

# KEEP WARM and KEEP SAFE this WINTER in HYNDBURN

Funded by Department of Health "Warm Homes, Healthy  
Peoples Fund" 2011 - 12

Evaluation Report  
May 2012



Hyndburn

East Lancashire Hospitals **NHS**  
NHS Trust



## Summary

- The scheme brought together and developed relationships and working partnerships with a wide range of organisations which will remain sustainable into the future
- It supported and helped some of the most vulnerable individuals in Hyndburn during the cold winter months between December 2011 and March 2012
- Elements of the scheme included winter warning advice packs, survival packs, emergency top up fuel cards, emergency shopping service, boiler repairs and tai chi classes
- This evaluation report will demonstrate that for every £1 of public investment you get an additional £5.72 in added value from the services of the partners and direct benefits to clients in relation to additional works and benefits received.
- In addition we have estimated that an amazing £6,708,000 of benefits through lifetime savings on energy efficiency works.
- Details and examples of the added value delivered by the scheme can be found throughout this report
- This scheme proves not only the benefit of real partnerships and working with the community and voluntary sector to maximise resources, but what an enormous life changing difference a small investment can make on the lives of vulnerable peoples.

## Background

At the end of 2011 Hyndburn was successful in securing one off funding from the Department of Health “Warm Homes, Healthy Peoples Fund” to the value of £82,700 to support the local authority in partnership with the local community and voluntary sector in reducing the levels of death and morbidity due to vulnerable people living in cold housing.

### ***“Keep Warm and Keep Safe this Winter”***

Was the title of Hyndburn’s proposal that enabled local organisations to provide vital information and support to keep vulnerable people safe, warm and healthy during the winter of 2011/12. The initiative was led by Hyndburn Homewise in partnership with Help Direct, Age UK, Hyndburn CAB and Maundy Relief.

The scheme has not only been a huge success in providing essential advice, information and support, that has and will alleviate winter (cold weather) deaths, but demonstrates the vital and cost effective services that the community and voluntary sector provide in partnership with public authorities.

Whilst it is very difficult to estimate the actual financial value of the outcomes, as the longer term benefits are harder to measure, the following information will demonstrate what an impact this grant has had on the community and the enormous added value of the work that is already being provided by the community and voluntary sector in Hyndburn.

### **A partnership approach**

Whilst the scheme was put together involving key local organisations referred to above it also brought together and developed relationships and working partnerships with a wide range of other organisations e.g. Lancs Fire & Rescue Service, NHS East Lancs Community Falls Prevention Team, Children & Family Centres, Carers Link, Crossroads, Library Service etc., It has established a network of agencies and services that will continue for many years to come.

### **Targeting vulnerable people**

The initiatives through the scheme targeted and provided support to the following vulnerable groups in Hyndburn:-

- Over 75 years old
- Frail elderly
- Pre-existing cardiovascular or respiratory illnesses and other chronic medical conditions
- Dementia
- Arthritis, limited mobility or otherwise at risk of falls
- Families with young children under 5
- Living in deprived circumstances
- Living in homes with mould
- Fuel poor (needing to spend 10% or more of household income on heating home)
- Elderly people living on their own
- Homeless or people sleeping rough

### **Key elements of the scheme**

The report will now focus on the key elements of the scheme and the positive outcomes that have been achieved including the difference it has made to many individual peoples lives in Hyndburn through case studies.

## **JOINT REFERRAL SCHEME**

**A joint referral system was** established with referral forms distributed to a wide range of organisations including;

- Approx 400 voluntary and community groups via the Council for Voluntary Sector Network and 150 groups via Hyndburn Community Network,
- Lancashire Fire & Rescue Service,
- BME community centres and groups,
- Hyndburn Disability Forum,
- Over 50's Forum,
- Sure Start and Family Centres,
- Crossroads and Carer's Link,
- Welfare Rights and Victim Support,
- Hyndburn & Ribble Valley Domestic Violence Service (HARV) and the Women's Centre
- Homestart,
- Inspire substance misuse service
- NHS East Lancs networks,
- Lancashire Link,
- Early Intervention Centre,
- Gypsy and Traveller sites,
- Library Service etc.

