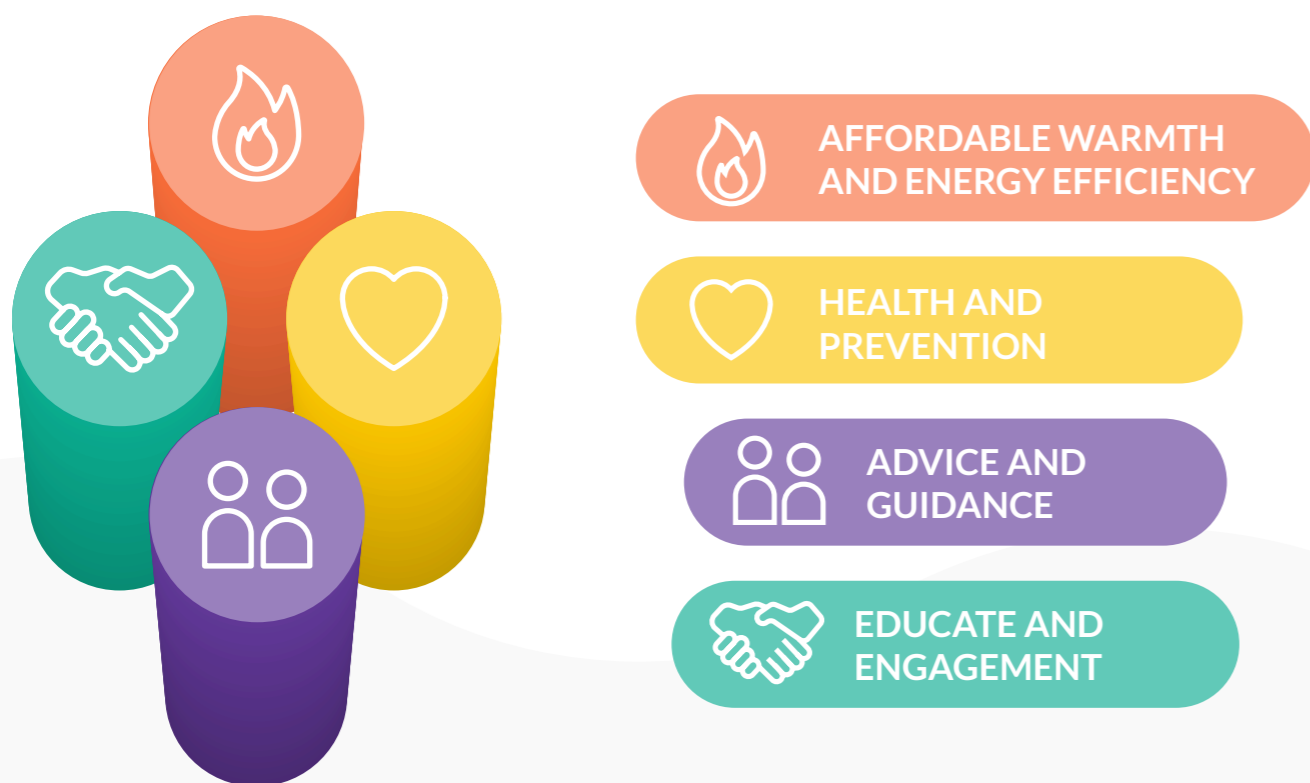
Warm Wales integrates energy advice, support, and education with wellbeing and social prescribing to enhance health outcomes by addressing the root causes of fuel poverty. Their efforts aim to reduce avoidable health inequalities and improve overall health and wellbeing.

According to the World Health Organisation, a dwelling is the physical structure, while a home encompasses the social, cultural, and economic environment created by its inhabitants. Warm Wales's goal is to help residents transform houses into homes.



Empowering people to make the right choices and decisions for themselves to enable them to alleviate fuel poverty and become more resilient.

Figure 1. The four pillars of support



These four pillars (see Figure 1) define the service offering from Warm Wales regardless of the project and support that funding is granted for – the core purpose is to offer a holistic solution to the beneficiaries and/or households including educating them on saving energy and hence costs.

The four pillars are broken down further into advice and support areas and the diagram provides a top line overview of these. (See Figure 2)

Warm Wales is an important system partner as the organisation can help to facilitate outcomes and achieve targets that have been set nationally by government around public services as described below.

Being a CIC, Warm Wales reinvests all its profits back into the communities it serves. Warm Wales has successfully secured a range of bids and currently support a number of government funded projects.

- Flintshire Housing Support Grant, providing support to prevent homelessness.
- Shared Prosperity Fund, Denbighshire, providing support to residents, encouraging more volunteering by supporting champions and working with primary and secondary schools to raise awareness.
- Multiply funding from the Shared Prosperity Fund, Flintshire, support parents and children through numbers.
- Neath Port Talbot Hardship Fund from local authority for residents experiencing crisis set up in response to cost of living, energy and water debt and provision of white goods.

Figure 2. Illustrating overview of advice and support areas in the four core pillars





In addition, there are other funded projects that are linked to energy company via local authorities specifically the Energy Company Obligation (ECO) project. The main objective of ECO is to improve the energy efficiency of housing stock occupied by low income and vulnerable households.

One route that can be used to improve these households is ECO Flex. Under this, a participating local authority can refer private tenure households that it considers to be living in fuel poverty, on a low income and vulnerable, to the scheme for support. Warm Wales manages the ECO Flex scheme delivery on behalf of Wrexham, Powys, Carmarthenshire, Newport, Rhondda Cynon Taff and Neath Port Talbot.

Warm Wales performs all necessary vetting/checks in accordance with Local Authorities published 'Statement of Intent' to determine applicant eligibility, and provide an independent, robust and clear audit trail.

In Newport there is the additional support via a wrap around service, looking at ensuring the householder can access additional support and advice, providing a whole house, whole person approach.

In addition since January 2024, Warm Wales has expanded its services across the entire region with the help of £2.3 million from Wales & West Utilities under the VCMA2 (Vulnerability and Carbon Monoxide Allowance) funding. This initiative supports vulnerable customers by addressing fuel poverty and raising carbon monoxide awareness.

Warm Wales has enhanced its original program by integrating energy advice, case work support, education, behaviour change, social prescribing, and wellbeing to improve health outcomes by addressing it's root causes and linking health, wellbeing, and early interventions.

The partnership approach is the ethos of Warm Wales, whether that is local, regional or national and this value proposition should be considered as it offers support in reducing the burden on key public services like health and social care as it aligns to their service key objectives.

This partnership enables a stronger voice for those communities that are the most vulnerable and require the most support.

2.1 ALIGNMENT TO WELSH GOVERNMENT (WG) POLICY

In 2021 the WG published their policy and strategy – Tackling Fuel Poverty 2021 to 2035^{*2}. The core objectives are outlined below:

By 2035:



No households are estimated to be living in severe or persistent fuel poverty as far as reasonably practicable.



Not more than 5% of households are estimated to be living in fuel poverty at any one time as far as reasonably practicable.



The number of all households “at risk” of falling into fuel poverty will be more than halved based on the 2018 estimate.

To achieve these objectives WG have defined the following goals:



Goal 1 | Identify

Proactively identify people who are in, or at risk of being in, fuel poverty to ensure our support will benefit people living on lower incomes.



Goal 2 | Prioritise and protect

Worst first: ensure people in most need receive the most appropriate package of support so they can always continue to heat their homes.



Goal 3 | Decarbonise Fabric first

Improve the thermal and energy efficiency of lower income homes in the owner occupier and private rented sector, reducing energy bills and harmful carbon emissions.



Goal 4 | Influence

Use our influence to ensure that the UK Government, Energy Regulator and energy companies consider and meet the needs of people living in Wales. There is a strong correlation between the goals and the work that Warm Wales deliver to beneficiaries. The table below illustrates the links and how Warm Wales should be seen as a valued partner in achieving the overarching strategy for tackling fuel poverty.

*2- www.gov.wales/tackling-fuel-poverty-2021-2035.html

Table 1 – Warm Wales alignment to Tackling Fuel Poverty Strategy & Policy Goals

Tackling fuel poverty goals	Warm Wales Alignment
Goal 1 Identify	Strong
Goal 2 Prioritise and protect	Strong
Goal 3 Decarbonise Fabric First	Supportive (with an area of growth currently happening)
Goal 4 Influence	Strong

Warm Wales can help WG achieve these targets by helping to deliver on the goals:

Warm Wales alignment to Goal 1: **Identify**

The extensive and growing network of Warm Wales referral partners will identify those who are at risk. The first part of the beneficiary journey starts with the initial contact being made by a referral partner or self-referral.

(See Appendix 4A – Warm Wales Beneficiary Journey during the WG Energy Advice Pilot and 4B – Warm Wales Beneficiary Journey progression from March 2022 to current model)

Warm Wales alignment to Goal 2: **Prioritise and protect**

Warm Wales contact the identified beneficiary and then takes them through a series of questions and then these people and/or households are allocated to a case worker or appropriate network partner.

(See Appendix 4A – Warm Wales Beneficiary Journey during the WG Energy Advice Pilot and 4B – Warm Wales Beneficiary Journey progression from March 2022 to current model)

Warm Wales alignment to Goal 3: **Decarbonise Fabric First**

Warm Wales has household profiles that they support that have lower incomes and are in private rented accommodation, the insights that can be provided by Warm Wales is first hand experiences and therefore can support WG to help meet this goal.

The recent project HHPLC shows that they received 239 referrals from private rented households and 20 referrals from owner occupied households and these were mainly related to energy. (See Appendix 2 – Impact and System Change Warm Wales HHPLC, Appendix 3A - Current delivery model via Healthy Homes Healthy People (HHHP) and 3B – Data linked to current model of delivery) for further evidence).

Warm Wales is providing further support as in the example of the ECO Flex project mentioned earlier where a wrap around service is being offered not just for the home but also for the individual – hence a person-centred approach. (See Appendix 3A - Current delivery model via Healthy Homes Healthy People (HHHP) and 3B – Data linked to current model of delivery) for further evidence.

Warm Wales alignment to Goal 4: **Influence**

There have been many examples of where Warm Wales has already achieved this by driving policy and as a direct result achieved changes to the crisis support provided, making a significant contribution to the way things are now delivered to beneficiaries.

This has been achieved via the Welsh Governments Warm Homes Programme by lobbying government through its membership of the Welsh Governments Fuel Poverty Advisory Panel, The Cross-Party Group on Fuel Poverty and Energy Efficiency and the Fuel Poverty Coalition Cymru.



2.2 FUEL POVERTY AND ASSOCIATED RISKS IN HEALTH AND SOCIAL CARE

There is growing evidence that the direct impact of living in fuel poverty can lead to serious consequences on physical and mental health but also have negative socioeconomic effects in the long term.

Research shows that cold homes can lead to serious health consequences such as a higher risk of stroke, respiratory infection, falls and other injuries because low temperatures reduce strength and dexterity. Evidence suggests that if people live in low temperatures, this can have both short and long-term consequences on a person's health and wellbeing and in addition their future opportunities in life.

Source: Energy crisis: How living in a cold home affects your health - BBC Future^{*3}

2.2.1 ALIGNING TO PUBLIC HEALTH WALES (PHW)

In 2019, Public Health Wales in partnership with Building Research Establishment and Community Housing Cymru published a report *Making a Difference – Housing and Health: A Case for Investment*^{*4}.

This report highlighted key areas of concern related to fuel poverty and how it presents a significant public health challenge that cannot be ignored.

- 12% of households in Wales are in fuel poverty (equates to 155,000 households)
- 10% of excess winter deaths (EWD) can be attributed to fuel poverty. The three leading causes of EWD are circulatory diseases, respiratory disease and dementia and Alzheimer's disease.
- Living in a cold home can lead to social isolation, stress and worry about heating bills. Numerous studies show associations between self-reported mental ill-health, fuel poverty and cold homes.
- 10% of EWDs could be attributed directly to fuel poverty as outlined in Sir Michael Marmot's 2011^{*5} report on the impact of cold homes.

The way that Warm Wales works and the support it provides will help to reduce the overall impact that has been examined in the report.

By offering free advice and support people across Wales can have warm and safe homes. The Warm Wales team have trained advisors and community workers that can signpost people and help them with accessing grants, even for those that have been affected mentally due to fuel poverty. The main projects that offer further evidence are the HHHP and HHPLC. **(please refer to Appendix 1 Welsh Government Energy Advice Pilot, 3A - Current delivery model via Healthy Homes Healthy People (HHHP) and 3B – Data linked to current model of delivery)**

2.2.2 HEALTH INEQUALITIES

In September 2022 the Institute of Health Equity produced a report which was the third review of fuel poverty and cold homes in the UK. The report reviews the evidence on both the direct and indirect impacts of fuel poverty and cold homes on health; the inequalities in who this affects the most, and the relation between health inequalities and climate change.

The report makes the case for prioritising reducing fuel poverty through policy suggestions at both the national and local level.

Sir Michael Marmot warns fuel poverty has a damaging and significant consequence for health, with thousands losing their lives unnecessarily and health inequalities widening.

“ A household is in fuel poverty if they are on a low income and face high costs of keeping adequately warm and other basic energy services. Fuel poverty is driven by three main factors: household income, the current cost of energy and the energy efficiency of a home. Warm homes, nutritious food and a stable job are vital building blocks for health. In addition to the effect of cold homes on mental and physical illness, living on a low income does much damage. If we are constantly worrying about making ends meet it puts a strain on our bodies, resulting in increased stress, with effects on the heart and blood vessels and a disordered immune system. This type of living environment will mean thousands of people will die earlier than they should, and, in addition to lung damage in children, the toxic stress can permanently affect their brain development. ”

Professor Ian Sinha, Consultant Respiratory Paediatrician at Alder Hey Children's Hospital also explains:

“ There is a window of opportunity in childhood for optimal respiratory maturation. This is impaired by problems associated with cold, substandard, or overcrowded housing such as viruses, dust, mould, and pollution. When we add in factors such as cutting back on food to pay the gas bills, and the mental health and educational impact of cold houses, the picture is bleaker still. Without meaningful and swift action, therefore, my concern is that cold housing will have dangerous consequences for many children now, and through their life-course. Lifelong health inequalities, repeatedly and eloquently described by Sir Michael take root in childhood – there is no doubt that the standard of a child's house is a key factor. ”

Sir Michael added:

“ Children living in a cold house are less likely to be able to do their homework, leading to them falling behind at school. Long-term that is more likely to lead to low-income, unstable work and not being able to make ends meet. Educational achievement is a key predictor of long-term health and longevity, and health inequalities. ”

*3-<https://www.bbc.com/future/article/20221107-energy-crisis-how-living-in-a-cold-home-affects-your-health>

*4-<https://phw.nhs.wales/files/housing-and-health-reports/a-case-for-investment-report/>

*5- <https://www.instituteoftheequity.org/resources-reports/the-health-impacts-of-cold-homes-and-fuel-poverty/the-health-impacts-of-cold-homes-and-fuel-poverty>



Fuel poverty: the problem, some key facts and stats noted in the report:

- Cold homes **adversely affect child development**, can cause and worsen respiratory conditions, cardiovascular diseases, poor mental health, dementia and hypothermia.
- Illnesses linked to cold, damp and dangerous homes **cost the NHS more than £2.5 billion a year**.
- Poor quality housing has wider, **detrimental impacts on health and wellbeing**. It is estimated to cost the NHS in Wales £95 million every year and, at its worst, leads to premature deaths. Spending on energy efficiency will ultimately result in savings in the longer term. Source: The full cost of poor housing in Wales (British Research Establishment Trust, Public Health Wales and Welsh Government) 2019⁴.
- An **estimated 63,000 people died in England 2020-21** as a result of excess winter deaths (most caused by COVID-19**), to which cold homes and fuel poverty also contributed, with some 10% directly attributable to fuel poverty.

- England's excess winter deaths index in 2002 to 2011 was **higher than the average** for Northern European countries, with this country ranking above the likes of Finland, which has much warmer homes.
- Households with children as well as those on low incomes, living with disabilities and Black and Minority Ethnic groups are **more likely to be in fuel poverty**.
- Local authorities in partnership with public health are well placed to address fuel poverty but **national government must address the underlying causes of fuel poverty** – national programmes had either stalled or received reduced funding prior to the pandemic.

The measurement of 'fuel poverty' differs across the home nations of the UK, which makes direct comparisons difficult. But the prediction of more than half of households being in fuel poverty by January 2023 in England will likely be even higher in Wales, Northern Ireland and significantly worse in Scotland, leading to even greater social, health and educational inequalities.

Source: Fuel Poverty, Cold Homes and Health Inequalities in the UK - IHE (instituteofhealthequity.org)⁵

⁴<https://phw.nhs.wales/files/housing-and-health-reports/a-case-for-investment-report/>

⁵<https://www.instituteofhealthequity.org/resources-reports/the-health-impacts-of-cold-homes-and-fuel-poverty/the-health-impacts-of-cold-homes-and-fuel-poverty>

2.2.3 ADDITIONAL INFORMATION RELATING TO PUBLIC HEALTH WALES



- Influencing the wider determinants of health
- Promoting mental and social well-being
- Promoting healthy behaviours
- Supporting the development of a sustainable health and care system focused on prevention and early intervention
- Delivering excellent public health services to protect the public and maximise population health outcomes
- Tackling the public health effects of climate change

The PHW strategic plan outlines 6 strategic priorities and in strategic priority 1 there is an objective that relates directly to fuel poverty.

