Warm Homes Healthy People

End of Year Report 2016/17
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The picture on the previous page is of 2 children from a household who benefitted from the installation of a first time central heating system. Both the children and parent have lung conditions, and have seen significant health improvements.

Executive Summary

Warm Homes Healthy People Suffolk has been running since 2012, it was originally set up using Department of Health funding. It is a multi-agency partnership, including all of the district and borough councils in Suffolk as well as health and social care providers. The aims of the project are to reduce health inequalities, hospital admissions, re-admissions, delayed discharge, excess winter deaths and fuel poverty.

The aims of the project are therefore directly aligned with those of the Housing Charter for Suffolk, as well as the Suffolk Health & Wellbeing Board.

2016/17 Highlights

- 4850 calls to helpline
- 529 free home energy surveys
- 570 heating installations or repairs
- 120 referrals for insulation
- £18,971 of fuel payments awarded

Funding awarded for the year was close to £2 million pounds, consisting of

- £1.6 million from the Department of Energy & Climate-Change
- £325,000 from National Energy Action’s “Warm & Healthy Home Fund” plus £50,000 match funding from Public Health Suffolk
- £50,000 from Scottish Power

Worked in partnership with Ipswich Hospital Trust last winter, following support from the Health & Wellbeing board. The aim was to reduce delayed transfers of care due to inadequate heating in the patient’s home. This
resulted in approximately 21 bed days being saved, resulting in a saving to the Trust of approximately £8400.

The project is currently undergoing research evaluation, which is due to be published early 2018. Work is also underway in applying for the next source of funding from Affordable Warmth Solutions. This fund if won would enable us to install heating systems in both rural and urban locations.
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Introduction & Background

Project Aims
The main goals of the Warm Homes Healthy People project (WHHP) can be summarised as the following:

- Reducing ill health due to cold homes.
- Reducing pressure on the health and social care system.
- Making the homes of our clients more energy efficient, therefore lowering energy bills.
- Supporting clients to be able to adequately heat their home.
- Providing energy advice and signposting.
Fuel Poverty

Under the new definition of fuel poverty, introduced in 2014, a low income high cost indicator is used. Therefore fuel poor households will have an income below the poverty line while spending more than the national average on fuel costs.

National perspective

Across England it is estimated that 2.35 million households are living in fuel poverty. As fuel poverty is calculated using a low income high cost methodology, a household is considered to be living in fuel poverty if:

- They have fuel costs that are above average (the national median level)
- Were they to spend that amount, they would be left with a residual income below the official poverty line

There are 3 important elements in determining whether a household is fuel poor:

- Household income
- Household energy requirements
- Fuel prices

An estimated 96% of fuel poor households have poorly insulated homes, with 21 million homes in the UK below Energy Performance Certificate (EPC) band C. This means on average a fuel poor household has to spend an extra £371 per year extra to stay warm (compared to an average household).

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1 End Fuel Poverty Coalition, 2017
Suffolk perspective

There are an estimated 43,330 households living in fuel poverty in Suffolk, approximately 12% of the population. These figures represent the worst levels of fuel poverty in the East of England (see appendix A).

Suffolk has the highest estimated number and proportion of households in fuel poverty of all counties in the east of England, at 12% of the population. Norfolk has a similar rate with 9.5%, with both Essex and Cambridgeshire having significantly lower rates, 6.8% and 7.5% respectively.

Mid Suffolk has the highest proportion of households in fuel poverty at 10.2%. Ipswich has the highest estimated number of households living in fuel poverty at 5,239.

For more detailed figures of fuel poverty in Suffolk by district and borough see Appendix B.

Excess Winter Deaths

Nationally

Excess winter death (EWD) is defined as the difference between the number of deaths which occurred in winter (December to March) and the average number of deaths during the preceding four months (August to November) and the subsequent four months (April to July).

There is an average of 24,940 excess winter deaths in the UK every year. Cold homes are currently a bigger killer across the UK than road traffic accidents, alcohol and drug usage combined. Furthermore, for each excess winter death there are on average 7 hospital admissions\(^2\). These deaths are largely attributed to respiratory diseases and circulatory conditions.

\(^2\) National Energy Action, 2015
Most excess winter deaths and illnesses are caused by respiratory and cardiovascular problems during moderate outdoor winter temperatures of 4–8°C depending on the region\(^3\).

