



# Support from Warm Wales- it starts with the home

Joanna Seymour

Director of Partnerships and Development

[Joanna.Seymour@warmwales.org.uk](mailto:Joanna.Seymour@warmwales.org.uk)

*“Improve people’s health outcomes by tackling the root causes”*



# WHY



up to **45% (614,000)** of households could be in fuel poverty.

up to **15% (201,000)** of households could be at risk of falling into fuel poverty.

**31%** of children in Wales live in a poor household, where basic needs, such as a warm home is not always provided.



Citizens Advice Our polling reveals that 1 in 4 bill payers—representing 6.9 million households—fear they may be forced to turn off their heating and hot water this winter.



**Aim to provide homes with affordable warmth and to alleviate fuel poverty across the country**

*'to work with others to alleviate fuel poverty and to provide homes in Wales with affordable warmth. In doing so we aim to make a difference in the everyday lives of people in Wales and the South West by making their homes more energy efficient, healthy, comfortable, durable and affordable'*

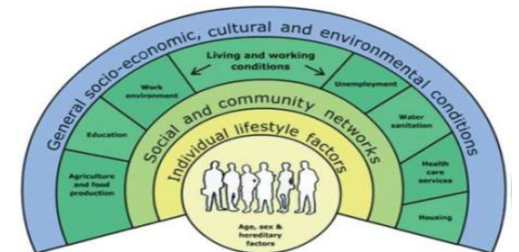
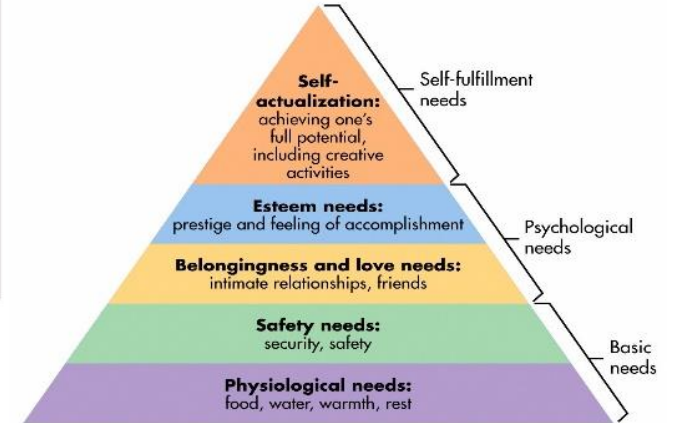
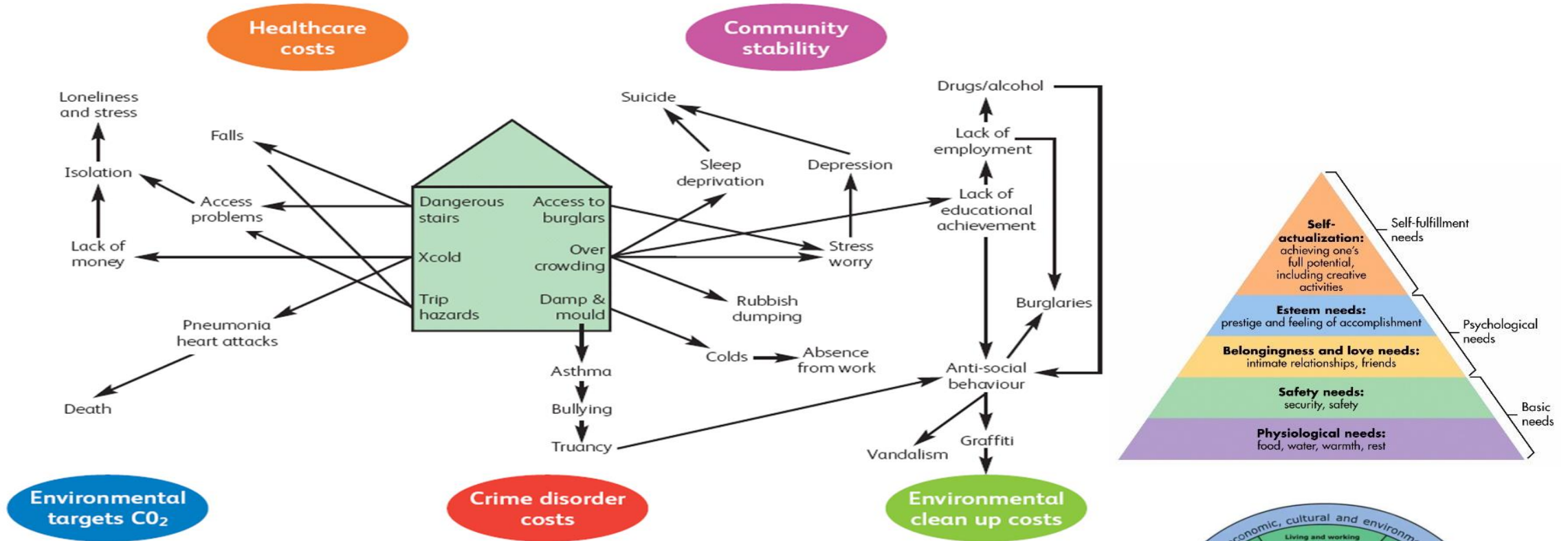
*"Our mission is to empower people to make the right choices and decisions for themselves to enable them to alleviate fuel poverty and become more resilient"*