Strategic priority 1

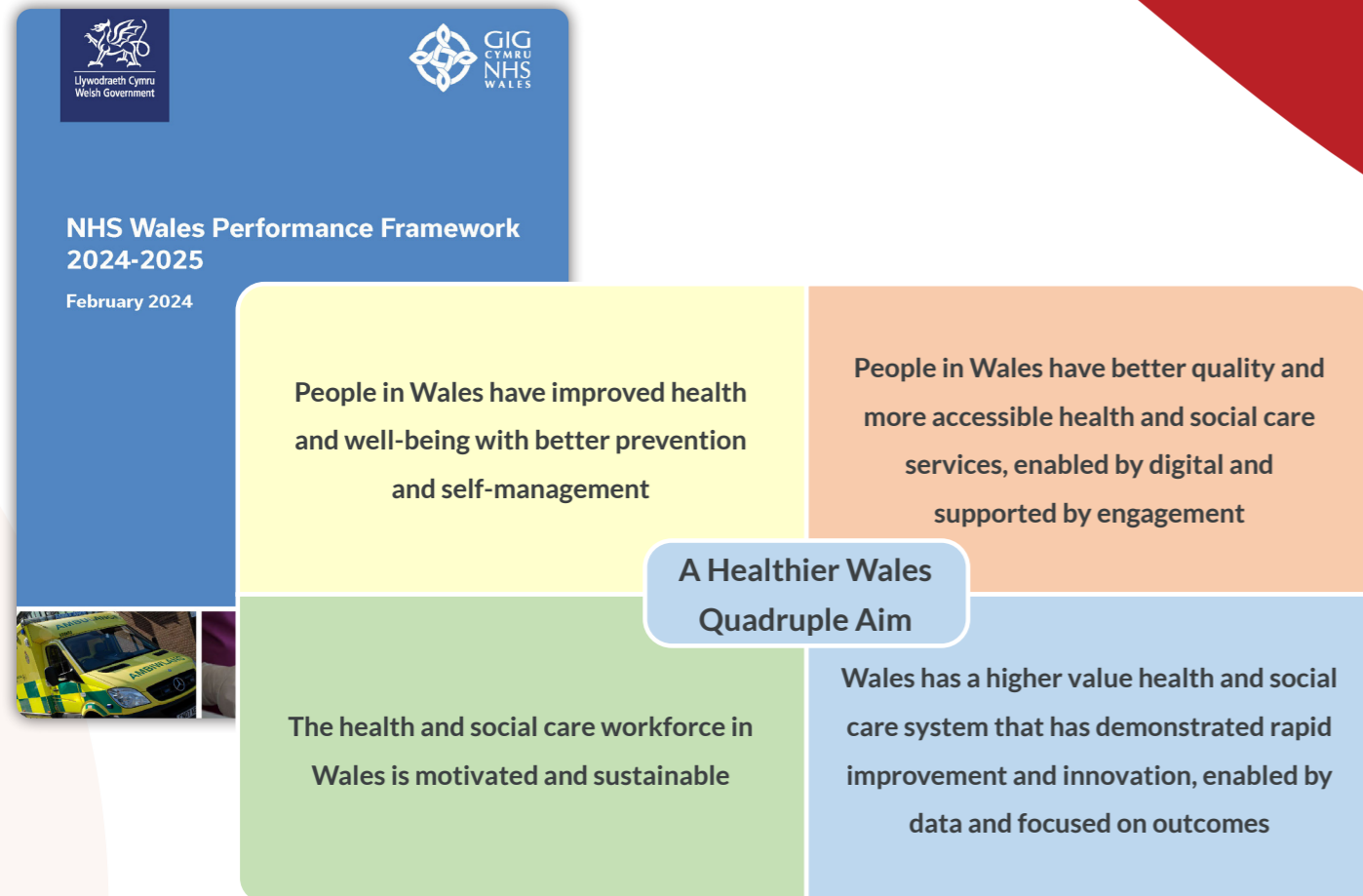
We will continue to build on our health and housing work programme, working with partners nationally and locally, enabling action towards creating a future of healthy housing in Wales.

Our work will look first at how the cost of living crisis intersects with affordable housing in Wales. We will also share evidence and insights from household surveys and qualitative research on the links between home warmth, poverty and health to inform the Welsh response to cost of living crisis and fuel poverty.

Warm Wales can help to meet this strategic objective as it is already linking cases from beneficiaries with home warmth and poverty.

Data from Access Elemental records information that could provide some useful insights into the links.

2.2.4 ALIGNING TO NHS PERFORMANCE FRAMEWORK 2024-2025



There are four aims that the NHS Performance Framework outlines and Warm Wales can be a contributor to is Quadruple Aim 1.

Quadruple Aim 1: People in Wales have improved health and well-being with better prevention and self-management. People will take responsibility, not only for their own health and well-being, but also for their family and for people they care for, perhaps even for their friends and neighbours.

There will be a whole system approach to health and social care, in which services are only one element of supporting people to have better health and well-being throughout their whole lives. It will be a 'wellness' system, which aims to support and anticipate health needs, to prevent illness, and to reduce the impact of poor health.

Warm Wales provides support and advice to beneficiaries many of which are the most vulnerable in society. By educating individuals on energy efficiency and how they can save money, evidence suggests this will improve their health and wellbeing.

This is an indirect link to the overarching aim, but it still can be a vehicle to meet this especially as it requires a whole system approach. Warm Wales can be seen as a part of the wider health and social care system to support this aim.

2.3 WALES & WEST UTILITIES







The Wales & West Utilities Vulnerability and Carbon Monoxide Allowance (VCMA) Strategy supports their overall sustainability strategy and their RIIO GD2 Business Plan commitments. (Reference: VCMA Strategy Document Version 5.0 – June 2023).

The business plan focuses on supporting households to tackle fuel poverty including raising awareness of carbon monoxide.

The ambition and approach that is outlined by the VCMA strategy, states the ongoing commitment to establish and maintain partnerships with organisations to help support those that are most vulnerable.

Warm Wales is one of the trusted partners and the direction of travel in terms of the six key areas highlighted in the VCMA strategy shows a direct correlation with the service offering from Warm Wales; described in table 2.

Table 2 – Warm Wales alignment to the six key areas in the VCMA approach

The six key areas in the VCMA approach	Warm Wales alignment to the VCMA approach (See appendix 3A and 3B)	Alignment
 <p>Analyse & Identify: Knowing who needs support and when, what support is needed and why, where it is available and how it can be accessed.</p>	<p>Warm Wales are able to directly engage with communities both face to face and online across Wales. The central Warm Wales referral hub provides a triage approach so that they can ascertain the level of support that residents need to access the right services.</p>	<p>Supportive</p>
 <p>Engage: Understanding what support our communities want and what the need of customers is.</p>	<p>Warm Wales have on the ground presence being able to get to the hardest to reach communities so that they can make informed decisions on the level of support required.</p>	<p>Strong</p>
 <p>Collaborate: Using trusted organisations to deliver support services that go above and beyond our BAU activities to meet customers' needs.</p>	<p>Warm Wales is a trusted partner and offer an extension to the services offered by Wales & West Utilities by being the first point of contact through the hub. Tailored support can then be provided in terms of the need. In addition, residents are provided with knowledge and information on carbon monoxide. This is a direct link to the VCMA focus on raising awareness of carbon monoxide.</p>	<p>Strong</p>
 <p>Deliver: Funding the provision of a suite of tailored services that addresses vulnerability and fuel poverty through our network of sustainable partnerships and our own employees.</p>	<p>As part of the collaboration theme there are a number of interventions that Warm Wales can provide, and these include access to funding like top up vouchers.</p>	<p>Supportive</p>
 <p>Facilitate: Giving colleagues the skills to identify those most in need and how to access support and referral pathways for customers in vulnerable situations.</p>	<p>Warm Wales have provided training to staff and have engagement officers and project support officers to maximise the referral numbers from vulnerable communities to ensure they can access the right level of support and advice.</p>	<p>Supportive</p>
 <p>Evaluate & Report: Ensuring the delivered services have the intended impact and remain the most suitable approach. Report both social and financial outcomes through RRP, annual reports, case studies and showcase events using learning to inform and improve future projects.</p>	<p>Warm Wales use Access Elemental that enables data to be collected directly from residents and communities. The data that is collated includes health and wellbeing outcomes, resident's feedback from surveys plus real-life case studies.</p>	<p>Supportive</p>

This alignment further emphasises the wider service offering from Warm Wales and how the organisation aligns to the Wales & West Utilities strategic direction. Warm Wales should be seen as part of the wider system approach so that fuel poverty can be tackled from different angles.

3 | PROCESS MAP OF THE BENEFICIARY JOURNEY



3.1 THE PROCESS MAP OF THE BENEFICIARY JOURNEY PROVIDED DURING THE WG ENERGY ADVICE PILOT IN 2022

(see Appendix 5A and refer back to Appendix 1)

A detailed review of the process was mapped outlining the beneficiary journey in terms of the service they received during the pilot from Warm Wales and partners.

The process map created was split by swim lanes to show the responsibility of the beneficiary, delivery/network partner, Warm Wales and the referral partner.

The process map shows how referrals from beneficiaries were first collected and entered into the service via a referral form. WG piloted 3 areas, Gwynedd, Ceredigion and Caerphilly. There were a number of referral partners that were part of this process including Warm Wales.

The role of Warm Wales was three-fold as they were the project lead, referral and delivery partners in this pilot. Warm Wales was responsible for checking if the individuals met the criteria for the pilot. If they did, then they were added onto the system – Access Elemental. Warm Wales would use a series of questions around wellbeing and then cases would be dealt with by Warm Wales or individuals would be signposted to another delivery partner.

Once the beneficiary had received the support required, Warm Wales would contact them asking 4 key questions around personal well-being. The outcomes were recorded and they were then asked if they would be willing to take part in an additional survey. The outcomes of these surveys were collected and recorded into the Access Elemental system and then the case would be closed. This step was for the purpose of the pilot only and formed part of the evaluation process.

3.2 THE PROCESS MAP OF THE BENEFICIARY JOURNEY PROGRESS AND CURRENT PROCESS MAP OF BENEFICIARY JOURNEY

(see Appendix 5B)

As a result of the WG pilot Warm Wales and the ongoing improvement of the service offering, a current state process map was created, building on the original from the pilot.

Warm Wales has continued to create strong relationships and networks demonstrating the progress of the service, there is a larger pool of referral/delivery partners now 47 in total as of September 2024 rather than the limited number of 14 from the pilot. (see Appendix 3A and 3B)

These delivery partners are now called network partners. Beneficiaries can also self-refer which again means the pool of people accessing the service has increased.

Referral forms are now accessible on the Warm Wales website, and can be completed by the partner or the beneficiary.

The referrals have increased from 1039 in the period, January 22 to December 22, to 3465 in the period January 2023 to December 2023 to 4292 for this current year, as of end of September 24. This is very much linked to the increase in energy bills and the impact of the cost of living.

The process for referrals has been streamlined as the system, Access Elemental creates an automated function that enables the referral form to be added without manual input. We have seen an increase in self-referrals from 416 in 2023 to receiving 2278 so far for this year.

Once a referral is received, Warm Wales will then contact the beneficiary, identify if any urgent support is required, such as emergency gas or electric tops ups, oils, LPG or solid fuel, food or other basic goods. They will also ask the 4 key wellbeing questions, cases are then appropriately allocated to Warm Wales team members.

If there is specific advice or support required that cannot be delivered by Warm Wales, then the beneficiary is referred or signposted (only in some cases) to the correct network partner via Warm Wales.

Warm Wales is committed to expanding its network of partners to strengthen direct connections with organisations that serve specific communities. This approach enables timely and effective signposting, ensuring individuals can access the support they need without delay.

The team has become more effective in meeting the needs and requirements of beneficiaries as the advice and support has been categorised into 4 areas:



AFFORDABLE WARMTH AND ENERGY EFFICIENCY



HEALTH AND PREVENTION



ADVICE AND GUIDANCE



EDUCATE AND ENGAGEMENT

All the data is collected and specifically any that is related to financial and monetary savings is added to Access Elemental.

Beneficiaries are contacted again after the support and advice has been provided to ascertain if there have been any behaviour changes on the personal wellbeing questions. The beneficiaries are asked if they would be willing to provide further feedback via a call. This is then recorded and added onto Access Elemental.

3.3 ONGOING IMPROVEMENT POST PILOT AND BEYOND INCLUDING SUPPORT OFFERING

(See Appendix 3A and 3B)

Following completion of the WG pilot in 2022, Warm Wales has continued to provide advice and support for residents. An extensive data collection exercise and subsequent analysis demonstrates that significant impact is being realised through the Warm Wales interventions.

Warm Wales have been recording data around interventions, visits and client feedback onto their Access Elemental system. The system has enabled Warm Wales to collect data looking at various factors. Since using Access Elemental, Warm Wales have supported over **12,000 households** and made **savings of over £2 million** which equates to £167 per household. This purely is just data that has been collected via Access Elemental, Warm Wales have supported many more households, saved more money and generated additional savings.

Since January 2024 Warm Wales has extended the delivery and data collection to cover the whole of Wales thanks to £2.3 million from Wales & West Utilities under

the Vulnerability and Carbon Monoxide Allowance (VCMA2) which supports vulnerable customers looking at fuel poverty support and carbon monoxide awareness.

Warm Wales have enhanced the original offer used in the Welsh Government Energy Advice Pilot by bringing together energy advice, case work support, education and behaviour change with Social Prescribing and wellbeing to improve people's health outcomes by tackling the root causes- linking health, well-being and early intervention.

Warm Wales have set up a central hub, where all referrals are received, established a delivery team who provide the advice and support either over the phone or face to face and have an engagement team, as it is important to take the support and awareness raising out into the communities.

Some aspects of the data have been analysed to show the impact that the work is making to residents. The details below show data from January to end of September 2024 and include all areas of delivery currently provided by Warm Wales, (see full list in Appendix 3B). This shows that the most common reasons for referral out of a total of 3600 people who were referred to Warm Wales is:

Reason for Referral	Number of People (out of 3600)	Percentage
Energy Support	1585	44%
Energy Bill Advice	142	4%
Energy Debt Support	94	3%
Utility Bills Support	616	17%
Fuel Support	218	6%
Financial Advice	27	1%
Affordable Warmth	452	13%
Help with Basic Daily Needs	107	3%
Debt Advice	99	3%
Other	260	7%

Other reasons included a whole range of support from physical and mental health support like isolation and family support health issues through to support for accessing food banks and isolation.

3.4 SUPPORT FROM WARM WALES - A PERSON CENTERED RESIDENTS JOURNEY

Figure 5. The journey of the resident from referral to completion



In order to be able to fully identify the root causes Warm Wales ensure that any urgent, basic needs are met first before any further support can be provided.

The support that Warm Wales provide are referred to as interventions and they vary and cover the areas such as Affordable Warmth and Energy Efficiency, Fuel Debt Advice, Money Maximisation and Wellbeing Support.

Since January 2024 Warm Wales have provided 6105 interventions. The full list of the interventions that were provided can be seen in Appendix 3B.

The largest number of interventions were for urgent, basic needs support, emergency top ups for gas and electric, solid fuel or oil and food. See Figure 6 for more information on the top 6 interventions.

It's interesting to observe a reduction in the number of fuel bank top-up vouchers issued, decreasing from their first voucher to their second, and the second to their third.



Figure 6. The journey of the resident from referral to completion

Intervention	Number
Fuel Bank Foundation Top-Up One	847
Fuel Bank Foundation Top-Up Two	382
HHHP Energy Saving Tips Leaflet/Discussion	355
Fuel Bank Foundation Top-Up Three	233
HHHP PSR Awareness	209
HHHP NPT Referral	157

3.5 RESIDENTS PERSONAL WELL-BEING

Residents personal well-being was assessed using four measures (often referred to as the ONS4), which capture three types of well-being: evaluative, eudemonic, and affective experience.

These measures ask people to evaluate how satisfied they are with their life overall, ask whether they feel they have meaning and purpose in their life, and ask about their emotions during a particular period. These measures of personal well-being ask people to assess each of these aspects of their lives.

Warm Wales have examined data from Access Elemental where residents were asked about their personal well-being with questions related to:

SATISFACTION

WORTHWHILE

HAPPINESS

ANXIETY



Table 3. Personal Wellbeing Questions

SATISFACTION		Overall, how satisfied are you with your life nowadays?
WORTHWHILE		Overall, to what extent do you feel that the things you do in your life are worthwhile?
HAPPINESS		Overall, how happy did you feel yesterday?
ANXIETY		Overall, how happy did you feel yesterday?

The results recorded demonstrated significant changes in personal wellbeing scores from 672 residents supported between January 2024 and the end of September 2024.

The main focus is the level of positive change the interventions have made to residents when being supported by Warm Wales. With 66.5% seeing a positive impact on their overall wellbeing and 68.6% seeing an improvement in their anxiety levels.

