

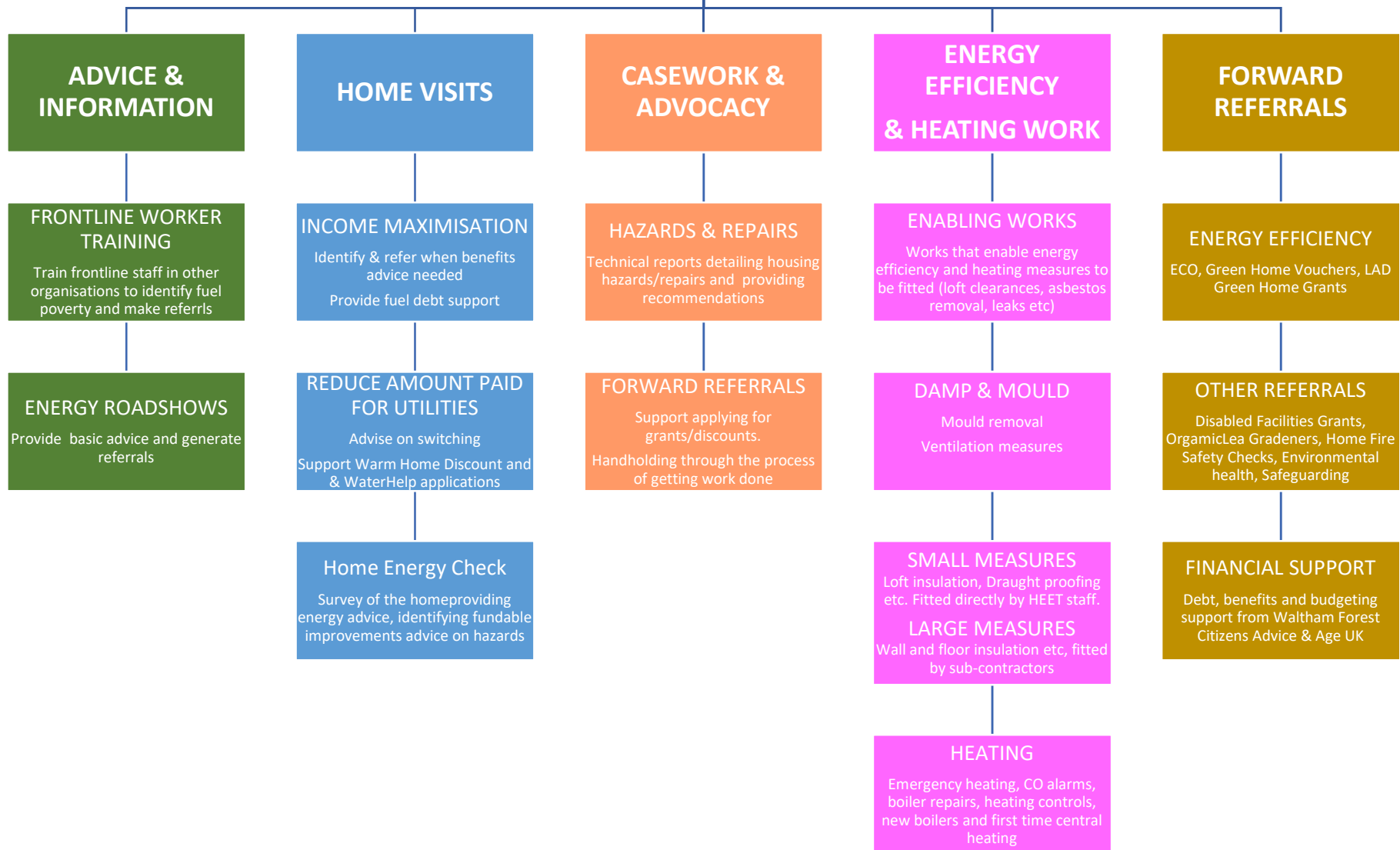
# **Report on work completed in Waltham Forest 2021-22**



## **HEET Mission**

To work with the community to make the homes of local people safe and healthy, with affordable fuel bills and low carbon emissions.

# HEET SERVICES In Waltham Forest

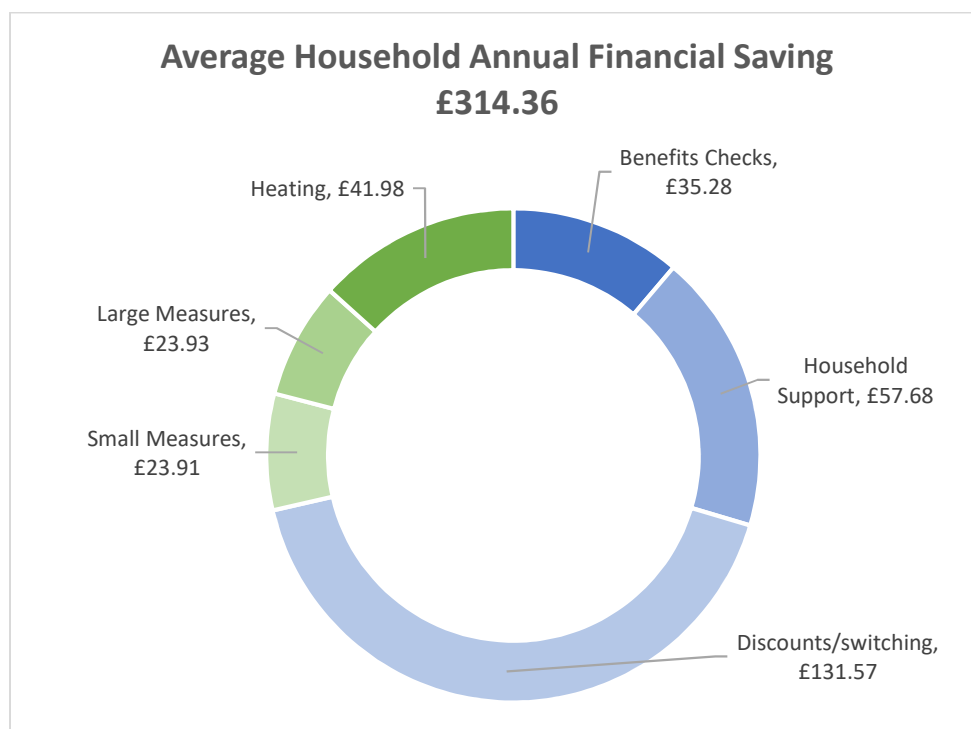


## Summary of Outcomes 2021-2022

Type of advice given	No. Receiving Advice
Advice given at Roadshow events	201
Advice given at Home Visits	449
Received technical report detailing repairs/hazards	69
Referred to Priority Service Register	152

Type of income maximisation given	No. households benefitting	Amount saved
Benefits checks	66	£15,840
Household Support Fund	37	£25,900
Discounts, switching, fuel debt	215	£59,076
<b>TOTAL</b>		<b>100,816</b>

Type of installation fitted	Households	Measures	Annual Savings	Annual CO2 savings
Small measures	231	551	£10,737	42.7 tonnes
Large measures	41	50	£10,745	41.5 tonnes
Heating	184	190	£18,850	59.5 tonnes
Hazard removal	11	12	N/A	N/A
<b>TOTALS</b>		<b>803</b>	<b>£40,332</b>	<b>143.7 tonnes</b>