# Starts with the Home

*“Improve people’s health outcomes by tackling the root causes”*



WHO say that the dwelling is the physical structure and the home is the social, cultural and economic structure created by the individual or household.

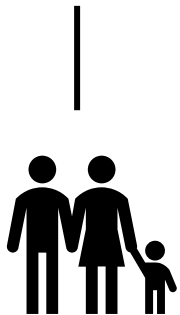


# We offer wrap around support focusing on



Bringing together energy advice, case work support, education and behaviour change with Social Prescribing and wellbeing to improve people's health outcomes by tackling the root causes- linking health, well-being and early intervention

People



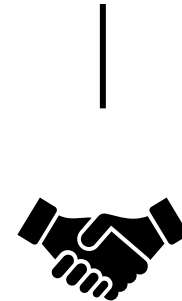
Property



Place

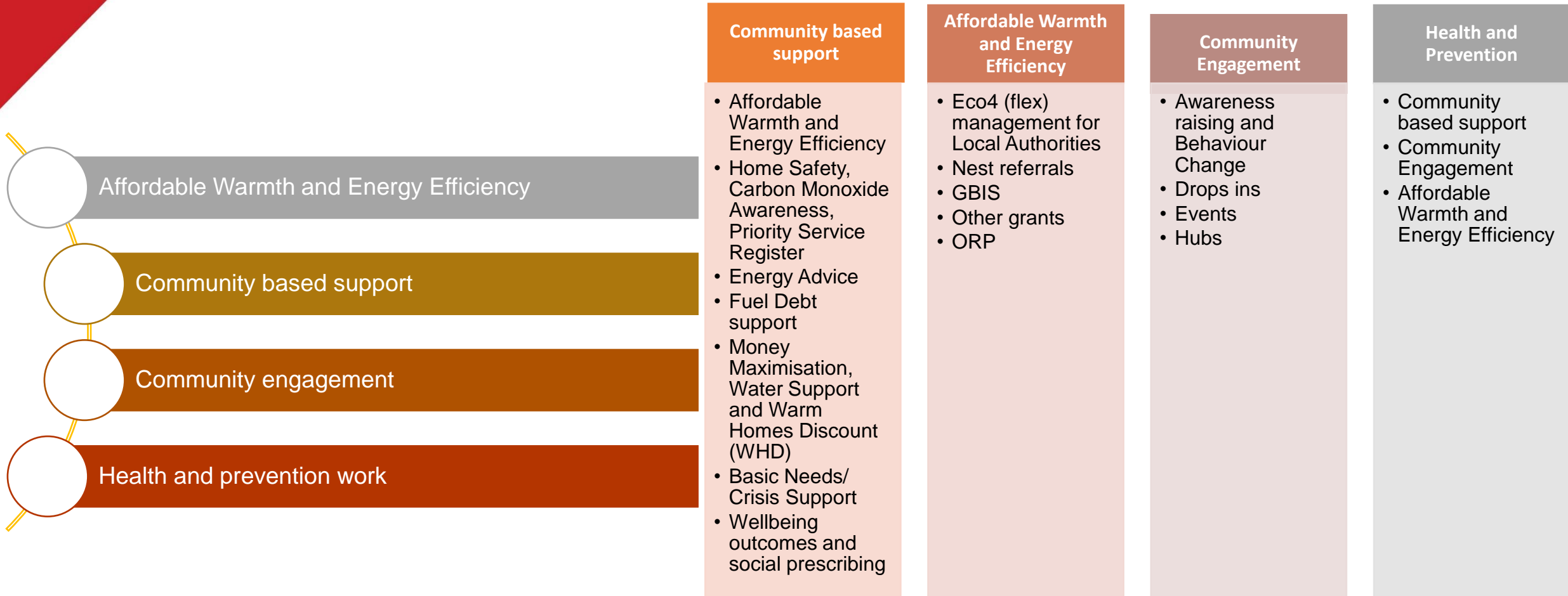


Partnerships



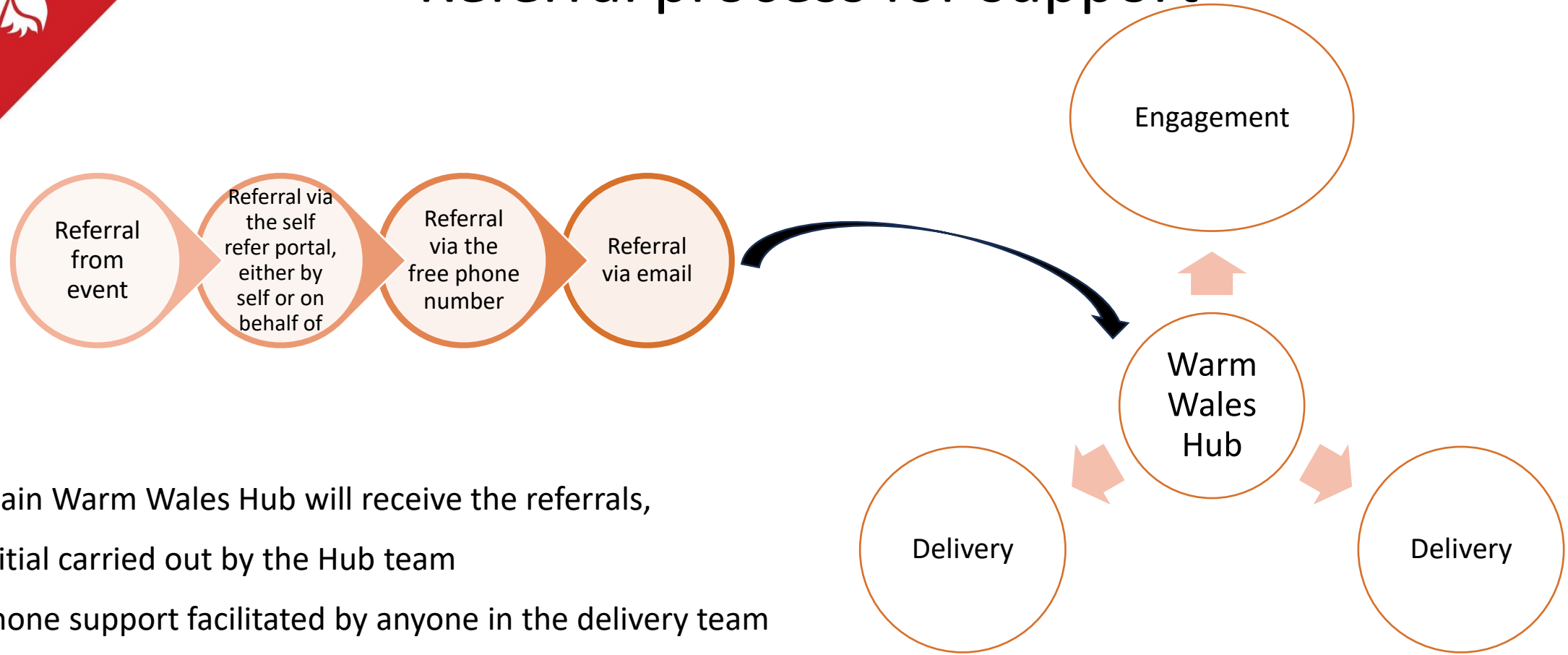


# Themes of work and areas of support and advice





# Referral process for support



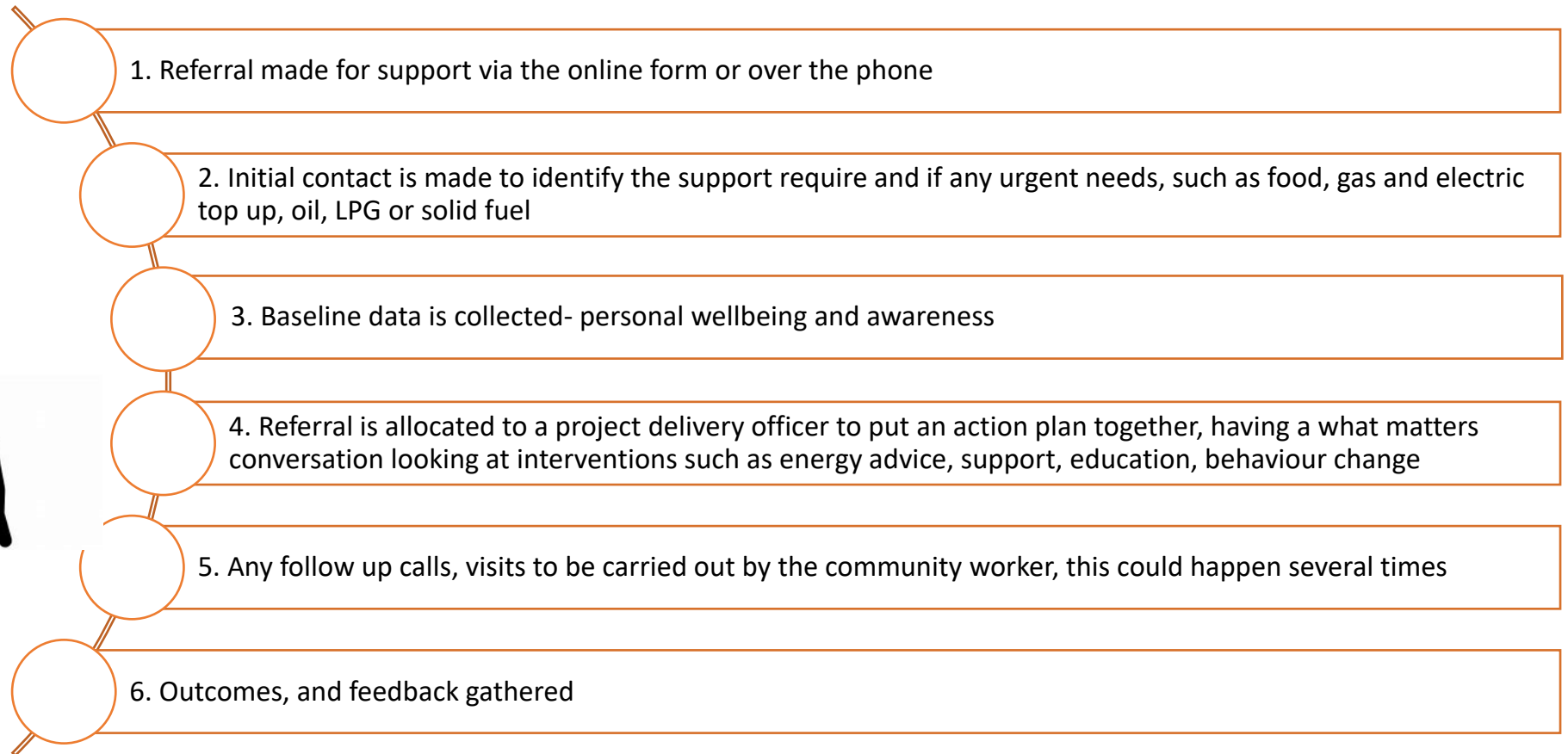
- Main Warm Wales Hub will receive the referrals,
- Initial carried out by the Hub team
- Phone support facilitated by anyone in the delivery team
- Home visit or community event then it will be directed to one of our satellite offices.
- Can link with other network of partners/organisations so that the resident will receive full support and look to the most appropriate measures and installs.



