HITTING THE COLD SPOTS

Evaluation Report

2013-2014
Highlights

443 residents helped in 2013/2014

Small emergency grants -
125 households helped
92% of grants were used to assist with fuel bills and debts

Leveraged in £115k of funding to help vulnerable residents with heating & hot water system work...

HTCS Advisors provided “hands-on” support to 91 vulnerable residents

Average profile of HTCS customer
75-84yrs, female, declared as having a disability, lives alone

Survey

Customers rated the service 4.6 out of 5

93% of customers would recommend the service to a friend, neighbour or

Results show HTCS significantly increased customers’ satisfaction with their health and home

91.7% of referrers thought the HTCS service had a positive impact on their customers’ health
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Hitting The Cold Spots (HTCS) is Hampshire County Council’s response to the guidelines and recommendations of the Cold Weather Plan for England 2012 in order to reduce the number of people who die from the effects of cold weather and to reduce the impact of fuel poverty particularly during the winter months. It is acknowledged that the impact of cold weather on health is predictable and mostly preventable. Those at greatest risk of its effects include the over 75 years of age (especially those living alone), young children, people living in deprived circumstances, those living rough and from marginalised groups.

On a national level, the National Institute for Health and Care Excellence (NICE) is currently consulting on excess winter deaths and illnesses, in order to identify and support vulnerable children and older people. It already issued draft guidelines on how to reduce the risk of death and ill health associated with living in a cold home. It recommends strategic planning by Health and Wellbeing Boards and the provision of a local referral service able to provide practical support. The HTCS project, fitting within this vision for Hampshire County, is integrated in HCC policies regarding excess winter death and fuel poverty. It specifically features in the Joint Health and Wellbeing Strategy for Hampshire 2013-18, and the joint action plan for 2012/14 for the Ageing well in Hampshire Older People’s Well-Being strategy 2014-2018.

Building on the success of the previous years (2011-12, 2012-13), the HTCS project continued in 2013-14 thanks to the commitment of Hampshire County Council Adult Service and Public Health departments. The project, which is available across the Hampshire County Council administrative area, is supported by a broad range of both statutory and voluntary sector partners, with their own wide networks of contacts that enabled the project to reach into the community to the most vulnerable. All 11 district/borough councils are active partners in the project. Indeed the success of the project rests on this partnership approach.

This report provides a summary of the April 2013-March 2014 HTCS project and its outcomes, as well as an in-depth evaluation of the impact of the service, from customers and referral agents, since October 2012. This long term evaluation was considered important to assess whether the project is meeting its overarching objective of improving the quality of life and health of those living in cold homes and in fuel poverty, and reducing pressure on health and social care services.

The 2013-14 Offer

The project offers a comprehensive range of support:

- A dedicated free-phone advice line run by the Environment Centre's qualified energy advisors
- County-wide HTCS Advisor home visits, for those in need of greater support
- Funding for repair or replacement of heating and hot water systems for those who privately rent or own their homes
- Support with alternative heating measures (electric oil filled radiators) for those without heating.
- Access to small grant support to help cope with winter emergencies
- Practical support and advice with debt, money and benefits
- Free Home Safety visits including provision of a carbon monoxide monitor, smoke detector and a fire safety plan.
- Assistance to switch energy provider or tariff to make savings on fuel bills.
- Assessment for eligibility to fund connection to the gas mains and central heating system installation.
- Provide information on smoking cessation services and flu jabs as appropriate
Key outcomes: April 2013 – March 2014

From April 2013 to March 2014 HTCS assisted 443 Hampshire residents across all district/borough council areas (Chart 1). Referral leads were varied with 65% of leads attributed to project promotional activities as well as support from District/Borough council staff, Older People Information Groups, Citizens Advice Bureaux, HCC Adult Social Services and HCC Community Independence Team. A detailed list of the referral sources is available in Annexe 1.

As the single point of contact for the project, the advice telephone line acts as a hub for residents, voluntary and statutory organisations. The Environment Centre (tEC) offers free advice, impartial guidance and practical support with direct referrals or by signposting customers to other sources of assistance (Chart 2).