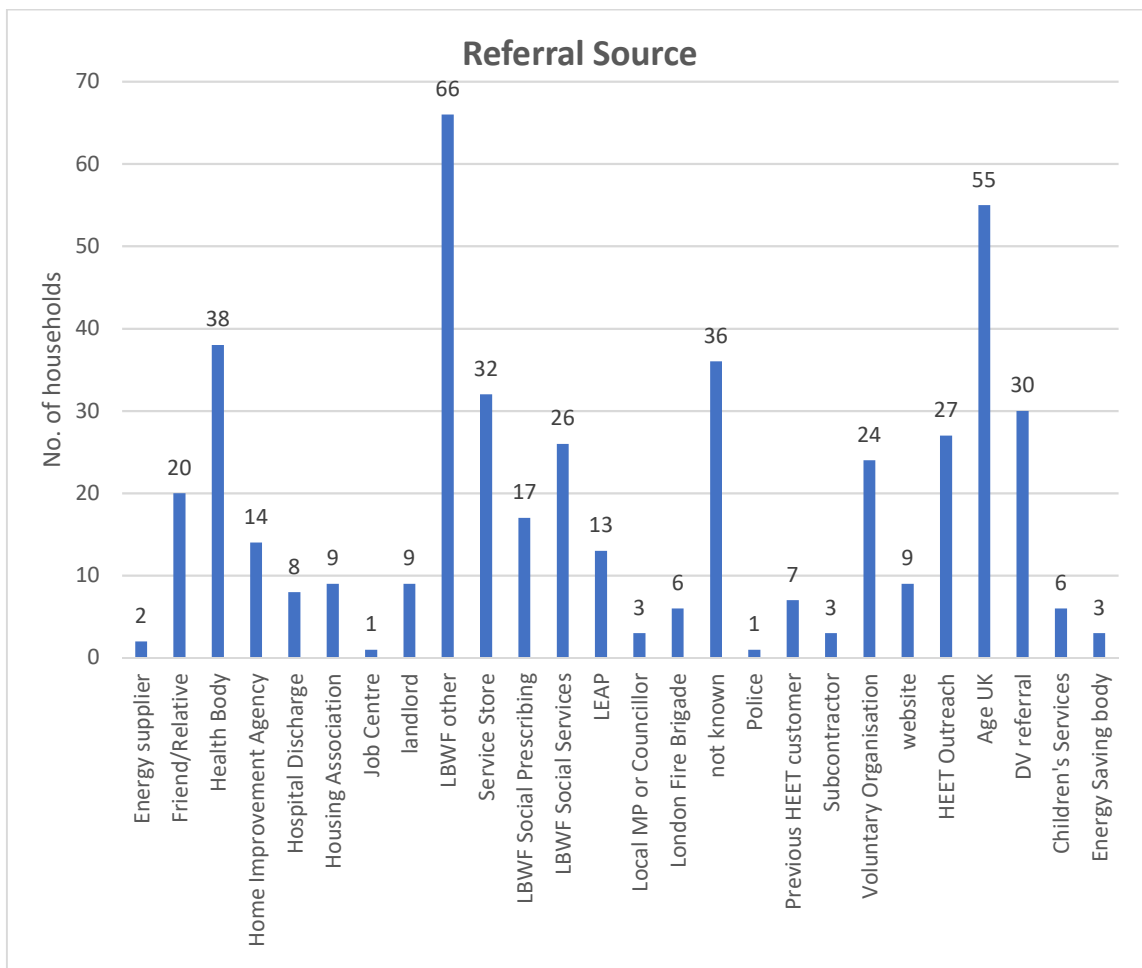


The chart above shows the *average* financial savings achieved by households. This does not reflect the actual savings of any individual household. Some households will have saved much more and others much less depending on the interventions we were able to make.

# Section 1 – Advice & Information

## 1.1 Frontline Worker Training

Over the past 20 years HEET has trained more than 2000 frontline workers to identify the signs of fuel poverty, provide basic energy saving advice and refer to HEET. This network of referrers is well established and has proven to be the best way to reach residents in most need. Referrals in 2021-22 came from the following sources:



We receive most referrals through a secure form on our website. This form asks for referrer details but often we only get an email. This is why there are so many referrals from LBWF Other.

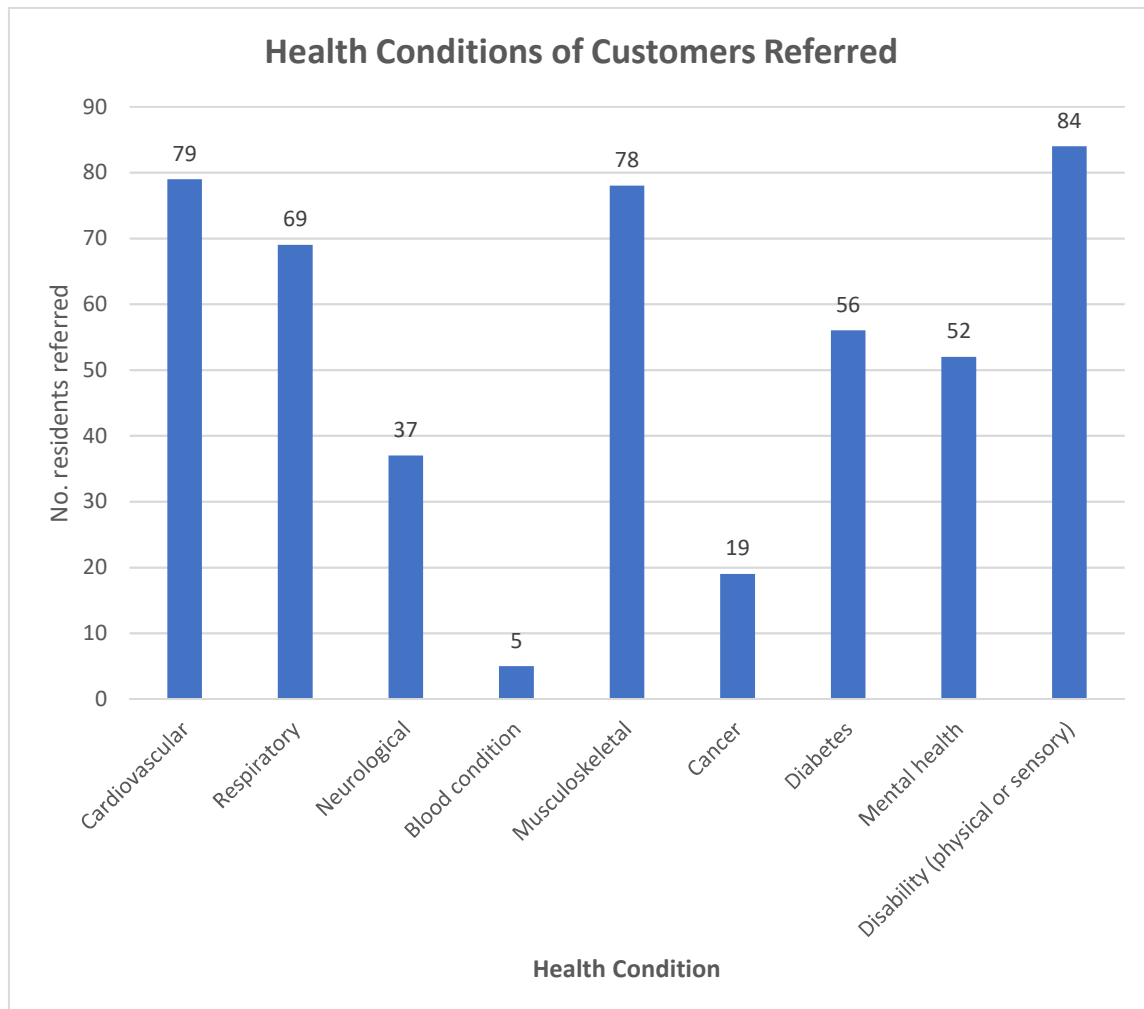
*HEET are one of the most trusted and efficient organisations that we work with.*

