

Practical support to help people stay warm and well in North Yorkshire

Wellbeing support through Warm & Well in North Yorkshire creates warmer homes and improves overall health.

What help was needed?

Liz contacted the Yorkshire Energy Doctor, a Warm & Well in North Yorkshire partner, directly having been passed the details by her friend. Her boiler had been broken for several months and she was heating her home with plug-in electric heaters. This meant she was using a huge amount of electricity and getting behind with her bills. She has a number of health conditions, including fibromyalgia, anxiety and depression. She had always worked until she got ill around 18 months ago and has since been on a very low income through Universal Credit.

The Yorkshire Energy Doctor looked into several different options for a replacement boiler, including ECO-funded schemes and Npower's Health through Warmth scheme, which Liz qualified for as she has a health condition that gets worse in cold weather (fibromyalgia). The Yorkshire Energy Doctor helped Liz apply for the Npower scheme and she was successful. In a very short space of time, a survey visited, booked in the job and Npower fully funded the whole installation, including removing the existing hot water tank and fitting a combi boiler.



Liz's electricity costs had increased significantly during this time due to her reliance on

**Warm
& Well**
in North Yorkshire

electric heaters. The Yorkshire Energy Doctor helped Liz apply to the Npower Energy Trust Fund who made a provisional award. If Liz continues to make regular monthly payments for her ongoing electricity use, Npower will clear her arrears. The Yorkshire Energy Doctor also helped Liz successfully apply for the £140 Warm Homes Discount.

How has Warm & Well in North Yorkshire made a difference?

Having a new boiler fitted has meant Liz has a warm home, and as a result her health and wellbeing has improved, especially as she is no longer worried about money issues due to high energy bills.

Liz says: "Everything is better now that I'm getting help with my mortgage and getting a new boiler. I had been very down, worrying about money. I'm not as stiff and have more mobility now I'm."

"I have no clue what I would have done without help from Warm & Well in North Yorkshire."

"[Getting the new boiler was] the best birthday present I've ever had!"



Warm & Well in North Yorkshire is a project managed by Community First Yorkshire.



Registered Charity No. 515538

Unit A, Tower House, Askham Fields Lane, Askham Bryan, York, YO23 3FS
01904 704177 info@communityfirstyorkshire.org.uk
www.communityfirstyorkshire.org.uk
@CommFirstYorks CommFirstYorks