



Case Study

2018

Delivered measures/services:

- Home Visit
- Subsidised Boiler Replacement
- Entered on to the Priority Services Register



“ It’s nice to have a working boiler again, and we thought the boiler engineer was very good.

We are very keen to recommend this scheme to others.

Miss Sharpe ”

Background

Miss Sharpe and her sister have lived in their Victorian semi-detached house in Lenton their whole lives – over 80 years. The sisters were referred to us through a Nottingham City Homes front line staff member who had become aware that they were living in a house which did not have any working central heating.

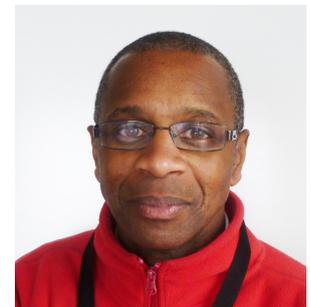
Miss Sharpe is recovering from a recent stroke and they both suffer with ongoing cardiovascular and respiratory illnesses. All of these illnesses can be worsened by reduced temperatures at home so it is vital every measure is taken to ensure they are warm.

What services did they benefit from?

When the Healthy Housing Service received the referral, a member of the team contacted Miss Sharpe directly to arrange a free home visit. It was decided that this was the best course of action to ensure that they would receive all the required help. A date and time was agreed for Melvin, the home visiting advisor, to go out and visit the sisters at a time that was convenient for them.

- **Free Home Visit**

During the home visit, Melvin completed a full home energy assessment to uncover what services the sisters could benefit from. It became apparent that a couple of years ago their boiler had stopped working and they had not bothered getting it replaced.



Melvin Young
Home Visiting Assessor

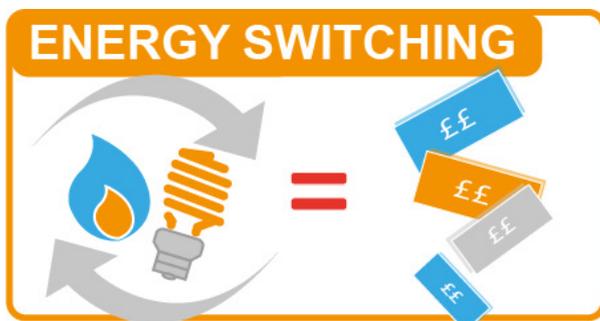


**HEALTHY
HOUSING**
Service



Instead they were using small portable heaters to heat the rooms they were using.

Melvin also completed an energy switching exercise to see if they could save on their bills. Melvin was shocked to learn that they were £1500 in credit to British Gas and could still save money by swapping to a cheaper tariff with the same supplier. Melvin was able to facilitate this switch and also ensure that the money that is in credit is returned to their bank account.



• **£400 Boiler Replacement**

Following the home visit, Melvin had checked the status of the broken boiler and discovered that it qualified for the Boiler Scrapage Scheme. As part of this scheme, Miss Sharpe would receive £400 towards the cost of installing a new boiler with a local accredited contractor Ashley Matthews and Son.

The new boiler is 'A' rated - the most energy efficient on the market, meaning that it uses less energy (and therefore money) to produce the right amount of heat to heat a home.

what to do in the event of a power cut. They are also given a direct number and receive help, if needed from the British Red Cross.

• **Priority Services Register**

Miss Sharpe was added to Western Power Distribution's Priority Service Register as both her and her sister suffer with various health conditions and are both over 60 years old. The Priority Service Register identifies the most vulnerable householders and gives them information regarding planned power cuts in the area but also information about

Health and Financial Benefits

As both sisters suffer from illnesses which are made worse by living in a cold home, they have really benefitted from having a working central heating system in their home. They are now finding it much warmer and have not needed to use their portable heaters which will be reducing their energy bills in the long term as this method of heating is very inefficient.