The elderly have a much higher winter mortality rate with 56% of cold weather related deaths coming from those over the age of 85, a further 27% of cold related deaths were in people aged 75 – 84.\(^3\)

**Excess Winter Deaths in Suffolk**

Chart 1 shows the number of excess winter deaths per year from 2010-2015; this is the most recent data available from the Office of National Statistics (ONS). There were 753 excess winter deaths in the winter of 2014/15. Although the number fluctuates from year to year, the overall trend shows increasing excess winter deaths over time. Appendix C shows the number of EWD per district and borough.

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3 Office of National Statistics, 2013/14
Suffolk Coastal has the highest number of excess winter deaths at 150 for the winter of 2014/15. Forest heath had the lowest at 80 excess winter deaths.

For further statistics of excess winter deaths by district see Appendix C.

**Funding**

Following a series of successful bids for external funds the WHHP project was able to provide help for more residents than in previous years.

The £375,000 from National Energy Action’s (NEA) “Warm & Healthy Home Fund” included a £50,000 match fund from Public Health Suffolk.

In addition to the assistance provided by these 3 funds, the project also provided its core project offer of the following services.

- Year round dedicated helpline.
- Free home energy efficiency surveys (for home owners and those privately renting).
- Emergency fuel payments (including oil deliveries).
• Loan of temporary heaters.
• Free draught-proofing.
• Client access to a handyperson service to install basic draught proofing (provided by Orbit Care & Repair).
• Free advice and sign-posting (including debt management & energy switching).
• Access to an energy related interest free loan of up to £5000 from Eastern Savings & Loans.
• Health Liaison Officer visits to present project offer & explain eligibility.
• Access to community bulk oil buying schemes.

**Suffolk Community Foundation – Surviving Winter Campaign**

For the past 5 years The Suffolk Community Foundation, supported by the East Anglian Daily Times has ran the surviving winter campaign. Suffolk residents who are eligible for a winter fuel payment are asked to donate their payment to those who need it the most. This has led to over £310,000 of donations, helping over 850 elderly residents to stay warmer during the winter.

This winter the administration of the fund was run by the Citizens Advice Bureau in partnership with WHHP. This enabled £100,000 of donated funds being allocated to some of our counties most vulnerable elderly residents in the form of a fuel payment (electric, gas or oil). The fund was also used to assist with small heating repairs to ensure client access to warmth during the coldest months.

A short video on the work of the surviving winter campaign can be found here.\(^4\)

\(^4\) [https://www.youtube.com/watch?v=HW3TU8r4yE8](https://www.youtube.com/watch?v=HW3TU8r4yE8)
Project Referrals

The WHHP helpline received 4850 calls over the year, averaging around 400 calls per month. Referrals came from a wide range of sources, from people who self-referred to those referred by health professionals. To promote our 3 funds we ran a marketing campaign consisting of 25,000 letters sent to households targeted using Suffolk County Councils housing database. This was made possible as the Department of Energy & Climate Change (DECC) funding included a marketing element. Targeted letters were also sent to those in receipt of guaranteed pension credit. This resulted in most of our enquires coming from those who has received a letter. Other sources of enquiry are show below.

Referral Origin

- Age UK
- CAB
- DECC Letter
- Family
- GP Letter
- Local Authority
- Online
- Social Worker
Our Clients

Client health condition frequency

Client Age

Frequency

0 to 5  6 to 18  19 to 25  26 to 35  36 to 45  46 to 55  56 to 65  66 to 75  76 to 100+
Client Tenure

- 78% Owner Occupier
- 22% Private rented
Project Outputs

Over 500 heating systems were installed or repaired across Suffolk, this included connecting 30 clients to the gas grid. Map 1 shows the distribution of heating installs and repairs across Suffolk.

Map 1 Heating installs and repairs across Suffolk
Home Energy Surveys

The project’s 8 surveyors across Suffolk carried out 529 home energy surveys, chart 2 shows the breakdown of surveys by district & borough.

