

Croydon Healthy Homes

Malcolm Bell - Energy Officer

Delivering for Croydon

CROYDON
www.croydon.gov.uk



**Croydon
Healthy
Homes**

Helping residents heat their homes and reduce their fuel bills



Free Home Visits by qualified Energy Assessors

Healthy Homes?



The health impact of living in a cold home:

- Contributes to ill health, particularly for those with respiratory or cardiovascular conditions and musculoskeletal conditions
- Has an effect on asthma, particularly among children
- Exacerbates other long-term or chronic conditions and can lead to secondary complications, for instance in people with cancer or diabetes
- Alongside the fear of falling into debt, cold homes can also lead to occupants having significant mental health impacts from increased stress and anxiety, and social impacts related to educational outcomes and fitness to work



Free Home Visits

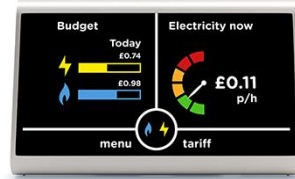


1. Advice using heating controls, meters and appliances
2. Fitting Free Energy Efficiency Measures
3. Energy Bill/Tariff Advice

1. Advice using heating controls, meters and appliances



- ✓ Energy efficiency advice and help use setting timers and heating controls already fitted in the home
 - ✓ Advice reducing energy use through domestic appliances
 - ✓ Support and advice about Smart Meters



- ✓ Advice on damp and mould issues



- ✓ Advising tenants about potential hazards

- ✓ Signposting home owners to support for repairs



- ✓ Referring residents for LFB Fire Safety Visits & Free Smoke Alarms



2. Fitting Free Energy Efficiency Measures

All measures are fitted and explained



LED Bulbs
Screw & Bayonet Fitting
Spotlights
Candle Bulbs



Radiator Reflector Panels



Draft Proofing & Insulation
Around Windows & Doors
Door Brushes
Letterbox Brushes
Secondary Glazing
Chimney Balloons
Hot Water Tank Jackets



Energy Monitor



Establish whether any larger energy efficiency measures are recommended for the property



- ✓ New Energy Efficient Boiler
- ✓ Heating Controls
- ✓ Wall and Loft Insulation
- ✓ Double Glazing
- ✓ Other measures



Residents can be helped apply to schemes offering financial support to fund the measures.

- London Mayor's Warmer Homes scheme (up to £4k of funding) – both home owners and private sector renters
- Energy Company Obligation (ECO)
- Croydon Home Improvement Agency (Staying Put)

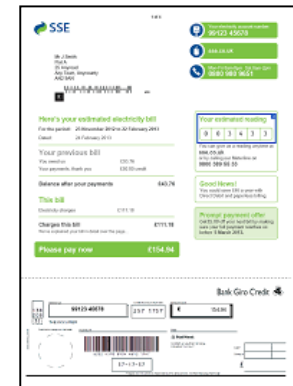
Where financial support is not available (with resident consent) data will be held by Croydon Council and residents signposted/supported when it is available

3. Energy Bill/Tariff Support



Gas and electricity bills support

- ✓ Assist residents find and switch to the best fuel tariffs for them
- ✓ Advice on prepayment meters
- ✓ Warm Homes Discount
- ✓ Priority Services Register
- ✓ Debt to Energy Suppliers



Water bills support

- ✓ Advice on water meters
- ✓ WaterSure scheme
- ✓ Thames Water Smarter Home Visits



Onward Referrals and Signposting



All Energy Assessors carry information about other free support available in Croydon, Onward referrals can be made where appropriate

- ✓ Croydon Gateway Services
- ✓ JustBe Croydon
- ✓ Improving Access to Psychological Therapies (IAPT)
- ✓ Carers Information Services
- ✓ Digital Inclusion Training
- ✓ Early Help/Best Start
- ✓ Home Start
- ✓ Healthy Start Vouchers
- ✓ Home Services (Staying Put/Age UK)
- ✓ Befriending services
- ✓ Talk to Us
- ✓ Air Text
- ✓ Citizens Advice Bureau
- ✓ Library Services



Groundwork London



- Groundwork London are Croydon Council's delivery partner for Croydon Healthy Homes
- Groundwork London has been delivering Home Visits through their Green Doctor service in London for the past ten years. In that time they have delivered over 30,000 home visits
- The average home visit usually lasts between 1½ - 2 hours, but may last longer depending upon the needs of the household





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To be eligible for a Home Visit a resident must:

- ✓ Own their home or rent it from a private sector landlord
- ✓ Be responsible for paying the utility bills

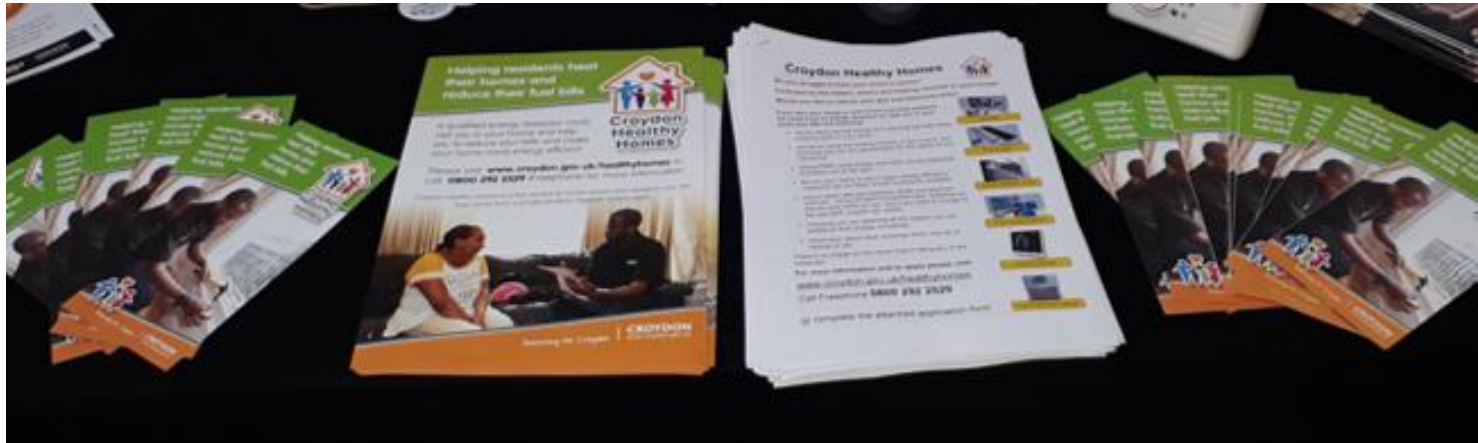


How to Apply

1. www.croydon.gov.uk/healthyhomes
2. 0800 292 2529 (Freephone)
(9.00am to 5.00pm Monday to Friday)
3. Paper Application Form
(can be scanned and emailed to HealthyHomes@Croydon.gov.uk or sent by post)

Residents can be apply themselves or be referred for a Home Visit

Please help us make Croydon residents aware aware of the support available



Leaflets and Posters are available



Thank You

If you would like to discuss opportunities to promote Croydon Healthy Homes your clients or members. Please contact:

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