The HTCS Advisors provide “hands-on” practical support to those households identified as requiring additional assistance by advice line staff. 91 customers were referred on to the Advisors, the majority following referrals from District/Borough Council staff (n=22) and HCC Community Independence Team (n=8).
The scope of advisor support varied greatly with interventions ranging from 1-10 months, and from 1-7 home visits, depending on the complexity of the cases (Table 1). 139 home visits took place in 2013-14.

<table>
<thead>
<tr>
<th>Duration of Support</th>
<th>Households</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 1 month</td>
<td>13</td>
</tr>
<tr>
<td>1-3 months</td>
<td>32</td>
</tr>
<tr>
<td>4-6 months</td>
<td>22</td>
</tr>
<tr>
<td>7 months and over</td>
<td>11</td>
</tr>
<tr>
<td>Ongoing</td>
<td>13</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>91</strong></td>
</tr>
</tbody>
</table>

Table 1. Duration of HTCS Advisor support to Hampshire households

Heating and hot water system repairs and replacements
In the most extreme cases, funding was available to the most vulnerable households\(^1\) - using an agreed review procedure to assist with heating and hot water system repairs and replacement (including provision of temporary heating). In providing this support, the project continues its efforts to reduce the effects of cold homes and ultimately contribute to reducing levels of death and morbidity.

HTCS funding was used to wholly or partially finance repairs and replacements. In order to maximise the number of households supported alternative funding options were explored wherever possible (Table 2).

<table>
<thead>
<tr>
<th>Funding source</th>
<th>Households</th>
</tr>
</thead>
<tbody>
<tr>
<td>ECO HHUCRO</td>
<td>2</td>
</tr>
<tr>
<td>HTCS</td>
<td>7</td>
</tr>
<tr>
<td>HTCS &amp; DECC fuel poverty fund</td>
<td>1</td>
</tr>
<tr>
<td>HTCS &amp; npower Health Through Warmth</td>
<td>1</td>
</tr>
<tr>
<td>DECC fuel poverty fund (HCC)</td>
<td>19</td>
</tr>
<tr>
<td>DECC fuel poverty &amp; ECO HHUCRO</td>
<td>14</td>
</tr>
<tr>
<td>Southern Gas Networks, npower HTW and SSAFA</td>
<td>1</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>45</strong></td>
</tr>
</tbody>
</table>

Table 2. HTCS heating and hot water repair and replacement scheme funding sources

\(^1\) Households with occupants within at-risk groups as identified in the Cold Weather Plan for England 2012.
HTCS assisted 45 households (Chart 3), successfully leveraging £115,092 for assistance with heating and hot water system, repairs and replacements. Money leveraged equated to 11 times the HTCS spend.

Small winter grant
Hampshire and Isle of Wight Community Foundation (HIWCF) managed the project’s small emergency grant. The grant provides immediate financial relief to those struggling to meet the costs of winter. Grants of £50 or £100 (in exceptional circumstances) were made available to Hampshire residents aged 18 and over across all tenure types determined by vulnerability and need.

HIWCF worked with six partners across the County to distribute £7,920 to 125 Hampshire households (Chart 4). 52% of the funds were distributed by Hampshire’s CAB network.

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<sup>2</sup>Low income; short term crisis; health condition and/or disability, mental illness; damp housing and/or fuel poverty; emergency DIY repairs related to heating; vulnerable, disadvantaged and deprived circumstances.
The majority of recipients (59%) were aged between 26 and 59 (Chart 5). 92% of the grants were used to assist with fuel bills or debt (Chart 6)

![Chart 5. Small grant recipients by age](image1)

![Chart 6. Use of small grant](image2)

**Added Value**

The HTCS Advisors’ work with Hampshire residents led to further confirmed successes:

- **Boiler installed at no cost** to customer by energy provider
- **£288** grant for new fridge
- **New washing machine provided free of charge** to customer by energy provider
- **Mobility aids provided free of charge** to resident following an Occupational Therapist assessment
- Increased income of **£4,210** per year for **two** households - successful claims for Pension Credit [2] & Attendance Allowance [1]
- **£543** of Warm Home Discount grants secured for **4 households**
- **£2,500** fuel debt cleared
- Energy tariff change support resulting in an estimated reduction of **£738 per annum** for **2 households**

The value of this support exceeds **£8,300**.

