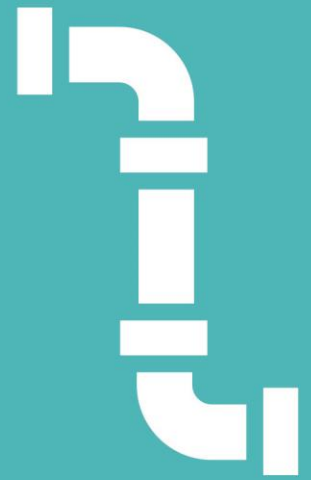




Appendix 7E: Healthy Homes Healthy People



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Legal Notice

This paper forms part of Wales & West Utilities Limited Regulatory Business Plan. Your attention is specifically drawn to the legal notice relating to the whole of the Business Plan, set out on the inside cover of The WWU Business Plan. This is applicable in full to this paper, as though set out in full here.



1 Introduction

The Healthy Homes Healthy People project is a partnership between Wales & West Utilities (WWU) and Warm Wales to work with Local Authorities to identify fuel poor and vulnerable households and provide a range of services to meet their needs.

The work looks at four main areas - income maximisation, affordable warmth, personal/family safety and support at home and health and wellbeing outcomes. The resulting interventions aim to “create a home which is safe, warm and secure which everyone can live, play and grow in.”

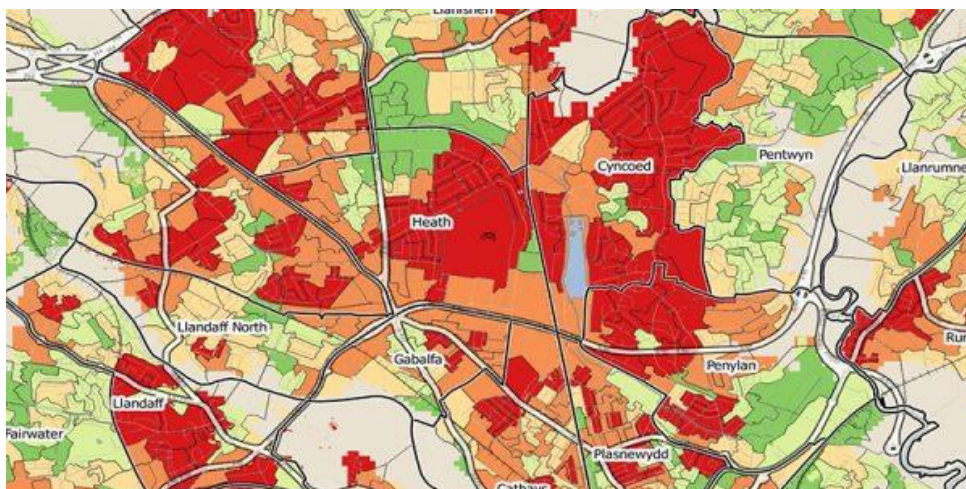
The project has grown out of two previous projects that Wales & West Utilities have supported during GD1.

1.1 FRESH Mapping.

The FRESH vulnerability mapping service has been developed from software developed through the Cardiff University Solcer Programme and is sponsored by Wales & West Utilities. In our DRS submission in 2015 we explained how we had purchased EPC data and sponsored the data processing for several councils to prove the concept. The EPC data is now available free of charge as a data set. Already successfully implemented by Cardiff, Flintshire and Neath Port Talbot Councils, over this period we have now instilled the mapping within two further Local Authorities - Rhondda Cynon Taf and Cornwall. The FRESH mapping tool costs each Local Authority £5,000 with a remainder subsidised by WWU to the value of £25,000.

FRESH identifies ‘street clusters’ of fuel poor, energy inefficient households, based on mass EPC analysis. This results in a suite of powerful maps, showing levels of vulnerability to help prioritise existing resources. This works in partnership with local third sector agents, avoiding duplication and harnessing ‘local knowledge’ to identify vulnerable households with house-to-house surveys. In effect, FRESH provides a complete all-authority and all-tenure ‘spotlight’ on those most likely to be vulnerable in suffering from fuel poverty and cold-related ill-health.

