

Warm Homes Healthy People 6 Outcomes 3 October 2016 to 31 March 2017

1. Background

Warm Homes Healthy People (WHHP) is a partnership project to provide help and support to some of the Borough's most vulnerable residents at a time when it is most needed with a package of on-going support to tackle poor health and cold homes.

WHHP 6 was launched on 3 October 2016 and delivered until the 31 March 2017, with Public Health providing a budget of £100,000. The individual partners and their respective allocations were:-

Stockton Council's Customer Contact Service	£15,000
Broadacres Home Improvement Agency	£15,000
Stockton and District Advice and Information Service	£15,000
Cleveland Fire Brigade	£10,000
SBC HV&E Service	£45,000
Total	£100,000

2. Outcomes from WHHP6

Outcomes	WHHP6 2016/17	WHHP5 2015/16
No. of calls received	502	386
No. of households supported	452	335
No. of individual interventions delivered	861	595

Outcomes from Delivery Agencies 2016/17	Households Supported	Interventions Delivered
Broadacres Home Improvement Agency	234	490
Stockton and District Advice and Information Service (SDAIS)	145	285
Stockton Council's HV&E Service	55	56
Cleveland Fire Brigade	18	30
Total	452	861

The Council's Customer Contact Centre

- A single point of contact hub function for WHHP6.
- For WHHP6 the Contact Centre have refined their client management system (LAGAN) to allow delivery agencies to input client details directly creating significant operational efficiencies and ensuring the full impacts of the programme are captured.

Broadacres Home Improvement Agency

The 490 specific interventions delivered by Broadacres during WHHP6 include:-

- 88 Handy Person Tasks
- 168 Slips Trips & Falls Surveys
- 234 Winter Warmth Surveys
- Six clients who received the handyperson support described above were funded from philanthropic sources again secured by Broadacres on the client's behalf. The value of funds raised on behalf of clients was £9,358
- The contribution of this aspect of the WHHP offer will be reviewed as the current delivery partner have lost their broader contract with Adult Social care and a new provider has been commissioned.

Stockton & District Advice & Information Service (SDAIS)

The 285 specific interventions delivered by SDAIS have assisted:-

- 140 households with advice on income maximisation and benefits advice
- 145 households with energy efficiency and cost saving advice
- 26 clients to switch tariff to achieve better value for money tariff(s)
- 28 Households to be added to the Priority Service Register (PSR).
- Secured a confirmed £176,198 of previously unclaimed benefit for clients
- A further £276,695 of previously unclaimed benefit will be confirmed once applications have been fully processed by the relevant agencies.
- All the WHHP clients benefitted from the service(s) in their own home.
- £7,190 of additional energy debt to be written off by successful negotiations with energy companies or applications to charitable trusts.

Stockton Council's HV&E Service

- The 56 interventions, including servicing works, boiler repairs and 17 full boilers replacements, were delivered for the sum of £34,576.

Cleveland Fire Brigade (CFB)

Cleveland Fire Brigade delivers an emergency response service available 24/7 to Warm Homes Healthy People customers, as part of WHHP6:-

- 13 households have benefitted from temporary heating
- 17 households have benefitted from a fire safety assessment
- The £10,000 contribution to the Fire Brigade is towards their broader Stay Safe and Warm Campaign a broader initiative that Hartlepool, Middlesbrough, Redcar & Cleveland each contribute £10,000 towards.
- The wider outcomes from Stay Safe and Warm demonstrate that 89 households across the Borough of Stockton-on-Tees were beneficiaries