Chart 2 Home surveys by district & borough

Appendix D shows the distribution of home energy surveys across Suffolk.
Measures Installed

Heating installs per funding source
2016/17

National Energy Action funded measures by district & borough

<table>
<thead>
<tr>
<th>Local Authority</th>
<th>Gas</th>
<th>Oil</th>
<th>Electric</th>
<th>LI</th>
<th>SWI</th>
<th>Repair</th>
<th>Oil Tank</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Babergh</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>6</td>
</tr>
<tr>
<td>Forest Heath</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Ipswich</td>
<td>7</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>8</td>
</tr>
<tr>
<td>Mid Suffolk</td>
<td>3</td>
<td>4</td>
<td>6</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>14</td>
</tr>
<tr>
<td>Suffolk Coastal</td>
<td>12</td>
<td>4</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>20</td>
</tr>
<tr>
<td>St Edmundsbury</td>
<td>10</td>
<td>6</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>19</td>
</tr>
<tr>
<td>Waveney</td>
<td>34</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>5</td>
<td>1</td>
<td>1</td>
<td>47</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td><strong>68</strong></td>
<td><strong>20</strong></td>
<td><strong>13</strong></td>
<td><strong>6</strong></td>
<td><strong>5</strong></td>
<td><strong>2</strong></td>
<td><strong>2</strong></td>
<td><strong>115</strong></td>
</tr>
</tbody>
</table>

LI- loft insulation

SWI- solid wall insulation
Distribution of Scottish Power funding across Suffolk

<table>
<thead>
<tr>
<th>District/Borough</th>
<th>Number of households</th>
</tr>
</thead>
<tbody>
<tr>
<td>Babergh District Council</td>
<td>2</td>
</tr>
<tr>
<td>Forest Heath District Council</td>
<td>1</td>
</tr>
<tr>
<td>Ipswich Borough Council</td>
<td>2</td>
</tr>
<tr>
<td>Mid Suffolk District Council</td>
<td>2</td>
</tr>
<tr>
<td>St. Edmundsbury Borough Council</td>
<td>2</td>
</tr>
<tr>
<td>Suffolk Coastal District Council</td>
<td>3</td>
</tr>
<tr>
<td>Waveney District Council</td>
<td>3</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>15</strong></td>
</tr>
</tbody>
</table>

Fuel Payments

Warm Homes Healthy People awarded 156 surviving winter fuel payments (excluding households aged 63 and over, from November-March who were processed via Citizens Advice Bureau), totalling £18,971, the average payment was £92.50. Chart 3 shows the breakdown of fuel payments awarded by district & borough. Suffolk Coastal & Waveney received the highest amount of fuel payment at £5797, Forest Heath the lowest at £1320. Forest Heath was shown to be the area in Suffolk with the lowest proportion of fuel poverty in Suffolk (See appendix A).
Fuel payments range in amount from £25 to several hundred pounds - the cost for 500 litres of oil. Fuel payment vouchers were issued to those on pre-pay key or card meters in denominations of £25. There were 110 vouchers totalling £2750 awarded and 54 oil deliveries.

Chart 4 shows the average sized fuel payment awarded to each client. St Edmundsbury council had the highest average fuel payment at £160 per client, Ipswich the lowest, with an average of £80 per client.
Collaboration with health

In order to promote funding to those who could benefit from it the most WHHP worked closely with GP surgeries across Suffolk. Each surgery keeps lists of patients with long term health conditions such as Chronic Obstructive Pulmonary Disorder (COPD). A letter with details of potential help with heating was sent to 5980 patients on the COPD list, from 9 surgeries across Suffolk. This had never been done before, no patient data was exchanged and postage and staff costs were reimbursed. This led to 73 responses, not a large response rate, but all good quality leads.

Ipswich hospital delayed transfer of care (DTOC) reduction pilot

In 2016 the WHHP end of year report and National Institute for Health & Care Excellence (NICE) guidance on cold homes compliance was reported to the Suffolk Health & Wellbeing board. The report was welcomed by all members and opened up an opportunity for WHHP to work more closely with Ipswich Hospital’s operations centre. The aim was to resolve DTOC due to patients having faulty or inadequate heating.

The WHHP Health Liaison Officer was invited to attend ward meetings and conducted ward walks to spread awareness of the offer. Referrals were also
made from the operations centre, or directly from ward staff. Most of the referrals came from the discharge planning team.

Any cases where discharge was or could be delayed due to their home environment being inadequately heated could be referred to WHHP for intervention. The first response was to offer portable oil filled radiators so patients could go home with a source of heating whilst longer term solutions were being investigated. There were no criteria other than need for this first assistance.

Over a 4 week period 7 referrals were made, 3 from the integrated discharge planning team, 3 were from Grundisburgh & Haughley wards (elderly wards), 1 from Washbrook ward and one from maternity.

