

**homelife
carlisle**
improving homes
improving lives

Homelife Carlisle delivers a range of services to combat fuel poverty and increase warmth. Advice and information, draught proofing and insulation services, and carrying out heating repairs, fire safety inspections, and maximising benefits reduce fuel poverty. Their aim is to remove the factors that could lead to crisis: by using a mix of interventions and grants simultaneously, and adopting a whole house approach,



To ensure they reach those most in need, the Agency works closely with a wide range of partners in the public, private and voluntary sectors, as well as GPs, Public Health and Adult Social Care. They also chair a Community Assets Working Group which co-ordinates activities to enable people to develop their community assets. The warm homes services link into these and the volunteering service, to reach people who may otherwise not come into contact with services.



Homelife Carlisle work with local GP surgeries and Adult Social Care to reach people most at risk of unplanned hospital admissions, or GP and Community Nurse visits. Many illnesses are made worse by cold conditions, and so improving energy efficiency and warmth in people's homes are key to reducing risk to these individuals. Care Co-ordinators will be able to refer directly into the HIA where warmth in the home is a concern.



Carlisle is geographically a largely rural area, with areas of high deprivation and hard to heat homes, many of which are 'off grid' for gas services. This makes them more susceptible to fuel poverty. Working with funding from DECC, Homelife are providing a new service to assist people who do not have, or have a poor, central heating system in their home. They can also help connect to the gas service if required, or provide an efficient oil-fired system where no service is available.

The best HIAs are expert at tackling excess cold, and always keen to learn and share best practice. The innovative practices around the approach shown by Homelife Carlisle, can be replicated elsewhere. Learn and share with the best HIAs by visiting www-foundations.uk.com



Winter Warmth

hia Home Improvement Agencies



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