

Croydon Healthy Homes

Malcolm Bell - Energy Officer

Croydon Healthy Homes

Home Visits by qualified Energy Assessors to residents in Private Sector housing:

- To increase the energy efficiency and thermal comfort of the homes
- Reduce fuel poverty:
 - Helping residents get onto the best fuel tariffs for them
 - Reducing energy use through behaviour change
- Holistic health and wellbeing support, including referrals/signposting to other services
- To integrate fuel poverty support into front-line Council Services by Partner Organisations

What is Fuel Poverty?

Fuel poverty is the result of three key elements:

- Household income
- Energy prices
- The energy requirements of the household. Combination of:
 - The energy performance of the home
 - The specific requirements of the household
 - The effect of local weather conditions

Fuel poverty in England is measured using the Low Income High Costs (LIHC) indicator. Under the LIHC indicator, a household is considered to be fuel poor if:

- They have required 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

Fuel Poverty and Health

The health impact of living in a cold home:

- Contribute to ill health, particularly for those with respiratory or cardiovascular conditions and musculoskeletal conditions
- Have 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



Croydon Statistics

(2015 figures from DECC – LIHC definition)

14,815 Croydon households in Fuel Poverty

(approximately 12,000 in private sector housing)

10.1% of all Croydon households

110 Excess Winter Deaths (2015/16)

(Croydon average since 2010/11 – 120 EWD per winter)



Home Visits

Survey of Property

- Energy efficiency advice and support to use timers, measures and controls already fitted in the home
 - Support and advice on Smart Meters



- Advice on damp and mould issues



- Advising tenants on reporting potential hazards
- Signposting Home Owners to financial support for repairs/maintenance



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



Survey of Property – Small Energy Measures

All fitted for free and explained to resident

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



Survey of Property – Other Free Measures

All free and explained to resident

Water Saving Devices

Tap Aerators
Aerating Shower Head
Save a Flush
Shower Timer



Carbon Monoxide Detector



Thermometer Card

Winter Comfort Pack

**Only to vulnerable residents
without adequate heating**

Thermal Blanket
Thermal Hat, Gloves and Socks
Hot Water Bottle
Thermos Mug



Survey of Property – larger measures

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

- Wall insulation (cavity or solid)
- Loft insulation
- New energy efficient boiler
- Other measures/controls



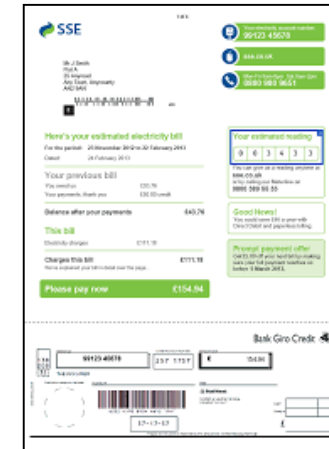
Residents will be supported to apply to schemes offering financial support to fund the measures. Where financial support is not available (with resident consent) data will be held by Croydon Council and residents signposted/supported when it is available

- ECO
 - ECO Flex
 - GLA Fuel Poverty support
- Croydon Staying Put Service

Other 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



Additional Onward Referrals and Signposting

Tablet survey questions to determine other support needs of household and onward referrals and signposting.

Organisations/Services to include:

- 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
- Air Text
- Citizens Advice Bureau



Groundwork London - Our Delivery Partner



- Groundwork London are Croydon Council's delivery partner for Croydon Healthy Homes
- Groundwork London has been providing their bespoke and award winning Green Doctor service to households at risk of fuel poverty in the capital 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, depending on the needs of resident



Eligibility Criteria

To be eligible for a Home Visit a resident must:

Own their home or rent it from a private sector landlord (i.e. not Croydon Council or a Housing Association). Council and Housing Association leaseholders and Shared Owner may also be eligible.

The household must **be responsible for paying the utility bills**.

In addition to the above at least **one** of the following 3 eligibility criteria must apply

1. The Household must be receive at least one of the following benefits

Personal Independence Payment (PIP)

Attendance Allowance

Carer's Allowance

Universal Credit,

Child Tax Credit,

Working Tax Credit,

Pension Guarantee Credit,

Income Support,

Income-based Jobseeker's Allowance (JSA),

Income-related Employment and Support Allowance (ESA)

OR

2. A member of the household is living with a chronic/long-term medical condition which could be exacerbated by the cold. For example arthritis, cancer, a cardiovascular disease, a respiratory condition (such as asthma or COPD), sickle cell and others.

OR

3. A member of the household must be 70 or over.

Home Owners and Private Sector Tenants only

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)

Thank You

Contact:

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