North Area Council

Darton East, Darton West, Old Town, St Helens

working together

Reducing Social Isolation and Cold Homes

19th November 2018

Presented by Sharon Brown, CEO DIAL

How the contract fits with our mission and strategy

Our mission statement is:

"….to address poverty and social inclusion and improve health and wellbeing"

Our strategic plan 2018-2021

"Supporting, Enabling and Empowering"

Ladies and Gentlemen may I introduce…

Warm Connections

– keeping connected

Warm Connections

– keeping warm

Warm Connections - Service objectives

To support North Area Council socially isolated and vulnerable residents to improve their personal circumstances through interventions that help them

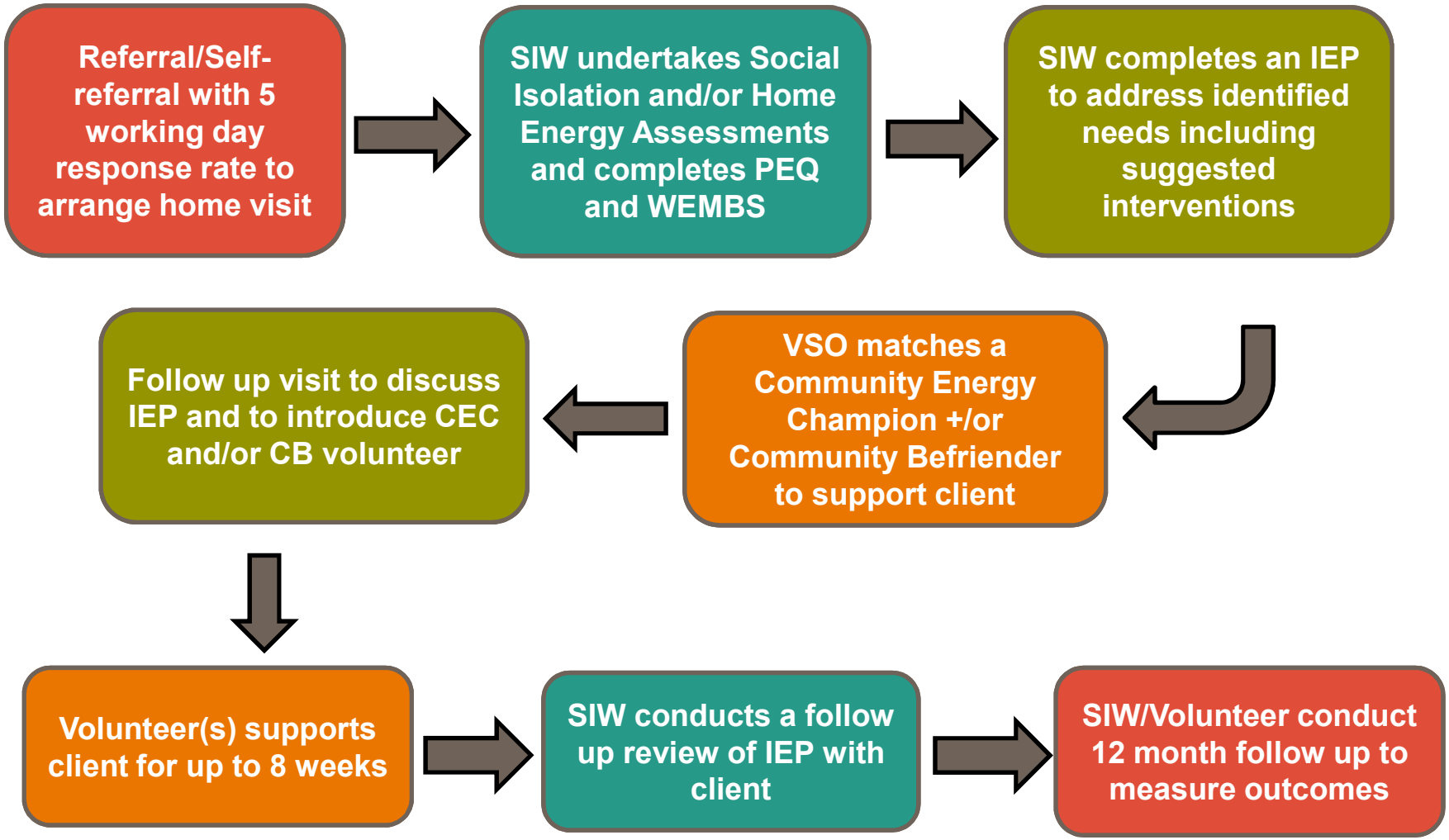
to stay connected

and

keep safe and warm

Warm Connections - Delivery model

Typical pathway through Warm Connections



Let me introduce you to Pearle

Pearle is 50 and recently widowed. She lives alone in her own large home, which is in an area off the main gas network and is in a poor state of repair.