This was also seen in the Healthy Homes People Lives and Communities project which saw an overall improvement in personal wellbeing. 77% reporting improvements and 79% saying that their anxiety level had improved. These are broken down further by the 4 areas, again showing that significant positive changes have occurred, [see Appendix 3B](#).

3.6 FEEDBACK QUESTIONS ABOUT THE SUPPORT RECEIVED

Warm Wales also carry out feedback calls to ensure the support provided meets the needs of the residents they support. The key questions that beneficiaries have been asked include: [\(see Appendix 4 for more detailed feedback\)](#)

What impact has the support from Warm Wales had on you personally?

'It helped me massively as I suffer badly and having someone with professional qualifications to fight our corner really helped and took the weight off me mentally.'

What impact has the support from Warm Wales had on your mental health and wellbeing?

'I have not worried as much about money and losing money. Warm Wales have made me feel at ease about having someone to talk to and knowing that there is someone who is able to help.'

What impact has the support from Warm Wales had on your physical health?

'Improved husbands health as able to put the heating on more.'

What impact has the support from Warm Wales had on your ability to keep your home warmer?

'The advice we have been given has enabled us to monitor our heating more closely by turning radiators off in rooms we don't use.'

Do you feel that the support from Warm Wales has enabled you to become more resilient?

'I feel that I know where I can go to get further support with energy. After doing the three way calls and listening to how my community worker dealt with the issues over the phone has given me more knowledge, confidence and understanding. It has made it so I wouldn't be as worried in the future knowing I had Warm Wales supporting me.'

Is there anything else that you would like to add? (support and delivery)

'So happy with the support I received. Such a helpful, stressless support. I really appreciated it and have recommended WW services to others. Thank you.'

3.6.1 RESIDENT PROFILES & CASE STUDIES

(See Appendix 4 for more case studies and feedback)

3.6.2 (I) RESIDENT PROFILE 1



33 years old, family with children, owner occupier, Pays by Prepayment, Unemployed due to health condition, In arrears / dispute over energy bills and requires support with oil.

Main Advice and Support

- Energy saving advice
- Three-way calls to energy provider
- Heat fund application for oil
- Cleared energy debt (£5733)

What impact has the support from Warm Wales had on you personally?

'A big weight been lifted off our shoulders, we were so worried about the arrears of over £5000. I can't thank Warm Wales enough.'

What impact has the support from Warm Wales had on your income?

'Less worry with regards to how much we were expected to pay. We can now budget our monthly incomes accordingly.'

What impact has the support from Warm Wales had on your mental health and wellbeing?

'We now feel less stressed and not worrying and can sleep better. I wasn't getting anywhere when I was calling Scottish Power and Warm Wales have been a big support in getting the issue resolved.'

What impact has the support from Warm Wales had on your physical health?

'Both me and my partner are feeling less anxious and feel very relieved.'

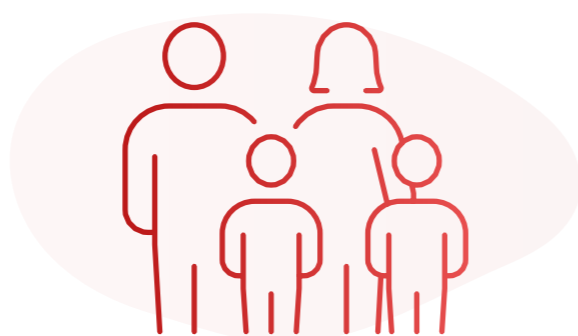
What impact has the support from Warm Wales had on your ability to manage your energy bills?

'I feel like I can now look at my online account and see how much I need to pay each month without the debt being there.'

What impact has the support from Warm Wales had on your ability to keep your home warmer?

'The advice we have been given has enabled us to monitor our heating more closely by turning radiators off in rooms we don't use.'

3.6.3 (II) RESIDENT PROFILE 2



32 years old, family with two children, Private rented, husband works and she gets U/C as she is on the sick and her daughter receives DLA due to her having Hypomobility Syndrome. Mental health problems, dispute with British Gas.

Main Advice and Support

- Complaints and following complaints up
- Mental Health concerns discussed
- Fuel Debt Support - Dealing with Supplier Fuel supplier responsibilities
- Tariff Options
- Energy Saving Advice

What impact has the support from Warm Wales had on you personally?

'It helped me massively as I suffer badly and having someone with professional qualification to fight our corner really helped and took the weight off me mentally.'

What impact has the support from Warm Wales had on your income?

'We don't have to constantly watch the electric meter anymore so it has given us peace of mind.'

What impact has the support from Warm Wales had on your mental health and wellbeing?

'It had a very positive impact as before the support I constantly worried about how we were going to sort the issue out and having a person to support made a huge difference.'

What impact has the support from Warm Wales had on your ability to manage your energy bills?

'We don't have to watch the meter all the time and worry about how we are going to afford to heat our home and keep the electric on now that a big chunk of the debt, which was not ours, was getting taken off.'

What impact has the support from Warm Wales had on your ability to keep your home warmer?

'A massive impact as we had more credit to heat our home.'

Do you feel that the support from Warm Wales has enabled you to become more resilient?

'Yes'

Is there anything else that you would like to add? (support and delivery)

'I am very grateful for the help and support, we would have been stuck fighting the energy company a lot longer and this would have had a detrimental impact on my mental wellbeing.'

3.6.4 (III) RESIDENT PROFILE 3



64 years old, Single person household, private rented, fibro, arthritis, neck and knees carpal tunnel and bi-polar, U/C, PIP, unemployed due to health condition. Energy support and fuel voucher required.

Main Advice and support

- Fuel Bank
- Foundation Top-Up Two
- Fuel Bank Foundation Top-Up One
- Energy Saving Advice

What impact has the support from Warm Wales had on you personally?

'It has been a massive help.'

What impact has the support from Warm Wales had on your mental health and wellbeing?

'It has prevented my bipolar getting worse.'

What impact has the support from Warm Wales had on your physical health?

'I am able to feel warmer as I suffer with fibromyalgia.'

What impact has the support from Warm Wales had on your income?

'It has enabled me to have more money to spend on food etc.'

What impact has the support from Warm Wales had on your ability to manage your energy bills?

'It has helped tremendously.'

What impact has the support from Warm Wales had on your ability to keep your home warmer?

'I would not have been able to keep my home as warm as it is without help from Warm Wales.'

Do you feel that the support from Warm Wales has enabled you to become more resilient?

'Yes I do.'

Is there anything else that you would like to add? (support and delivery)

'I am immensely grateful for the help I have received.'

4 | CONCLUDING REMARKS



Housing is one of the most pivotal determinants of health, with poor-quality, cold, and unsafe homes significantly exacerbating physical and mental health issues and straining health systems.

The Building Research Establishment (BRE) estimated that poor quality housing in Wales cost the NHS over **£95 million per year** in first year treatment costs and the cost to Welsh society was over **£1 billion**.

Cold and energy-inefficient homes, in particular, are linked to increased winter mortality, with residents in the least efficient homes facing a **20% higher risk** of winter-related deaths. Additionally, **10%** of excess winter deaths in Wales are attributed to fuel poverty.

Addressing these housing issues before they escalate into health crises is essential. An estimated **£584 million** would be needed to mitigate poor housing conditions in Wales through repairs, improvements, and the reduction of hazards like falls and cold exposure.

Proactively investing in these measures could reduce long-term healthcare costs while improving overall wellbeing for vulnerable populations.

Since the introduction of Access Elemental in 2020, Warm Wales have gained valuable insights into the health trajectories of those they assist, allowing Warm Wales to understand how preventative measures—such as ensuring homes are warm and safe—can considerably reduce hospital admissions and lessen the strain on healthcare services.

These collaborations demonstrate that for every **£1** invested in preventative housing measures, there is a return of **£4** in health benefits—a statistic supported by evidence from Public Health Wales⁴.

This finding underscores the economic and health benefits of addressing poor housing conditions before they lead to more severe health issues, an increasingly crucial consideration as public services face mounting pressure to deliver more with fewer resources.

4.1 THE ECONOMIC AND SOCIAL BENEFITS OF PREVENTION

Data collected through Access Elemental demonstrates a clear link between fuel poverty and avoidable health inequalities.

Throughout Wales, Warm Wales have supported over **27,000 residents** and provided energy-saving advice to around **11,000 households**, leading to savings of over **£1.7 million**.

But these numbers represent more than just financial relief; they show that by improving living conditions, we empower individuals to take control of their health.

More importantly, Warm Wales have seen a shift towards proactive engagement, with over **4,500 self-initiated referrals in the past two years**.

This highlights the strong connection between social conditions and health, reinforcing the need for integrated, preventative approaches across sectors.

This emphasis on prevention echoes the recommendations in Lord Darzi's report, which stresses the need to address social determinants of health, like housing, to reduce health inequalities.

By tackling these root causes, we can create more resilient communities and ease the burden on our healthcare systems. But collaboration across sectors is key, healthcare alone cannot solve these complex issues.

⁴<https://phw.nhs.wales/files/housing-and-health-reports/a-case-for-investment-report/>

4.2 ACKNOWLEDGEMENTS

We would like to extend our gratitude to all our partners and supporters who have contributed to the success of Warm Wales.

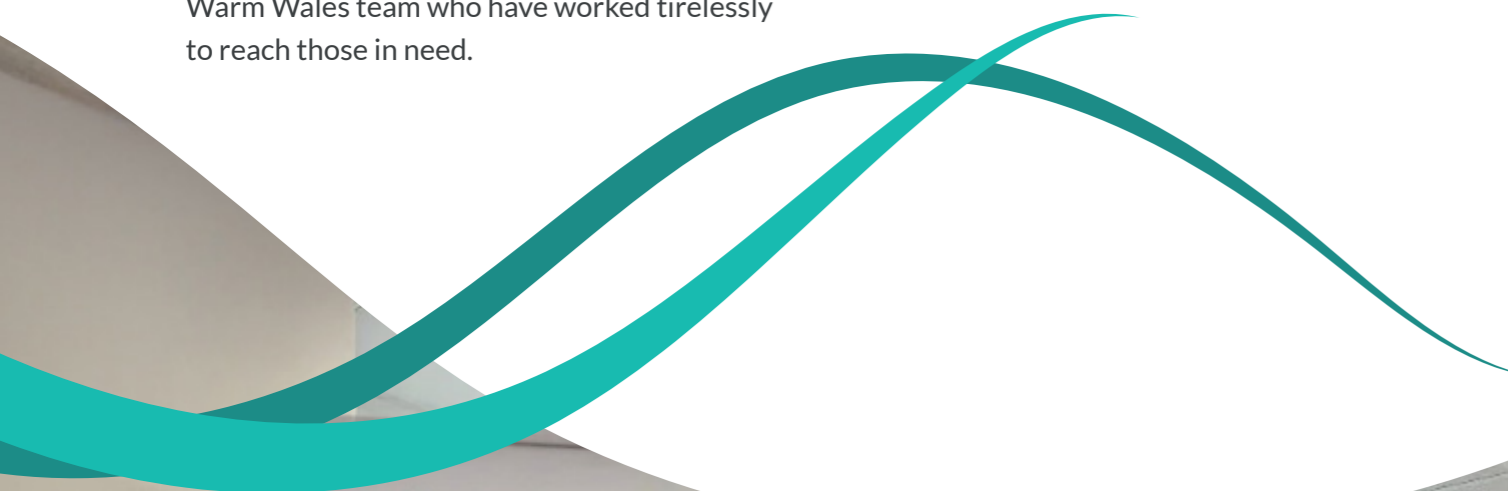
Your commitment and collaboration have been instrumental in our efforts to tackle fuel poverty and ensure that homes across Wales are warm, safe, and energy-efficient.

Special thanks to our community partners, local authorities, housing providers, and the Warm Wales team who have worked tirelessly to reach those in need.

Your dedication and hard work have made a significant impact on the lives of many families.

We also acknowledge the support of our funders, whose contributions have enabled us to expand our services and provide essential resources to vulnerable households.

Together, we have made great strides in improving the quality of life for many, and we look forward to continuing our partnership to support the communities of Wales.



Thank you for your ongoing support and commitment to our mission.

5 | APPENDICES

SUPPLEMENTARY DOCUMENT FOR THE INDEPENDENT REVIEW EXAMINING THE SERVICE OFFERING PROVIDED BY WARM WALES FOR COMMUNITIES ACROSS WALES

APPENDIX 1 - WELSH GOVERNMENT ENERGY ADVICE PILOT	40
Table 1. Types of support and expected results through the WG Energy Advice Pilot	41
APPENDIX 2 - IMPACT AND SYSTEM CHANGE WARM WALES HHPLC - POSTER.....	42
APPENDIX 3A – CURRENT DELIVERY MODEL VIA HEALTHY HOMES HEALTHY PEOPLE (HHHP)	44
Table 2. Levels of Energy Support, Advice and Awareness	46
Table 3. Types of support and expected results through Healthy Homes Healthy People	47
APPENDIX 3B – DATA LINKED TO CURRENT MODEL OF DELIVERY AND SUPPORT	51
Figure 1. Referrals received by reason between January 2024 and September 2024	51
Figure 2. Gender split for those that require support.	52
Figure 3. Age range of those that require support.	52
Map 1. The location of those supported across Wales using postcode	53
Figure 4. Household make up based on 2874 referrals	53
Figure 5. Tenure makeup of 1256 referrals received	54
Figure 6. The length of time at current property	54
Figure 7. Number of children per household supported	55
Figure 8. Total number of children supported	55
Figure 9. Number of adults per household supported	56
Figure 10. Total number of adults supported	56
Figure 11. Referrals from tenants of Housing Providers	57
Figure 12. Referral route for support	58
Figure 13. The areas where referrals are coming from	58
Table 4. Network of partners on a Local, Regional and National level	59
Figure 14. Total number of intervention for support/advice by month, January 2024 to September 2024	60
Figure 15. Variety of interventions delivered per month from January 2024 to September 2024	60
Figure 16. Emergency support via Fuel Bank Foundation energy top up vouchers	60
Table 5. All interventions provided by Warm Wales for the period January 2024 to September 2024	61
Figure 17. Total savings for the period January 2024 to September 2024	64
Figure 18. Personal wellbeing changes over the period January 2024 to September 2024	65
Figure 19. Satisfaction changes over the period January 2024 to September 2024	65
Figure 20. Worthwhile changes over the period January 2024 to September 2024	66
Figure 21. Happiness changes over the period January 2024 to September 2024	66
Figure 22. Anxiety changes over the period January 2024 to September 2024	66
APPENDIX 4 – CASE STUDIES.....	68
APPENDIX 4A – WARM WALES BENEFICIARY JOURNEY DURING THE WG ENERGY ADVICE PILOT.....	70
APPENDIX 4B – WARM WALES BENEFICIARY JOURNEY SHOWING PROGRESSION.....	71

APPENDIX 1 - WELSH GOVERNMENT ENERGY ADVICE PILOT

Warm Wales' existing Healthy Homes, Healthy People model is being used in the pilot as it will deliver the objectives of the pilot and add additional value and insight. The aim of this approach is to improve health and wellbeing by creating homes which are safe, sound, warm, and secure.

More specifically, it is a person-centred approach to supporting those in fuel poverty, or at risk of fuel poverty, to reduce avoidable health inequality, and to improve health and wellbeing. Giving residents healthy homes, lives, and communities by:

Supporting residents to ensure that their basic needs are met so they can fulfil their potential. Taking a holistic approach and having 'what matters' conversations with residents and co-produce a plan of action. Engaging, educating, encouraging, and empowering.

Ensuring everyone has access to safe, sound, secure and warm housing, where they can grow, work, and play.