Emma Tozer, CEO Age UK

*HEET are literally life savers. We've referred so many of our clients and you have always been so helpful. The reports that you do on housing conditions are fantastic. We wouldn't be able to get that kind of technical information from anywhere else and it really helps us to advocate for repairs for our clients.*

Early Help

The chart below shows the health conditions suffered by customers referred to HEET in 2021-22. It is known that these conditions make residents vulnerable to the effects of living in a cold home. That so many HEET customers are living with a long-term health condition reflects the fact that referrers are successfully identifying and referring those whose health is most at risk.



Whilst training health and social care workers needs to continue, we have focussed our efforts this year on encouraging referrals for private renters. Talks at Council run Landlord Forums have reached over 203 private sector landlords and we have spoken individually to 11 local estate agents. This is improving our capacity to support residents in private rented sector, which we know contains the least energy efficient housing with the highest number of E, F and G rated properties.

## 1.2 Energy Roadshows

HEET provides general advice to residents on issues of energy efficiency, climate change and housing related ill-health through a series of advice sessions in public spaces. This year we held 20 events and advised 201 residents.

Venue	No. advised	Venue	No. advised
18/09/21 – Handsworth medical practice	12	02/03/22 – PL84U (Epi Centre)	10
05/10/21 – Holy Trinity E11	6	09/03/22 Leabridge Library	7
10/10/21 – Cann Hall Jumble Sale	13	10/03/22 Higham Hill Library	5
14/10/21 – The Drive (food pop-up)	11	15/03/22 Chingford Library	3
02/11/21 – Seddon Centre	7	17/03/22 The Drive food pop-up E17	5
06/11/21 – Climate Day (St. John’s E11)	13	19/03/22 – PL84U, Epi Centre	12
17/11/21 – PL84U (Epi Centre)	12	21/02/22 – Leyton Library	2
26/01/22 – PL84U (Epi Centre)	43	25/03/22 – Lloyd Park Baby Bank E17	6
10/01/22 Salisbury Manor School	14	25/03/22 – Climate Day E11	8
23/01/22 WF Community Hub E17	34		
<b>Totals</b>	<b>19 events</b>		<b>201 people advised</b>

Roadshows have several functions:

- **Identifying customers for HEET** – some events, like the flu clinics and food banks, are a good way to identify people who may not be receiving home visits from health or care workers but nevertheless are vulnerable. 74 households attending Roadshow events went on to receive a service from HEET.
- **Signposting** - Participants complete a short questionnaire about their home at the Roadshows. From their answers we are able to provide advice, and signposting to appropriate services, on issues of energy efficiency, renewables and Priority Service Register.
- **Cost of living support** – Roadshows provided an opportunity to talk to residents about financial support that is available, such as the WaterHelp discount on water and Warm Home Discount on fuel, that can ease the cost of living for low-income households\*. 37 households were also referred to Citizens Advice for financial advice and potentially financial support through the Household Support Fund (HSF).

HEET helped 37 households claim Household Support Grants. The average HSF grant is £700. The total potential support gained for residents = £25,900.

\* To avoid double counting savings from discount referrals are reported under Home Visits. We did not record the number of people that took information away to self-refer for discounts. There is probably an element of under-reporting.

## Section 2 – Home Visits

In 2021/22 HEET carried out 449 Home Visits. These visits are at the core of HEET’s service. They provide a foot in the door that enables to us really understand a person’s situation in a way that is impossible at an advice surgery. From the information gathered we can put together a tailored package of support that tackles the three drivers of fuel poverty – low incomes, high utility costs and energy inefficient homes.

### 2.1 Income Maximisation

Low-incomes are the main driver of fuel poverty. HEET’s capacity to tackle this is limited but through our conversations with households we are able to assess if they might be entitled to benefits that they are not claiming. According to the online benefits calculator Entitledto, there are 7 million UK households (mainly pensioner, women and people with a disability) that are entitled to £16 billion worth of unclaimed benefits. HEET helps to identify these households and makes managed referrals to Waltham Forest Citizens Advice and Age UK for a benefits check and financial advice.

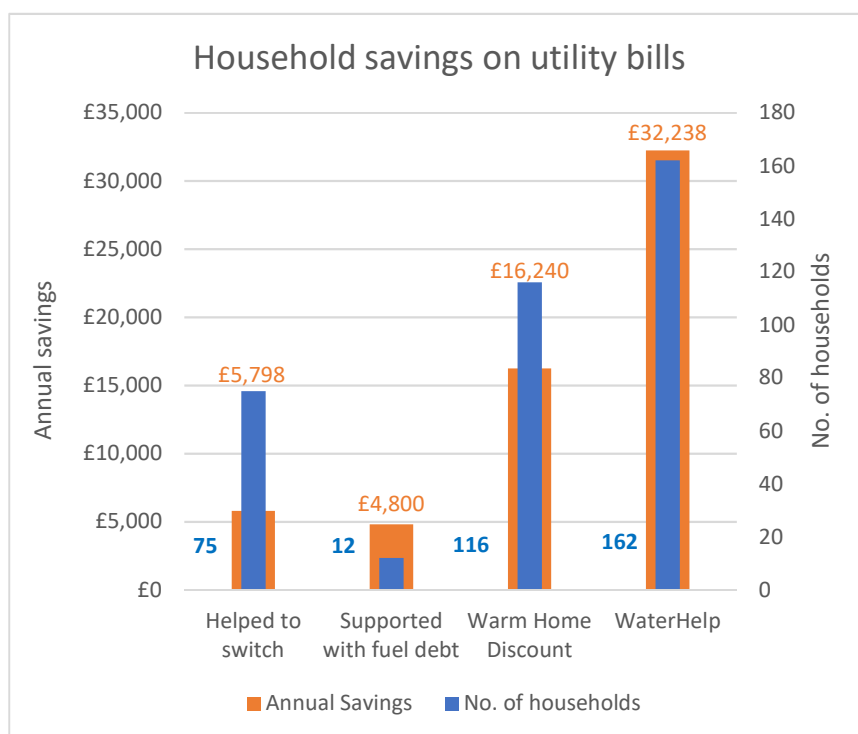
In 2021-22 HEET made 66 referrals for income maximisation advice. Using a very conservative estimate of £240 gained by each household per year as a result of these referrals, households will have gained a total of £15,840. This is likely to be an under-estimate.

### 2.2 Reducing Utility Costs

As fuel prices surge, it is estimated that the number of households living in fuel poverty will double to 5 million in April 2022.

