

WHAM

Warmer homes | Advice | Money

Impact
Report
2024

WHAM supports the most vulnerable residents of Bristol, North Somerset and Bath & Northeast Somerset by giving advice on energy, money, benefits and carrying out home repairs.

We particularly help those on low incomes and those struggling to afford to heat their homes. And we work in close partnership with a range of organisations:

- In **Bristol**, we work with We Care Home Improvements, Talking Money, North Bristol Advice Centre, Citizens Advice Bristol, Bristol Energy Network.
- In **North Somerset**, we work with AMS electricals (North Somerset council handyperson service), Citizens Advice North Somerset.
- And in **B&NES**, we work with We Care Home Improvements, Citizens Advice Bath, Clean Slate (Quid's In).

Together we provide a comprehensive service to people living in fuel poverty and financial hardship. The project is a much-cited example of multiagency working.

For a brief description of what our partners do, see over.

Our caseworkers rotate between partner organisations, co-ordinating support and acting as a single point of contact for clients who can contact their caseworker via mobile phone or email. Details of clients who need our help can be passed between the partners directly or through a secure online referral form.

Home visits are undertaken if needed.

So far (Sept 2017 to Jan 2024), WHAM has supported **6,538** households to the value of **£3.63m** in case outcomes.



Case study 1

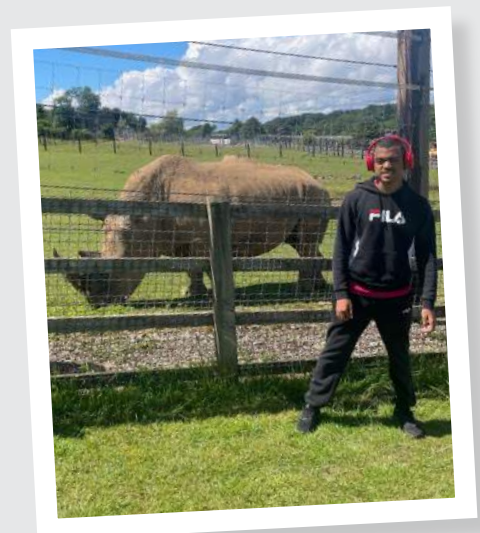
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I just wanted to say a huge thank you for all your help. Managing our bills was getting really stressful as I have severe anxiety.

Reducing our water bill was such a relief. My son [pictured] loves water and his fish tanks, so our usage was high. I can't even express how much that eased our financial strain.

Your help has made a huge impact on our lives, and I'm so grateful.”

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The support we offer

- Advice on how to monitor, check and pay for your energy bills.
- Help to make your home safe and secure.
- Housing advice.
- Advice on benefits and money.
- Help with budgeting and debt advice.
- Tips on energy use and cutting bills.
- Accessing grants for heating repairs and upgrades.

The great majority of the people WHAM helps are British, but we have helped residents of Bristol, North Somerset and B&NES whose countries of birth include Albania, Bangladesh, Chad, Czechia, Denmark, Netherlands, France, Gambia, Germany, Hungary, India, Iraq, Jamaica, Lithuania, Nigeria, Pakistan, Poland, Portugal, Romania, Senegal, Somalia, Spain, Sudan, Sweden, Syria, Uganda, Zimbabwe.

What each partner does:

Centre for Sustainable Energy: Energy efficiency advice, accessing loans and grants, help with fuel supplier issues, budgeting advice, helping people keep warm in their homes etc.

Citizen's Advice: Advice with benefits, debt, housing, rights, appeals etc.

North Somerset Council: Handy-person service to install energy saving measures.

Talking Money: Support for people in debt and income maximisation

We Care Home Improvements: Installation of small measures such as draught proofing or secondary glazing, and home safety checks. Can apply for funding for larger works.

North Bristol Advice Centre: Free and independent welfare benefits and debt advice.

Quids in! Money Guidance (delivered by Clean Slate) offers free money guidance and training to improve financial capability for low-income households as well as employability support for those facing additional barriers to employment.

Case study

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“

A really BIG thank you Rachel!



We're thrilled with our new boiler and radiators, they will make such a difference this winter. Thank you for all your kindness and being so helpful in helping us get them.

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Meet the team ...

The WHAM team currently consists of a manager (Lisa Evans) and several caseworkers, all employed by the Centre for Sustainable Energy. Here are our caseworkers ...



"I feel proud to be continuing to support such a dedicated team," said Lisa Evans (right). "The caseworkers are perfectly placed to act as a single point of contact for householders navigating the partnership and getting some great outcomes for people."

Ayan Farah is another WHAM caseworker ...

"I have been working on the WHAM project for about two years and it has given me an opportunity to support people in the Somali community who need our support."

"Cold homes and high bills affects us all and I feel well placed to help target those homes most in need."



Tackling damp and mould

WHAM works closely with local authorities, public health organisations and the NHS to combat the rising occurrence of damp and mould in peoples' homes.

As energy costs rise and people find it increasingly difficult to heat their homes, condensation and damp are becoming a big problem. WHAM caseworkers are making people aware of the health impacts of living in a damp home and we give advice on ways to prevent it. We work collaboratively with housing providers and other frontline staff to tackle this growing issue.

Over one third of WHAM clients have significant physical or mental health needs including some with terminal illnesses.



WHAM is funded by Redress and Wales & West Utilities.



It is delivered by the Centre for Sustainable Energy, We Care Home Improvements, Talking Money, North Bristol Advice Centre, Citizens Advice (Bristol, North Somerset, and B&NES branches) Bristol Energy Network, AMS electricals and Clean Slate (Quid's In).



Centre for Sustainable Energy St James Parade, Bristol BS1 3LH, www.cse.org.uk

An example of good practice

WHAM is a case study on p251 of *The 2nd Atlas of Variation in Risk Factors & Healthcare for Respiratory Disease in England* published in 2019 by Public Health England. Download PDF at https://fingertips.phe.org.uk/static-reports/atlas-of-variation/2ndRespiratoryAtlas_v1.0_20190923.pdf

WHAM also featured in the Ofgem report *Vulnerable consumers in the energy market: 2019* as a good example of sustainable and innovative advice provision. We're on p37, and you can download the report (PDF) here: www.ofgem.gov.uk/system/files/docs/2019/09/vulnerable_consumers_in_the_energy_market_2019_final.pdf



Case study 3

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Neal [WHAM caseworker] has been an absolute angel. Without his help I really don't know what we would've done, I was at my wits end. Without him nothing would have been resolved. I can't thank him enough

The dehumidifier helped with the damp situation, and my partner's breathing is better. Neal is a lovely positive caseworker, you helped get us through it all.

This service is really important in this crises, you need this to help people out there. You are a Martin Lewis.

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