Alongside these direct outcomes, HTCS has worked alongside numerous voluntary and statutory organisations to ensure vulnerable Hampshire households access all support available:

- Home security and fire safety visits - **Blue Lamp Trust & Hampshire Fire and Rescue Service**
- Specialist consumer, financial and debt advice - **Citizens Advice Bureau, Trading Standards**,
- Benefits advice and support – **Citizens Advice Bureau, DWP**
- Home support (independence and wellbeing) - **Apetito, HCC Community Independence Team, OT Direct, Hampshire Sensory Loss Services, Handy Person Services**

The HTCS Advisors also linked with the HCC Local Welfare Assistance scheme to get information for customers or signpost them in case of crisis.
Section 2: Evaluation of service 2013-14 – Customers & Referral agents

In addition to reporting on the quantitative outcome of the HTCS project for the 2013/14 season, the Steering Group desired to go one step further, evaluating the project’s impact on recipients’ quality of life and wellbeing. This two-pronged evaluation (both with customers and with referral agents) examined whether the project was meeting its overarching aims and objectives.

Customer survey
An anonymous telephone survey - developed with HCC Public Health – with HTCS customers from October 2012 to March 2014 was undertaken. A copy of the questions asked can be found in Annexe 2. In order to eliminate possible bias, staff conducting the survey did not contact customers they had supported. **44 customers responded** which represents a **52% response rate**.

Demographics
Respondents were from district/borough councils across Hampshire and received a wide range of service (from telephone advice only to complete installation of gas central heating), covering the work of all the HTCS Advisors. The majority of respondents (48%, n=21) were aged 75 -84 (Chart 7). The demographics of the respondent (Diagram 1) reflect the profile of a typical HTCS customer, and of our targeted group in Hampshire in general.

Responses to questions

**Question 1: How did you hear about Hitting the Cold Spots?**
Respondents were first asked how they heard about the HTCS programme. They were **primarily signposted by a professional worker** (Chart 8), mainly from their District/Borough Council or from Hampshire County Council Adult Social services (Chart 9).
**Question 2: What services did you receive?**

Respondents were then asked what services they accessed through HTCS (Chart 10) and in case of onward referrals, to which further organisations or services they were signposted or referred to (Chart 11). This is obviously subjective, based on respondents’ memory recall, and not necessarily a reflection of the full range of support provided.

*There is an element of double counting with the Heating & Hot water repair/replacement figures. Some households received support for both, others only one.*
Questions 3 & 4: Rate the service you received from Hitting the Cold Spots

The respondents rated the service as 4.6 out of 5 on average (1 being poor, 5 being excellent). The respondents were offered the opportunity to expand on the reasons behind their rating (Diagram 2; the size of the font reflecting the frequency of the comment).

<table>
<thead>
<tr>
<th>About the service overall:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Very good</strong>, wonderful, perfect, out of this world, Godsend, unexpected outcome, truly rare</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>About the HTCS Advisors:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quick to respond, <strong>helpful</strong>, clear in their explanations, brilliant, supportive, courteous, tenacious, <strong>very good</strong>, excellent, fantastic, lovely, kind, highly recommended</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>About the contractors:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent, quick and efficient, hardworking, clean and tidy, friendly, caring, really good, brilliant, polite, not recommended, long delay before installation</td>
</tr>
</tbody>
</table>

Questions 5 & 6: Getting the work done without assistance

Being asked if they would have had the work done or received further assistance without the help of the HTCS Advisors:

- **57% (n=25)** of the respondents said they wouldn’t; lack of available finances was cited in 24 cases. 4 respondents also mentioned that practical aspects (knowing what to do, where to find reputable workers, how to have the work organised) would have prevented them taking actions.
- **11% (n=5)** of the respondents said they would, and 3 households actually got work done without HTCS financial help. They still appreciated being confirmed that no funding was available for them (that they were not missing out by not asking) and receiving advice on practical steps.
- **25% (n=11)** said they may have had the work done or received further assistance without HTCS support, mostly explaining that "something had to be done" (because they had no heat or hot water at all). However, amongst them, 6 mention that they didn’t know how they could have funded it. And 4 said they would have struggled with the practical aspects.
- **7% (n=3)** didn’t answer, the question not being applicable (they didn’t have any work done).