# Support from Warm Wales- A person-centered residents Journey



WARM WALES  
CYMRU GYNNES

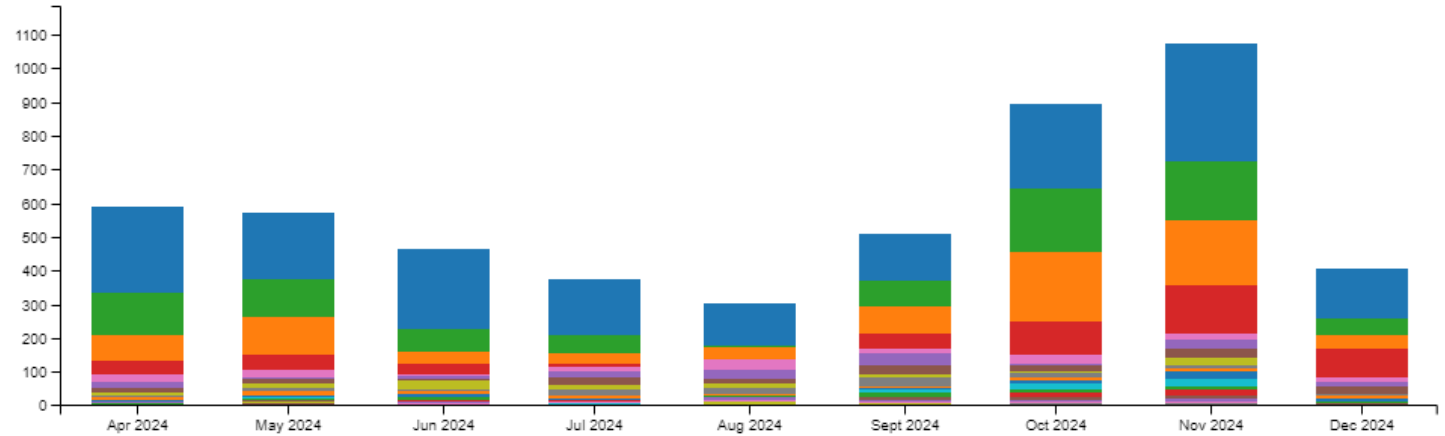
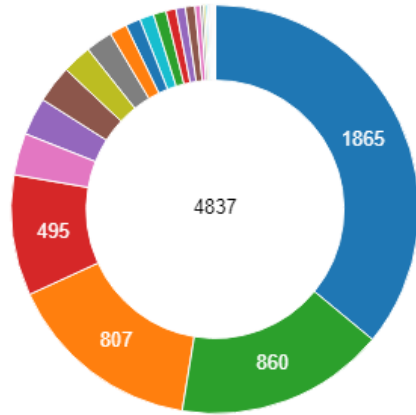




