

## Warm Zone – Partner Referrals

### Partner Agencies

The Kirklees Warm Zone offers households support from a number of agencies offering advice or practical help to vulnerable and low income residents, other than insulation or heating measures. Tick box questions have been included in the Warm Zone questionnaire to ask residents whether they would like the additional help on offer.

**Benefits advice** (see benefits advice sheet for further information)

Kirklees Citizens Advice Bureau, DWP - Pensions Service (local office), Kirklees Benefits Advice Service, Kirklees Revenues and Benefits Service .

### Carbon Monoxide detectors

The council is offering every home a free carbon monoxide detector, over 90% of assessed homes have taken up this offer.

### Compact Fluorescent Light bulbs

All homes are offered four free low energy light bulbs which are distributed by Scottish Power – over 85% of assessed homes have requested bulbs.

### Energy Saving Trust

All homes are sent an advice pack on saving energy for their home on the basis of the answers to their assessment form.

### Fire Safety Checks

Residents are screened on the doorstep for serious fire risk factors (as identified by the Fire Service) so that households can be prioritised for a fire safety check. To March 2009

- 16000 referrals made to the West Yorkshire Fire and Rescue Service, 4000 fire safety checks completed to date.

### Loans for other non-decent home improvements

Three questions are asked on the doorstep questionnaire to identify other non-decency issues – the age of the bathroom and the kitchen and the general state of repair of the home.

Kirklees Private Sector Housing then offer eligible homes a chance to take up an interest free home appreciation loan (Yorkshire regional scheme).

### Long term carers

Over 2,000 requests have been made for support for long term carers from Carers Gateway – a council department offering a range of services and support to carers.

### Water Conservation

16% of households have asked for advice on water conservation from Yorkshire Water.

## Priority Referrals

Whilst the Warm Zone is visiting every home across Kirklees it was also recognised that this might mean vulnerable residents might have to wait sometime over the three years for Warm Zone to visit. The Affordable Warmth strategy partners together with Warm Zone decided that a mechanism for priority referrals was required.

**Kirklees NHS** and other frontline staff in benefits agencies and hospital social workers are using a simple referral card to refer households with exceptional health needs.

**West Yorkshire Fire and Rescue Services** are using the regional Hot Spots card to refer residents which they designate as a priority.

**All partner agencies** are referring residents who are on benefits or elderly.

Other agencies were keen to be partners and request questions on the Warm Zone form. Space and time on the doorstep limited the number of partner agencies which could be accommodated.

Energy  
efficiency advice  
for your home from  
Kirklees Warm Zone  
– working in  
partnership with



Kirklees COUNCIL nationalgrid

ScottishPower  
gas and electricity



The ScottishPower  
Energy People Trust  
Supporting Communities



Working with  
energy saving trust