Home visits provide an opportunity to look at household bills and assess opportunities for reducing utility bills by switching supplier/payment method, applying for discounts and reducing utility debts.

This chart shows the number of households supported to reduce bills by HEET in 2021/2 and the savings they made.



Note that savings from switching are much lower than we would normally expect. This is because the fuel crisis has meant that standard price capped tariffs are the cheapest and opportunities to save by switching are minimal.

Total reductions in resident’s utility bills achieved = £59,076

## 2.3 Home Energy Checks

Home Energy Checks (HECs) involve a detailed survey of the home, looking at fuel bills, a conversation about the household's financial situation, their health and other vulnerabilities experienced. Surveying the home with the customer provides an opportunity to provide tailored and relevant energy saving advice on issues like heating controls, ventilation and appliances left on standby as we notice them. From the survey we draw up a list of practical and fundable energy efficiency measures that HEET can either install directly (Small Measures – see section 4.4) or get installed by making a forward referral (Forward Referrals – see Section 5). Of the 449 households receiving a HEC, 152 were referred to the Priority Service Register. This provides support to households with a vulnerability in situations of power or water cuts.

The survey also provides an opportunity for us to pick up on other issues, not directly related to energy saving, that affect people's health and wellbeing. These include issues of mould and damp, housing disrepair, hazards (such as fire safety, security and trip hazards), financial and health concerns. Sometimes HEET is able to help directly or we make forward referrals to organisations like Age UK, Citizens Advice, Fires Brigade, Private sector licencing etc (see following Sections)

### Home Visit Case Study

Pauline is a retired health care worker who, for many years, referred patients she was concerned about to HEET. Now retired, Pauline found she was struggling to afford to keep warm and to pay for energy efficiency improvements that would reduce her energy use. She contacted HEET and we visited her.

**Income Maximisation:** Pauline's mobility problems mean she now needs support that she is unable to pay for. We referred her to Age UK Waltham Forest and she was supported to claim Attendance Allowance.

**Reduced Utility Costs:** We also helped Pauline apply for Warm Home Discount and Water Help to make her electricity and water bills more affordable. At the same time she registered for the Priority Service Register. We checked, but there were no savings to be made by switching.

#### Small Measures:

During our visit we draught proofed the front door, installed radiator panels, fitted LED lights in two sockets and carried out repairs to a leaking tap.

#### Large Measures:

Using a mix of ECO funding and HEET's own resources, we managed to get Pauline's old D rated boiler replaced with an A rated one with heating controls and weather compensator. The loft, which had no insulation, was also insulated directly by HEET. Pauline declined the opportunity to have underfloor insulation installed because she felt it would be too disruptive.

#### Savings:

Using the Energy Saving Trust community HEC tool, we estimate that the energy efficiency improvements made will reduce Pauline's fuel bills from £1,588 per year to £1,239 (saving £349 per year) and will reduce carbon emissions by just over 2 tonnes per year. The EPC rating on her home has been improved from an F rating to a D rating.

As a result of the successful application for Warm Home Discount and WaterHelp, Pauline has saved £339 on her utility bills. Attendance Allowance brings in an additional £3,120 each year.



Unsolicited email received from Pauline

*Dear HEET Team*

*Greetings*

*Trusting you are all keeping well*

*Please permit me to thank you for the valuable service you afforded me.*

*Thanks for the Home insulation, draft preventing, behind radiators reflectors and of course my new boiler. Alex initially visited and carried out the interview I found him to be very caring, and respectful. He explained well the services you have to offer, and did his best to answer my queries, his advice was valuable. The work that Colin carried out in my home was done well his friendly respectful manner put me at ease. Thanks very much.*

*I also wish to express my thanks to Mr Hossain and his team for their caring attitude as they installed the boiler, and the time given to answer my concerns.*

*Altogether it has indeed been a wonderful experience, and I am so grateful. The improvements in my home have been marvellous, and it now feels warm and so comfortable.*

*Permit me to wish you all the best as you progress this excellent service  
Thanks, Thanks many Thanks*

*Kind Regards*

*Pauline*

## Section 3 – Casework & Advocacy

### 3.1 Hazards & Repairs

Home visits often uncover hazards and disrepair, unrelated to issues of excess cold, that could result in injury or harm. With minor hazards we usually give advice and signpost to external services. We have a small programme providing home security measures for victims of domestic violence and regularly service/repair gas appliances and fit carbon monoxide alarms to deal with issues gas safety (see Small Measures). With other serious hazards our response depends on the housing tenure:

#### 3.1.1 Owner Occupied

Where an owner-occupier is financially unable to deal with a hazard, we will support them to apply for a Discretionary Disabled Facility Grant, help them obtain quotes and supervise remedial works. In 2021-22 we supported 11 owner occupiers in this way, dealing with issues including asbestos removal, damp, roof repairs, structural collapse.

#### Case Study – Owner Occupier

Marjorie is 81 years and lives on her own in a mid-terrace family home. She receives Pension Credit and Disability Living Allowance. Originally referred for a boiler repair, Marjorie showed us a big hole in her bedroom ceiling. Investigation revealed that a chimney breast had been removed many years before leaving the remaining stack supported on a timber beam. When the next-door neighbour capped-off the chimney with a large paving slab, this caused the supporting beam to bend and the ceiling to collapse. A structural engineer advised that the best course of action would be to remove what remained of the chimney stack before it collapsed. Having obtained quotes, we secured DDFG funding and oversaw the removal of the chimney stack.



Bedroom ceiling where chimney stack had been incorrectly supported



HEET arranged for what remained of the chimney stack to be taken down. Removing the risk of structural collapse.

Whilst working at Marjorie's home we also arranged for external wall insulation to be installed under the Green Home Grant Voucher scheme

### 3.1.2 Rented Housing

The vast majority of hazards that HEET come across are in private rented and housing association properties. HEET does not directly carry out repairs in these homes because this is the landlord's responsibility. Sometimes we report these hazards direct to the Council's Private Sector Housing & Licencing Team (PSHL) to take enforcement action and potentially revoke the landlord's licence. Often, however, tenants want to retain a cordial relationship with their landlord and fear eviction or harassment. In these cases we write a report detailing the cause of the hazard, its health implications and recommendations to rectify the situation. Reports empower tenants to approach the landlord themselves, armed with an independent assessment of the situation that landlords tend to take more seriously than a complaint from the tenant. Tenant's advocates also find the reports useful because they have a legal background but lack the technical knowledge to assess the causes and remedies to housing defects. As a last resort tenants also sometimes ask us to send these reports to the PSHL team when other avenues for resolving a situation have failed.

In 2021-22 we wrote 69 reports on behalf of renters in Waltham Forest. We do not have the capacity to follow up on all of these cases but anecdotal evidence from tenants and their advocates suggest they are often pivotal in resolving issues.

#### Case Study – Rented Property

Southwark Council housed a vulnerable family in a private flat in E17 with a structurally unsound roof. As well as the danger of collapse, rain water was coming in and draining through the light socket. Damp had caused mould all over the ceiling where three young children, 2 with asthma, slept. This was immediately reported to PSHL Team who inspected within a couple of days. The result was that Southwark Council have offered alternative accommodation. Repairs to the roof have also been organised.



