

# Case Study

## Winter 2018

### Delivered measures/services:

- Home Visit
- New 'A' Rated Combi Boiler (npower HTW)
- Entered on to the Priority Services Register

“ It’s very nice to have a boiler that I don’t need to worry about...I am very grateful for the huge amount of help I’ve received from everyone involved.”

*Ms M*



### Background

In February this year Ms M, of Hucknall, woke up to a nasty surprise, her heating did not power up as usual and when she ran the tap there was no hot water.

With no heating or hot water in the depths of winter, Ms M called the Connect Team at Age UK in the hope they could help. In the 10 years she’s lived in the property her boiler has always been reliable, so this was an unexpected situation to find herself in.

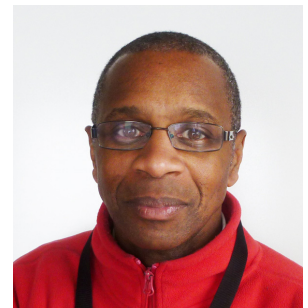
The Age UK Connect Team referred Ms M through to the Healthy Housing Service.

### FREE Home Visit

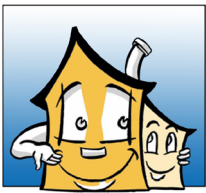
As she is over 60 she qualified for a free Home Visit, which took place the following day. Our home visiting advisor, Melvin, carried out a full energy assessment and established that her property had already been insulated with cavity wall insulation and the loft insulation was of the recommended depth, 270mm. Her boiler was 'B' rated and unfortunately beyond repair.

Melvin identified the make and model of her boiler, and after a quick discussion he established that Ms M received a means tested benefit which meant she qualified for npower’s Health Through Warmth boiler replacement scheme.

Melvin also registered Ms M onto Western Power’s Priority Service Register (PSR).



**Melvin Young**  
Home Visiting Assessor



**HEALTHY  
HOUSING**  
Service



nottingham  
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## **npower Health Through Warmth Boiler Replacement**

Ms M was eligible for npower's scheme as she suffers from certain illnesses and receives certain benefits. All this considered, a brand-new fully funded 'A' rated combi boiler was installed through npower's Health Through Warmth scheme.

## **Priority Services Register**

Ms M was also added to Western Power Distribution's Priority Service Register as she suffers with health issues and is over 60 years old. Once someone is placed on the PSR they receive information in advance of a planned power cut, information about what to do should one happen, and they are also given a direct number should they need it which means their electricity supply will be reconnected as a matter of urgency.

## **Health and Financial Benefits**

Ms M suffers with various mental health issues which are not helped by living in a cold home, now she has an efficient boiler, her house will heat up more effectively, and because her home is well insulated, it should hold its heat for longer. By upgrading her boiler she can save up to £260 off her yearly heating bill.

Ms M told us **'The house seems warmer to me, it's also very nice to have a boiler that I don't need to worry about! It only took a day for the new boiler to be installed; the guys worked hard and were good company'** she added **'I am very grateful for the huge amount of help I've received from everyone involved'**.

The total cost of the work was £3,147.60. £1,947.60 came from the Charity for Civil Servants and the remainder, £1200 was funded by npower's Health Through Warmth Crisis Fund.

Thanks to the Connect Team at Age UK Notts for making the initial referral through to the Healthy Housing Service.



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