This resulted in 10 loan heaters being delivered and 3 home energy surveys conducted.

Table 1 shows patient issue, the intervention we provided and how much we calculated this increased speed of discharge.
**Ipswich Hospital patient referrals, intervention and outcome**

<table>
<thead>
<tr>
<th>Referrer</th>
<th>Patient Issue</th>
<th>Support Given</th>
<th>Outcome/bed days saved</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Broken Boiler</td>
<td>• 2 x loan heater</td>
<td>7 days saved, local authority in the process of providing a renovation grant for heating repair.</td>
</tr>
<tr>
<td>Integrated discharge planning</td>
<td></td>
<td>• Funded engineer call-out to enable local authority renovation grant.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Patient unable to be discharged due to broken heating system</td>
<td>• 1x Loan heater</td>
<td>7 days saved while local authority installed first time central heating.</td>
</tr>
<tr>
<td></td>
<td>Patient discharged into home with semi functioning heating</td>
<td>• 1x loan heater</td>
<td>Reduced likelihood of readmission due to cold</td>
</tr>
<tr>
<td>Washbrook ward</td>
<td>Broken Boiler</td>
<td>• 2 x loan heater</td>
<td>7 days saved</td>
</tr>
<tr>
<td>Grundisburgh &amp; Haughley wards</td>
<td>General cold home/insufficient heating</td>
<td>• Home survey</td>
<td>Loft topped up Landlord offered 50% of a first time central heating installation</td>
</tr>
<tr>
<td></td>
<td>Client discharged into inadequately heated home</td>
<td>• 2 x loan heater</td>
<td>Reduced likelihood of readmission due to cold</td>
</tr>
<tr>
<td>Maternity</td>
<td>Four day old baby discharged into home with no oil (so no hot water or heating)</td>
<td>• 2x loan Heaters</td>
<td>Reduced likelihood of readmission due to cold</td>
</tr>
</tbody>
</table>

It is estimated that these interventions reduced the delay of discharge by approximately 21 bed days. This is based upon an assumption that, without this service, heating repairs would have taken 7 days to complete from initial call-out to completion delaying discharge by a similar amount. Assuming a cost of to the Hospital of £400 per bed per day (data.gov.uk), our interventions saved the trust an estimated £8400 on these 3 patients alone.

Continued work with other hospitals will enable us to build upon this from the start of winter and assist more patients.
Future

Winter Planning
The National Institute for Health & Care Excellence (NICE) guidance related to cold home related ill health recommends a joint approach to winter planning in local areas.

More could be done in Suffolk to bring together the work of the Adult & Community services Cold Weather Plan, Warm Homes Healthy People, The CCGs and Hospitals. A yearly winter planning meeting between the groups would be beneficial to reduce any duplication and maximise patient interventions, ultimately reducing demand on the system.

Funding
With funding only received on a year to year basis it can be difficult to build a sense of longevity into our relationships and project offer. Going forward the project will need to continue to search for and apply for any energy/fuel poverty related funding.

The next iteration of the Energy Company Obligation (ECO) is due to be released later in the year. Fundamentally this is funding from the big 6 energy suppliers to help fund energy efficiency measures which reduce carbon emissions. Suffolk County Council’s environmental strategy team is tendering for installers to be procured on their framework to deliver ECO funded measure to residents in Suffolk.

Project Evaluation
In partnership with East Coast Community Healthcare and University Campus Suffolk the project is undergoing evaluation. Specifically, focusing on self reported client health and wellbeing. Clients will be asked a number of health and wellbeing related questions both before and after their heating intervention. There are also plans to access anonymised healthcare records in order assess if there is a change in how often patients are accessing local
health-care. This is however subject to those GP surgeries the clients are registered with being willing and able to assist us with the data collection.

It is hoped this will enable us to more accurately measure the impact of heating improvements in relation to client health and wellbeing, and the relative cost savings to local healthcare.

**Data Sharing**

In order to maximise client intervention and be able to accurately assess project outcomes, rather than outputs, some form of data sharing agreement with health would be invaluable.

Working with our Caldecott at Suffolk County Council we drew up a data sharing agreement. The aim of the agreement was to be able to access list of Suffolk patients most at risk from living in a cold home, and provide a timely intervention. This agreement was taken to the CCGs and Suffolk’s GP Federation. Neither group was able to agree to the data sharing agreement for numerous reasons. The main barriers were,

- Perceived risk.
- Insufficient perceived patient agreement.
- Insufficient processes in place to support the agreement.
- Too many parties involved to sign up (in the case of CCGs who support many surgeries, who would each need to agree).

