

Oxfordshire Warm Homes Healthy People Evaluation Report



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INTRODUCTION

This report reviews the work done by the Oxfordshire Warm Homes Healthy People (WHHP) Project between late December 2012 and April 2013.

A consortium of partners that had worked together on the WHHP project during the winter of 2011-12 came together in Autumn 2012 to form a steering group tasked with submitting a bid to the Department of Health under Warm Homes Healthy People Fund should the opportunity arise again for this winter period.

Bid partners:

- Oxfordshire PCT (Project Sponsor & communications plan coordinator)
- Oxfordshire County Council (accountable body)
- United Sustainable Energy Agency (Project Manager for WHHP & provider/coordinator for the Oxfordshire Affordable Warmth Network)
- CAB's across Oxfordshire (Oxford City Bureau lead)
- Oxfordshire Community Foundation
- Oxfordshire Rural Community Council
- Cherwell District Council
- South and Vale District Councils
- West Oxfordshire District Council

A bid for £188,000 was submitted by the deadline of 5th October 2012. The bid was successful, however in line with all bids was reduced by 18-19%. Funds of £152,754 were received by County from the Department of Health, to which was added funds carried over from last year held between USEA and Home Improvement Agencies giving a total project fund for winter 2012-13 of £171,774.

The bid partners worked collaboratively with different agencies tasked with leading on delivery of different aspects of the project. This collective effort was designed to help reduce and alleviate crisis of high winter energy bills and reduce impacts to health and wellbeing of those most vulnerable to the effects of cold weather and cold housing conditions.

The Oxfordshire Affordable Warmth Network (AWN) Services provided in the county by United Sustainable Energy Agency since 2010 provided the platform from which to deliver the additional activity made possible through the WHHP funds.

Elements of the WHHP project are set out in the following table



Assistance or Service	Who is delivering it?	Eligibility Criteria	Budget assigned
<p>Fuel Vouchers</p> <p>An opportunity for residents struggling with unaffordable heating costs to receive financial assistance towards paying winter energy bills.</p>	<p>Oxfordshire Community Foundation.</p> <p>Applications made on behalf of individuals by Citizens Advice Oxfordshire, AGE UK Oxfordshire or other partners.</p>	<p>Either those in receipt of a passport benefit¹ or those who meet our fuel poverty criteria².</p>	<p>£25,000</p>
<p>Affordable Warmth Network</p> <p>Advice on saving money on energy bills and staying warm with referrals to other organisations as appropriate. Provided via free phone advice line and Outreach activity. Also briefing/training sessions for frontline staff e.g. care, health and housing professionals</p>	<p>United Sustainable Energy Agency (USEA)</p>	<p>Open to all.</p>	<p>£18,000</p>
<p>Practical small refurbishment grants for households vulnerable to the cold (over 60's and other vulnerable groups) to pay for draught proofing and other measures to help reduce heating costs.</p>	<p>Home Improvement Agencies in Oxfordshire through their handy person schemes. Coordinated through USEA also through direct contact to Councils.</p>	<p>Those over 60 in most cases. *There will be some funds for those under 60. Limited funds available.</p>	<p>£24,980 (+C/F £19,020 from 2011-12) Total budget £54,000</p>
<p>Free membership to the ORCC Oil bulk-buying scheme. The normal membership fee will be waived. ORCC buys oil in bulk saving members money.</p>	<p>Oxfordshire Rural Community Council (ORCC)</p>	<p>Those using oil as a heating fuel who are struggling to heat their homes. People should contact ORCC and explain their situation. Limited funds held over from last year.</p>	<p>Zero new budget</p>
<p>Oil Tank Smart Meter pilot</p>	<p>Oxfordshire Rural Community Council</p>	<p>Offered to target cluster(s) in off-gas village location(s).</p>	<p>£12,000</p>



Benefit entitlement checks Free comprehensive assessment on benefits eligibility.	Citizens Advice Oxfordshire	Open to all. Different CAB offices may offer a slightly different service. AGE UK also does checks for those over 60.	£24,000
Community Action Groups	Oxford City Council	10 community action groups in the city will be offered an incentive to devote volunteer time, with an expectation of 15 older people being engaged with	£27,000
Project & Refurbishment Grant Management	USEA		£13,774
Communications	PCT		£8,000