This is done by looking at 5 key areas:

1

Home and personal / family safety

Awareness of carbon monoxide, excess cold, damp and mould, trips, skips and falls

2

Income maximisation and family/person support

Reducing energy and water bills, support with debt and housing

3

Affordable warmth

Looking at the most affordable tariff for heating, helping with debt, looking at grants for heating or energy efficiency measures

4

Health and well-being outcomes

Improving mental and physical health and well-being, reducing isolation, social prescribing, making every contact count

5

Basic needs

Ensuring basic needs are met prior to areas one to four are being explored. Recognising that people's health and wellbeing isn't predetermined

Table 1. Types of support and expected results through the WG Energy Advice Pilot

ENERGY ADVICE

Activity	Expected results
Switching tariffs, suppliers or changing payment method i.e., quarterly Direct Debit to monthly Direct Debit	Residents are educated on energy switching sites and empowered to make changes for themselves resulting in reduced outgoing bills. Positive behaviour change in terms of energy efficiency. A reduction in energy
Discussing any concerns regarding heating their homes	
Sharing literature such as energy tip leaflets	
Discussing energy efficient measures, such as energy efficient lightbulbs, energy efficient appliances and how to use energy in the home i.e. things on standby, less water in the kettle, reduce time in an electric shower	

INCOME MAXIMISATION

Activity	Expected results
Undertaking full benefit checks and seeing if residents are eligible for assistance with water schemes or other types of support	Increase in income can help reduce or solve fuel poverty

WATER SUPPORT

Activity	Expected results
Checking whether residents are eligible for any schemes with Dŵr Cymru-Welsh Water, e.g. Watersure, HelpU, payment matching schemes, bills being capped	Reduction in water usage. More manageable bills. Some debts could be written-off
Installation of water meter	

WARM HOME DISCOUNT

Activity	Expected results
Checking criteria to see if residents are eligible and if so, completing the application	£140 credited to the resident's bill

FUEL DEBT ADVICE

Activity	Expected results
Basic income and expenditure recorded to ascertain the level of debt	Affordable manageable payments for the resident. Peace of mind. Reduction in anxiety, stress and/or depression due to arrears
Communication with energy providers to discuss payment options and payment plans	
Complete Energy Trust Fund application and applications for other available grants	
Referral sent through to specialist debt advisors	

PRIORITY SERVICES REGISTER

Activity	Expected results
The Priority Services Register is a database where energy suppliers and other relevant parties, such as the electricity network and gas distribution networks, hold details of their customers who meet criteria for additional support. This includes: those with children under the age of 5, those of pensionable age, those who are disabled or have a chronic illness, or those in a vulnerable situation.	Increased support with managing energy - advanced notice of power cuts, priority support in an emergency, meter reading services, accessible information e.g., large print or braille
Check whether the resident is on the Priority Services Register, if not, apply for them to be added	

CARBON MONOXIDE AWARENESS

Activity	Expected results
Discuss carbon monoxide and its dangers	Improved awareness of carbon monoxide and its dangers. Possession of a working carbon monoxide detector, potentially saving lives
Check if there is a carbon monoxide detector, if not, issue one free of charge	

APPENDIX 2 - IMPACT AND SYSTEM CHANGE WARM WALES HHPLC - POSTER →

1 AIM OF PROJECT

To support vulnerable energy consumers across North Wales to be warmer, safer and healthier by providing a holistic approach that recognises the links between fuel poverty, avoidable health inequalities and well-being. Delivering a package of interventions tailor made to the households' needs ensuring root causes are identified and addressed.

2 METHODS USED

- A person-centred approach.
- Having a conversation to identify bigger picture and what matters to them.
- Action plan
- Wellbeing scores-progress of the journey.
- Support, signpost or refer to other services as required.
- 3-way calls to energy providers
- Feedback
- Case studies

3 KEY FINDINGS

- Warm Wales adapted its approach, conducting 3,209 telephone appointments as home visits to ensure the safety of both staff and residents.
- Delivered 28 sessions, providing 465 frontline workers and volunteers with the knowledge and skills necessary to support basic energy advice initiatives effectively.
- Through creative strategies such as social media engagement and leaflet drops, the project reached 1,355 individuals, extending its direct outreach efforts and increasing its impact.
- Reached 3,463 distinct households with energy advice, surpassing the target of 3,000.
- 4068 interventions provided
- 77% reported an improvement in their personal wellbeing
- 79% reported an improvement in their anxiety

4 CONCLUSION

"Our mission is to empower people to make the correct choices and decisions for themselves, enabling them to reduce their likelihood of being in fuel poverty and become more resilient". Working in partnership to change the way support is provided, looking at the person, home and wellbeing through social prescribing, to support vulnerable households across Wales to become warmer, safer and healthier. By providing a holistic approach that recognises the links between fuel poverty, avoidable health inequalities and well-being. Packages of interventions, tailor made to the households' needs ensured that the root causes of the problem was identified and addressed.

5 ADDITIONAL COMMENTS

As a result of the work we have now been successful in rolling out the support across all of Wales, we use the case management system Access, Elemental to ensure that we can get direct referral from health along with being the connector to local social prescribing projects in the community. We are looking at a home first approach ensuring that if you are accessing support via social prescribing such as an arts class or men's group that you return to a warm and safe home.

6 SUPPORT FROM WARM WALES- A PERSON CENTERED RESIDENTS JOURNEY

1. Referral made for support via the online form or over the phone
2. Initial contact is made to identify the support require and if any urgent needs, such as food, gas and electric top up, oil, LPG or solid fuel
3. Baseline data is collected- personal wellbeing and awareness
4. Referral is allocated to Community worker to put an action plan together, having a what matters conversation looking at interventions such as energy advice, support, education, behaviour change
5. Any follow up calls, visits to be carried out by the community worker, this could happen several times
6. Outcomes, and feedback gathered

7 WHY

23% of the population currently live in POVERTY in Wales, and struggle to afford to eat or heat their home. That means 710,000 people live below the poverty line, including 185,000 children and 405,000 working-age adults. 31% of children in Wales live in a poor household, where basic needs, such as a warm home is not always provided.

Increase in energy bills
 -up to 45% (614,000) of households could be in fuel poverty.
 -up to 15% (201,000) of households could be at risk of falling into fuel poverty.
 Public Health Wales cost of living report
 -one in four adults (28%) were very worried about rising costs of living
 -one in five (23%) felt they were not able to cope financially through the cost of living crisis

www.gov.wales/health-reports/cost-of-living-crisis-public-health-emergency/

8 IT STARTS WITH THE HOME

"Improve people's health outcomes by tackling the root causes"

WHO said that "the dwelling is the physical structure, and the home is the social, cultural and economic structure created by the individual or household."

9 RESULTS & OUTCOMES

TOTAL REFERRALS

Incoming Referrals - 1,552 referrals

Total referrals 1552
 Highest number of referrals in 1 month
 • 119 December 22
 • 116 March 23
 • Ave 80 per month
 3500+ residents in North Wales supported

REFERRAL REASONS

Top four main reasons for the referral:
 • Energy Support- 28%
 • Energy Bill Advice -21.3%
 • Energy Debt -10.6%
 • Utility Bill Support -8.6%

REFERRAL INTERVENTIONS

5042 interventions provided
 • Total of 4025 direct referrals for support
 • Further 1017 sign posting
 • Highest number in one month 700 -Oct 22

Top 5 interventions:
 • Light touch phone support- 13.5 %
 • Fuel bank top up 1- 11.3%
 • In depth phone support- 7.7%
 • Energy Advice call- 4.7%
 • Fuel Bank top up 2- 4.3%

RESULTS

- £510,819 savings to date
- £147.50/HH
- 3463 households reached with energy saving advice (£173,150)
- 819 wider wellbeing assessments and
- Improvements in personal wellbeing and reduction in anxiety levels

£26,341 heating = £1 spent on central heating generates 42p in health benefits *PHW so £11,062.22 in health benefits
 £38,154 emergency top ups and food support=£1 spent on improving vulnerable households results in £4 of health benefits *PHW so £152,616 in health benefits.
*www.nhs.uk/health-and-health-reports/a-case-for-investment-report/

10 HOUSEHOLD PROFILES

Private Rented 239 Referrals	Owner occupied 20 referrals	Social Sector 1211 referrals	Family with children 355 referrals	Single person 748 referrals
Reason for referral 62% were energy related	Reason for referral 50% were energy related	Reason for referral 58% were energy related	Reason for referral 80% were energy related	Reason for referral 75% were energy related
Interventions 70% were linked to crisis support	Interventions 30% were linked to crisis support	Interventions 80% were linked to crisis support	Interventions 70% were linked to crisis support	Interventions 65% were linked to crisis support
60% aged 25-44	60% aged 45-45	22% aged 25-34 20% aged 34-44 18% aged 45-54 16% aged 55-64	36% aged 25-34 30% aged 34-44	22% aged 25-34 20% aged 34-44 19% aged 45-54 23% aged 55-64
72% female 28% male	75% female 25% male	67% female 33% male	83% female 17% male	57% female 43% male

Scan Me!

0800 091 1786

www.warmwales.org.uk

Or for Partnership and Development opportunities contact
 Joanna Seymour, Director of Partnerships and Development
 Joanna.seymour@warmwales.org.uk

APPENDIX 3A – CURRENT DELIVERY MODEL VIA HEALTHY HOMES HEALTHY PEOPLE (HHHP)

3A.1 AIM

HHHP will support vulnerable households across Wales to become warmer, safer and healthier by providing a holistic approach that recognises the links between fuel poverty, avoidable health inequalities and well-being.

The project will deliver a package of interventions, tailor made to a households' needs to ensure the root causes of the problem are identified and addressed. By providing free advice, guidance, support and awareness, HHHP will reduce the issues created by the energy crisis bringing resilience, sustainability and empowerment to communities across Wales.

HHHP will:

- Ensure that a resident's basic needs are met so they can fulfil their potential.
- Engage, encourage, educate and empower the whole community.
- Ensure that everyone has access to safe, sound, secure and warm housing, where they can grow, work and play.

3A.2 HHHP SUPPORT PROVIDED

The support will:

- Be on offer to everyone and take a person-centred approach.
- Enable conversations with individuals to identify concerns and ascertain what matters to them.
- Develop an action plan to enable both parties see the progress of their journey.
- Continue until the issues are concluded or if necessary signpost and refer to partner services.
- Ensure basic needs are met before instigating further support (as required).
- Provide 1:1 and 3-way calls to utility providers to solve bill issues or when in arrears provide access to funding for heating, reduced water bills etc.

The main package of support provided will concentrate on:

- Energy advice and case work support
- Awareness, behaviour change and community engagement
- Health and wellbeing
- Affordable warmth and energy efficiency

1

Basic Needs

Ensuring that basic needs are met before looking at the four key areas below. We must recognise that an individual's health is determined primarily by a range of social, economic and environmental factors.

Warm Wales are confirmed as full partners with the Fuel Bank Foundation to provide vouchers pan Wales including access to emergency gas, electric, oil, LPG and solid fuel. We can also provide access to crisis support in the form of emergency top ups and food packs.

2

Home Safety

Awareness of carbon monoxide, excess cold, damp and mould and trips, slips and falls and the Priority Services Register.

3

Money Maximisation

Reducing energy and water bills, support with debt and other housing costs, referrals for benefit checks to ensure that homes are claiming what they are entitled. Warm Wales are now one of three partners to be working with Welsh Water to offer support via Cymuned, their financial support for working households.

4

Health and personal wellbeing outcomes

Improving mental and physical health also wellbeing and reducing isolation. We will engage, educate and empower our beneficiaries to take control and make changes for themselves. If more support is required, that is also provided.

We assess the well-being of residents by linking our work with Social Prescribing and using The Office of National Statistics Personal Wellbeing questions referred to as ONS4. This will give an indication of before and after happiness, life satisfaction, worthwhile and anxiety levels, it can also be linked with GP attendance.

5

Energy advice and affordable warmth

Investigate heating options such as, replacement boilers, central heating systems and insulation to qualifying households plus connection to the gas network through the Fuel Poor Network Extension Scheme (FPNES) where eligible.

Table 2. Levels of Energy Support, Advice and Awareness

Everyone that is supported via HHP will be offered the above. Some residents may not need the full support but will have been made aware of what is available.

For example, all households will be provided with carbon monoxide awareness information but not all will require a carbon monoxide detector. By providing the following activity we expect to see the following:

Support	Advice	Awareness
Fuel debt support - dealing with supplier	Fuel debt advice	Fuel meters (electric and gas) - the difference between each meter
Applying for discounts, setting up payment options and applying for available grants.	Tariff options	Fuel meters -how to read and interpret the information.
Complaints and following these up	Grants available, payment options and discounts	Customers responsibilities
Switching suppliers	Complaints and who to approach	Fuel supplier responsibilities
How to use heating appliances	Whether or not to switch suppliers	Tariffs and their differences
Heating and hot water controls	Heating appliances	What support is available if you are in debt
How to use a pre-payment meter	What discounts and grants are available	How to read your energy bill
Support to get updated heating system	Where to get support with health conditions caused by fuel poverty	How to use heating appliances
Identify damp and other issues caused by fuel poverty	What other agencies are available for further support	How to calculate your energy bills
	Where to get support with mental health issues	What agencies are available to support me

Table 3. Types of support and expected results through Healthy Homes Healthy People

ENERGY ADVICE		
Support	Advice	
Switching tariffs, suppliers or changing payment method i.e., quarterly direct debit and monthly direct debit	Residents are educated on energy switching sites and empowered to make changes for themselves resulting in reduced outgoing bills.	
Discussions around concerns heating their homes	Positive behavioural changes in terms of energy efficiency. A reduction in energy and water usage, less environmental impact, and financial savings (Energy Savings Trust).	
Sending literature such as energy tips leaflets	Action	Potential Saving per year (£)
Discussing energy efficient measures, such as energy efficient lightbulbs, energy efficient appliances and how to use energy in the home i.e., not having things on standby, less water in the kettle, reduce time in an electric shower etc.	Switch off standby	55
	Draught-proof gaps	44
	Turn off the lights	20
	Wash at 30 degrees and reduce use by once per week	28
	Avoid using the tumble dryer	60
	Take a 4-minute shower	70
	Swap one bath a week for a shower	12
	Don't overfill the kettle	36
	Reduce dishwasher use by once per week	14
	Insulate your hot water cylinder	35
£1 spent on central heating generates 42p in health benefits and £1 spent on improving warmth in vulnerable households results in £4 of health benefits (PHW 2019)		

AWARENESS AND BEHAVIOUR CHANGE

Activity	Expected results
Provide energy advice, support and education in an accessible and enjoyable format to encourage changes in behaviour to reduce energy usage.	<p>Changes in behaviour resulting in energy savings and reduction in usage. Demonstrating that behaviour change is key to further decarbonisation.</p> <ul style="list-style-type: none"> •Consumers will see a reduction in their usage (heating, lighting and appliances (wet and cold)) •Consumers will see a reduction in their energy bills (Kw/h)

INCOME MAXIMISATION

Activity	Expected results
Undertaking full benefit checks to ensure that residents are receiving everything they are eligible for along with identifying any other support.	Increase in income can help to reduce or solve fuel poverty. Average of £500 per eligible household

WATER SUPPORT

Activity	Expected results
Checking whether residents are eligible for any schemes with Dŵr Cymru-Welsh Water, e.g., Watersure, HelpU, Cymuned, payment matching schemes, bills being capped	Reduction in water usage. More manageable bills. Potential for debts to be written-off. Average savings of £250 per year.
Installation of water meter	

WARM HOME DISCOUNT

Activity	Expected results
Checking criteria to see if residents are eligible and if so, completing the application	£150 credited to the resident's bill.

FUEL DEBT ADVICE

Activity	Expected results
Basic income and expenditure recorded to ascertain the level of debt	Affordable manageable payments for the resident. Peace of mind. Reduction in anxiety, stress and/or depression due to arrears. Average £200 per eligible household.
Communication with energy providers to discuss payment options, payment plans	

PRIORITY SERVICES REGISTER

Activity	Expected results
Check whether the resident is on the Priority Services Register, if not, apply for them to be added if eligible.	Increased support with managing energy - advanced notice of power cuts, priority support in an emergency, meter reading services, accessible information e.g., large print or braille (70% of those not currently registered)

CARBON MONOXIDE AWARENESS

Activity	Expected results
Discuss carbon monoxide and its dangers	Improved awareness of carbon monoxide and its dangers
Check whether a carbon monoxide detector is present, if not, issue one free of charge (non RSL).	Possession of a working carbon monoxide detector, potentially saving

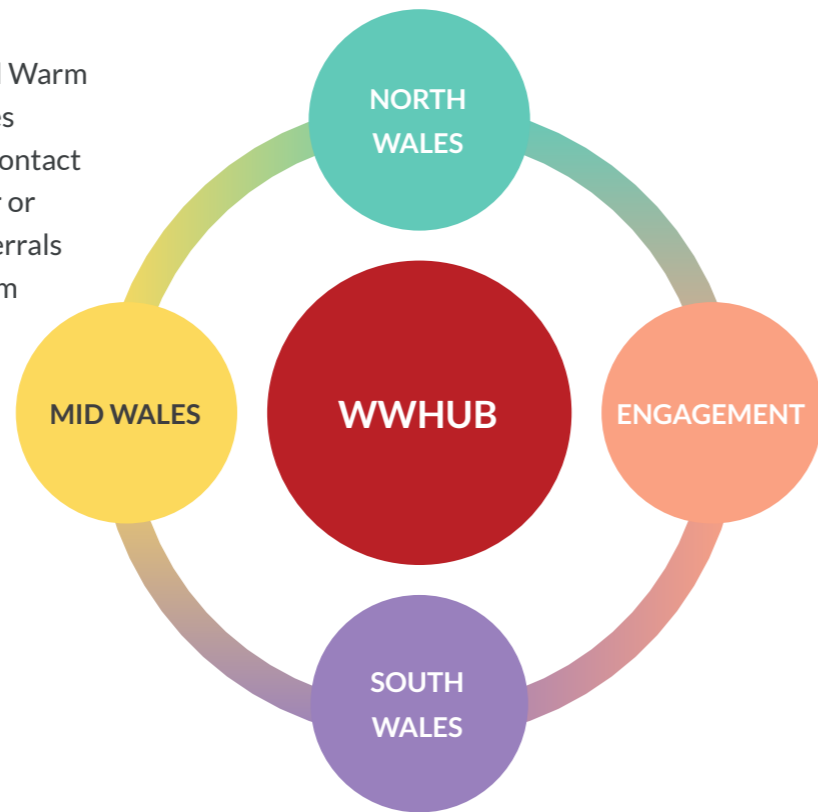
HEALTH AND PERSONAL WELLBEING OUTCOMES

Activity	Expected results
Along with support being provided to maximise income and improve warmth we will also support people with a wide range of interventions looking at their social, emotional or practical needs. Schemes are focused on improving mental health and physical wellbeing, to address people's needs in a holistic way.	By recording personal wellbeing scores via ONS4 before and after support we anticipate that 70% will see an increase in their overall wellbeing and the same will see a reduction in their anxiety levels. This can be compared to the national and local average. This will also impact frequent attendees to either primary or secondary health care as problems will be identified faster. Too many that attend their GP have non-medical issues and studies have shown improvements in quality of life and emotional wellbeing, mental and general wellbeing, and levels of depression and anxiety. A report by Citizens Advice in May 2015 showed that this support across England could save 3.4 million hours of GP time and £200 million a year. With the current cost of living crisis this figure could be higher.