## 3.2 Forward Referrals

When HEET makes a referral to another scheme, that should be the end of our involvement. This, however, is rarely the case. We estimate that about 70% of referrals we make do not progress unless the customer has some form of ongoing support. There are a number of reasons for this:

1. Energy efficiency schemes are unduly complex and difficult to navigate. Multiple visits, phone/email conversations required and complex contracts need to be signed. Without the correct support and technology, many customers abandon their applications.
2. Energy efficiency measures are rarely fully funded, or enabling works that the customer has to pay for, are required before a measure can be installed.
3. Funded schemes lack the flexibility to meet the customer's preferences. Customers with a standard boiler and hot water cylinder are, for example, often pushed to accept a combination boiler in its place. This is ideal for some people but not everyone, and the change in water pressure can lead to problems of leaks that are not covered by the grant.
4. Installers tend to be very poor at explaining what they are doing and how to use the equipment that they have installed. The quality of work is not always very good and scheme managers lack the resources to check and get work rectified.

HEET provides a vital case manager service that helps customers navigate the schemes that we refer our customers to. This should not be necessary, and we are not paid for this service, but without it those in most need fail to get the services that are, in theory, designed to help them.

### Case study – Case Management

Reginald, a retired builder, is 89 and lives alone. He has kept his 1960s mid-terrace house in good condition but now suffers from diabetes, breathing difficulties and early stage alzheimers and is unable to maintain the house. When his boiler broke his daughter, Elaine, was advised by the Alzheimer's Society to talk to HEET. We visited and made a referral to the Greater London Authority's (GLA) Warmer Homes Scheme. After three weeks Elaine contacted us to say she had not heard anything from the GLA. It turned out they had been trying to make an appointment by calling Reginald's landline instead of contacting Elaine as instructed on the application. HEET stepped in, and made the surveyor appointment at a time convenient for Elaine. The survey happened and Elaine was left with the understanding that the boiler would be replaced shortly.

Several weeks passed and nothing happened. Elaine contacted Warmer Homes and was told that the surveyor's report had highlighted that the old boiler flue contained asbestos and there were no funds to replace it. Distraught, Elaine contacted HEET. We managed to get a quote from a specialist asbestos firm to remove the flue and secured a DFG (discretionary disabled facilities grant) from Waltham Forest to get the flue removed. The asbestos removal firm's only condition was that the boiler be disconnected from the gas and water supply before they carry out the work. Unfortunately, the GLA said they could not carry out the boiler replacement in two visits and that we would need to arrange the cutting off the existing boiler ourselves. In the end HEET arranged for the old boiler and flue to be removed and disposed of. It took another 3 weeks to get Warmer Homes to return and install the new boiler. This work was done efficiently and to a good standard but the heating controls were not explained to Elaine. HEET returned for a final visit with a downloaded copy of the heating controls manual and talked Elaine through their use.



## Section 4 Energy Efficiency & Heating Work

### 4.1 Enabling Work

Retrofitting energy efficiency measures often involves altering another element in the house in order to enable it to be fitted, to make sure the new measure is effective or to prevent the new measure damaging another element in the property. These enabling works are seldom funded under energy efficiency schemes and paying for them often excludes those in most need.

#### Case Study – Enabling works

Richard (78) was referred to us by the hospital discharge team following a serious stroke. Richard's mental and physical health had been poor for many years and his house was in a very dilapidated state with a leaking roof, broken windows, no loft insulation and no heating system. The hospital social workers did not feel it was safe for Richard to return to his home as it was. HEET visited and it was obvious that a number of energy efficiency improvements could be made but that each improvement would require enabling work (note, this job is still on-going):

Measure	Fund	Enabling works required
First time central heating	National Grid ECO DDFG	<ul style="list-style-type: none"> <li>Gas meter needed installing</li> <li>Overgrown lean-to needs removing for boiler flue ventilation.</li> <li>House clearance needed to enable installers to access all areas of the house.</li> <li>Change shower to make it compatible with combination boiler.</li> </ul>
Loft insulation	ECO	<ul style="list-style-type: none"> <li>Roof repairs to prevent insulation getting damaged.</li> <li>Clear loft of items.</li> </ul>
Underfloor Insulation	LAD	<ul style="list-style-type: none"> <li>Clear items from ground floor so that floor boards can be taken up.</li> </ul>
Window replacement	LAD	<ul style="list-style-type: none"> <li>Fit extractor fans in kitchen and bathroom. PAS 2035 requirements mean that energy efficiency improvements need to be accompanied by improved ventilation.</li> </ul>
Door draught proofing	HEET – small measures	<ul style="list-style-type: none"> <li>Before the front and back doors could be draught proofed we needed to replace the locks so that the doors closed tightly onto the draught strips.</li> </ul>