There are projects and partnerships in the country who already have these data sharing agreements in place, and are seeing positive patient outcomes as a result.

The Lightbulb project in Leicestershire used clients’ NHS numbers to enable the project to accurately track patient access to the healthcare system, and so track the following,

- ✔ Reductions in A&E admissions.
- ✔ Reductions A&E attendance.
- ✔ Reduction in DTOC.
Warm Homes Healthy People end of year report 2016/17

✓ Bed days saved.
✓ Reduction in NHS costs.

Wigan council agreed a data sharing agreement with their local CCGs to enable them to access numerous vulnerable lists held by their local GP surgeries. This enabled them to contact the counties most vulnerable residents to ensure the patient’s home was adequately heated, and provide intervention where necessary.

With the reduction of NHS demand more important than ever, the closer integration of health and social care will be an essential component in the prevention agenda. Data sharing agreements are fast and inexpensive ways of targeting those who an intervention will have the most impact on health, and so the most savings to the system.
Appendix A

**Estimated number of households in fuel poverty by county** (data from the Department for Business, Energy & Industrial Strategy (BEIS), 2017)

<table>
<thead>
<tr>
<th>County</th>
<th>Estimated Number of Households</th>
<th>Estimated number of households in fuel poverty</th>
<th>Proportion in fuel poverty (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suffolk</td>
<td>321,092</td>
<td>43,330</td>
<td>12</td>
</tr>
<tr>
<td>Norfolk</td>
<td>384,390</td>
<td>36,389</td>
<td>9.5</td>
</tr>
<tr>
<td>Essex</td>
<td>600,922</td>
<td>40,874</td>
<td>6.8</td>
</tr>
<tr>
<td>Cambs</td>
<td>259,373</td>
<td>19,544</td>
<td>7.5</td>
</tr>
</tbody>
</table>

Appendix B

**Estimated number of households in fuel poverty in Suffolk, broken down into district & borough** (BEIS sub regional fuel poverty data, 2017)

<table>
<thead>
<tr>
<th>District</th>
<th>Estimated number of households</th>
<th>Estimated number of households in fuel poverty</th>
<th>Proportion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Babergh</td>
<td>38,826</td>
<td>3,737</td>
<td>9.6</td>
</tr>
<tr>
<td>Forest Heath</td>
<td>26,191</td>
<td>2,265</td>
<td>8.6</td>
</tr>
<tr>
<td>Ipswich</td>
<td>59,136</td>
<td>5,239</td>
<td>8.9</td>
</tr>
<tr>
<td>Mid Suffolk</td>
<td>41,582</td>
<td>4,258</td>
<td>10.2</td>
</tr>
<tr>
<td>St Edmundsbury</td>
<td>47,324</td>
<td>4,070</td>
<td>8.6</td>
</tr>
<tr>
<td>Suffolk Coastal</td>
<td>55,416</td>
<td>4,818</td>
<td>8.7</td>
</tr>
<tr>
<td>Waveney</td>
<td>52,617</td>
<td>4,919</td>
<td>9.3</td>
</tr>
</tbody>
</table>
Appendix C

Excess winter deaths in Suffolk by district & borough 2014/15
Appendix D

Energy efficiency surveys across Suffolk 2016/17
Appendix E

Dear Sue Hall,

I do wish whole heartedly to thank you and Suffolk's Warm Homes for your very generous kindness in allowing me to benefit from the oil fired central heating which you arranged to be fitted into my home. It is perfect for my needs.

I also would like you to know that the Warmer Homes Heating team who did the work and follow up in my home were extremely courteous and considerate to me at all times and worked hard and conscientiously being at the same time careful to keep the work neat and tidy for my safeguard and the end result is a perfect job well done. Thank you all again.

Dear Lisa,

Just a short note to thank you for all the help and time you took in getting me the funds for my replacement oil tank.

It was a pleasure to talk to you, as you were so understanding. If all the people were like you, in dealing with the elderly, the world would be a better place. Thank you
Customer Satisfaction Questionnaire

Please circle the answer you feel is most appropriate to your experience.