FRESH has been used successfully with several Local Authorities to inform on their ECO Statements of Intent to enable Housing and Health colleagues plan joint strategies between Health Boards, Local Councils and Third Sector agencies. An example of this is the Healthy Homes Healthy People joint health and local authority initiative underway in North Wales. It has also been invaluable for organisations needing to identify potential properties for National Grid’s ‘Warm Homes Fund’.



<https://www.warmwales.org.uk/our-projects/fresh-mapping/>



1.2 NEA Healthy Homes Healthy People Fund

The NEA Healthy Homes Healthy People project looked to link up health professionals with a network of resources. Vulnerable people with health conditions likely to be linked to cold and damp homes were referred into this network with a range of measures delivered to homes to improve the health of the individual and lift them out of fuel poverty.

WWU sponsored Warm Wales to assist with the bids for Flintshire and Cardiff for a share of the NEA fund. We then sponsored Care & Repair resources to carry out the visits to these homes.

<http://www.nea.org.uk/hip/healthy-homes-healthy-people/>

1.3 Healthy Homes Healthy People (HHHP) Project

FRESH Vulnerability Maps are used to guide deployment of regional Community Workers (CWs) across three regions – North Wales, South Wales and across Cornwall. The CWs use the mapping, along with partner knowledge to help identify the 'hard to reach' vulnerable and fuel poor households to target their support.

Once priority areas have been identified through FRESH, the CWs use local partnerships to help to engage with residents. Through a combination of door to door engagement following an initial mail drop to avoid cold calling, pre-booked appointments and local community events, participants are identified and signed up to the project to receive support. Officers arrange surveys to reach out and help those in the greatest need, focusing upon all tenure – home owners, private landlord and social landlords.

The South Wales & Cornwall model is focused on this combination, case studies evidencing that door knocking enables the CWs to reach those households that would never look for help and support and so a broad range and number of households are supported.

In North Wales, CWs have established closer links with health professionals including GP surgeries, Occupational Health workers, hospital discharges and job centres where assessment of ability to work is made. This has resulted in a higher proportion of direct referrals of particularly vulnerable households into the scheme, which in turn requires more intense support and has driven a higher average saving per household.

Both models ensure we can offer a person-centric approach to addressing need to improve health and wellbeing. CWs visit householders in their own homes, providing free, face-to-face advice and support plus referrals to a network of partners.

A range of fifteen services can be offered dependent upon the householder's situation. These include energy saving and tariff switching advice, smart meter advice, priority services register enrolment, carbon monoxide and fire awareness and detectors, Welsh Water tariff discounts, fuel debt assistance and benefit entitlement check.



1.4 Customer Outcomes

To date the project has generated the savings below (figures correct as of 20/09/2019):

Oct 17 - Aug 19	Savings £	Total no. households assisted	Average saving per household	PSR sign ups	GP/ health referrals	No. 60yr+	No. 0-5 yr olds
South Wales	£597,816	1015	£589	731	8	587	115
North Wales	£507,637	611	£831	289	39	161	32
Cornwall	£249,864	368	£679	156		83	17
Severn Wye	£14,384	72	£200	53		52	6
Totals:	£1,369,702	2066	£663	1229	47	883	170

Investment to date: Wales & West Utilities: £433,867
 NW Warm Homes Fund: £82,394
 Total investment: £516,261

Total Savings (Year 1): £1,369,702
 Ratio per £1 investment (including WHF contribution) 2.65

Total Savings Breakdown across all areas:

Service	Savings	Measures	Potential Savings	Total	No.	Av. sav per measure
Tariff Switching Advice	£61,864		£21,017	£82,881	426	£195
CO Awareness		£6,555		£6,555	567	£12
Benefit Checks	£294,020		£17,392	£311,412	93	£3,349
Smoke Alarms		£2,453		£2,453	67	£37
Slips, Trips & Falls		£72,877	£720	£73,597	86	£856
Telecare Community		£3,364		£3,364	7	£481
General Debt	£9,586		£33,723	£43,309	19	£2,279
Fuel Debt	£7,023			£7,023	14	£502
Water - tariff	£114,418		£3,845	£118,263	375	£315
Water - debt	£3,881		£48,305	£52,186	27	£1,933
Cooker Locking Valve		£71		£71	4	£18
Nest		£139,758	£14,000	£153,758	44	£3,495
WHF		£370,704	£29,730	£400,434	82	£4,883
Heating Other		£91,816	£22,580	£114,396	91	£1,257
Total	£490,793	£687,597	£191,312	£1,369,702		