Question 7: Would you recommend the Hitting the Cold Spots service?

Furthermore, **93% (n=41)** of the respondents would recommend the HTCS service to a friend, neighbour or family member (and a few already had). 1 respondent wouldn’t, and 2 said “maybe”.

Questions 8 to 11: Rating satisfaction of health and home

Respondents were then asked to rate how satisfied they were with their health and their home, before and after accessing support from HTCS, on a scale of 1 (‘not at all satisfied’) to 5 (‘completely satisfied’). **95 % (n=42)** of respondents answered the question. Graphs 1 and 2 illustrate the distribution of their answers on both characteristics before and after HTCS involvement. **Results show**
the HTCS project significantly increased customers’ satisfaction with their health and home with a 90% confidence in both cases as demonstrated by a Student’s T test\(^3\).

Graph 1. Satisfaction with health

Graph 2. Satisfaction with home

Question 12: Can you tell us how the services you have received through Hitting the Cold Spots has impacted on your life?

“The radiators provided helped me keep the house at a reasonable temperature; so it provided some comfort. It also meant less worries and less stress with my health conditions. Without these radiators, I would have ended up in hospital.” (Male, under 65)

“This service has saved my life. When my wife died and I was in the cold, I was seriously considering a rope. If it wasn’t for your help and the grand-children visiting from time to time, I wouldn’t be there.” (Male, 75-84)

“I wouldn’t have been able to stand a winter without heating. I tried to sort it out on my own but I was getting nowhere and I started to get worried. The advisor got everything sorted very efficiently.” (Female, 85+)

“I live here with my wife and my mother and we are three old crooked people. So we need to keep warm. But the old boiler cost too much to run… we could go through £10 of gas a day when it was cold. So we always had to balance things to make the finance work. Now it’s much better; we can keep warm and are not so worried about the cost.” (Male, 65-74)

“The effect on my health is not noticeable. Actually my health has been deteriorating recently (I had asthma and I have been diagnosed with COPD) – but this has nothing to do with the boiler. Hopefully the boiler will help my breathing in the winter.” (Female, under 65)

“My health has definitely improved – it’s lovely to have access to hot water all the time!” (Female, 85+)

“I feel a lot better, I’m sleeping better. We tend to take heating and hot water for granted until it’s gone… I used to use two kettles to be able to wash. Having the new boiler took a lot of pressure from me. It’s all been brilliant.” (Female, under 65)

“Not so much of an impact apart from pointing me in the right direction. So it made it easy for me to take action, without stress or worries.” (Female, 65-74)

“Thanks to the advisor, I was signposted to more financial help and practical help, like having a cleaner. This really makes my life much easier now. Previously, I never asked for anything.” (Female, 85+)

“I was very happy that we could talk to anyone at tEC during the process. We couldn’t be grateful enough. It gave us enormous peace of mind and made the house so much more comfortable.” (Female, 75-84)

“We were getting poor sleep. My son, who is asthmatic, was coughing all night. He is better now, healthier. The project was thinking of every aspects, not just giving us emergency heaters. The cost of heating has changed. It’s much cheaper for Granddad.” (Male, under 65)
Referral agent survey
Referral agents were asked to fill an online survey to give feedback about the HTCS programme. 12 answers were received (a 50% response rate). Table 3 identifies the referral agents who responded to the survey.

