

# Warm + Well

## Warmer Homes, Healthier People

Get engaged with Changeworks, commit to tackling climate change

NEWSLETTER WINTER 2007

# Refer our 1000th client and win a £100 voucher

Warm and Well will receive its 1000th client in early 2008 and to celebrate we are offering a £100 voucher to the health or social work professional who makes the referral.

The 1000th client will also receive a £100 voucher which can be redeemed against an A rated energy efficient appliance. The lucky referrer will also receive a special Warm and Well coffee break briefing with some tasty treats for their team.

Make a referral by completing our new online form at: [www.changeworks.org.uk](http://www.changeworks.org.uk)

Click on Energy and follow the link to Warm and Well.

Alternatively, you can contact Warm and Well by post, phone, fax, or email:

**Warm and Well, Changeworks**  
**36 Newhaven Road, Edinburgh EH6 5PY**

FREEPHONE: 0800 512 012

Fax: 0131 555 2768

Email: [waw@changeworks.org.uk](mailto:waw@changeworks.org.uk)

**Good Luck!**

Warm and Well helps people whose housing may be affecting their health by making their homes as warm and energy efficient as possible.



### Keep Warm and Well this winter with our top tips that won't break the bank

- Close curtains and doors at dusk to keep the heat in.
- Use energy saving lightbulbs and turn off lights when they are not needed.
- Ensure heating controls are set so that you are only using as much gas and electricity as is needed.
- Switch off! An appliance uses 90% of its energy while on standby.
- Don't overfill pans or kettles – heating the extra water wastes energy.

## Keeping Warm and Well

Over the last eight months, Warm and Well received 108 referrals from health professionals and social workers. Overall, we helped clients to install energy saving measures worth £46,700, helping them to be warmer and more comfortable in their homes.

Energy efficiency measure	Number of measures	Lifetime financial savings
Central heating – condensing boiler	5	£3,300
Cavity wall insulation	1	£14,400
Loft insulation	2	£27,600
Draught proofing	2	£1,400

## New adviser

During the summer, Warm and Well gained a new full time energy adviser, Ailbhe Richmond, bringing the number in our team to three. Ailbhe previously worked in the housing support sector providing advice to vulnerable individuals in their own homes.

### Warm and Well Case Study Central Heating Programme

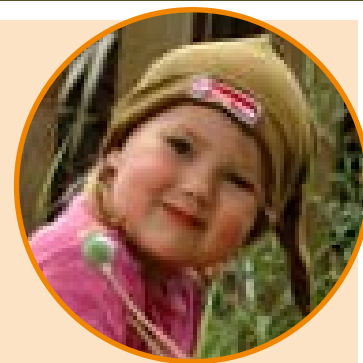
Mr and Mrs Johnston live in a bungalow bought from Midlothian Council 20 years ago. Mr Johnston is receiving treatment for prostate cancer and Mrs Johnston has arthritis and respiratory problems, so they need to keep warm. Their 30 year-old gas back boiler was becoming unreliable and a salesman was trying to persuade them to sign up for a new gas central heating system, which they felt they could not afford. They contacted the free Energy Saving Advice Line **0800 512 012** in desperation. The adviser told them about Warm and Well and their GP was happy to refer them to the service.

The Warm and Well adviser visited the couple at home and was able to refer them to the Scottish Government Central Heating Programme. Being over 80 years old, the Johnstons were eligible for a new gas central heating system to be installed **free** of charge, even though their old boiler was still working.

Mr Johnston was very grateful for the help and support he received from Warm and Well during the application and installation process and is delighted that the new system has been installed ready for the winter.

## Cosy Kids

Cosy Kids is a **free** advice service that helps families with young children to live in affordably warm, dry homes.



We can:

- Talk to groups of parents
- Provide one-to-one advice over the phone or in the home

Cosy Kids offers advice to parents on:

- Using heating controls
- Grants for insulation
- Choosing and changing gas and electricity suppliers
- Dealing with damp
- Cutting and paying for fuel bills

We take referrals from people who work with families, including health and social workers, support groups, playgroups, befrienders... as long as they have the family's consent to contact us.

## Can we talk?

Absolutely! As well as one-to-one advice in the home, Cosy Kids also provides talks to parents in community centres, family centres, church halls etc.

Each session takes about half an hour, with advice about saving money and staying warm and time for questions afterwards.

We can tailor each session to fit the group, whether it is three parents who are in debt with their fuel suppliers and no central heating or twenty parents with high bills who want to know how to use their heating without breaking the bank.

Each parent who comes along to an information session is given two free energy saving lightbulbs, so they can start saving energy and money straight away.

To book a session for parents, phone **0800 512 012** and ask for Cosy Kids or email [cosykids@changeworks.org.uk](mailto:cosykids@changeworks.org.uk)