## **WINTER WARNING ADVICE PACKS**

**Providing and distributing 2,500 "Winter warning/advice" packs:-** these packs consisted of a wealth of information and essential advice on keeping warm and well during the winter including:-

- Hyndburn Homewise "top tips" to heat your home, eat well and dress warmly
- Looking after external/internal pipe work and what to do when they freeze
- Help with repair & maintenance problems with a detailed information booklet on keeping your "home well maintained",
- Age UK booklets "staying steady" and "winter wrapped up",
- CAB leaflets "Advice & Information", "Help yourself to manage your fuel bills" and "Advice guide",
- Maundy Relief Trust general leaflet "an immediate response to poverty and need"
- Help Direct general leaflet "get the most out of life",
- East Lancs NHS "Steady on" leaflet and Tea Towel and "don't fall – walk tall" booklet,
- NHS leaflet "111" medical help line,
- Information/leaflets from Home Library Service, Lancs Fire & Rescue Service, Lancashire Link and
- a small but vital Thermometer which is used and highly valued by clients

All these were packaged in a clear plastic folder in which to keep the information for years to come.

These packs were distributed via partners and other local organisations in order to distribute them as widely and effectively as possible.

#### ***Comment from Community/Resident Associations***

*“the packs have very much been appreciated, people are amazed at such a wealth of information, which is already providing useful e.g. clients who have never heard of or had pension credit etc., and now feel confident that they would know where to turn to if they needed help”.*

### **WINTER CHECKS**

**Providing 200 Winter Checks:-** Hyndburn Homewise carried out surveys for people over 60; these consisted of falls/accident prevention checks, installing low energy light bulbs and checking and resetting heating systems.

#### ***Case Study***

*A lady in her 80's received a Winter Check which identified that her gas fire had not been serviced for many years (and could have resulted in carbon monoxide poisoning). A Gas Service safety check was carried out at a cost of £57.60.*

### **EMERGENCY PACKS**

**Provided and delivered 200 Emergency packs:** - these packs consisted of a fleece blanket, hot water bottle, night lights, thermal socks, gloves, hat, scarf, hot drink/soup, torch, carbon monoxide detector and a low energy halogen heater. Due to the possibility of misuse of the heaters, all clients were referred to Lancs. Fire & Rescue service for a free safety check and installation of smoke alarms.

#### ***Case Studies***

*A 78 year old gentleman - when delivering the Emergency pack it was identified he had old wiring which has not been checked for many years, therefore an electrical inspection was arranged at a cost of £48.*

*Lady 78 - whilst delivering an emergency pack and carrying out a winter check it was discovered that she had just had a new bathroom installed and needed a grab rail in her bathroom, the Handyperson fitted the rail of her choice and she was delighted with the result.*

## SURVIVAL KITS & FUEL TOP UP CARDS

**Provided Survival Kits and emergency fuel top up cards:** - Maundy Relief Trust provided Survival Kits (consisting of sleeping bags, tents, thermos, hats, gloves, socks, sleep-mat, torch etc) for homeless people at risk of sleeping rough to ensure minimal risk to their health. Electric Heaters (sourced at low cost from a local supplier) were distributed with the majority going to people living in poor quality private rented accommodation without central heating. Fuel top up cards were given to a variety of service-users experiencing fuel poverty and referrals included self-referrals, social services, Inspire (drug and alcohol services) and Maundy Relief befriending volunteers.

### Case Studies

*Pat a woman in her 40s had a chaotic lifestyle for many years with drug and alcohol issues and serious mental ill-health. She has been attending Maundy for over 5 years. A year ago Maundy volunteers assisted Pat to access intensive support with her addiction issues. As a result she decided to move house so as to make a fresh start away from her associates. Maundy assisted her to find a suitable private rented property. However she spent several weeks with no benefits due to difficulties in sorting out her change of circumstances. Her house was cold and she had no access to heating. Maundy provided **fuel top ups and electric heaters** to see her through until the situation was resolved. Pat is still in recovery and we feel that the extra support she received helped to prevent her relapsing.*

*Lee a young man of 22 who had been living at home but was asked to leave due to a breakdown in the relationship with his mother. Lee presented to Maundy as street homeless. On the day he presented in February 2012 we were unable to source any hostel accommodation for him. We were able to provide him with **a Survival kit** and he slept out for 3 days before securing hostel accommodation. During this time he spent a large part of his day in the drop-in centre keeping warm and trying to sort out his affairs.*

## EMERGENCY SHOPPING SERVICE

**Established emergency shopping service:-** Age UK Hyndburn provided a vital shopping service that is a definite life line to many people who are house bound and don't have the support of family or friends. During the period they provided a total of 240 shopping trips with an added value of £2,000.