Toilet leak needed fixing to prevent further deterioration to house



Loft needed clearing before insulation could be fitted



Foliage at back had to be cleared so that boiler flue can be fitted

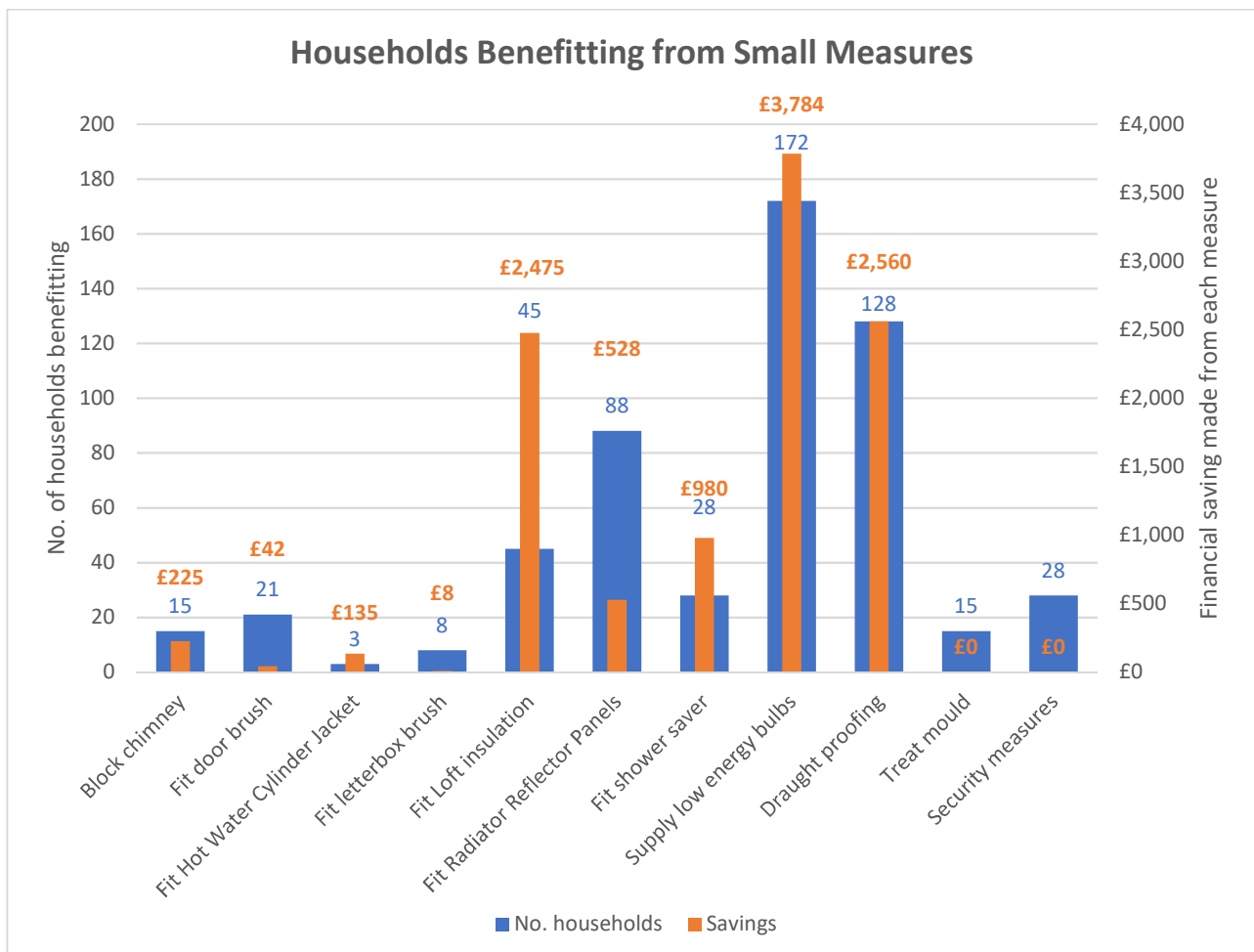
## 4.2 Mould and Damp

Approximately 40% of the homes that HEET visits have a mould/damp problem. Most of the reports that we write (See section 3.1.2) relate to issues of mould and damp, as do many of our referrals to the Council’s Private Rented Housing and Licencing Team. In the majority of cases condensation is the cause of the problem and landlords blame it on lifestyle choices made by tenants. Lifestyle is clearly part of the issue but there are usually many other factors including overcrowding, lack of ventilation, inadequate heating/insulation and cold-bridging.

HEET’s response to condensation problems varies and, as it is often linked to issues of heating and insulation, often involves improving these factors. We are part way through delivery of a Cadent Foundation funded project where we are making heating insulation improvements to 500 homes that have a damp problem. Residents receive detailed advice on reducing the problem for themselves through lifestyle changes but we also have funds to install mechanical ventilation in 70 of these homes where the occupier has a respiratory illness. This final part of the project will be delivered in 2022/3. HEET is also carrying out work to remove black mould where this is possible. In 2021/22 we carried out mould treatment in 15 homes.

### 4.3.1 Small Measures

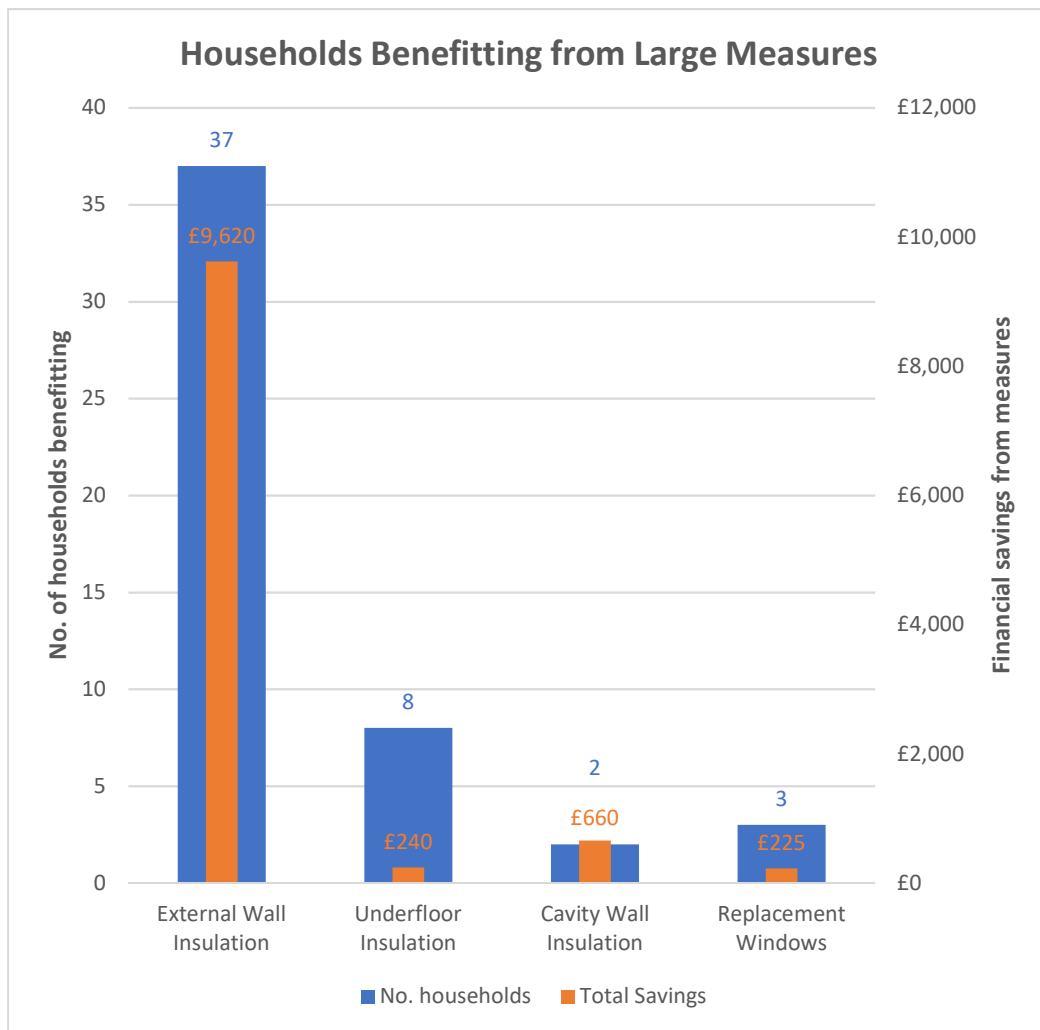
HEET installed small measures in 231 separate homes in Waltham Forest in 2021/22. This produces an estimated annual reduction in required fuel costs of £10,737 and carbon savings of 42.68 tonnes. Small measures are fitted by our own operatives either at the time of the survey or at a separate visit.