First of all, please rate the service you have had from Warm Homes Healthy People

I have received good customer service -

Strongly Agree Agree Neutral Disagree Strongly Disagree

The process has been explained and it has been clear what the next steps will be -

Strongly Agree Agree Neutral Disagree Strongly Disagree

The written information I received was clear and easy to understand -

Strongly Agree Agree Neutral Disagree Strongly Disagree

I have felt supported throughout my application -

Strongly Agree Agree Neutral Disagree Strongly Disagree

Now please rate the installer

The process was explained and I have been kept well informed -

Strongly Agree Agree Neutral Disagree Strongly Disagree

I am happy with the quality of work done by the installer -

Strongly Agree Agree Neutral Disagree Strongly Disagree

I am happy with the time taken to complete my installation

Strongly Agree Agree Neutral Disagree Strongly Disagree

Issues were dealt with promptly and efficiently -

Strongly Agree Agree Neutral Disagree Strongly Disagree

I would recommend this project to others -

Strongly Agree Agree Neutral Disagree Strongly Disagree

Any additional comments: The work was carried out by a really nice workmen. Stefan, Middles. He was a pleasure to have in our home. He worked well and was a really polite young man and cleaned every bit of mess away and recovered every where. Good job well done. Thank you very much.
Dear Sir/Madam,

My husband and I just wanted to thank everyone involved with providing us with our central heating. We will be forever grateful to all involved. We would like to say a special thank you to the team at GCSI Ltd. They were extremely professional, but above all they were friendly and helpful. Luke and James (the engineers) were absolutely brilliant. They have done an excellent job and we thank them very much.

Kind regards,

10th August 2016
Please complete and return once work has finished.

Customer Satisfaction Questionnaire

Please circle the answer you feel is most appropriate to your experience.

First of all, please rate the service you have had from Warm Homes Healthy People

I have received good customer service -

Strongly Agree   Agree   Neutral   Disagree   Strongly Disagree

The process has been explained and it has been clear what the next steps will be -

Strongly Agree   Agree   Neutral   Disagree   Strongly Disagree

The written information I received was clear and easy to understand -

Strongly Agree   Agree   Neutral   Disagree   Strongly Disagree

I have felt supported throughout my application -

Strongly Agree   Agree   Neutral   Disagree   Strongly Disagree

Now please rate the installer

The process was explained and I have been kept well informed -

Strongly Agree   Agree   Neutral   Disagree   Strongly Disagree

I am happy with the quality of work done by the installer -

Strongly Agree   Agree   Neutral   Disagree   Strongly Disagree

I am happy with the time taken to complete my installation

Strongly Agree   Agree   Neutral   Disagree   Strongly Disagree

Issues were dealt with promptly and efficiently -

Strongly Agree   Agree   Neutral   Disagree   Strongly Disagree

I would recommend this project to others -

Strongly Agree   Agree   Neutral   Disagree   Strongly Disagree

Any additional comments: Thank you so much for the grant I don't know what I would have done, all who have been involved have been wonderful.
I would like to express my appreciation of having oil central heating and cavity wall insulation which was done in July/August this year. I cannot thank you enough for what you have done for my daughter and I. We now have a warm, cosy home and no longer have to sit around a woodburner which only heated the living room. Also, thank you for letting us borrow 2 oil filled radiators last winter. With sincere thanks.
Voicemail

“Hello, I phoned up about my heater going wrong which has now been replaced. I’m just ringing to say thank you so much, I am so grateful, thank you. The work was brilliant that the workman did. I can’t thank you enough, thank you.”

“I want to thank you for my new heater they came this morning. They came about 9 and they were here quite a while, there were 2 of them and they didn’t leave any mess or anything. That’s absolutely fabulous, thank you.”

Email

“Hello All,

We all want to say a HUGE Thank you for all your help in getting us our brand new boiler.

We cannot begin to tell u how very grateful we all are, and has made a huge difference with our day to day lives. Our kiddies absolutely love having a bath again every evening, and we are back to a lovely routine where they go to bed almost straight after bath as soo tired been playing in the water for soo long every evening.

We feel really lucky to have had your help, it's made an enormous difference to us, and cannot thank you enough.

It's so nice to know that when things look bleak when your financial situation changes, and really expensive things go wrong in your home that there are really kind people out there willing to give you a helping hand.

We will be forever grateful”

“I just wanted to say thank you for the fund that supplied a new oil heating system to my home.
The fitters were wonderful and moved furniture and had an extremely good nature.

The heating works great and its wonderful and hopefully cheaper to run than old storage heaters.”