## TAI CHI AND EXERCISE CLASSES

**Supported Tai chi/exercise classes:-** Age UK Hyndburn supported 211 people over the age of 50 to benefit from Tai Chi classes (one class being facilitated for complete beginners who have not had regular exercise for many years). Some referrals came from the local Healthy Lives team. The classes will continue to run now the funding has come to an end and hopefully will continue to attract new participant numbers to allow the groups to be sustainable in the future.

In addition Tea Dances were supported that provide the benefits of exercise. During the period 599 people took part.

### *Testimonials from Tai Chi participants*

*Mary is attending the beginners Tai Chi sessions and suffers from fibromyalgia and osteoarthritis so the classes are helping her considerably. Mary says; "I wanted to improve my health and have found that Tai Chi is suitable for my health issues, also I feel more confident about myself and have found that I can move about easier, my posture has improved and I am more aware of how I am moving and standing"*

*Barbara said; 'I can't believe the impact attending the Tai Chi sessions have had on my health, I've struggled for years with poor balance, but after only three months coming along to Tai Chi great improvements are already taking place. The Instructor is knowledgeable and understanding of the needs within the age group he is teaching'*



Participants enjoying Tai Chi

## LOFT AND CAVITY WALL INSULATION

Grants and subsidies were provided for loft and cavity wall insulations (250) and boiler replacements/repairs (50). Dyson Insulations who are a major provider of energy efficiency measures supported this initiative by bringing in an enormous amount of additional resources. They advertised in the local press every week. For every £1

spent from this fund an additional £13 has been spent on energy saving measures. The outcome is approximately 1118 measures at a total value of £324,500. In addition individual annual fuel bills will be reduced by approximately £150 with a possible life time savings of a staggering £6,708,000 more information on added value is provided towards the end of this report.

#### ***Clients feedback***

*"Many thanks for the loft insulation work, we are very satisfied with the work carried out"*

*"I would like to thank the installer for doing such a fantastic job"*

*"A big thank you, the team were polite and excellent at their work they cleaned up and were very professional"*

*"most professional and courteous firm we have dealt with in a long time"*

### **BENEFIT CHECKS / DEBT ADVICE**

**Provided additional benefit checks / Debt advice:-** CAB provided advice and support to 395 clients which consisted of 193 benefit advice and 202 Debt advice.

The grant funding provided advice and information to 60 clients (60@£50= £3,000) the added value provided by CAB totals £16,750.

The following is just one example of the advice, guidance and support that CAB provides to clients that makes a significant difference and whilst it can be measured in financial terms it is difficult to measure the long term effects e.g. the reduction of stress from knowing that finances are now manageable, improvements in diet, ability to keep their home warm during winter and the subsequent effect on their general health and well being.

#### **Case Study**

*A single client living with two dependent children in rented accommodation, receiving full housing and council tax benefit who receives income support of £384 per fortnight (inclusive of the payments for the children) and child benefit of £33.20 per week. She had non priority debts totalling £7k, some electric arrears and unpaid water rates relating to a period of time when her ex-partner lived with her. She needed advice with regard to options available to her.*

*CAB supported the client to prepare an income and expenditure analysis and helped her to negotiate a small repayment to address her electricity arrears, a successful application was made to the United Utilities Trust Fund to clear her water arrears of £975.14. The client received full debt advice including self help materials and is now able to negotiate token payments with her remaining non priority creditors without assistance from the bureau.*

## FALLS INFORMATION

**Provided Falls information booklet and tea towels:-** NHS East Lancs Community Falls Prevention Team have confirmed the true value of health working in partnership between statutory, voluntary, community and charitable organisations.

400 Falls information leaflets, 1,000 Falls booklets and 500 Tea towels are being used to spread this important message.



Falls Tea Towel

In addition the funding has afforded the distribution of walking stick rubber tips “ferrules” The fact that these ferrules wear down, very much like a car tyre, is often overlooked, thus increasing the risk of a slip or injurious fall.