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age Concern Hampshire</td>
<td>1</td>
</tr>
<tr>
<td>HCC Adult Services</td>
<td>1</td>
</tr>
<tr>
<td>HCC Community Independence Team</td>
<td>4</td>
</tr>
<tr>
<td>HEEP (Hampshire Energy Efficiency Partnership) Officer</td>
<td>1</td>
</tr>
<tr>
<td>Southern Health NHS Trust</td>
<td>1</td>
</tr>
<tr>
<td>Surveyor (Eastleigh Borough Council)</td>
<td>1</td>
</tr>
<tr>
<td>Trading Standards</td>
<td>3</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>12</strong></td>
</tr>
</tbody>
</table>

The average rating of satisfaction with the service was 4.7 out of 5 (Question 1).

91.7% (11) of respondents thought the HTCS service provided has had a positive impact on their customers’ health and wellbeing. 1 respondent was unsure (Question 2).

All respondents would consider making referrals in the future and would recommend the service to a colleague or other organisations (Question 3).

**Question 4:** Referral agents were then given the opportunity to comment on the HTCS service.

"Was impressed with the response time and that I was kept informed of what was happening. I am still not entirely clear exactly what the project can and can’t do so it would be good if that information could be redistributed. I got a contact number off an old claim pack and was fortunate that it still worked." (Trading Standards)

"I was unaware that if a person lives in a housing association home they need to approach them.” (Adult Services)

"It is disappointing that it takes such a long time to get heating in place*. This is OK for spring / summer referrals but a concern for the autumn/winter ones as the process seems to be taking 6 - 8 months. Although oil filled radiators are available (up to 2) this is not always enough and on one occasion only 1 was available as stocks had run out.

On the positive side I think we have been very lucky to have this service and clients have benefited greatly from this support. We could do with more info / services from agencies who can offer support with house preparation e.g. cleaning home to prepare for heating etc. as it is often left to the referrer to sort all this out and means cases are held open longer than our normal remit. CIT work with people up to 3 months but can then be open for 9 months whilst waiting for this service to be completed due to the support we have to offer client.” (Community Independence Team)

*To make the most effective use of funding streams in 2013/14, when a customer met the criteria to obtain funding through the government’s energy efficiency grant scheme ECO for heating system replacements, it was used. This did however result in a more drawn out and complex process, but at all times the HTCS Advisor continued to offer support

"I am sure that service will improve client’s wellbeing but have only referred one client and this is still at assessment stage.” (Trading Standards)

“A newsletter of some kind, with case studies, to demonstrate the range of work that HTCS undertakes. I suspect that many organisations, including ourselves, are not utilising the service enough because we only have a very basic idea of what HTCS can do to help older and more vulnerable people.” (Age Concern Hampshire)
Section 3: Case studies

Case study 1
Mrs B, 61, from the Borough of Basingstoke & Deane, contacted HTCS when her 8 year old boiler failed and needed a replacement part. She was in receipt income and disability related benefits.

An Advisor visited Mrs B finding the property to be extremely cold. The homeowner was spending long periods away from her home during the day in an effort to keep warm. As she had significant health issues including osteo- and rheumatoid arthritis, she was becoming increasingly concerned about the effect of the cold on her health.

A local BWC contractor visited and identified that the boiler had an unrepairable fault. Given the concerns about her health, HTCS agreed to fund a replacement boiler. Mrs B was delighted, relieved and hugely grateful.

“I would not have been able to replace the gas boiler myself, at great detriment to my physical health and mental and emotional wellbeing.”

In the months following the boiler installation, the customer managed to reduce her monthly duel fuel bill from £151 to £102.

Case study 2
Ms F, 50, from the Borough of Havant, is the full-time carer for her partner, Mr E, 59, who is disabled due to brain injuries. The couple is receiving income and disability related benefits; they have no savings and some consumer debts.

Contact was made with HTCS after the boiler and the immersion heater had failed. The house was cold and damp. Ms F was stressed and tired, as her partner kept waking up being cold in the night. His movements during the day were also restricted to the only room they could keep warm, which led him to feel angry and frustrated. She experienced a recurrence of her asthma symptoms.