### 4.3.2 Large Measures

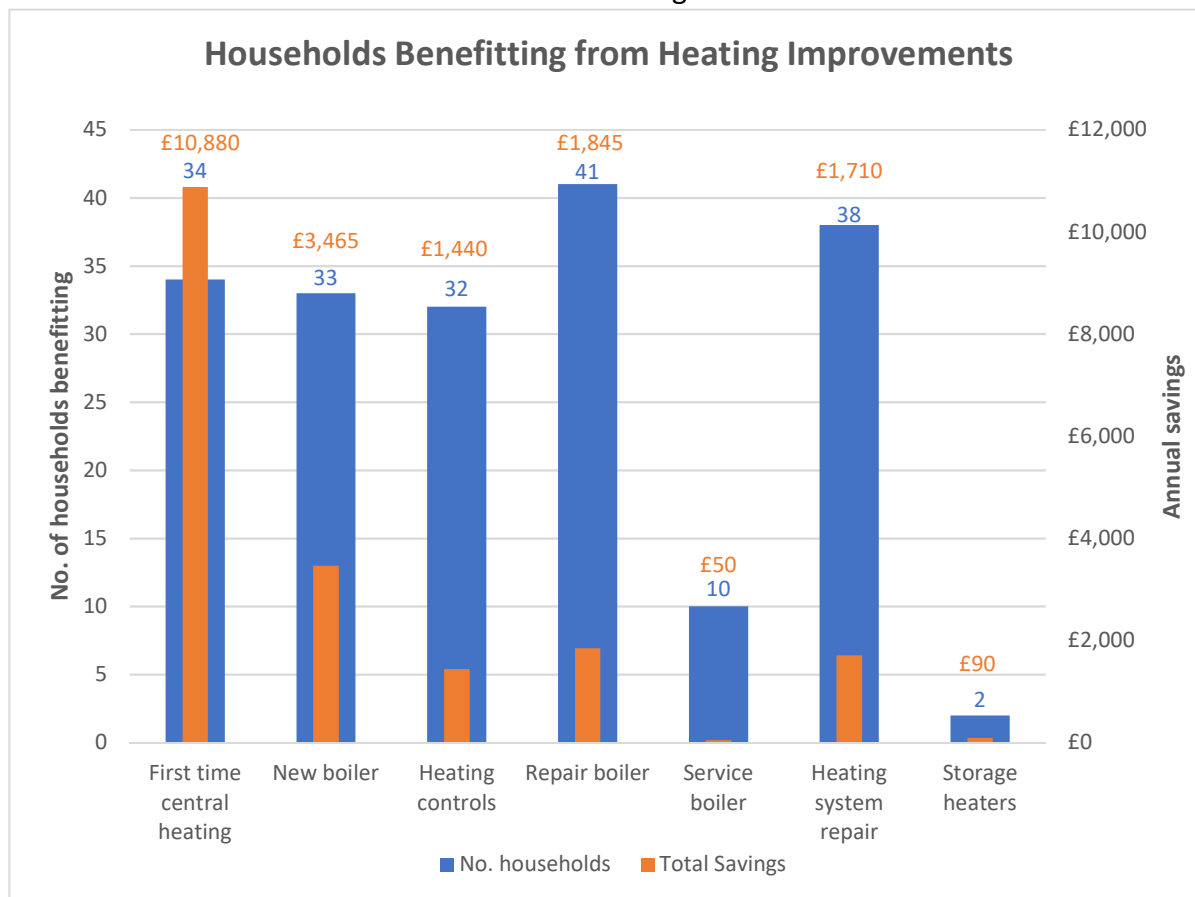
41 households had large energy efficiency measures installed in their homes in 2021-22. These were mostly funded through the Green Home Voucher and ECO schemes. Where there was a shortfall in funding we worked with Waltham Forest to top-up the funds with discretionary disabled facilities grant funds.

In total these measures reduce the required fuel bills for the 41 households by £10,745. Carbon emissions are also reduced by 41.5 tonnes.



## 4.4 Heating

184 individual households benefitted from heating improvement/repairs from HEET (6 repairs were carried out to keep boilers going until they could be replaced). This work reduced required fuel costs for customers by £18,850 per year and produced annual carbon savings of 59.5 tonnes. HEET directly employs a gas safe engineer who is able to respond quickly to heating emergencies and carries out most of our heating repairs. We use sub-contractors for complicated or larger works such new boiler and first-time central heating works.



**First time central heating** is fitted for fuel poor households that lack a centrally controlled heating system. Mostly they are relying on electric convector heaters or gas fires. Occasionally they have old fashioned and non-functioning storage heaters. Funding for this work comes from National Grid, ECO and the Council's Disabled Facilities Grants but HEET manages the scheme. For 16 of these households we needed to arrange a gas connection and gas meter to be fitted.

**New boilers** are fitted for fuel poor households where their existing boiler is either very energy inefficient and coming to the end of its life, or where the existing boiler is beyond economic repair.

**Heating controls** are fitted when the existing system did not have any controls or where the existing ones are broken. This work is generally done by our own installers.

**Boiler repairs** are carried out where the boiler is still viable but there is a fault.

**Boiler services** are carried out either where there is a concern that the boiler may be unsafe or in order to keep warranty on the boiler valid if the customer is unable to pay for a service.

**Heating system repairs** are repairs to a part of the system other than the boiler that is causing the heating system to fail. This includes re-setting the heating controls, fixing a leak on the system or carrying out a power-flush on the system.

**Storage heaters** are fitted for fuel poor households in energy efficient homes that lack a gas supply.



## Case study – Energy Efficiency, Heating and Damp

Kylie is a single mum with two children. She was referred to us by the respiratory health team because both she and her two children suffer from asthma. The house has quite a severe mould problem caused by condensation and this is contributing to the asthma. Kylie juggles child care with a part-time zero contract hour job as a care assistant. The major cause of the condensation problem is that the house is under-heated and insufficiently ventilated but, as Kylie was quick to explain, she cannot afford to put the heating on and leave the windows open. Our challenge, therefore, was to find a way to make Kylie's home warmer in a way that costs her less money. Kylie's home is a two-bedroom, solid wall mid-terrace. Storage heaters had been fitted but these no longer worked so Kylie was using on-peak electric heaters. We jointly decided that the best option would be to install a gas central heating system using National Grid and ECO funds. ECO funding also enabled us to fit external wall insulation and we used our own funds to top-up the loft insulation, draught proof the doors, install LED lighting and a shower saver. We will shortly be fitting extractor fans in the kitchen and bathroom and treating the mould to prevent it reappearing. Kylie was also unaware that she could claim the Warm Home Discount and WaterHelp. Lastly, we helped Kylie move away from her Economy 7 tariff as she was using very little night time electricity and being over-charged on the day-time tariff.



Condensation, caused by under-heating and lack of ventilation, resulted in mould on the ceiling.

HEET installed gas central heating, external wall insulation, topped up the loft insulation and fitted small energy saving measures. Kitchen and bathroom extractor fans are due to be fitted shortly.