3A.3 THE HHP HUB

The funding enabled the creation of a Central Warm Wales referral Hub (WWHUB) which provides support to residents and those first point of contact organisations i.e. health, housing, third sector or social care. The Hub will receive all initial referrals which can then be triaged to the relevant team for either a phone or home visit.

To assist with the identification of those requiring support, staff acting as touch points and the first point of contact will provide a route into the HHP Hub.



3A.4 TOUCH POINTS/ FIRST POINT OF CONTACT



3A.5 COMMUNITY ENGAGEMENT

HHP staff are adept at delivering high quality workshops to a diverse range of audiences. All staff are trained to deliver advice and guidance. We will employ a team of 43 engagement officers to maximise referral numbers into the Hub.

Engagement officers will bridge the gap between the community and our project support officers to increase referral volumes but to also engage with the targeted communities across Wales.

Engaging and building relationships with a range of organisations across Wales is pivotal to providing person-centred support to householders. HHP will have a regular presence in communities to engage with potential partners, clients and referral agencies.

This will create the environment for organisations to work consistently in partnership to tackle fuel poverty together.

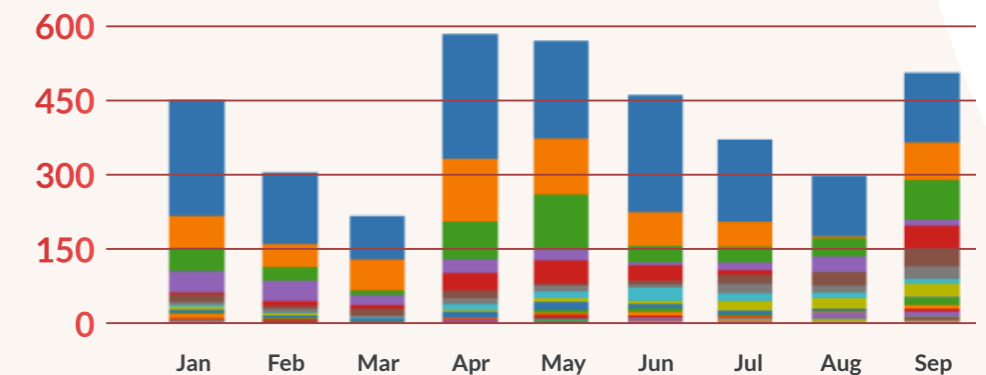
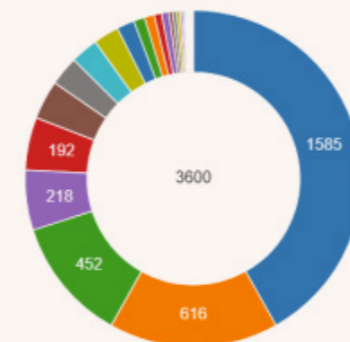
With engagement being a key component of contacting hard to reach communities, we will have an on the ground presence to identify the needs in communities. This will enable Warm Wales to make informed decisions about the support required.

Alongside directly engaging with communities, we will also host a range of in-person and online cost of living events across Wales. These events will bring together organisations to ensure we work collectively.

APPENDIX 3B - DATA LINKED TO CURRENT MODEL OF DELIVERY AND SUPPORT

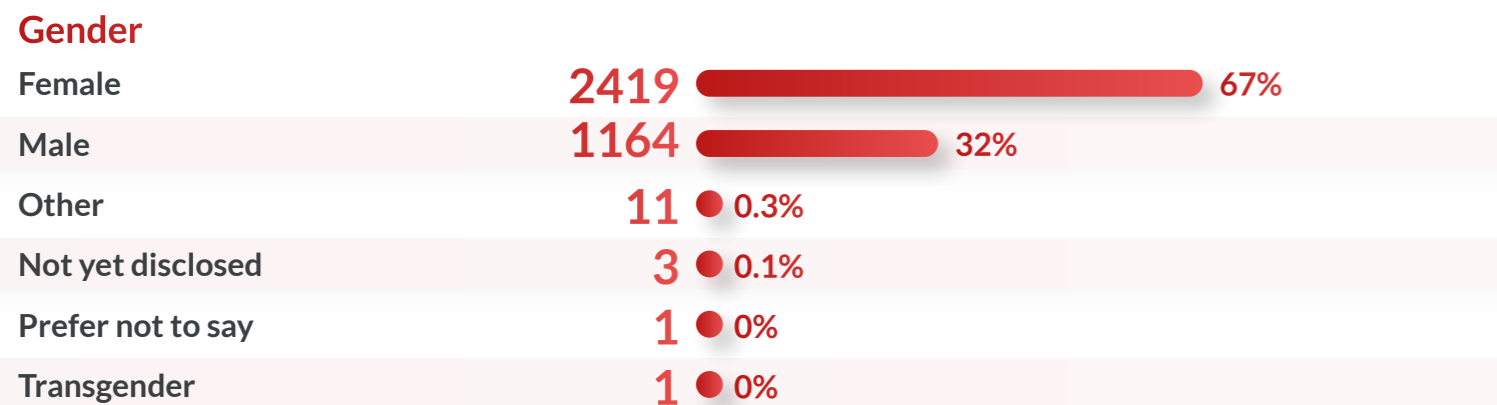
3B.1 REFERRALS

Figure 1. Referrals received by reason between January 2024 and September 2024



The data above shows that number of referrals from January 2024 to the end of September 2024, broken down on a monthly basis. The top three being Energy Support (42%); Utility Bill Support (16%) and Affordable Warmth (12%).

Figure 2. Gender split for those that require support.



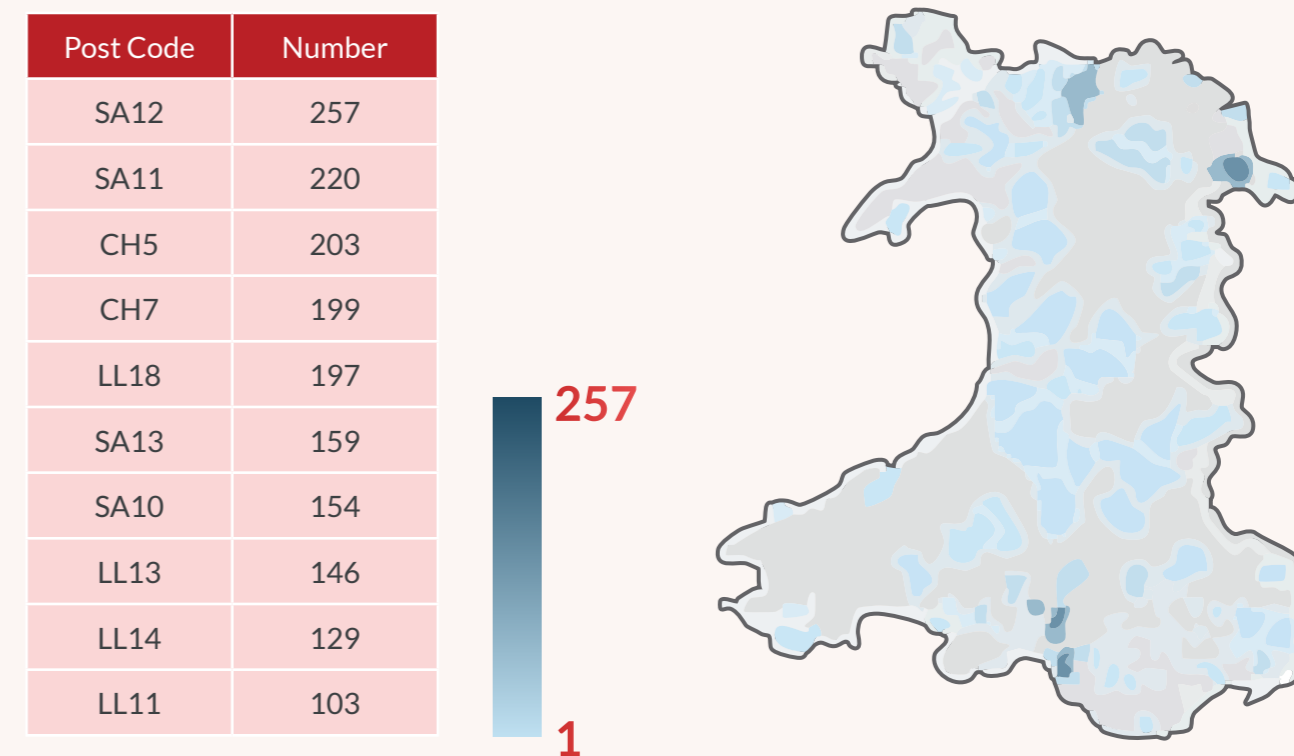
The data above shows the gender of the person making the referral with 67% being female and only 32% being male, this follows the trends of other support organisation with 2/3 female and 1/3 male.

Figure 3. Age range of those that require support.



The data above shows the age of the person making the referral for support, with there being an even split of age groups with not one main group making the most referrals. This indicates that those requiring support is across the range of age groups.

Map 1. The location of those supported across Wales using postcode



The map shows the spread of the support that has been provided by Warm Wales since the beginning of 2024. With higher numbers in North Wales, CH5 and CH7 (Flintshire) and South Wales SA12 and SA11 (Swansea and Neath Port Talbot) as can be seen with the top 10 highest post code areas.

Figure 4. Household make up based on 2874 referrals



Data above shows that a high number of those that are contacting Warm Wales for support have a long term health condition.

Figure 5. Tenure makeup of 1256 referrals received

The pie chart shows the breakdown of tenure for those contacting Warm Wales for advice and support.

39% are from the private rented sector, 38% from owner occupiers and a further 21% from Local Authority owned stock.

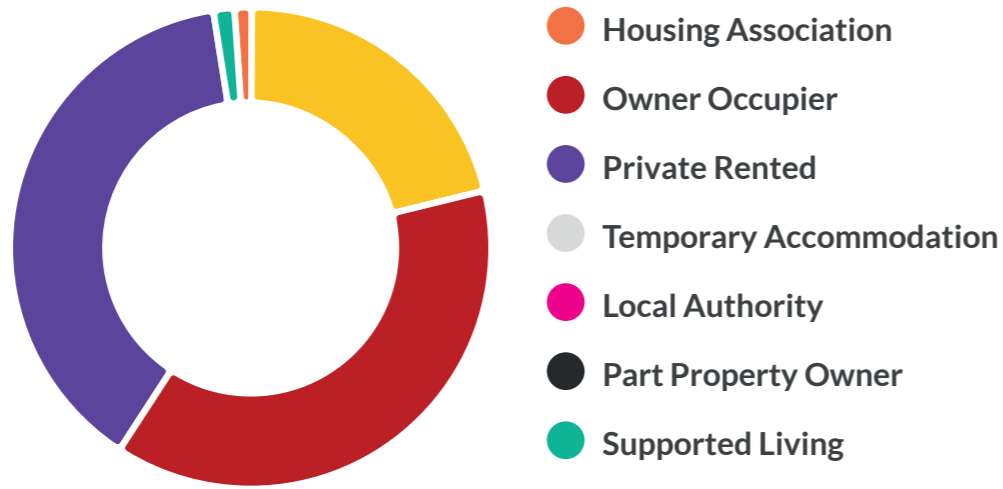


Figure 6. The length of time at current property

The pie chart outlines the length of time that those who contact Warm Wales for advice and support have been at their current property. 67% being longer than 3 years +.

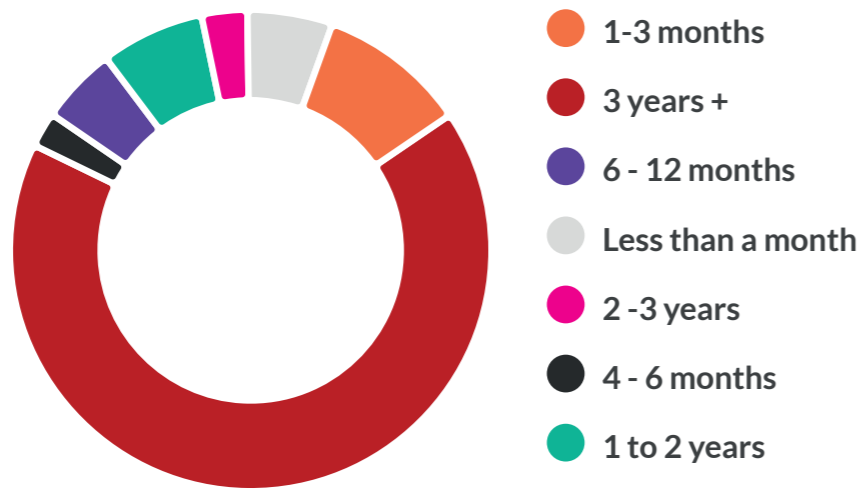
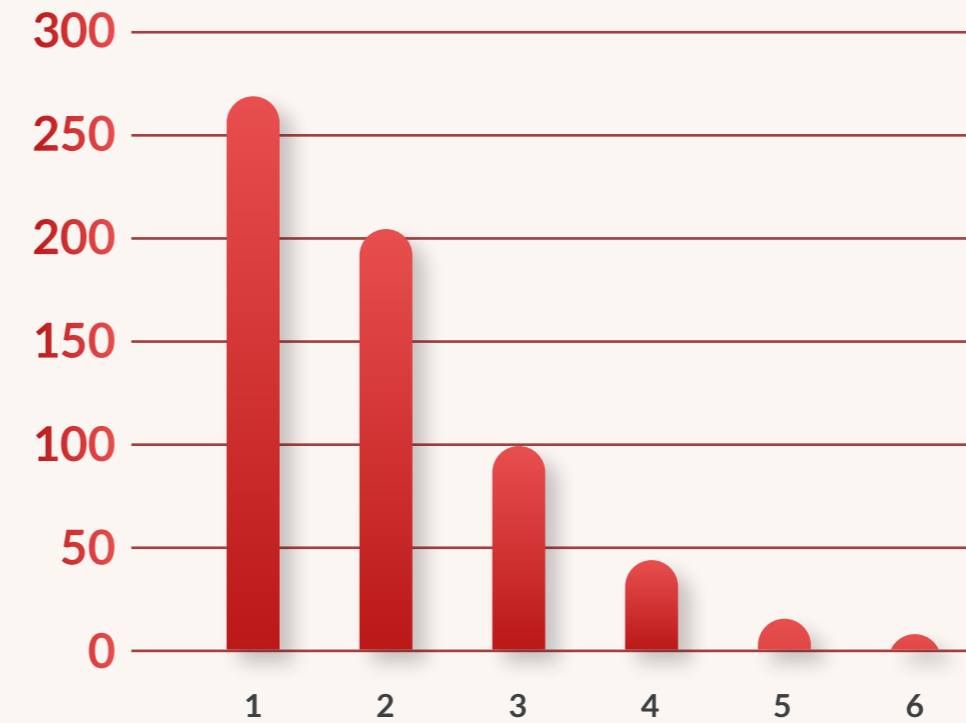
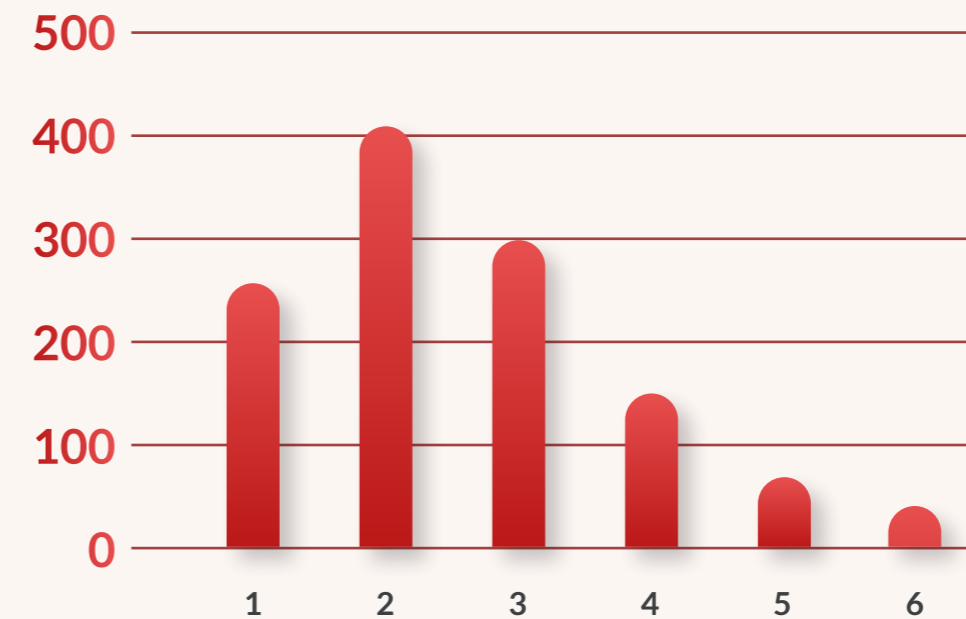