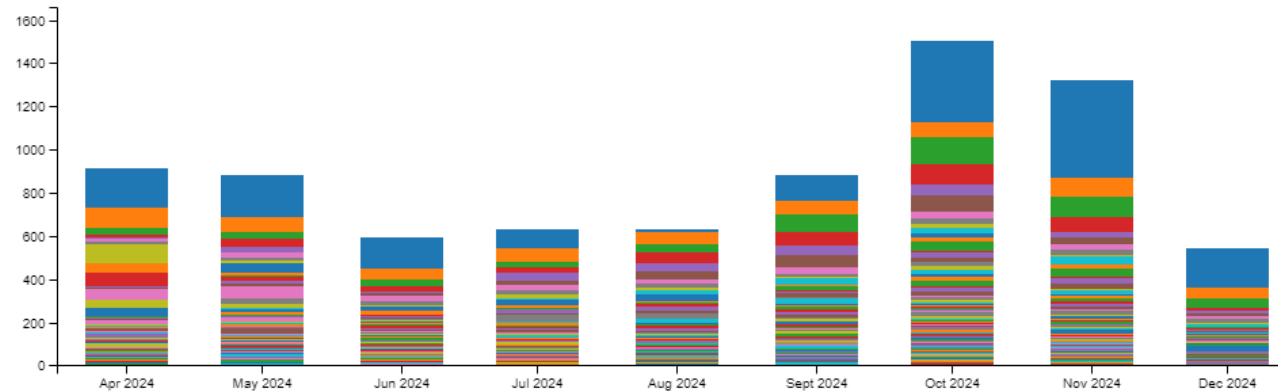
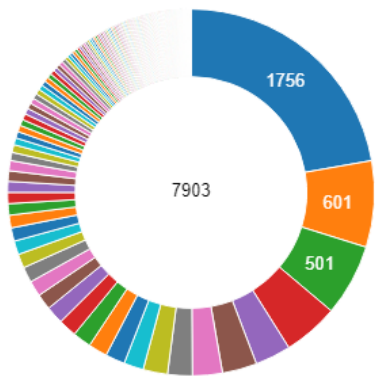


# Referrals from April 2024

Incoming Referrals (by Reason) - 4,837 Referrals



Prescriptions (by Intervention) - 7,903 Prescriptions



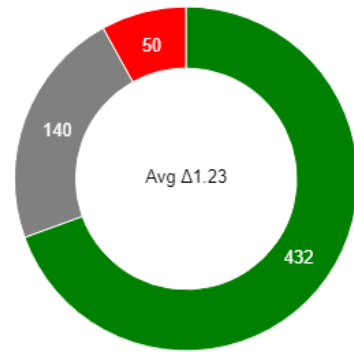
➤ Supported 4837 HH, 5375 residents-3485 adults and 1889 children