MAIN PROJECT ELEMENTS AND ACHIEVEMENTS

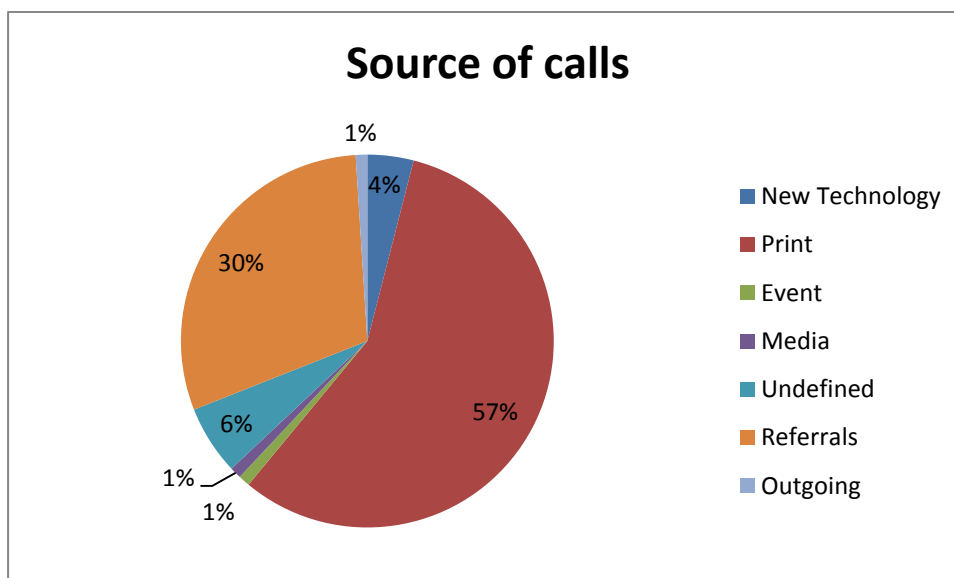
AFFORDABLE WARMTH ADVICE SERVICE

Lead –USEA

Calls to the Affordable Warmth Helpline during WHHP project period October 2012 – March 2013:



Affordable Warmth
Network



Key:

Event – Outreach activity, stands and talks

New Technology – Email, internet search, articles (news items and blogs)

Media – Newspaper, Newsletter, Magazine (Council or Parish etc.), Radio, TV

Print – flyers and posters

Referrals – Friend / neighbour / family member

CAB / AgeUK

Oxfordshire Fire & Rescue service

Local Authority area	General Advice	Heating	Signposted/referred	Repairs	Other	Totals
Oxford City	9	11	44	21	5	90
Vale of White Horse	12	11	38	6	2	69
South Oxfordshire	8	1	15	10	3	37
Cherwell	10	5	12	10	5	42
West Oxfordshire	21	21	7	7	0	56
Totals	60	49	115	54	15	293

Local Authority

Undefined – not provided /Unknown



From December through March a large percentage of callers gave ‘print’ as where they heard about the service. Whilst print normally consists of just flyers and posters, under the ‘Warm Homes, Healthy People’ project, some outbound mailing was carried out by all five councils across Oxfordshire, informing residents about the WHHP project elements available in addition to the services that the Affordable Warmth Helpline can usually provide. These mailings have certainly proved effective, resulting in noticeable spikes to the call volume as each district’s mail-out hit doorsteps.

Outreach Activity

Between October 2012 and end of March 2013 the Affordable Warmth project manager delivered outreach activity on 11 occasions at venues across the county. This activity included talks and stands at public events including for example electric blanket testing and flu clinics. Approximately 480 people were advised /provided with information during this activity. In addition information was provided to many voluntary and carers groups that have received talks in the past and are in a position to disseminate the information to vulnerable groups.