An urgent visit was made to supply electric oil-filled radiators, and quotes were requested from two “Buy with Confidence” contractors who concluded that a whole new system needed to be installed. The HTCS Advisor approached NPower Health Through Warmth (HTW) scheme to ask for support, alongside HTCS funding. HTW agreed to fund 25% of the work (£1,200). A small grant was also given to help with the increased electricity costs while the work was carried out.

As soon as the work was completed, Ms F expressed the positive impact the work had on their health: her partner was again able to practice his physio exercises; he once again had access to all rooms in the house and could interact with her during the day. A few months later, she further explained that she felt rested, much happier and less stressed. This led her to try and stop smoking.

“It was such a relief to find you, such a help. The whole team was brilliant, it was all done so quickly. The advisor came the next day after I called. I don’t know what I would have done otherwise. It prevented my partner ending up in hospital without a doubt. It was the worst cold I ever felt in my life; I was getting more and more sick, I was unable to sleep properly; I would have been too ill to look after him…. Without Sophie, I would have had a breakdown. She came in and took the worry out of my hands, she knew exactly where to go. It made a huge difference. I now feel great, I’m a new person”.

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Case study 3
Mr M, 35, from the Borough of Havant, lives with his son, 8, and his grand-father, 83. They only had a gas fire in the lounge as permanent heating. Mr M and the grand-father are receiving income- and disability-related benefits. The grand-father has severe COPD and the lounge had become his bedroom. When he required constant oxygen supply, they were informed not to use the gas fire any more. When Mr M got in contact with HTCS, they relied on one electric halogen heater in the lounge and one old electric panel in one of the bedrooms. The house was damp, which was worsening Mr M’s son's asthma.

Two oil filled radiators were delivered urgently to keep the family warm at a lower cost, and a HIWCF small grant given to help them top-up their meter while a more permanent solution was sought. Funding for the installation of gas central heating in the property was secured through HCC’s DECC fuel poverty project.

The house is now much more comfortable and at a significant lower cost. The son's asthma has improved, and the grand-father is able to keep warm while continuing the oxygen therapy. Mr M, who sees it as his role to take care of his son and his grand-father, explained that he stopped worrying so much about them.

“I don’t know where the family would be without the support that we received. You were instrumental in making that difficult period of our lives more comfortable in a wonderfully human way. You were there every step of the way – there was always an update even if there was nothing further to say. It made a huge difference knowing that we were still thought of – you can’t legislate for that! Wonderful!”
Section 4: Learning points & Recommendations

Learning points

- The evaluation demonstrated that the Hitting the Cold Spots project is reaching vulnerable Hampshire residents and significantly improving their wellbeing.
- 93% of HTCS customers would recommend the HTCS service to a friend, neighbour or family member.
- 92% of referral agents considered the HTCS service had a positive impact on their customers’ health and wellbeing.
- Efforts to access support through the government’s energy efficiency grant scheme ECO (Energy Company Obligation) for heating system replacements were drawn-out and complex. This led to more involvement required from the HTCS Advisors, and in some cases customers having to wait longer than ideal.
- The majority of HTCS recipients wouldn’t have accessed help without the HTCS support. The biggest barrier is financial. But the practical aspects of knowing who to call and finding trustworthy workers creates a significant obstacle for many customers.
- In a minority of cases, customers highlighted difficulties with the programmer provided as part of the heating system replacement/install. Alignment with people’s physical and mental ability needs further consideration before installation.

Recommendations

The HTCS project is continuing until 31 March 2015. Due to no Energy Company Obligation Home Heating Cost Reduction Obligation (ECO HHCRO) funding being available (2015 commitments have already been met) the HTCS Steering Group expect a greater call on project resources this winter.

Following this evaluation and in light of the recently announced changes to the Energy Company Obligation, the project steering committee will be developing the HTCS offer for 2014-15 over the next two months (August-September). The following recommendations will be taken into account for this next phase:

- The HTCS free phone advice line and the hand-holding support for the most vulnerable customers or the most complex cases through the HTCS Advisors need to continue.
- A clearer message about the HTCS offer needs to be disseminated, especially to professional workers but also to community groups and charities. A quarterly newsletter, with case studies illustrating the range of services, may be developed.
- More emphasis needs to be placed on engaging with GPs and children services, as the project is currently receiving fewer than expected referrals from these services.