➤ Saved over £1.4m- £290/HH

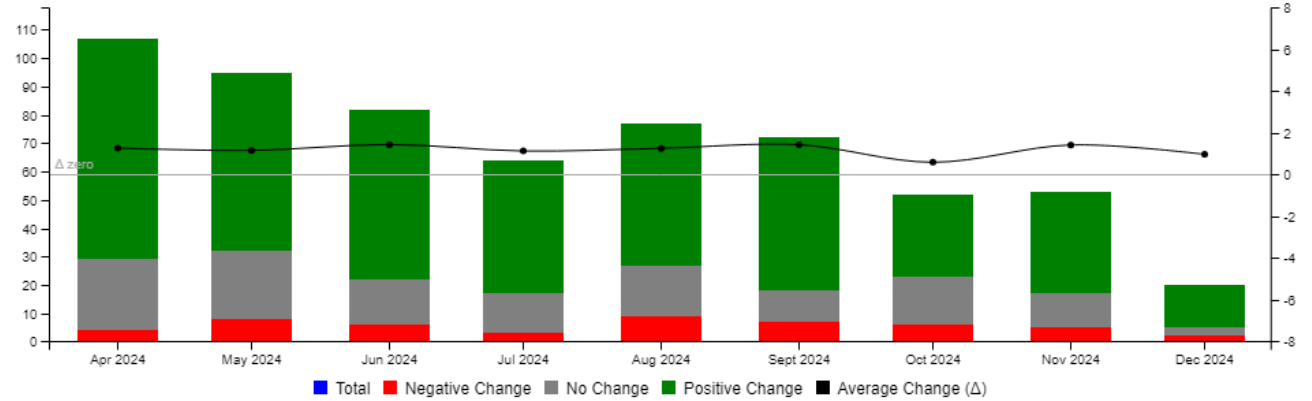


- **70% improvement in overall wellbeing**
- **68% reduction in anxiety**

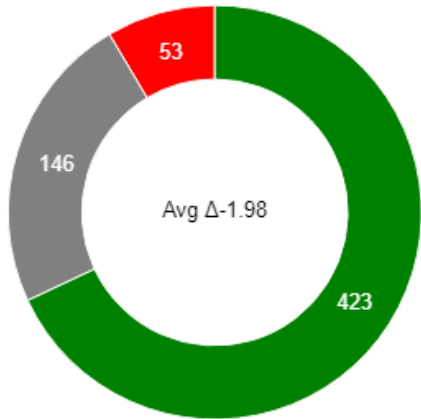
ONS - Q1,2,3 - 622 Visits



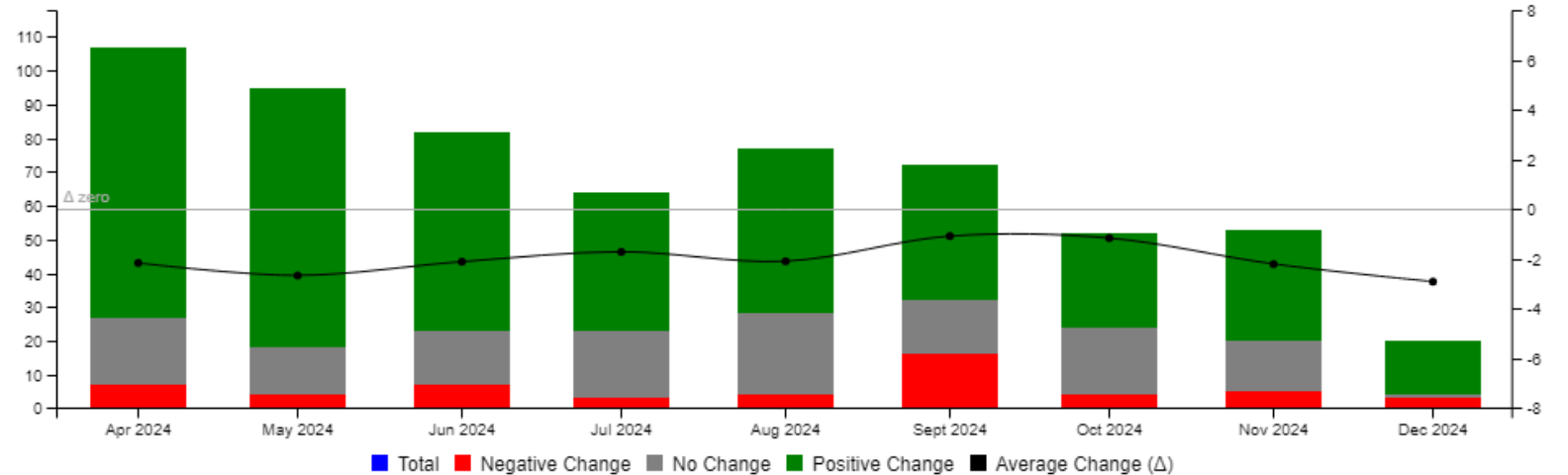
■ Negative Change ■ No Change ■ Positive Change



ONS - Q4. Anxiety - 622 Visits



■ Negative Change ■ No Change ■ Positive Change





# How to contact Warm Wales

- Freephone number-0800 091 1786
- Referral portal-[Get Support - Warm Wales](#)
- QR code-





Thank you  
Any questions