**How's your ferrule?**

**Prevention** is being recognised more and more as a key aspect in not only improving the quality of life, safety and happiness of our older people but crucially in taking pressure and demand off our vastly overstretched health and social care services.

## FRIDGE MAGNETS

**Provided 1,000 fridge magnets:-** Hyndburn has a high percentage of Infant mortality especially during the winter months and a simple yet effective Fridge Magnet that gives out vital messages has been proven to make a difference. The magnets were given out to all the 10 children and family centres for distribution. These were given out at the centres and also distributed by the baby massage and breast feeding support workers. This ensured that new mums and expectant mums were given the information. All

families that have received these felt the information was very helpful and easily at hand when put on the fridge in the kitchen.

### ADDITIONAL ADDED VALUE/SUPPORT

A major and significant element of the Keep Warm and Keep Safe scheme in Hyndburn has been the added value provided by all partners to the scheme both in 'in kind' contributions and the complementary services and support provided to beneficiaries of the scheme.

The following summarises some of the added value partners delivered through the scheme.

**Lancashire Fire & Rescue Service** are a vital partner at all times however they supported this initiative in providing additional support and distributed 200 Keep Warm and Keep Safe packs to people over 65 (150 to "high" or "very high" risk of fire clients). They also undertook 505 home fire safety visits and provided advice and installation of 570 smoke alarms. All these at an approximate value of £18,060.

**Help Direct** provides information and guidance on helping clients "get the most out of life" by referring people to the organisations that can help them. Help Direct supported this initiative by distributing 100 of the information packs, which were well received by clients who felt they were informative and useful. During the period 214 referrals were made to partner organisations. Approximate added value £5,000.

#### Case Study

*A lady who was in the Library with her daughter was advised that she would be eligible for the Emergency Pack (which included a low energy halogen fire), as her daughter lives out of the area she said "it gave her great peace of mind to know that should an emergency occur such as prolonged cold weather, her mum would be safe and warm until she could make the journey over the Pennines to see her"*

**Age UK Hyndburn** - Hyndburn's advice service dealt with 488 enquiries including completing 38 Attendance Allowance forms, 25 Disability Living Allowance forms, 28 Pension Credit applications and 10 home visits. This brought an estimated additional revenue to older people of £46,926.

**Hyndburn Homewise** supported 44 clients to have essential works carried out (value of work £14,789), and raised funds from local and national charities to support a further 4 clients (value of work £6,824). In addition they carried out 125 internal and external aids and adaptations to a value of work of £9624 and 129 Handyperson jobs value of work £6450.

### **Case Study**

*An elderly couple needed a level access shower; the gentleman has severe mobility problems, heart condition and arthritis and is awaiting a knee operation. His wife being his carer was not coping and on numerous occasions he had fallen. Homewise managed to raise £3,050 and through negotiation locally managed to arrange for the work to be carried out. The gentleman can now use the shower independently, the cost of heating hot water is reduced, his risk of falling has been reduced and the strain on his wife (carer) is also reduced.*

### **Maundy Relief**

Throughout the winter months Maundy Relief Trust provided a **Drop-in Day Centre:** 6 days a week which serves hot drinks as well as a hot lunch and relies on local volunteers for all aspects of its work.

During the winter months, many people use the centre as a place to keep warm and dry with over 80 people using it each day (total 6,240). Many are living in poor quality private rented accommodation without central heating and find the costs of paying for their fuel needs too high. Most regular service-users have pre-payment fuel meters and can be faced with the choice between buying food or purchasing fuel credit. Maundy Relief provides food parcels which can free up cash to pay for fuel.

### **Case Study**

*Mr W is a gentleman in his 70s. He was bereaved 3 years ago and has found it very difficult to cope with living alone. Mr W has been visited by the Maundy outreach coordinator and by a volunteer who reported that his home is very cold and cheerless. Mr W finds it difficult to budget and told our volunteer that he had no money to top up his electricity meter. He had no central heating or electric heaters. We were able to provide Mr W with an efficient low cost electric heater and fuel top ups to cover the immediate crisis. Since then he has received support with budgeting and he is now able to top-up his meter regularly and his home is no longer so cold. We have noticed a significant improvement in Mr W's mental well-being and ability to interact socially.*

Maundy also operates a **Befriending Service** to some of the most isolated and vulnerable people in our community. The project visits people in their own home and matches volunteer befrienders to befriendees. Many of these clients live in very poor accommodation and face many challenges in dealing with their day-to-day affairs. The project coordinator has been able to make a number of interventions to enable people to stay warm and safe.

