

WHHP Case Studies 2016/17

Appendix 5

Case study 1

Personal Details	Age: 23 Gender: Female Ethnicity: White British GP Surgery: Keighley
Accessing First 4 Contact: Children Centre Worker	
Personal Circumstances / Information provided on referral	<ul style="list-style-type: none">• Client due to be evicted as she is in dispute with landlord.• Fuel debt and rent arrears.• 6 children in the household, 3 under 5 years.• The house is damp, mouldy and is in poor condition. There is no adequate heating and she has no money left for food.
Direct support received	<ul style="list-style-type: none">• Fuel Debt Advice• Practical Support• Home Energy Efficiency Visit• Home Fire Safety

Case study 2

Personal Details	Age: 52 Gender: Female Ethnicity: Pakistani GP Surgery: Westbourne Green Medical Practice
Accessing First 4 Contact: Self Referral via family member	
Personal Circumstances / Information provided on initial referral	<ul style="list-style-type: none">• Caring for 2 of children with Learning disabilities.• Diabetic• Struggling to pay heating bills and very concerned that the electricity could be cut off.• Upper level of the house has some mould.• Regularly have to change children's bed/clothes due to disability.• Smoke alarms in property but these do not work.• Contact is via daughter, as understanding of English not appropriate extent to discuss our needs
Direct support received	<ul style="list-style-type: none">• Fuel Debt Advice• Practical Support• Home Energy Efficiency Visit <p>Family of 6 annual fuel bill of £2,642. Family were shown how to reset the boiler and what to do should circumstances change.</p> <p>Tariff switching should save £554 a year – a 21% reduction in their fuel bill. Savings also made through the reprogrammed boiler settings.</p> <p>Radiator foils fitted within the home. Duvet and practical support also provided.</p>

Case Study 3

Personal Details	Age: 89 Gender: Female Ethnicity: White UK GP Surgery: Idle
Accessing First 4 Contact: Contact with WHHP agent at a roadshow / outreach event at community faith centre. Service user brings energy bills to event and seeks out WHHP support as promoted in local press.	
Personal Circumstances / Information provided on referral	<ul style="list-style-type: none">• Elderly lady living with sister suffering from severe mobility issue.• Storage heaters throughout large property. Concerns these are expensive to run and property can be very cold.• New central heating system required. Can financially afford to self fund but vulnerable to be taken advantage of.• No working smoke alarms. Concerns for fire hazard safety due to storage heaters and mobility issues.
Direct support received	<ul style="list-style-type: none">• Home Energy Efficiency Visit• Home Fire Safety Check <p>Warm Homes Officer confirms service user is over paying on energy bills. Fuel Debt / Poverty not an issue for this service user however WHO completes tariff comparison and supports service user in switching energy provider and options regarding installation of central heating. Significant cost saving achieved on energy bills.</p> <p>Assessment of property for home fire safety undertaken. Working smoke alarms fitted throughout the property and service user added to the Priority Register for the fire service.</p>

Case Study 4

Personal Details	Age: 46 Gender: Male Ethnicity: Other GP Surgery: Woodroyd
Accessing First Contact: Self	
Personal Circumstances / Information provided on initial referral	<ul style="list-style-type: none">• Service user has chronic lung disease.• Accommodation in a poor state of repair and has damp and mould in all rooms.• The heating system consists of 3 gas wall heaters which have been condemned• Consequently other methods of heating have been used which have inflated his fuel bills.• Cold issues aggravating health conditions and having adverse effect on his health and general well-being.• Client is hoping to move to more suitable accommodation, living situation is having a long-term impact on his condition.
Direct support received	<ul style="list-style-type: none">• Fuel Debt Advice• Warm Homes Discount• Home Energy Efficiency Visit + Emergency Heating <p>Visit identifies the only functional heating in the property was an electric heater in the living room which the family had borrowed from a friend. Onward referral to Age UK for emergency heating service.</p> <p>Contact details provided for the Energy Saving Trust as going through this organisation will make sure the household is placed higher up the priority list than going through energy supplier directly.</p> <p>Information and application forms assistance with Fuel Debt completed.</p> <p>Warm Home Discount application made with energy supplier for £140 discount on bills.</p>

	Talked through concerns of high electricity usage including use of alternative appliances.
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Case Study 5

WHHP referral.....came via another service provider for a 64yrs old man, who was being evicted from 10yr social housing tenancy for rent arrears. This incurred after his benefit claim was sanctioned and he was unaware of what he needed to do. He found himself homeless and all his belongings had been removed and destroyed by the housing provider. He was extremely anxious and depressed, having suicidal thoughts.

He stayed with Inn Churches for 5 weeks, we assisted him to make an appropriate benefit claim, we referred him into supported accommodation, we assisted him to liaise with his previous housing association, and we provided emotional support. He is managing his tenancy with support.