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Toni Shaw - Hampshire and Isle of Wight Community Foundation
Annexe 1: HTCS Customer referral leads (total 443)

<table>
<thead>
<tr>
<th>Referral lead</th>
<th>No</th>
<th>Referral lead</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>District/Borough Council staff</td>
<td>125</td>
<td>Occupational Therapist</td>
<td>3</td>
</tr>
<tr>
<td>Customer unable to recall</td>
<td>95</td>
<td>Community Nurse</td>
<td>2</td>
</tr>
<tr>
<td>HCC Hampshire Now magazine</td>
<td>38</td>
<td>Dorset Energy Advice Centre</td>
<td>2</td>
</tr>
<tr>
<td>HTCS leaflet</td>
<td>24</td>
<td>Boiler engineer</td>
<td>1</td>
</tr>
<tr>
<td>HCC Community Independence Team</td>
<td>21</td>
<td>Doctor</td>
<td>1</td>
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<tr>
<td>CAB</td>
<td>17</td>
<td>Department of Works and Pensions</td>
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<tr>
<td>tEC website</td>
<td>15</td>
<td>Energy Saving Advice Service[^6^]</td>
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<tr>
<td>HCC Adult Social Services</td>
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<td>HCC Children Services</td>
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<td>Word of Mouth</td>
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<td>HTCS Advisor</td>
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<td>District/Borough Council website</td>
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<td>Local business networking group</td>
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<td>Voluntary Community Newsletter</td>
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<td>Parity Trust</td>
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<tr>
<td>In-touch (Family Mosaic)</td>
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<td>Roast Out</td>
<td>1</td>
</tr>
<tr>
<td>Solent Green Deal[^7^]</td>
<td>4</td>
<td>WinACC (Winchester Action on Climate Change)</td>
<td>1</td>
</tr>
</tbody>
</table>

[^4^]: Including Age Concern Hampshire, Age UK, One Community Eastleigh, Rushmoor Healthy Living, Village Agents, Winchester Live at Home
[^5^]: A community interest company, CIC
[^6^]: Part of Energy Saving Trust, a social enterprise with a charitable Foundation.
[^7^]: The Solent Green Deal is a consortium of local authorities in Hampshire and is managed by Portsmouth City Council. Portsmouth City Council is an accredited Green Deal Assessor Organisation which provides a comprehensive Green Deal Service.
Annexe 2: Hitting the Cold Spots - customers’ telephone survey

Thank you for agreeing to answer questions on the Hitting the Cold Spots. Your answers will help us to continue to improve our services. The survey should take about 20 minutes to complete.

Your feedback is invaluable. Your answers will be treated as confidential and you will not be personally identified. Thanks again.

Section 1: The Service

1. Please tell us how you found out about Hitting the Cold Spots service:
   - Leaflet/flyer
   - Advert in local newspaper
   - Advert in Hampshire Now (HCC’s free magazine)
   - Recommended by neighbour/friend/family member
   - Recommended by a professional worker (GP/social worker/CAB/church/Food Bank)...if so which one____________________________
   - Unable to recall currently
   - Other, please specify__________________________

2. Please can you tell me what services you received from Hitting the Cold Spots Team/Advisor?
   - Telephone advice
   - HTCS Advisor visit & support
   - Heating system repair/replacement
   - Hot water system repair/ replacement
   - Wall/loft insulation
   - Oil filled radiator supplied
   - Carbon Monoxide monitor
   - Information pack including thermometer & snood
   - Quit Smoking information
   - Info on winter flu jab
   - Financial advice from CAB staff
   - Benefits advice
   - Assisted gas connection (Southern Gas Network)
   - Small emergency funding
   - Referred onto…..(please circle and add other services to table as appropriate