The above shows that in less than two years £1,369,702 savings have been realised for 2,066 households, with an overall average saving of £663. This saving is based on one year. Savings associated with unclaimed benefits and energy efficiency will continue year on year. Tariff switching will benefit the household for one to years but reduce if the customer does not take advice to continue to look for the best deals in the future.



1.5 Social Return on Investment in GD2

In RIIO GD2, we plan to continue with the investment in this programme of work. We have applied the saving seen in the two years of the scheme in 2018 and 2019 to an annual target of 1,200 homes per annum.

This shows that the benefits for customers are £7.3m in GD2 and £5m in GD3 (2026 to 2031) giving a return of £12 for each £1 invested during GD2.

GD2

Commitment	Cost	Financial Benefit	Social Benefit	Net Present Value	Net Benefit per £ spent
2C8: Healthy Homes Healthy People	£1,200,000	£5,758,254	£4,860,039	£7,324,771	£6.88

GD3 NPV (2018/19 prices)

Commitment	Net Present Value
2C8: Healthy Homes Healthy People	£5,034,235

Beyond GD3 NPV (2018/19 prices)

Commitment	Net Present Value
2C8: Healthy Homes Healthy People	£101,952

See CVP Appendix 2C8 for the model and 2C7 for the detailed appendix.



1.6 Warm Wales Healthy Homes Healthy People Project Case Studies

1. Mrs T

- Energy / tariff / smart meter / CO advice
- Both Mr & Mrs T added to PSR
- Welsh Water HelpU Tariff (Actual savings £482 per year)
- Stair lift fitted (measure saving of £1000)

Mrs T said our visit had transformed both their lives, with the money they saved they go out more and are able to do a lot more together which has had a positive impact on their wellbeing. As Mr T can now get upstairs (using the stair lift) it has made their lives so much easier. She was very grateful and couldn't thank us enough for the support and advice.

2. Ms S

- Energy / tariff / smart meter / CO advice
- ILS visit resulted in income maximisation of £2893.80 per year
- Added to PSR
- ILS visit resulted in a walk-in shower being installed (£3500 measures)
- Welsh Water HelpU £108 per year actual savings

Ms S is a vegetarian and had been finding it difficult to buy fresh fruit and vegetables due to cost. Now that she has more disposable income she's able to afford ingredients and can cook from scratch again which has made a big difference to both her mental and physical health as she's eating more healthily and cooking for others so is much happier. Ms S had suffered from septicemia and was very grateful for the walk-in shower as she had great difficulty walking and this made her life a lot easier. She said she didn't know who to contact or what support was available and whether she would have to pay for any measures.

4. Mr T:

- Energy / smart meter / CO awareness advice
- CO alarm provided
- Added to Priority Services Register for Gas/Elec /Water
- Referral for gas connection – resulted in full voucher covering gas installation
- Temporary heating provided immediately by WWU, as OAP with no heating
- Nest referral under Health Criteria for full gas central heating, boiler and loft insulation – installed 16/09.

Mr T's nephew rang our office, initially to enquire about a grant for gas connection for his uncle who had always been on coal but his old boiler had broken and was unrepairable and there was no gas to the property.

Warm Wales assisted with the gas connection grant then referred to Katrina for a HHP visit. As Mr T was a vulnerable pensioner with no heating, Katrina contacted WWU and they delivered temporary heating to him the same day.

After the gas was connected Katrina visited Mr T and applied under the Health Criteria for Nest to install a gas boiler, full central heating and loft insulation which was successful. While at the home Katrina supplied Mr T with a CO alarm and added him to the Priority Services Register (PSR).

