

A Holistic Approach to tackling cold homes by Local Government

Energy Efficiency Advisor role

The Energy Efficiency Advisor Service

The Energy Efficiency Advisor service utilises a holistic and structured underpinning approach to tackling cold homes based on attention to the distinct areas of practical intervention and supporting behavioural change.

1. Provision of the right support, for that household, to help improve the health and well being of vulnerable people living in cold homes

2. Collaboration is Key!

3. Local Government are best placed to deliver this holistic, person centered service

Case Study – Example

- Context -Widow, late 80's, lives alone, no links to services, family support only. Limited mobility, 1920's Stone wall property – no upgrades.
- Process - Indifference, reluctance, hesitant ... became willing to listen, participate, interested, engaged... 'proud'
- Support - Heating system and insulation, Home Safety, Assisted Bin Lift, Floating Support, Occupational Therapy and NIFRS

Evaluation – Impacts

- Improved engagement with ‘hard to reach’ households due to better targeting
- Success linked to ‘wrap-around’ service
- Warmer and Safer homes as a result of the advisors support

Evaluation - Lessons

- Boundaries between the Energy Efficiency advisor and other roles need to be clarified
- Ongoing emotional support required for the advisor
- Capacity of advisor V's demand

The way forward

- ...”the EEA service, which the pilot has explored, could usefully be expanded to other areas if the aim is to **engage effectively with the most vulnerable households** in a community on issues of energy efficiency and fuel poverty, and where Improved access to services in part of that goal”
- NICE Guideline – Excess winter deaths and morbidity and the health risks associated with cold homes. March 2015

Questions?

For more Information:

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