<table>
<thead>
<tr>
<th>OT assessment</th>
<th>Fire &amp; Rescue Service</th>
<th>Buy with Confidence</th>
<th>Blue Lamp Trust</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solent Green Deal</td>
<td>ECO</td>
<td>House clearance</td>
<td>Cleaning services</td>
</tr>
<tr>
<td>Befriending</td>
<td>Gardening Club</td>
<td>Gardener</td>
<td>Smoking Cessation Service</td>
</tr>
<tr>
<td>General Practice</td>
<td>Other health services</td>
<td>Adult Services (incl. Community Independence Team)</td>
<td>Other?</td>
</tr>
</tbody>
</table>
3. How would you rate the service that you received with 1 being poor and 5 being excellent (consider the entire journey from telephone contact to work being finished):

<table>
<thead>
<tr>
<th>Poor</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Good</td>
</tr>
<tr>
<td>3</td>
<td>Excellent</td>
</tr>
<tr>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

4. Tell us more about the service you received (what did you have done/was the work done well/staff courtesy & helpful)

5. Do you think you would have had the work done/further help/assistance without the help of the Hitting the Cold Spots Advisors?

   Yes         No         Maybe

6. Tell us more about your answer to Question 5:

7. Would you recommend this service to a friend/ neighbour/ family member?

   Yes         No         Maybe

8. How satisfied were you with your health before accessing support from Hitting the Cold Spots?

   not at all satisfied | satisfied | completely satisfied

   | 1 | 2 | 3 | 4 | 5 |

9. How satisfied were you with your home before accessing support from Hitting the Cold Spots?

   not at all satisfied | satisfied | completely satisfied

   | 1 | 2 | 3 | 4 | 5 |

10. How satisfied were you with your health after accessing support from Hitting the Cold Spots?

   not at all satisfied | satisfied | completely satisfied

   | 1 | 2 | 3 | 4 | 5 |

11. How satisfied were you with your home after accessing support from Hitting the Cold Spots?

   not at all satisfied | satisfied | completely satisfied

   | 1 | 2 | 3 | 4 | 5 |

12. Can you tell us how the services you have received through Hitting the Cold Spots has impacted on your life? Prompt: please look at answer to Q2 in order to help the customer give a full respond. Think about Health & wellbeing e.g. give up smoking, changes in health behaviour; visits to GP, managing medication and long term conditions anxiety & worry; more/less confident in dealing with problems. Finance: money concerns/debt. Relationships etc.

13. Is there anything else that you would like to tell us about the help/support your received through the Hitting the Cold Spots Service
Section 2: A bit about you

1. Are you: □ Male □ Female □

2. Do you consider yourself to have a disability? □ Yes □ No

3. How old are you? (the person on the telephone)
   □ under 65 □ 65-74 □ 75-84 □ 85+ □ rather not say

4. How old are the people who live in your household? □ Under 5 □ 6-16 □ 17-54
   □ 55-64 □ 65-74 □ 75-84 □ 85+ □ rather not say

5. How would you describe your ethnicity?

<table>
<thead>
<tr>
<th>Asian or Asian British</th>
<th>Mixed</th>
<th>Other Ethnic Group</th>
<th>Black or Black British</th>
<th>White</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ Bangladeshi</td>
<td>□ White &amp; Asian</td>
<td>□ Chinese</td>
<td>□ African</td>
<td>□ British</td>
</tr>
<tr>
<td>□ Indian</td>
<td>□ White &amp; Black African</td>
<td>□ Any other ethnic group</td>
<td>□ Caribbean</td>
<td>□ Irish</td>
</tr>
<tr>
<td>□ Pakistani</td>
<td>□ White &amp; Black Caribbean</td>
<td>□ Gypsy or Traveller</td>
<td>□ Any other Black background</td>
<td>□ Any other White background</td>
</tr>
</tbody>
</table>

□ I do not wish to disclose this

Thank you for agreeing to answer this questionnaire. We will be collating all the feedback from our customers into a report. The finding of this report will help us improve the service provision in the future.