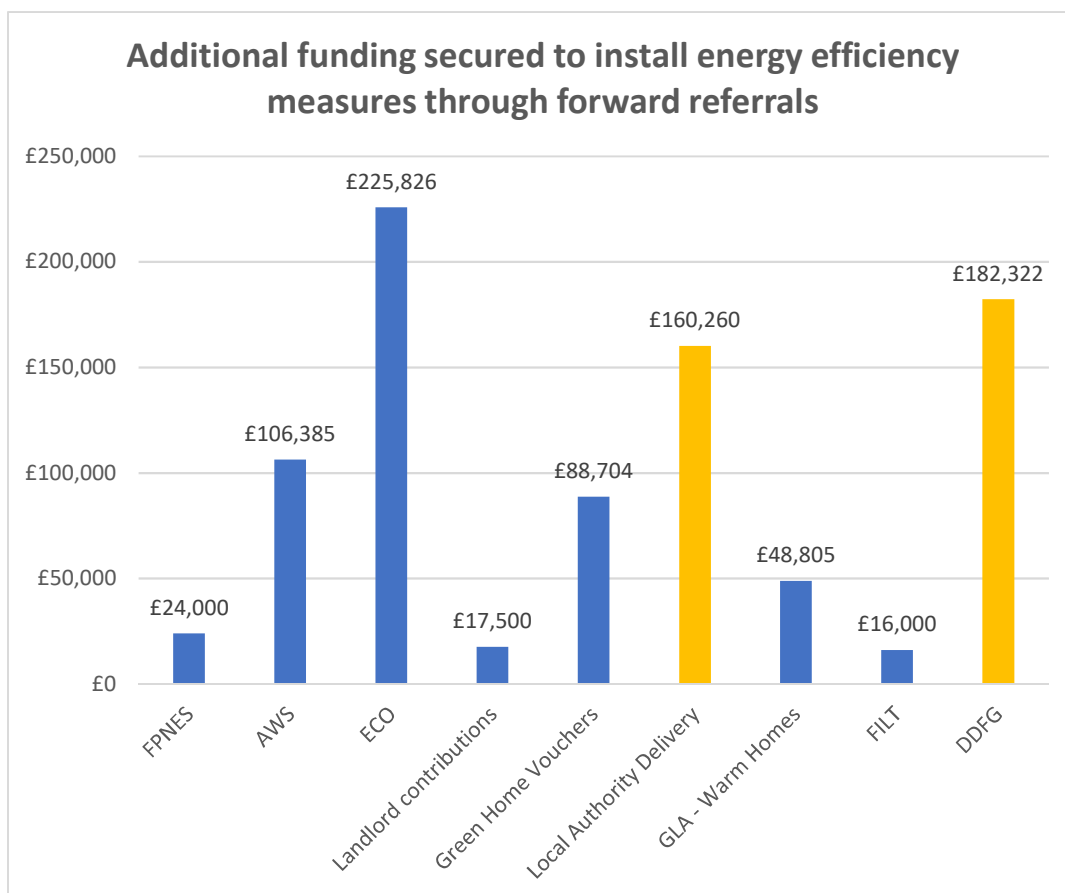
Insulation measures fitted by HEET will reduce Kylie's required fuel bill by £690 per year and reduce annual carbon emissions by 2.1 tonnes. Her utility bills are further reduced by £384 as a result of claiming water and fuel discounts and switching tariffs.

Kylie can now afford to keep her home adequately warm and this is helping to reduce the condensation/mould problem.

## Section 5 Forward Referrals

### 5.1 Energy Efficiency

Where possible HEET makes use of government and energy company grants and schemes to have energy efficiency measures installed or to provide top-up funding. Where we have been actively involved in case managing a referral and securing match funding we have reported the work as a HEET outcome in the previous sections. The funding that forward referrals has brought in to support Waltham Forest residents is shown below. The blue columns below are external funds. The two amber columns show funds that are managed by Waltham Forest.



**FPNES (Fuel Poverty Network Extension Scheme)** – Funded by AWS (see below). FPNES funds new gas supply for fuel poor households that lack a gas connection.

**AWS (Affordable Warmth Solutions)** - Community Interest Company owned by National Grid. Funded central heating, new boilers and boiler repairs.

**ECO (Energy Company Obligation)** – part of the green levy on energy companies used to lower carbon emissions.

**LAD (Local Authority Delivery)** – BEIS funding managed by Waltham Forest. This scheme is ongoing and HEET made 116 referrals into it. We do not know the outcome of most of our referrals

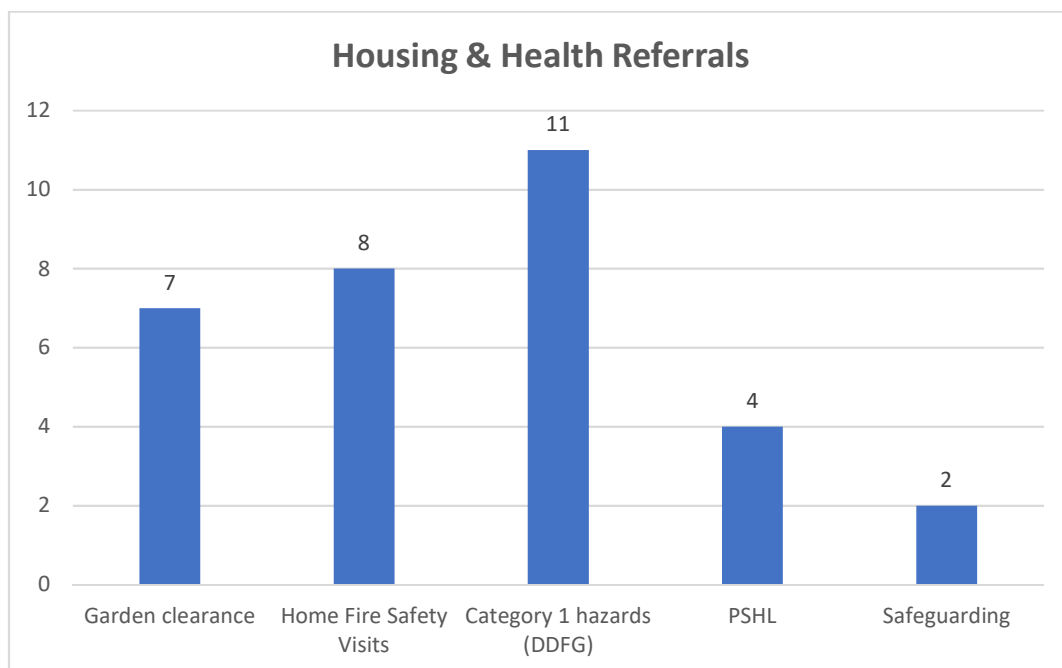
**GLA Warm Homes** – Greater London Authority funding to reduce fuel poverty. A further 12 referrals were made to this scheme for new boiler and/or external wall insulation. We do not know the outcome from these referrals.

**FILT (Foundations Independent Living Trust)** – Foundations is the umbrella organisation for Home Improvement Agencies. FILT funds HEET to carry out gas safety work.

**DDFG (Discretionary Disabled Facilities Grant)** – Government funding for Local Authorities to adapt homes for people with disabilities. The discretionary element can be used for other health and housing related issues like excess cold.

## 5.2 Other Referrals

HEET makes a small number of other referrals for ongoing support that are not directly related to energy saving but get picked up as health and safety concern when carrying out home visits. Referrals include:



**Garden clearance** – HEET has a partnership with OrganicLea gardeners who carry out garden clearances for HEET customers when the garden is a health and safety risk.

**Home Fire Safety Visits** – Referrals are made to the London Fire Service for residents that lack smoke alarms or where we believe there is a fire risk.

**Category 1 Hazards** – HEET seeks funding from the Discretionary Disabled Facilities grant budget where there is a hazard that poses a risk to health and safety (see Section 3). In these cases HEET manages the work to be carried out.

**PSHL (Private Sector Housing & Licencing)** – HEET makes referrals to this team where we have a concern about the health and safety of residents in private rented housing (see Section 3).

**Safeguarding** – On two occasions we made safeguarding referrals to social services for residents where we felt they were being financially coerced.

## 5.3 Financial Support

As described in Section 2 Home Visits, HEET makes referrals to Waltham Forest Citizens Advice and Age UK for advice on debt, claiming benefits and budgeting. In 2021-22 HEET made 66 referrals for income maximisation advice. Using a very conservative estimate of £240 gained by each household per year as a result of these referrals, households will have gained a total of £15,840. This is likely to be an under-estimate. We also made 37 referrals for Household Support grant (see Section 1.2 Energy Roadshows) that have a maximum potential grant value of £25,900 to support residents with essential winter fuel bills.

## Section 6 Demographics

