



Health Through Warmth

Warmer homes, better health.



Community

How do we work?



People who actually need help are often the least likely to ask for it. By working together with community professionals, we can provide practical help with heating and insulation to people most in need.

That's why we have close ties with home improvement and care & repair agencies, local authorities, charities, community workers and the NHS.

Funding may be available from a range of sources, including the npower Health Through Warmth Crisis Fund, grant schemes and charitable organisations.

Assistance is discretionary and it's based on individual circumstances.

Sarah

East Riding of Yorkshire

Sarah had depression and, after some very distressing circumstances, she had a nervous breakdown.

The boiler in her semi detached home stopped working, leaving her without heating and hot water – and that made things even worse. She couldn't afford a replacement boiler and didn't know where to turn for help.

After visiting the local pension service for advice, Sarah was referred to npower Health Through Warmth.

The local scheme co-ordinator quickly organised quotes and got funding for installation of a new boiler, costing £1,321. Contributions were also made by the occupational charity Cavell Nurses' Trust (£700), Welton Relief in Need Charity (which only operates locally) (£150), and £471 was accessed from the unique npower Health Through Warmth Crisis Fund.



Sarah says:

“The help and compassion I received from Health Through Warmth was so appreciated, my life has been changed for the better.”

Elaine

Leicester

Elaine, 57, has asthma and osteoporosis, which can be worsened by cold living conditions.

Elaine had a coal-fuelled central heating system that often broke down and required constant refuelling which was difficult for her to do.

Elaine contacted a local resource centre to see if there was any help available. They referred her to the npower Health Through Warmth co-ordinator, who arranged quotes and sought funding for a new boiler.

The cost of the work was £2,805.60 and contributions were made by Junius S Morgan Benevolent Fund (£250) and Cavell Nurses' Trust (£250). The remaining balance of £2,305.60 came from the npower Health Through Warmth Crisis Fund.



Elaine was really pleased with the help she received from Health Through Warmth. She says she is much more comfortable now, and looks forward to putting the heating on, knowing that the boiler is reliable and the system is easy to manage. When her grandchildren come to visit they can now play in a warm house and she doesn't need to worry about them feeling cold.

Victoria

Merseyside

Victoria, aged 47, has severe chronic fibromyalgia and osteoarthritis, and is in constant pain with stiffness and limited mobility.

Her boiler was extremely old and faulty, often leaving her without heating.

Victoria contacted a local energy advice line and was referred to the Health Through Warmth team. The local co-ordinator arranged for a new boiler and radiator to be installed, costing £1,880, and accessed a grant of £800 from the Charity for Civil Servants. Victoria was able to make a contribution of £230. The balance of £850 was paid by the npower Health Through Warmth Crisis Fund.



Victoria said:

“I knew I couldn’t afford the whole cost of a new boiler, so I was relieved when I found out I could get financial help from the Health Through Warmth Crisis Fund and a charity. It’s made such a difference.”

Who qualifies for help?



People with long-term illness who own and occupy their own home in England or Wales, but also have a low income and little or no savings (assessed) and can't fully fund the work themselves.

We'll check to make sure the person is eligible, so they'll have to fill in some forms about their income, expenditure and other details.

Clients don't have to be or become an npower customer, to receive help.

* You must meet all criteria to qualify. To discuss full eligibility criteria please contact the scheme on the number in the 'get in touch' page.

Things we can help with



Cavity wall and loft insulation



Boiler repairs and replacement



Heating systems or appliances



Energy efficiency advice



Access to funding

Get in touch

To find out more



Visit
www.healththroughwarmth.com



Or call
0800 022 220
(select the energy efficiency option)

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