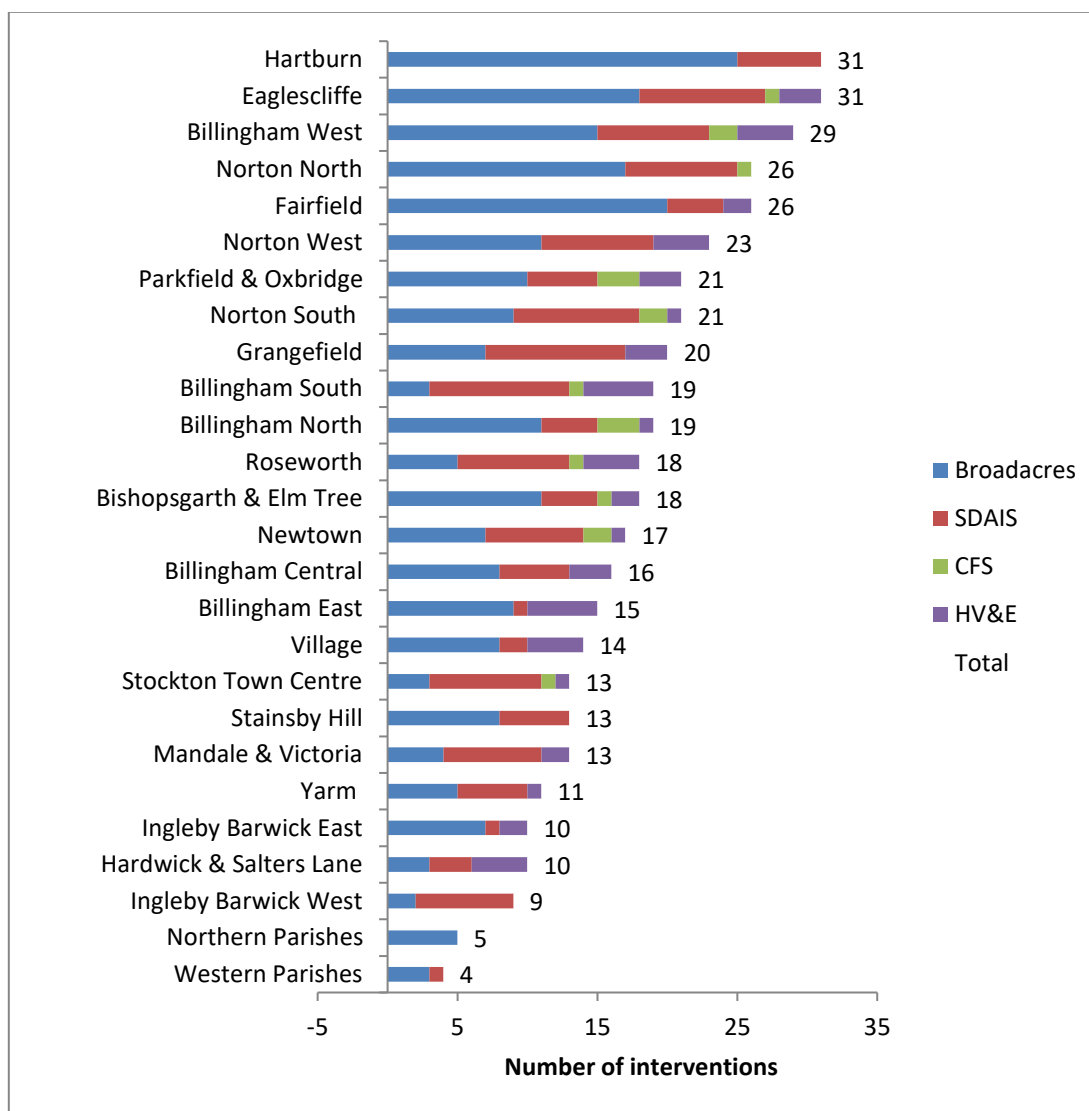
Promoting WHHP6

- WHHP6 was officially launched on 3 October 2016 at an event attended by representatives of the delivery agencies, SBC and front line health staff.
- Promotional flyers were mailed directly to homes across the 10 wards experiencing the highest estimates of fuel poverty in an attempt to directly reach those most in need.
- Established networks and forums were utilised to raise awareness. Councillors were supplied with copy to put information about WHHP in their ward newsletters.
- Social media was used to promote the scheme; it is acknowledged that additional case studies or good news stories could have been promoted via social media. This will be taken into account for the communications plan for WHHP7.
- As a trial bus advertising was used to promote WHHP6 for 4 weeks during January 2017.
- Pharmacy bag sticker advertisements were used for the first time, a low cost means for a potentially high level of engagement. Pharmacies in areas with a high level of fuel poverty were targeted. This approach helped reach those residents who are very isolated and potentially don't leave their homes.

The Distribution of Beneficiaries

The bar chart over page illustrates the wards where households have benefitted from WHHP6 interventions; the specific delivery agencies are also shown.

Interventions Within Wards



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- Public Health have confirmed a further £100,000 is available for WHHP7.
- Opportunities to forge closer links with GP's and the network of Care-Co-ordinators will take place in preparation for WHHP7.