

City of Bradford MDC

www.bradford.gov.uk

Bradford
& District
WHHP



 first 4
contact
a service of carers' resource

WHHP / First 4 Contact: Winter Warmth

www.first4contact.org



What is WHHP?

- Warm Homes Healthy People partnership is a collaboration of VCS and Statutory support organisations with a common goal of improving the health and wellbeing of service users vulnerable to winter.
- WHHP recognises the extensive, varied support and information around Winter health and fuel poverty interventions, aiming to make this easily and appropriately accessible to those in need of support.
- BMDC have funded and established WHHP partnership for several years and we look to make this sustainable by supplementing this with Crowd Funding and alternative funding streams.

How to Access Support

F4C: Winter Warmth is an initiative of the Warm Homes Healthy People (WHHP) partnership to support those most in need of Winter Warmth services in the **Bradford and Airedale** area.

Services currently available through [F4C: Winter Warmth](#) are:

- Home Energy Efficiency Checks
- Fuel Debt Advice
- Warm Homes Discount
- Practical Support
- Home Fire Safety

Referrals can be made and further information is available via

www.first4contact.org



Please click the button above to refer for support.

F4C: Winter Warmth is delivered on behalf of the Warm Homes Healthy People (WHHP) Partnership.

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- Home Energy Efficiency Checks
- Practical Support
- Home Fire Safety Checks
- Fuel Debt Advice
- Warm Homes Discount Information and Support

Please note this service is now available for self referrals and for professional access. You can check the eligibility criteria for this support [here](#).

Organisations and professionals with frontline workers wishing to enhance their service delivery in regard to Fuel Poverty and Debt First Aid can engage with the WHHP [Fuel Poverty and Debt First Aid E-Learning](#).

- The portal is open to both Self Referral and for Professional referral.
- WHHP eligibility criteria is inclusive to older people, those with young families, those in financial hardship and those with long term health conditions.
- Simple online checklist identifies the needs of service users connecting to the appropriate intervention required.
- Referrals can only be made and actioned with consent from the service user and information governance, security and data protection apply.



First4Contact: Winter Warmth

This form will help you access community based services in order to help stay warm and well this winter. By completing this electronic checklist you will be able to access support from a variety of services.

01	02	03	04	05
About You	Eligibility Criteria	Winter Warmth Support	Personal Circumstances	Declaration and Submission

[Home Energy Efficiency, Practical Support and Fuel Debt Advice this Winter](#)

Please complete the fields below in order to receive the relevant support to meet Winter Warmth need. These services can only be offered to service users with a genuine need for support.

I would benefit from a Home Energy Efficiency Check towards reducing heating bills and heating my home more efficiently.

I'm in fuel debt with current supplier and require debt advice.

I would like support in applying for Warm Homes Discount with my energy supplier.

I'm in genuine hardship and would benefit from receiving bedding and / or food.

I do not have working smoke alarms in the property and require a home fire safety check.

What Support is Available?

- **Home Energy Efficiency**
 - Independent advice on changing energy tariff
 - Applying for Warm Homes Discount
 - Programming boiler and energy controls
 - Help with energy bills
 - Low level energy saving measures such as draft proofing and light bulbs
 - Advice on insulation and heating system replacement



What Support is Available?

- **Fuel Debt Advice**

- Free, confidential, impartial, independent and reliable advice and information to people living in Bradford District.
- Connecting service users to the agencies best placed to address issues around Fuel debt and offer appropriate advice.

- **Warm Homes Discount**

- £140 Discount available to those eligible (paid to electricity account)
- Support in applying with energy provider available via WHHP, F4C: Winter Warmth or telephone **01274 352 920**



What Support is Available?

- **Practical Support**



- Food parcel and / or bedding to those on low income and or vulnerably housed.
- Individuals and families who are unable to provide themselves basic household goods and bedding as they prepare to take on a tenancy.

- **Home Fire Safety**



- Fire officers will inform and give practical advice, to eliminate or reduce the risk of fire happening in the home.
- Discuss a practical fire escape plan.
- Installation of smoke detectors, free of charge, within homes that have been assessed as being most at risk from fires including instruction on use and maintenance.

Referrals in last 3 Winters:

- **1105** Service Users Accessing Support.
- **1640** Referrals for WHHP Interventions.
- **2735** Consequential Beneficiaries in total.

Most recent Client Feedback:

- **96%** of service users felt WHHP interventions will enable them to stay warm at home.
- **90%** felt managing their health and finances benefitted from WHHP intervention.
- **78%** felt safer and less isolated, this is something we could look to improve and alignment with Self Care may support those feeling isolated.

“Given the large amount of fuel arrears approx. £4000 I have been worried about putting the heating on, your help will allow for a fresh start.”

“I will feel healthier because my home will be warmer and less damp throughout the winter. I won't feel as if cooking a meal will be getting me into more debt.”

“Got gas central heating working so not just burning wood in fireplace and we cleared debt on gas meter and got draft proofing done and radiator reflector installed, also fire alarm installed.”

“A kind Lady arrived at my property with 2 heaters and a bag with items to help me keep warm whilst my boiler was out of action.”

WHHP & Self Care

- We have developed the aligned [First 4 Contact: Self Care](#) Support.
- Relevant providers to offer support have been sourced. Including interventions relating to social isolation, health conditions and lifestyle changes.
- This supports continuous support for service users between WHHP and Self Care. Going forward we are looking at how to best merge these streams of support.

Title: _____ First name: _____

Surname: _____

Ethnic Group: _____ Date of birth: _____

Address: _____

Postcode: _____

Telephone: _____ Mobile: _____

Email: _____

GP Surgery: _____ Where did you hear about this service? _____

Managing Your Health and Well Being		
Please tick all the boxes that apply to you to receive support and advice		
I would like information about a specific long term health condition or treatment.	<input type="checkbox"/>	I am a carer looking after a family friend or neighbour as they require support due to disability, illness, frailty or drug or alcohol issue.
I would like to make a healthy lifestyle change such as healthy eating, managing my weight or engaging in exercise.	<input type="checkbox"/>	You require information on child care, early education, activities, family support services and children's centres in your area.
I would like information / support to stop smoking.	<input type="checkbox"/>	I have concerns about my alcohol intake or substance use.
I would like guidance to find employment or training.	<input type="checkbox"/>	I am over 50 and would like advice or information about day to day living and finances.
I would like to get involved in voluntary opportunities and helping others.	<input type="checkbox"/>	I would benefit from a Home Energy Efficiency Check towards reducing heating bills and heating home more efficiently.
I feel lonely and would like to get involved in local group activities.	<input type="checkbox"/>	I do not have working smoke alarms in the property and require a home fire safety check.
You or a family member have memory problems or are worried about your memory.	<input type="checkbox"/>	

The First Contact partner organisation/s will contact you to provide you with support and further information about their service/s. Please be aware there may be a financial cost attached to some of the services on offer.

Are you completing this form on behalf of someone else? Yes No Has this person given consent for this? Yes No

Information provided on this form will be held securely on the First 4 Contact database and shared with the appropriate Self Care service providers. Under the Data Protection Act 1998, you have the right to access this information. In accordance with the act and in order to provide appropriate services to you, information on this form will be shared with organisations which form part of First 4 Contact.

Please sign and date here to indicate your agreement _____ Date: _____

Only originals of this form (not photocopies) can be accepted



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