Mr T said, *"I have worked all my life and never had anything free before and did not think it was possible, I cannot thank you enough for all your help"*.



1.7 Local Authority Comments

“Cardiff Council has been working with Warm Wales for many years on fuel poverty alleviation projects. FRESH maps have enabled us to target areas in Cardiff where residents are likely to be in fuel poverty and have health conditions exacerbated by cold and damp homes. The project (partnership of Cardiff Council, Warm Wales, WWU, Care & Repair Cardiff and Vale, ACE) uses the FRESH maps to target vulnerable households offering face to face advice and support around energy efficiency and financial inclusion. To date this valuable service has targeted over 5842 households, delivered face to face assistance to 592 households and given an average household saving of £574. However, there is still much work to be done to target all the vulnerable households in the city and we hope to continue the project in the coming years dependent upon funding. Warm Wales are also active partners in our Affordable Warmth Partnership.”

Liz Lambert, Sustainable Development Group Leader, Planning, Transport and Environment
Cardiff Council

“We welcomed working in partnership with Warm Wales and WWU to support vulnerable members in our community because of the face to face support they can offer. We are fully committed to supporting fuel poor households and feel the advice and engagement Warm Wales offer is vital to assist these households and support other interventions by the Local Authority and its partners. The Community Workers provide direct support to householders and support them by referring to partner services which they may not have been aware of or able to access themselves. Since delivering in RCT, Warm Wales have targeted over 1500 households, completed 254 surveys and saved over £110,000 averaging a saving of £433 per household. “

Keryl Lanfear, Housing Strategy Officer, Housing Grants and Strategy Team, Regeneration, Planning and Housing, Rhondda Cynon Taf County Borough Council

“Flintshire County Council has identified fuel poverty as a strategic priority and has an ambitious plan in place to tackle it across the County. The Warm Homes Fund programme is an important element in this approach and enables the delivery of cost-effective heating systems to some of our most vulnerable residents. The Healthy Homes Healthy People project, delivered by Warm Wales ensures that the full range of needs of vulnerable residents are considered and that timely referral is made to wide range of support agencies. This wider approach ensures benefits to the quality of life and health of residents far beyond those that would normally be delivered by improved heating alone.”

Niall Waller Service Manager, Enterprise and Regeneration, Flintshire County Council

1.8 Conclusion/Lessons learned

Partnerships: There is evident value in taking time when working in a new geographic area to build effective relationships with Local Authority departments and partner agencies. Identifying all support/services available and any criteria to be met along with establishing two-way referral routes, ensuring they meet all GDPR requirements. This ensures that all referrals made are appropriate and clients gain the maximum benefit.

GDPR: Warm Wales have a robust data sharing agreement in place. Working with partners to ensure each one is amended to align with their requirements ensures a smooth process and an agreed route for reporting outcomes.

Systems/Processes: The recording/reporting/monitoring systems have been streamlined to ensure there is no duplication for either the client or the organisation. Operational staff have less administrative duties and so their focus is on engaging with the client providing a full holistic service.

Data collection/reporting: Warm Wales have undergone a stringent ‘cleansing’ exercise to ensure that there is no double counting of savings or misinterpretation of data. Any ‘potential’ savings that cannot be confirmed are removed and this provides confidence that the data reported is wholly accurate.



Lifetime savings: Savings are currently logged as annual financial savings. Warm Wales have worked closely with Wales & West Utilities to agree a process for predicting lifetime savings for householders within the project as well as social benefit.

The predicted cost savings for GD2 of the continuation of this project have been calculated using a Social Return on Investment model.

Delivery models: The different delivery models realise different results. In North Wales, the engagement with health professionals has led to more in-depth visits and as a result a higher savings per household than the average for other areas. In South Wales & Cornwall the focus on door knocking in specific areas that have been highlighted using FRESH mapping results in a higher number of households receiving support and has led to supporting some of the hardest to reach vulnerable consumers. As the case studies show, sometimes people have no idea there is help available and certainly no ability to access it.

Going forward all areas will take the best practice and look for a more integrated approach incorporating door knocking and community events alongside links with health professionals to generate direct referrals.