### **Case Study**

*Mel is in her 50s and has a degenerative neurological condition. She was referred to the outreach project by social services as she was isolated and lonely. Mel finds moving about increasingly difficult and was struggling to pay for additional fuel costs as her home is too big for*

*her as a single person. Over the winter months we have provided Mel with regular fuel top-ups via her befriender. This help has had a positive effect on Mel's mental wellbeing as she no longer feels she has to choose between food and fuel. The project is also helping Mel to access more suitable accommodation via Be-with-Us though this is taking some time due to the nature of her disability. A combination of regular friendship visits and practical support have enabled Mel to keep warm and safe this winter.*

### **Value of Added Support from Maundy Relief**

Food Parcels (average 25 per week @ £5 per parcel) = £2,000
Hot lunches (average 100 per week @ £3 per meal) = £3,600
Home visits (average 10 per week @£4 per visit for volunteer expenses) = £480
Bedding (duvets and blankets) (50, average value £8) = £400
Heating costs for drop-in centre = £600
Total Value = £7,080

A resume of the estimated financial value of the additional benefits is attached to this report for your information.

### **Conclusion**

This scheme has been a 'success story' for Hyndburn. The funding has enabled the Public, Community and Voluntary sector to work together to create a referral pathway/network that will continue and will provide a much more comprehensive service to clients, as once a client engages with one organisation it opens the door for all the other services and support that is available.

## Appendix 1 – Keep Warm & Keep Safe in Hyndburn - Financial value of additional benefits

### EVALUATION REPORT INFORMATION, NUMBERS AND VALUES:

	Provided	Grant	In kind time	Value of Additional benefits / work	
Winter Warning Packs	2500	£11,250.00		£2,000.00	
Winter Checks - Handyperson	200	£5,000.00			
Homewise - addition service:			£10,985.00		
Essential repairs	44			£14,789.00	
Fundraising	4			£6,824.00	
Aids & Adaptations	125			£9,624.00	
Handyperons service	129			£6,450.00	
Emergency Packs	200	£18,750.00			
Maundy:					
Survival kits/fires	40	£3,800.00			
Top up cards	40	£400.00			
People supported in drop in centre	6240		£7,080.00		
Age UK					
Emergency Shopping Service	240	£1,000.00	£2,000.00		
Tai Chi/Tea Dances	810	£2,400.00	£1,675.00		
Advice/Information/Benefits	488			£46,926.00	additonal benefits
Lott/Cavity Insualtion/boilers/repairs	1118	£34,750.00		£324,500.00	
Life time saving (1118x40x£150)				£6,708,000.00	
CAB	395	£3,000.00	£16,750.00		
Falls Team	1000	£2,000.00			
Fridge Magnets	1000	£350.00			
Lancashire FIRE & Rescue	570		£18,060.00		
Help Direct	214		£5,000.00		
	15357	£82,700.00	£61,550.00	£7,119,113.00	Total additionality £7,180,663.00

**Therefore Information for LCC Monitoring Report**

	Budget	Actual budget	Added Value
Emergency Packs	£29,080.00	£48,090.00	
Winter Checks/Emergency Repairs	£12,500.00	£15,985.00	£37,687.00
Emergency calls/shopping/befriending	£20,400.00	£12,075.00	
Loft Cavity Wall insulation/boiler repairs	£34,750.00	£34,750.00	£7,032,500.00
Winter warming advice packs	£14,850.00	£13,600.00	£2,000.00
workshops/benefits checks/advice hotline	£6,000.00	£19,750.00	£46,926.00
	£117,580.00	£144,250.00	£7,119,113.00

	Outputs directly attributable	Additionality outputs
Advice from helplines clinics and referrals	609	6240
Assessments fuel poverty and benefits checks handyperson and outreach	1600	
Boiler Servicing and installation measures	300	818
Emergency packs, winter advice, stay warm packs	2740	
Tai Chi Classes / Exercise classes	810	
Emergency Shopping trips	240	
Infant mortality fridge magnets	1000	
Falls prevention packs	1000	

300 grants paid for through the grant

8299	7058	15357
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