Since her husband's death Pearle has been reluctant to throw things away, so there has been some accumulation of rubbish in the house in certain rooms which make them inaccessible.

Pearle's Home energy interventions

Pearle is offered:

- **a referral to CISWO for advice about concessionary coal/fuel allowance and grants for additional energy efficiency work**

- **has discussions around energy awareness e.g. turning down thermostat by just 1° can save 10% off heating bill; loft insulation, efficient boiler and energy light bulbs can save up to £250.00 p.a.**

- **advice on government scheme - Accessible Warmth Scheme and other schemes to help with installation of insulation in walls and lofts, electric storage heating and other options including Energy Companies Obligation grants and Independent Home Improvement loans.**

…more Home energy interventions

Pearle is also offered a referral to:

- **British Gas Energy Trust who deal with both debt and grant applications in instances of fuel poverty. Information given about other utility providers which have similar schemes.**

- **Step Change for money management advice**

SIW discusses volunteering opportunities in relation to becoming a community energy champion and with supporting future community energy events to share her increased knowledge with others in similar situations

Pearle is assigned a Community Energy Champion to support her through the process of switching suppliers for gas and electric and ensuring everything is completed satisfactorily.

Warm Connections
keeping warm

Community Energy Champions

- keeping you safe and warm

"I've been helped to understand the fuel benefits that I'm able to claim"

Dave, New Lodge

Interested?

01226 240273

first.contact@dialbarnsley.org.uk

www.dialbarnsley.org.uk

DIAL

Registered Charity No 1108982 Company Limited by Guarantee No 5234581

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Social isolation interventions

Pearle is referred to a specialist benefit advisor at DIAL who undertakes a full benefit check. She is advised to claim PIP and Council Tax Support and checks are made to ensure Working Tax Credits (disability element) are already in place. She is signposted to the outreach advice service to get help completing the claim forms.

A request is made to the Welfare Officer at CISWO for a home visit to discuss information about free convalescence.

A referral is made to South Yorkshire Fire & Rescue Safe & Well Service for professional advice on safety issues relating to hoarding

Social isolation interventions

Pearle is also offered referrals:

- **for a social care assessment under terms of The Care Act 2014 - Lack of care of one's environment**
- **To MIND for support with anxiety and to share her concerns**

Finally Pearle is introduced to her Community Befriender who supports her to engage with hOurbank North, DIAL's local timebank which brings people together to exchange skills, make friendships and share their knowledge

Warm Connections
- keeping connected

Community Befrienders

- supporting you to stay connected

"I never realised I had such good friends on my doorstep"

Jean, Athersley North

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Individual engagement plan

Through the short-term interventions in Pearle's IEP we hope she will experience:

- **Reduced feelings of loneliness and isolation**
- **Active participation in the community**
- **Improved home insulation, heating system, better energy deal**
- **Know more about energy efficiency solutions**
- **Improved mental wellbeing**

hOurbank – your community timebank

Timebanking brings people together to help others and themselves – one hour at a time. Members of the timebank exchange and trade their skills and expertise through time and it is run on the principle of an hour for an hour. Every timebank member decides what they can offer, everyone's time and skill is equal

hOurbank has had significant successes since its inception. Members have exchanged earned hours to attend social events such as games evenings, coffee afternoons. Also skills sharing activities e.g. a variety of crafts, letter writing through to gardening and decorating.

Peer support is the thread throughout hOurbank with common themes bringing groups together such as walking group, crochet group. hOurbank builds social networks of people who give and receive support to each other, enabling people from different backgrounds to come together and form connections and friendships.

hOurbank – your community timebank

hOurbank members sharing the skill of Lindy Bop dancing

hOurbank – your community timebank

hOurbank members participating in a Christmas craft event

hOurbank – your community timebank

hOurbank walking group

hOurbank – your community timebank

Members enjoying company and chat at the regular coffee meet-ups

How to refer to Warm Connections

Warm Connections single point of access

Email:
warm.connections@dialbarnsley.org.uk

Tel:
01226 240273

Visit:
www.dialbarnsley.org.uk

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Warm Connections

supporting North Area Council residents

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