Figure 7. Number of children per household supported



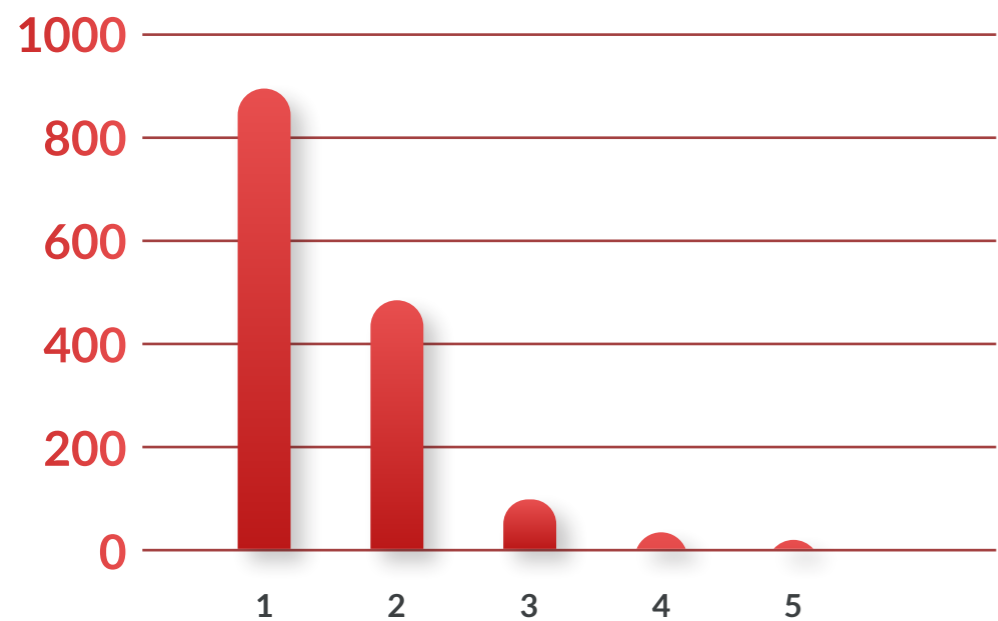
The bar chart shows the number of children per household. 265 households supported have 1 child whilst 207 have 2 children.

Figure 8. Total number of children supported



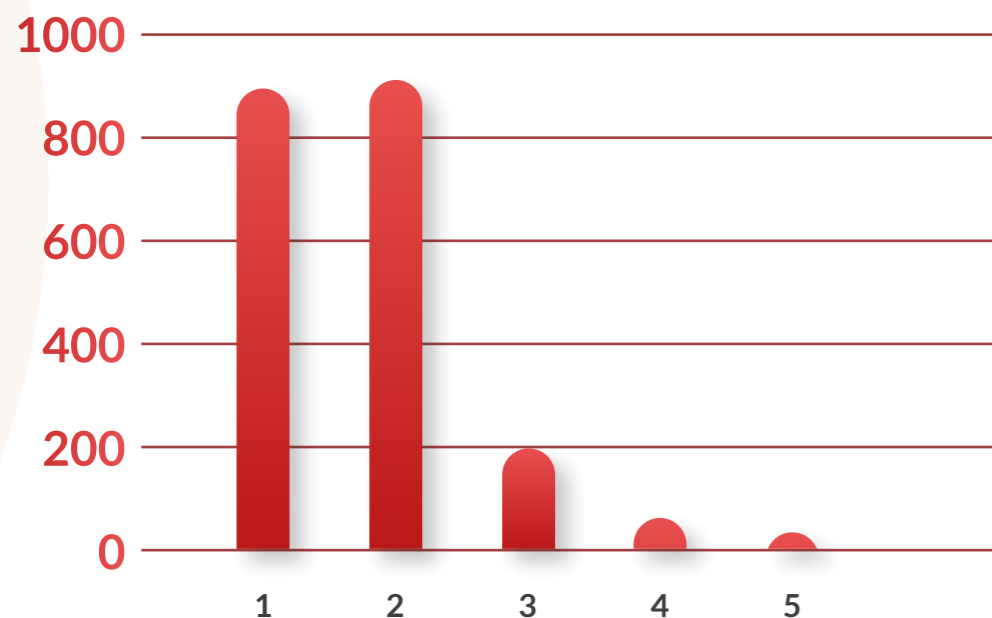
The chart shows the total number of children that have been supported. A total of 1339 children have been assisted as a result of referrals to Warm Wales for advice and support.

Figure 9. Number of adults per household supported



The bar chart shows the number of adults supported per household. Most referrals were from households with 1 adult.

Figure 10. Total number of adults supported

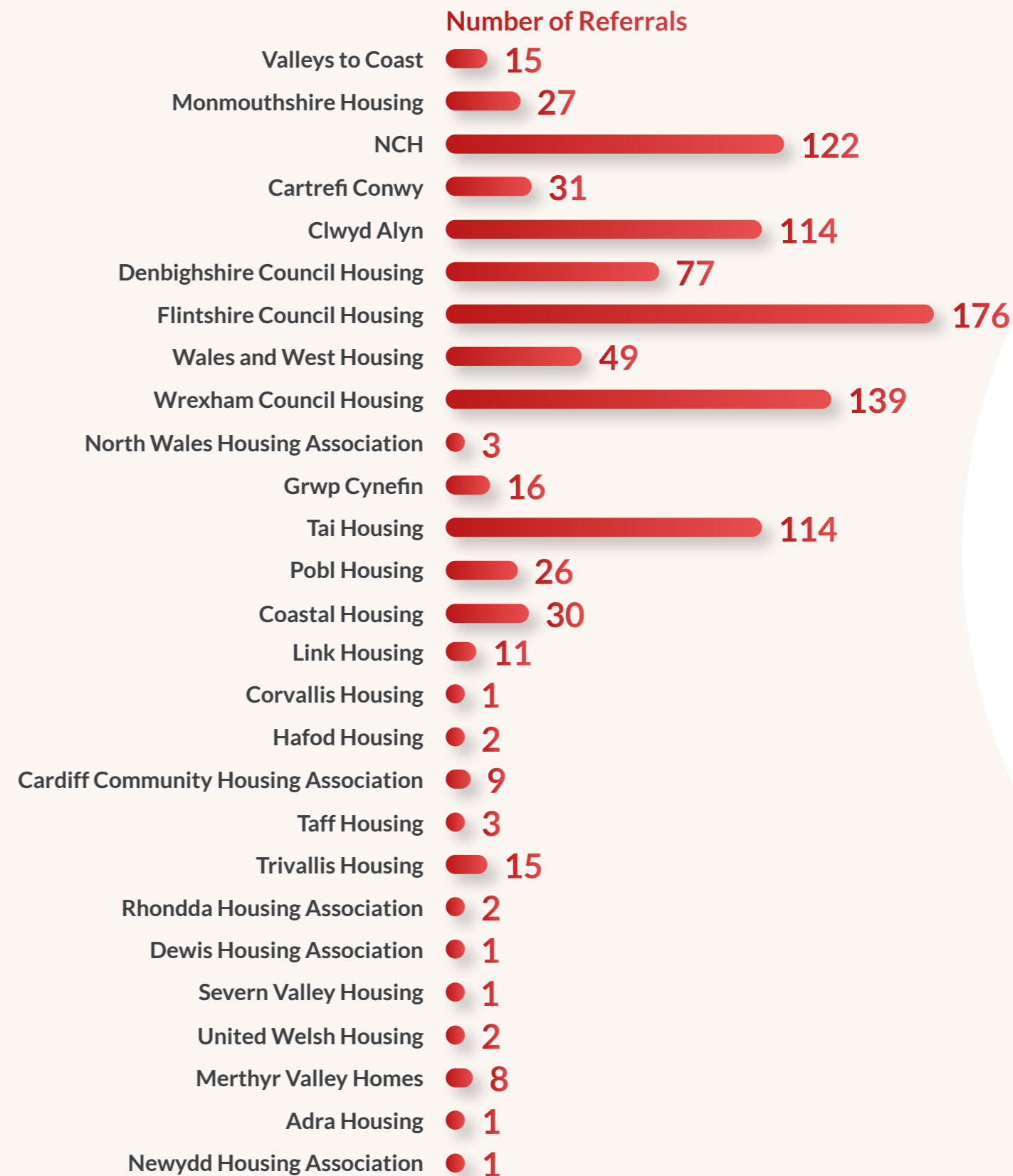


The chart shows the total number of adults supported as a result of a referral to Warm Wales for advice and support. A total of 2159 adults were supported.

From the period January 2024 to the end of September 2024, Warm Wales received a total of 3600 referrals resulting in 3398 individuals being supported. 2156 were adults whilst 1339 were children.

3B.2 REFERRAL PARTNERS

Figure 11. Referrals from tenants of Housing Providers



The chart above shows the Housing Providers whose tenants are currently contacting Warm Wales for advice and support.

Figure 12. Referral route for support

The pie chart shows that most referrals received came via our self-referral portal with 85% being received through this channel.

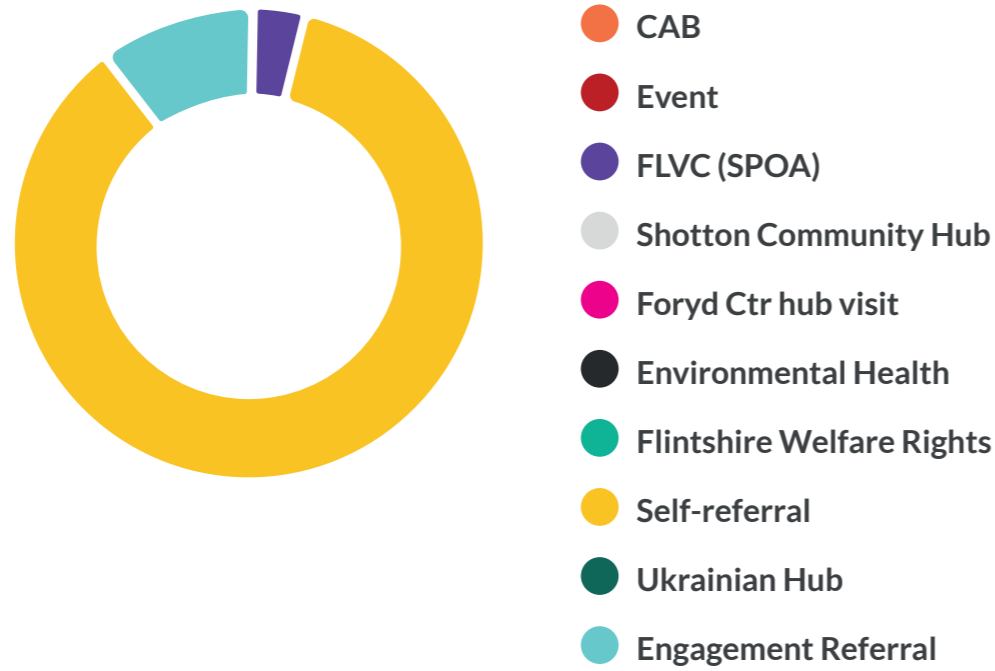
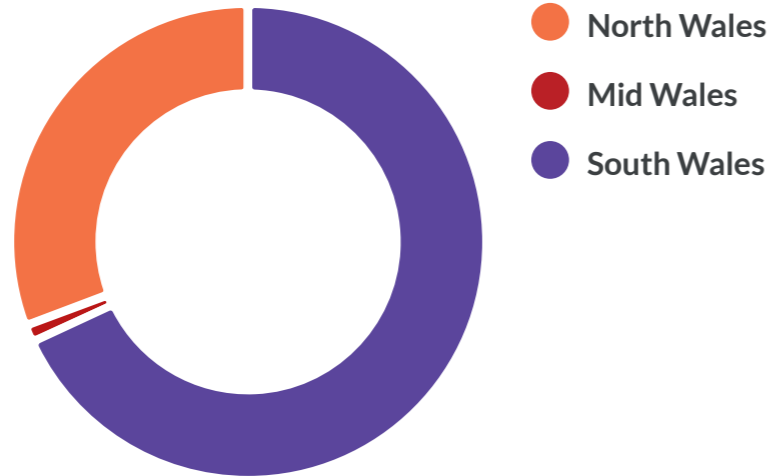


Figure 13. The areas where referrals are coming from

The pie chart shows the regional split of the referrals that Warm Wales have received: 68% from South Wales, 31% from North Wales and only 1% from Mid Wales.



The table below shows the partners that Warm Wales are working with, this list is not final as we are constantly identifying new local, regional and national organisations.

Table 4. Network of partners on a Local, Regional and National level

Partner	Local	Regional	National	Partner	Local	Regional	National
TPAS			●	Trussel Trust			●
Money Guidance			●	Shelter Cymru		●	●
Outside Lives	●			ClwydAlyn	●		
Welsh Water			●	ADRA	●		
Hafren Dyfdwy			●	Wales and WestHousing	●		
Maximus		●		North WalesHousing	●		
Age Concern/ Connect		●		Grwp Cefyn	●		
Caniad - New		●		Cartrefi Conwy	●		
Food banks		●		MonmouthshireHousing	●		
Food Share		●	●	Valleys to Coast Housing	●		
Nanny Biscuit	●			Newport CityHomes	●		
Keyring	●			Wales & WestUtilities			●
Family support Centre	●	●		EnvironmentalHealth Teams		●	●
NEWCIS	●			NEST			●
KIM	●			Cyd Innovation			●
Mind		●		Voluntary Councils		●	●
Age Cymru			●	Local Authorities		●	●
Community Money Advice		●		Home Start Cymru		●	●
Cambrian Credit Union		●		2025 Movement	●		●
Citizens Advice			●	National Energy Action			●
BBC Family Fund			●	Fire Service		●	●
Glasspool			●	Police		●	●
Fuel Bank			●	Public Health Wales		●	●
				Community and Primary Care	●	●	●

3B.3 INTERVENTIONS (ADVICE AND SUPPORT PROVIDED BY THE TEAM)

Examples of interventions under Affordable Warmth and Energy Efficiency and Community Support include: direct referrals for advice, support and access to funding with top up vouchers for projects that are currently delivered by Warm Wales.

