

## **Appendix 1: Case studies of works completed through the PRG funding**

### **Client 1**

This client was an 82 year old lady living in her own property in Morecambe. The client was known to Help Direct and referred to the Warm Homes Team by the Fire Service. The Fire Service had undertaken a fire risk assessment and the client had been deemed at high risk. The client had no heating apart from an open solid fuel fire in the lounge area.

Following a visit by the HIA Caseworker it was determined that the client was in receipt of means tested benefits and suffered long term health conditions including mobility issues.

At the time of the initial visit the client's electrical system had failed and she was left with no lighting and at risk of falling on the stairs. As a temporary measure the HIA installed fixed motion lights to the staircase to prevent a fall.

The HIA then arranged for an electrical rewire of the property part funded with a successful application for a grant from the Electrical Safety Council. Each room within the property was cluttered with the client's belongings and many of the electricians approached were reluctant to take on the work. The HIA agreed to make the Handypersons available throughout the work to move around the client's belongings to enable the contractor to complete the work. As the work proceeded a case of possible Asbestos was identified in the flooring and the contractor ceased all work. The HIA arranged for a lab report to examine the Asbestos and the all clear was given. The electrical rewire was complete with storage heaters and mains operated smoke alarms included within the work. The HIA liaised with British Gas to provide the connection to an economy 7 tariff. With the new electrics in place the HIA also arranged for an Occupational Therapist assessment followed by the installation of a stairlift installed through the HIA with funding from the city councils Disabled Facilities Grant programme.

In addition to the above, several Handyperson jobs were also completed. The HIA also assisted the client to increase their benefits with Attendance Allowance and Pension Credit. This enabled the client to fund the cost of new Double Glazing to replace the existing single glazed units as part of the work.

### **Client 2**

This client was a 33 year old owner occupier on a low income. The household consisted of two adults and two children. The client was suffering with m.s and both children were asthmatic which was affected by the lack of heating. At the time of the referral the client had a heating system which was practically unusable and relied on a temperamental and very inefficient back boiler. A grant was approved for a new heating system and the works completed and paid for through the Affordable Warmth Improvement Programme.

### **Client 3**

A referral was received from Age UK concerning a 92 year old client living in Carnforth, who was left with no heating. The client required a new gas meter, but had no heating in the meantime. An urgent visit was undertaken by the Caseworker within two hours of the referral to provide a temporary heater to ensure the client had heating over the weekend. The client appreciated the visit and is now connected to gas mains with full central heating.

### **Client 4**

The client was a 70 year old owner occupier living in Lancaster with long term health conditions including mobility issues and severe hearing impairment.

The client's daughter had referred the client direct to the HIA concerned that her mother had no heating in the main lounge area. Following an assessment by the HIA's Caseworker and Technical Officer it was determined that there were no other Warm Homes issues affecting the client. The HIA arranged for a new radiator to be installed in the lounge and for the existing gas fire to be repaired and reconnected.

**Client 5**

This client was an elderly lady living in her own property in Heysham. The client suffered from long term health condition including a chronic lung condition. The client was referred to the Home Improvement Agency from the Handyperson service. Following an assessment by the HIA's Caseworker and Technical Officer the HIA Warm Homes service arranged for a new larger radiator to be installed in the lounge area and a new radiator to be provided in the kitchen area.

**Client 6**

This client was an elderly gentleman living in his own mobile home property in Morecambe. The client suffered from long term health condition including cancer and referred themselves to the Home Improvement Agency having picked up a leaflet. Following an assessment by the HIA's Caseworker and Technical Officer it was evident that the home was extremely cold and that the majority of the heat loss was a result of the defective single glazed windows throughout the dwelling. The HIA Warm Homes service arranged for new double glazed windows to be installed throughout the home and the client was extremely satisfied, commenting that the home was significantly warmer than before.

**Client 7**

This client was a homeowner living in a semi-detached property in Lancaster. The client was aged 70 and had a number of health conditions including deafness and mobility issues from a knee replacement.

The referral was received direct from the client's daughter with concerns that the father had no heating in lounge,

The client was visited by the HIA Caseworker and Technical Officer who arranged for a new radiator to be installed in the lounge & also for the existing gas fire to be repaired, serviced and reconnected.

**Client 8**

This client was a homeowner living in a terraced house in Heysham. The client was aged over 60 and had health conditions which included problems associated with their respiratory system.

The referral was passed to Warm Homes Service via the Home Improvement Agency itself as the client had heating and damp issues in the property. Following an inspection it was agreed the Affordable Warmth Improvement Programme would fund a larger radiator in the lounge & a new radiator in kitchen.

**Client 9**

This client was a homeowner living in a terraced house in Carnforth. Home Owner. The client was aged 76 and suffered from various long term health conditions including Bronchitis, Arthritis and had previously suffered a Stroke.

The referral was passed to Warm Homes Service via Home Improvement Agency itself to assist the client with providing some heating controls. The client requested the HIA to assist with obtaining quotes for a new room thermostat and a heating programmer. The new controls have now been installed and working with the client contributing all of the cost.