

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?

Mrs Francis is visually impaired and lives alone in her flat in Northallerton. She first contacted the Warm & Well in North Yorkshire (WWNY) single point of contact service in January 2020 when she was without hot water. Her hot water cylinder was broken and her shower needed replacing.

Mrs Francis was first introduced to the project through Age UK's Over 50's Forum. She was then referred to Yorkshire Housing, a Warm & Well in North Yorkshire delivery partner. They completed a home visit and quickly arranged the installation of a new hot water cylinder using British Gas Energy Trust funding.

Mrs Francis had originally been given a costly quote for a replacement shower and was pleased Yorkshire Housing was able to source an approved



Mrs Francis with her new hot water cylinder.

contractor to fit a new replacement shower at a reasonable cost.

The team was also able to provide advice and guidance surrounding Mrs Francis' energy usage and tariff, supporting her to save money on her bills.

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

Mrs Francis was very happy with the services provided by the project and feels that the support she received has made a positive difference to her day to day life.

Mrs Francis says: "I didn't have any hot water until the cylinder was replaced. It has made a big difference to have hot water again. I would recommend the project to others if they needed help with repairs and keeping warm."

Warm & Well in North Yorkshire



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



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