Figure 14. Total number of intervention for support/advice by month, January 2024 to September 2024

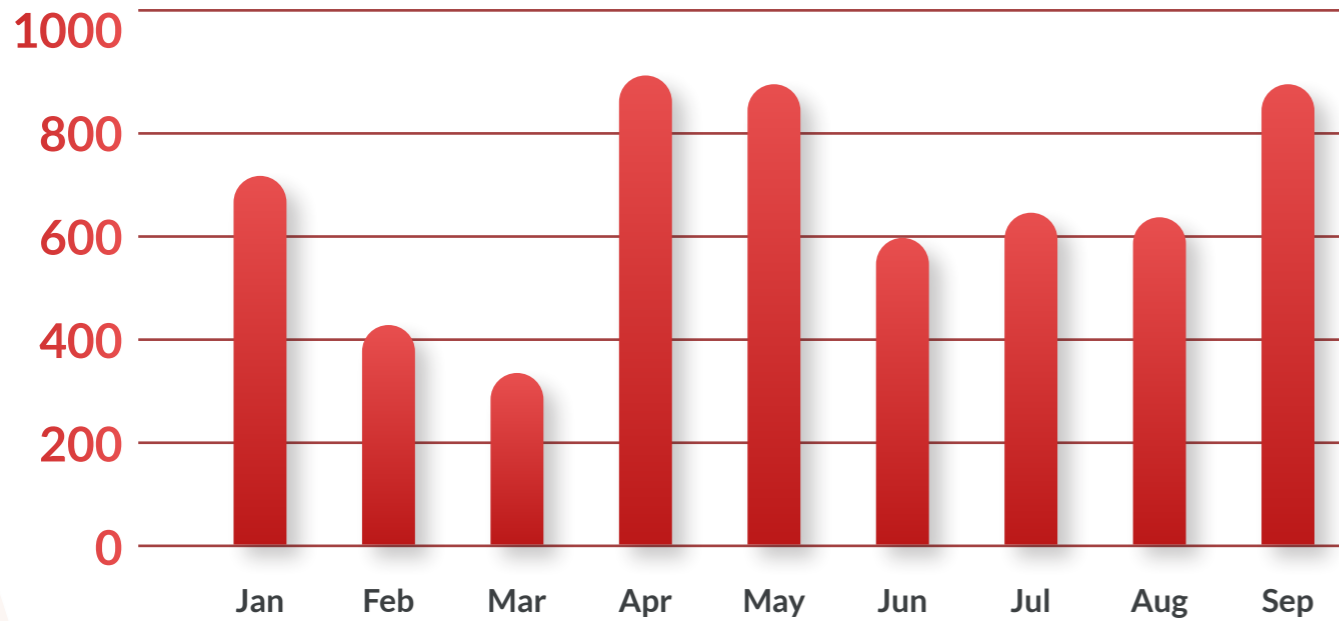


Figure 15. Variety of interventions delivered per month from January 2024 to September 2024

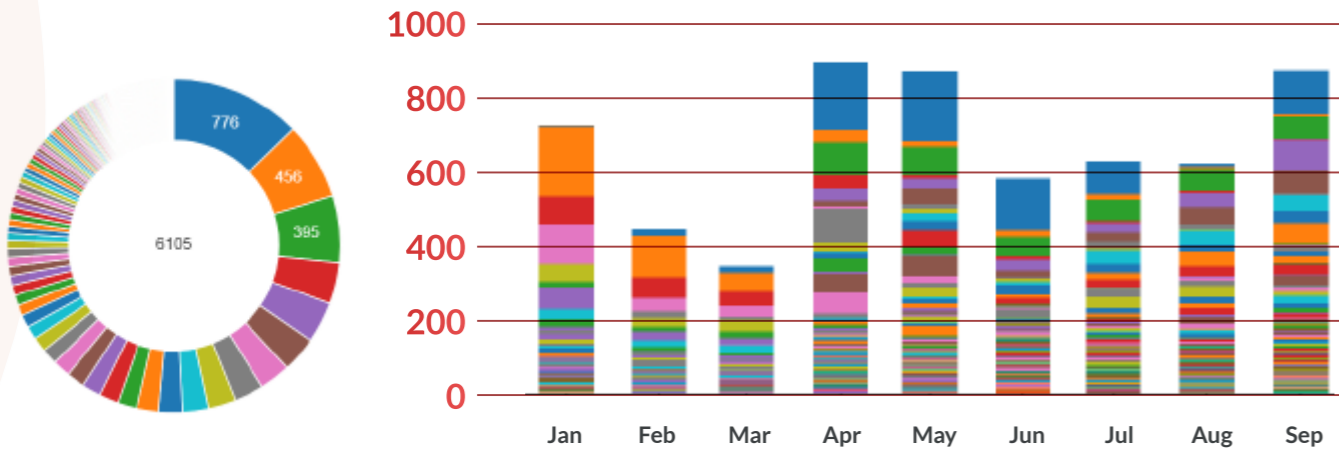


Figure 16. Emergency support via Fuel Bank Foundation energy top up vouchers



Table 5. All interventions provided by Warm Wales for the period January 2024 to September 2024

Forms of advice and support for projects provided by Warm Wales. All interventions for partners include a direct referral and no sign posting.

Interventions	Number	%
HHHP WWU	776	12.71
Fuel Bank Foundation Top-Up One	456	7.47
HHHP FBF Top up One - Set one	395	6.47
Fuel Bank Foundation Top-Up Two	245	4.01
HHHP Energy Saving Tips Leaflet/ Discussion	244	4.00
HHHP PSR Awareness	209	3.42
Light Touch phone call visit	184	3.01
HSG Outcomes Framework Start	174	2.85
Fuel Bank Foundation Top-Up Three	162	2.65
HHHP NPT Referral	157	2.57
HHHP FBF Top up Two- Set one	140	2.29
HHHP WWU Partnership Form Completed	127	2.08
Newport City Homes Project Referral (ESPC)	115	1.88
HHHP Feedback Completed	115	1.88
Warm Wales Energy Advice	112	1.83
HHHP Light touch Phone call	109	1.79
HSG Outcomes Framework Complete	105	1.72
HHHP Food Bank Voucher One	93	1.52
HHHP Case Study Consent Received	87	1.43
In Depth Phone Visit	78	1.28
HHHP FBF Top up Three- Set one	75	1.23
HHHP PSR Health Condition	63	1.03
Warm Wales Water Advice	62	1.02
HHHP NEA Benefits Check	60	0.98
Fuel Bank Foundation Top-up One (Set 2)	57	0.93
HHHP PSR Pensionable Age	55	0.90
Energy Saving Tips Leaflet/ Discussion (Light Touch)	52	0.85
HHHP Fuel debt support - dealing with supplier	52	0.85
HHHP Water Advice	48	0.79
HHHP CO Awareness	44	0.72
HHHP PSR Vulnerable Other	43	0.70
HHHP In Depth Phone Call	40	0.66
HHHP Welsh Water Help U	39	0.64

Food Bank (Excluding Flintshire) Voucher One	38	0.62
HHHP (SET 2) Top up one	38	0.62
HHHP PSR Child under 5	36	0.59
HHHP Cymuned	36	0.59
Fuel Debt Support - Dealing with Supplier (in depth)	35	0.57
Welsh Water Scheme - cymuned - (3 months free - only one submission)	35	0.57
Flintshire Food Bank Voucher One	33	0.54
Top-Up Override Pin Used	32	0.52
Fuel Bank Foundation Top-up Two (Set 2)	31	0.51
HHHP (SET 2) Top up two	29	0.48
HHHP Fuel debt advice	28	0.46
Fuel Bank Foundation Top-up Three (Set 2)	25	0.41
HHHP- ECO Via Warm Wales	24	0.39
HHHP Refernet (CA referral)	22	0.36
Welsh Water - Help U	21	0.34
HHHP Tariff options	21	0.34
HHHP - NEST	21	0.34
HHHP CO Detector Issued	21	0.34
HHHP DAF	21	0.34
HHHP - PSR - Disabled	19	0.31
EPC Check	18	0.29
HHHP Disputes with Supplier	18	0.29
HHHP Care & Repair	17	0.28
HHHP How to calculate your energy bills	16	0.26
NEST	15	0.25
DAF completed by Warm Wales Community Worker	15	0.25
Cyd Innovation Referral - email assessments@cydinnovation.com	15	0.25
HHHP Billing Account Update	14	0.23
HHHP Fuel supplier responsibilities	13	0.21
HHHP Food Bank Voucher Two	13	0.21
HHHP Energy Savings Trust	13	0.21
Welsh Water Debt Advice	12	0.20
WWU HHHP Support	12	0.20
Conference call with suppliers (fault with meters) In Depth	12	0.20
Flintshire Food Bank Voucher Two	12	0.20
PSR - Vulnerable/Other	10	0.16
Support from HHHP+	10	0.16
Food Bank (Excluding Flintshire) Voucher Two	10	0.16
Home Visit	10	0.16
HHHP HD - Here to Help	10	0.16
HHHP (SET 2) Top up three	10	0.16

HHHP Signposted to another agency	10	0.16
Welsh Water	9	0.15
HHHP Great British Insulation Scheme	9	0.15
HHHP (SET 3) Top up one	9	0.15
PSR - Disabled	8	0.13
2024 Trussell Trust Food Bank Voucher - FOODBANK 1	8	0.13
HHHP Where to get support with mental health issues	8	0.13
HHHP Pension Credit	8	0.13
HHHP (SET 3) Top up two	8	0.13
HHHP Wellbeing Chat	8	0.13
HHHP Internet/Telephone Savings	8	0.13
PSR - Children Under 5	7	0.11
FDF - PIP Application	7	0.11
NPT Crisis Fund	7	0.11
Well-being call, follow up chat	7	0.11
Fuel Bank Foundation Top-up One (Set 3)	7	0.11
HHHP Switching suppliers	7	0.11
HHHP How to use a pre-payment meter	7	0.11
HHHP Grants available, payment options and discounts	7	0.11
Care & Repair	6	0.10
FDF Full Benefit Check	6	0.10
Trussell Trust Food Bank	6	0.10
Foryd Ctr Food Bank	6	0.10
2024 Trussell Trust Food Bank Voucher - FOODBANK 3	6	0.10
HHHP Fuel meters -how to read and interpret the information	6	0.10
HHHP What support is available if you are in debt	6	0.10
HHHP Welsh Water Watersure	6	0.10
HHHP Warm Home Discount	6	0.10
HHHP Income Max Fuel Debt	6	0.10
HHHP FBF Override Pin Used	6	0.10
HHHP Entitled to	6	0.10
HHHP Landlord Responsibilities	6	0.10
Wise Group - provide up to Â£150 for those in arrears with energy bills who pay by direct debit/ quarterly â€¢ They can also provide support to help complete benefit forms	5	0.08
2024 Trussell Trust Food Bank Voucher - FOODBANK 2	5	0.08
HHHP Complaints and who to approach	5	0.08
HHHP Welsh Water - water meter	5	0.08
HHHP Welsh Water Customer Assistance Fund	5	0.08

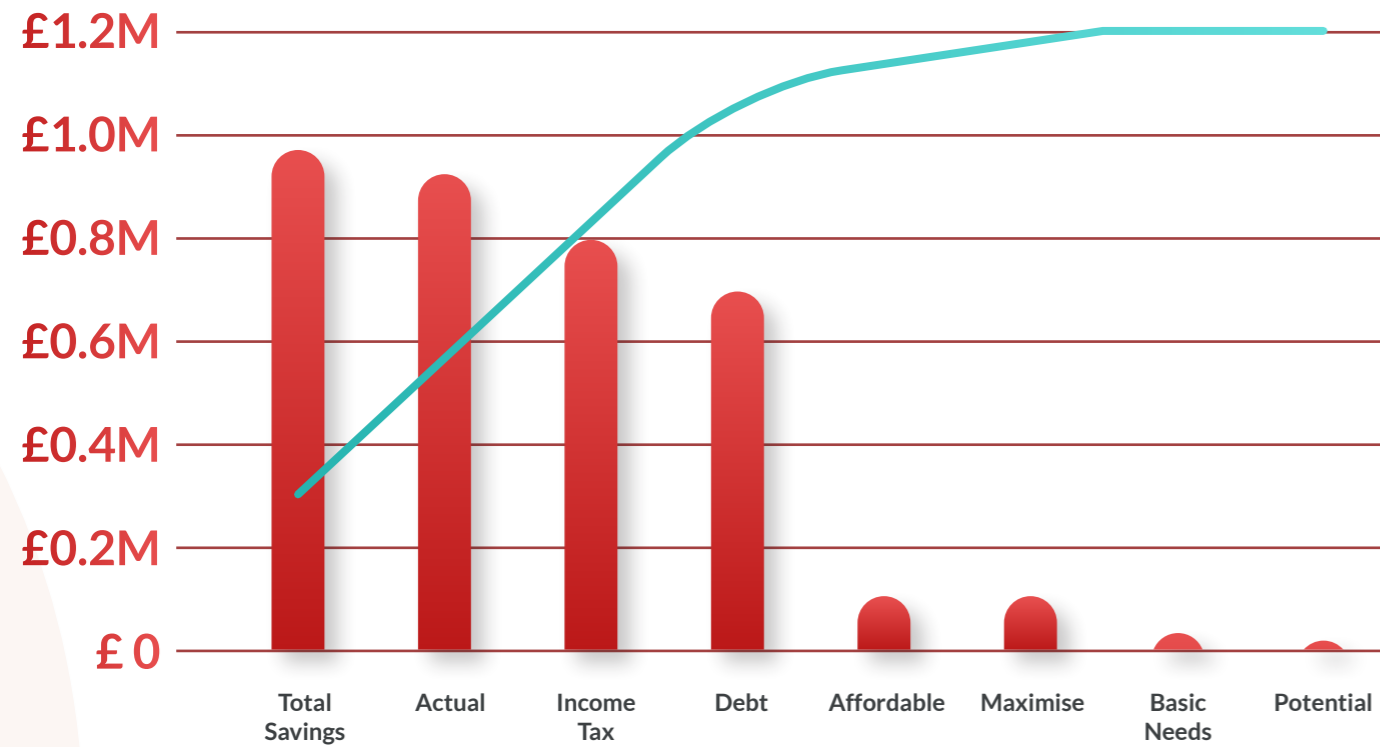
HHHP Signpost to Step Change	5	0.08
Foodbank	4	0.07
Fuel supplier responsibilities (Light Touch)	4	0.07
Fuel Bank Foundation Heat Fund	4	0.07
PSR - Pensionable Age	4	0.07
Welsh Water - Customer Assistance Fund	4	0.07
DEEP - Domestic Energy Efficiency Team - FCC	4	0.07
Welsh Water Debt/resolutions	4	0.07
The Trussell Trust Foodbank	4	0.07
Sussex Street Food Bank - Trussell Trust	4	0.07
In Depth Hub Discussion	4	0.07
Prestatyn & Meliden Food Bank - Trussell Trust	4	0.07
Flintshire Food Bank Voucher Three	4	0.07
Food Bank (Excluding Flintshire) Voucher Three	4	0.07
The Great British Insulation Scheme	4	0.07
HHHP Support to get updated heating system	4	0.07
HHHP What discounts and grants are available	4	0.07
HHHP Fuel meters (electric and gas) - the difference between each meter	4	0.07
HHHP How to read your energy bill	4	0.07
HHHP Fuel Direct Payments	4	0.07
HHHP Rent smart Wales	4	0.07
HHHP OFGEM OMBUDSMAN	4	0.07
HHHP Fire Safety check and detector	4	0.07
HHHP (SET 3) Top up three	4	0.07
The Trussell Trust - Food Bank	3	0.05
Welsh Water - Watersure	3	0.05
Conference call with suppliers supporting mode change	3	0.05
DAF White Goods Application 1	3	0.05
Warm Home Discount Scheme - UK Government	3	0.05
Setting up an account via Warm Wales	3	0.05
HHHP Customers responsibilities	3	0.05
HHHP Home Visit	3	0.05
HHHP Food Bank Voucher Three	3	0.05
HHHP FDF	3	0.05
Fuel Bank Foundation Top-up One (Set 3)	3	0.05
NEWCIS: Mental Health Carer Group	2	0.03
Care and Repair	2	0.03

PSR - Chronically Sick	2	0.03
Welsh Water - Water Meter	2	0.03
Hafren Dyfrdwy Here to Help Scheme - HD	2	0.03
North Wales Fire Service	2	0.03
British Gas Tariff Switch	2	0.03
British Gas Fuel Debt	2	0.03
HHPLC Support	2	0.03
Money Saving Boiler Challenge Information	2	0.03
FreshStart - White Good Fund	2	0.03
National Debt Line	2	0.03
Light Touch Hub Discussion	2	0.03
Case Discussion with Housing Association /Officer	2	0.03
ECO Support	2	0.03
HHHP How to use heating appliances	2	0.03
HHHP Identify damp and other issues caused by fuel poverty	2	0.03
HHHP Heating appliances	2	0.03
HHHP Tariffs and their differences	2	0.03
HHHP How to use heating appliances support	2	0.03
HHHP HD Water Meter	2	0.03
HHHP HD Customer Assistance Fund	2	0.03
HHHP HD Water Sure	2	0.03
HHHP Case Discussion with Housing Association/Officer	2	0.03
Depher Community Plumbing and Heating Support CIC	2	0.03
Festival Church Prestatyn Food Bank	2	0.03
Fuel Bank Foundation Top-up Two (Set 3)	2	0.03
HHHP Heat Fund	2	0.03
Step Change	1	0.02
Grants - Local Assistance Scheme Grant	1	0.02
NEWCIS: Carer Assessment	1	0.02
StepChange	1	0.02
StepChange Debt Charity	1	0.02
DWP - Pension Credits	1	0.02
Entitledto	1	0.02
The Trussell Trust	1	0.02
Communities for Work	1	0.02
The Kings Storehouse, Rhyl	1	0.02
West Lancs Household Support Fund	1	0.02
National Debt Helpline	1	0.02
Scottish Power Hardship Fund	1	0.02
Step Change debt charity	1	0.02

Fuelbank Foundation	1	0.02
Warm Wales Benefit Check Advice	1	0.02
Hafren Dyfrdwy - HD	1	0.02
FDF - DAF Application	1	0.02
Age Cymru	1	0.02
EON - Fuel Debt	1	0.02
Octopus - Fuel Debt	1	0.02
OVO - Fuel Debt	1	0.02
Utilita Fuel Debt	1	0.02
British Gas Energy Trust Fund	1	0.02
Warm Wales - CO Advice	1	0.02
Warm Wales Income & Expenditure	1	0.02
St Peters Church Holywell	1	0.02
Nanny Biscuit Pantry Sandycroft	1	0.02
Food bank	1	0.02
StepChange - Debt Advice	1	0.02
Citizens Advice CAP CAB Form Filling	1	0.02
Energy Advice- Warm and Well	1	0.02
The Nest	1	0.02
DAF White Goods Application 2	1	0.02
Rhyl Benefit Advice Shop	1	0.02
Nacro	1	0.02
SPOA - Single Point Of access Flintshire	1	0.02
ESPC- Bespoke Energy Pack	1	0.02
2024 Trussell Trust Food Bank Voucher - FOODBANK 4	1	0.02
2024 Trussell Trust Food Bank Voucher - FOODBANK 5	1	0.02
2024 Trussell Trust Food Bank Voucher - FOODBANK Maximum Exceeded	1	0.02
HHHP Applying for discounts, setting up payment options and applying for available grants	1	0.02
HHHP Heating and hot water controls	1	0.02
HHHP What agencies are available to support me	1	0.02
HHHP PIP Application	1	0.02
Sandycroft Community Hub and Pantry	1	0.02
HHHP WWU Cyd Innovation - email assessments@cydinnovation.com	1	0.02
Denbighshire SPOA (FLVC)	1	0.02
Rent Smart Wales	1	0.02
Ableworld Catalogue and Services	1	0.02
HHHP - Disabled Facilities Grant	1	0.02
HHHP - Home Adaptions	1	0.02
HHHP Managing your Money	1	0.02

3B.4 SAVINGS

Figure 17. Total savings for the period January 2024 to September 2024



The chart shows total savings for the period were **£972,164**.

£929,223 were actual savings with the remaining **£42,941** being potential savings (i.e. residents need to follow the advice provided).

A large amount of the savings has been as a result of reducing debts (**£687,329**) and maximising income (**£821,245**).

£63,976 were for basic needs with the provision of food parcels and emergency top ups for gas and electric. The average savings of £270 is based on 3600 referrals and total savings of **£972,164**.

3B.5 RESIDENTS PERSONAL WELL-BEING

Figure 18. Personal wellbeing changes over the period January 2024 to September 2024

79% commented that their anxiety level had improved.

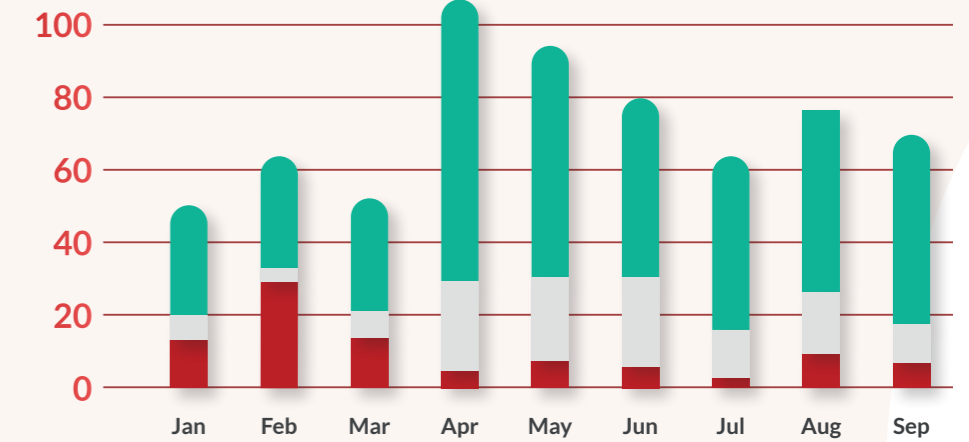
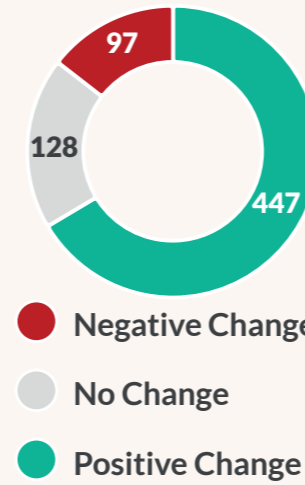


Figure 19. Satisfaction changes over the period January 2024 to September 2024

Significant positive changes have occurred.

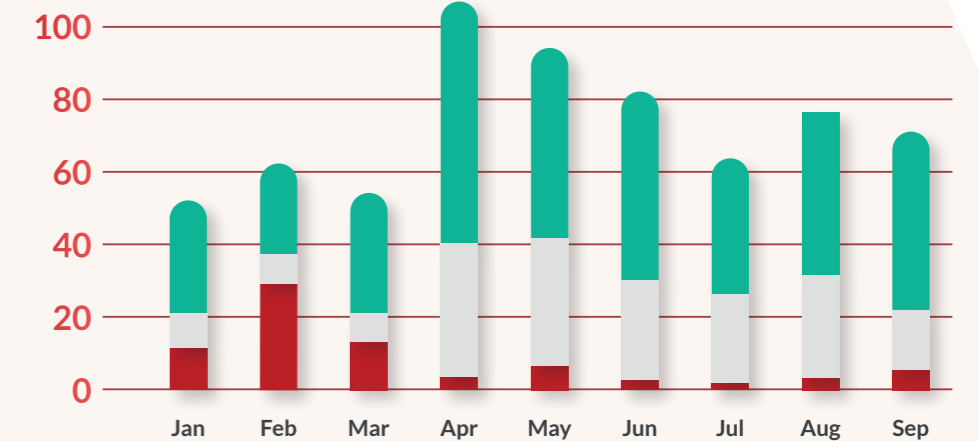
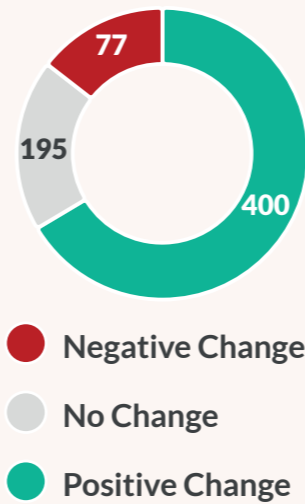


Figure 20. Worthwhile changes over the period January 2024 to September 2024

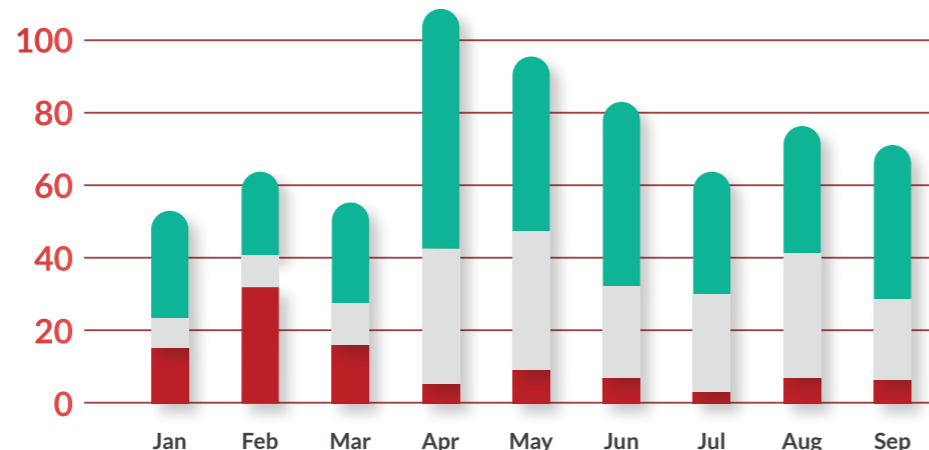
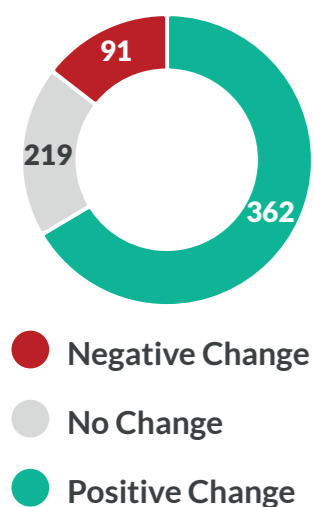


Figure 21. Happiness changes over the period January 2024 to September 2024

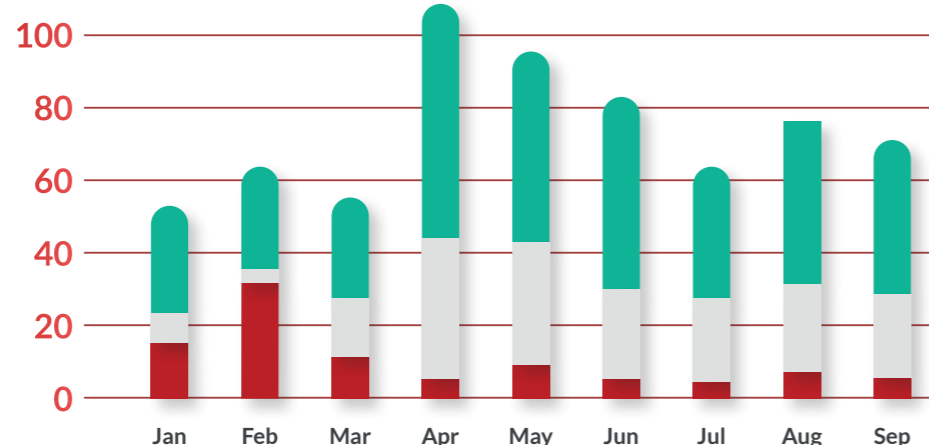
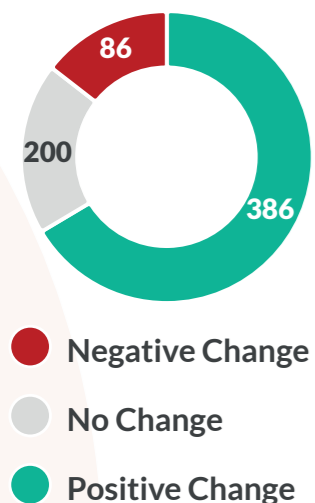
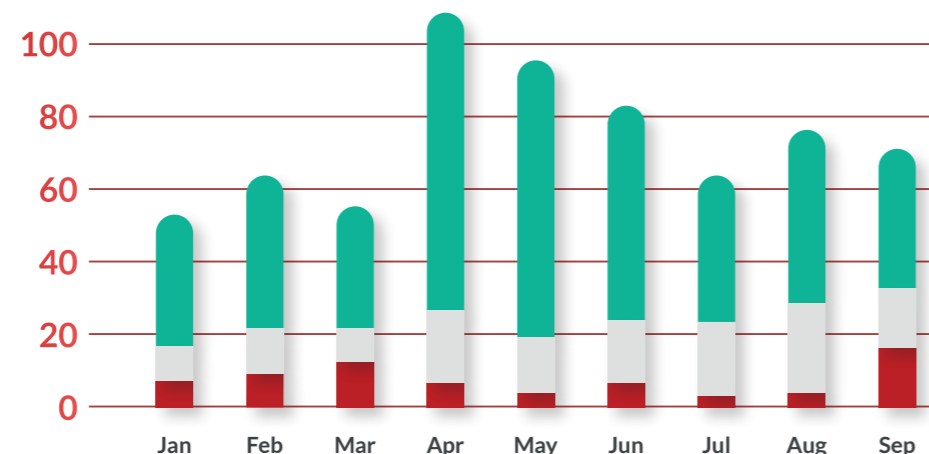
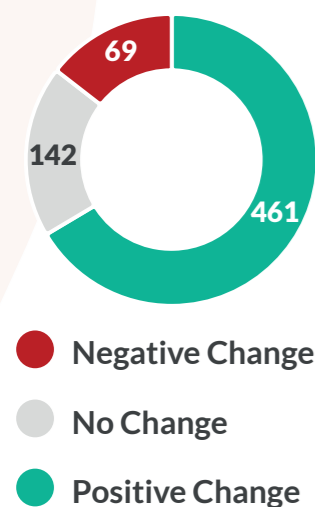


Figure 22. Anxiety changes over the period January 2024 to September 2024



3B.6 ENGAGEMENT WITH RESIDENTS AND PARTNERS

The engagement team cover the whole of Wales and provide awareness sessions, drop ins, coffee sessions and attend wellbeing hubs. We ensure that our advice and support is taken into the community.

Type of Session	Number	Attendees
Events/Drop-ins	252	9,180
Awareness	78	1,313
Total	330	10,493

3B.7 SOCIAL IMPACT

Warm Wales has successfully utilised the Impact Social Return on Investment (SROI) tool, provided by Flintshire County Council, to evaluate the effectiveness of its advice service in North Wales.

This innovative tool, part of the Flintshire Social Enterprise Partnership initiative, enables social enterprises to quantify their social impact, thereby demonstrating value to stakeholders.

The SROI analysis of Warm Wales' advice service, covering the period January 2024 until the end of September 2024 revealed a significant social impact value of £271.791.

This figure reflects the substantial benefits provided to the community. The analysis does not account for the direct savings that individuals have achieved through the advice received, indicating that the true value of the service is much higher.

The advice service aims to empower individuals with an improved knowledge about energy management, including cost reduction, optimising energy usage, exploring alternative energy-saving methods, and maintaining warmth in their homes. By doing so, the service contributes to increased financial stability and reduced energy poverty among vulnerable households.

Additionally, educated energy use leads to improved health and well-being, as residents can keep their homes adequately heated, reducing the risk of cold-related illnesses. The environmental benefits are also significant, with reduced energy consumption contributing to lower carbon emissions and fostering a more sustainable community. In conclusion, the SROI analysis highlights the vital role of Warm Wales' advice service.

By demonstrating the economic, health, and environmental benefits of the service, Warm Wales can continue to be an advocate of support for the community. This ensures that residents are better equipped to manage their energy needs independently and efficiently.

APPENDIX 4 – CASE STUDIES

Resident Case study 1

WHAT WAS THE SITUATION?

Client had just split with his wife, who had taken every penny and every item of food. He had given up his employment 6 months prior to look after her as she had poor mental health. He was very, very tearful and felt alone, anxious and totally hopeless.

He had had no electricity for 2/3 weeks, and had been begging around his locality for loose change to enable him to get together £5.00 to put on his electricity. He had been unable to pay all of his rent and the food that he had managed to buy had totally ran out.

HOW WARM WALES SUPPORTED HIM

We listened empathetically and initially came up with a very short term plan of action. We focused on his basic needs:

FOOD

Urgently, we referred him to the British Red Cross (BRC) for food for that evening (short term support)

We issued a food bank code for him to collect food and also arranged a further one for the following week. We referred him to Love North Wales for a food parcel for the next day. BRC were also able to supply him with a Hug voucher and a Referral to Well-fed (longer term food support). He was signposted to St Peter's Church for future assistance.

ELECTRICITY

We referred him urgently to British Red Cross for an electricity top up that evening (short term support)
We referred him to Groundwork for electricity top up (longer term support)

EMOTIONAL SUPPORT

I was able to actively listen to him and offer support as he said he had no one to talk to over these last few weeks. I did this over a series of days.



We signposted to both Mind Legal services and NEWCIS. BRC offered Mental Health support if required.

PRACTICAL SUPPORT

I did a 3-way call to his energy provider to explain his situation, as he was not capable of doing so independently. He was also offered support for future switching etc. I completed a Warm Home Discount (£140) application online for him as he had no access to the internet.

REFERRED ON

Referred on to the Welfare team for support with rent and council tax issues and involved CAB.

OUTCOME

Throughout the 3 week period that we supported him, he became more positive following each intervention.

It was a huge relief to him that he initially had food for the night and that we were able to arrange more food for the coming weeks. He was also happy that he had electricity and was able to put his fridge back on with food in it. Once he had electricity he was able to wash both himself and his clothes. Something he had previously taken for granted.

He re-gained his composure and was becoming more self-reliant as the days went on. He was able to charge his phone, as without this he had been struggling to get the support that he needed.

By week 3, he was visiting the job centre to actively look for work which I feel was a huge success.

At this stage we closed the case as he was extremely grateful for all the practical and emotional support that I had been able to provide/organise.

Resident Case study 2

INITIAL ISSUES/DETAILS

- Has 2 children.
- This lady has poor mental health primarily due to loss of her daughter and niece.
- Does not open her mail as she feels it will be bills/debt/bad news.
- In debt to water company.
- Utility company have not billed her in over a year-very concerned about outstanding debt that may be accrued.
- Has no system to allow for payment for electricity, therefore, needs long term assistance.

SUPPORT WARM WALES PROVIDED

- We initially addressed her basis need for food – supplied food parcel via Nanny Biscuit. She was in desperate need. At a later date also organised a foodbank parcel and a further Nanny Biscuit parcel.
- She has been added to the priority Services register.
- Supported, encouraged, signposted her to ring FCC and School re school dinners and school uniform.
- Were able to talk about her bereavement and her need for counselling. I was able to signpost her to Dan, Mind, Parabl and her GP. I did this through text so that she would have the numbers saved on her phone. We discussed what each charity specialised in, and I offered to do a 3-way call to any as required. She has since been in touch with her GP and has been able to access Mental Health Services, which she was very pleased about.
- She is relieved that we can help her, as mentally it is too much for her to speak to any service providers as she is scared that they will shout at her.



- I rang the water company on her behalf, then through a 3-way call, we were able to reduce her bill significantly.
- We have supported a 3-way call to her energy provider and I have made numerous, subsequent and attempted calls to them. In doing so, I have taken the pressure off the lady having to speak to the providers. It can be very stressful trying to get through, and once through, feelings of being out of your depth can take over.
- I have made a complaint to the utility company on her behalf, she was grateful I had done this as she would not have been up to it, she said.

FEEDBACK

- She is feeling very positive about her first initial step (making contact with her GP) and says she has started thinking about assistance for her mental health.
- She has arranged counselling to discuss the loss of her daughter.
- She is grateful that my name is listed as a utility contact and I can discuss her bill on her behalf. She finds it too stressful to ring herself and therefore the bill/debt problem will escalate.
- She laughs and calls me 'MUM' when she thanks me, as she feels that I am supporting her in a way that a mum would do (she says that is, if she had one)



WARM WALES
CYMRU GYNNES

grasshopper

Report designed by:
**Grasshopper
Communications**