BENEFITS CHECKS & DEBT ADVICE

- **Lead – Citizens Advice Bureau**
- **Objective** -Complete at least 300 benefit checks for vulnerable clients and 200 vulnerable people have increased their income
- Budget £24,000
- Actual outputs - **717** benefits checks carried out at outreach sessions and in bureau across the county.

Assuming an average benefit gain figure of around £2,000 for the over 60s applied to the number of successful benefit checks of 461 that would give a total income gain of £922,000 per year. This is a conservative estimate as sometimes ongoing additional income can be as much as £4,000 per year.

Number of people provided with advice re benefits, energy efficiency, fuel debt and Warm Homes Healthy People provisions	2762
Number of those already on qualifying benefits	250 (approx.)
Number of benefit checks completed or with appointments for completion	717
Number of checks resulting in successful benefits claim	461 (to date – outcome information not always known)
Number of those aged over 60	1501
Number of those with children aged 16 or under	1174
Number of clients where a health condition or disability has been identified	828
Number of referrals to OCF for Food/fuel vouchers	240

COMMUNITY CONNECTION SCHEME

- **Lead – Oxford City Council**
- Objective -9 community action schemes will have identified within Oxford City and a minimum of 150 vulnerable isolated older people ‘befriended’ in their local communities
- Budget £27,000

The concept - In Oxford City, Community Action Groups, or similar grass roots community organizations, will seek to identify vulnerable isolated older people in their local community and engage in conversations to encourage uptake of CAB benefit checks, the Oxfordshire Community Foundation fuel voucher scheme and insulation offers.

These interactions will foster on-going links that the beneficiaries can also call upon at times of crisis during the winter months. CAGs and grass root Community Groups have the benefit of local knowledge within the community and may be able to build on existing relationships to get key messages across, encourage people to attend social activities and events.

CAGs and grass root Community Groups will need to foster these relationships in a way that adheres to the need for the target group to remain safe when coming into contact with strangers. Working with front line uniformed staff initially will be useful.

Training from CAB, Age UK Oxfordshire and the United Sustainable Energy Agency can be factored in, to enhance the skills within the CAGs and grass root Community Groups that are delivering this project.

Deliverables -Subject to the funds available, the CAGs and grass root Community Groups will be offered a financial incentive to devote volunteer time to this project through Resource Futures. An initial staged payment will be made in expectation of 15 older people being engaged with.

A final staged payment will be made on submission of a final report indicating improvements in

- level of service taken up
- reported levels of connectivity
- reported level of well-being and health

Community Groups

There are 9 community groups that engaged with the scheme and are interested in taking this approach forward. There are another 5 potential community groups that may wish to progress this. To date 3 have actively started working. Their capacity constraints for several of the groups mean that this is still in development.

Agency support

There has been strong support for the project from key agencies

- Resource Futures
- Volunteer Link Up
- Thames Valley Police



- Trading Standards
- CAB
- Ox 50+ Network
- Low Carbon Hub

Activity

- a) Low Carbon West Oxford have recruited and deployed a worker
- b) Low Carbon East Oxford have developed a publicity leaflet that is being used in their area.
- c) A community champion has been actively promoting the scheme within a sheltered accommodation setting

Networking

There have been 2 networking meetings with community and agency representatives attending. One focused on the vision of the WHHP project and how we can achieve positive outcomes for isolated older people. The second meeting was to monitor how well attendees report they are able to achieve positive outcomes for isolated older people and to foster links with Low Carbon Hub.

Sustainability

The director of Low Carbon Hub is linking with the project with the intention of forging sustainable links between this project and the Green Deal Energy Company Obligation.

PRACTICAL REFURBISHMENTS

- **Coordinator –USEA**
- Objective -Complete £54,000 worth of practical refurbishments works through the Local Authority, Home Improvement Agencies (HIA's) to assist 108 vulnerable households (maximum grant typically £500 with discretion to exceed in exceptional circumstances) to improve the energy efficiency of their homes
- Actual outputs –. 72 vulnerable households received a grant for works completed – budget spent £22,487.98 on measures (this total includes some additional budget from HIA's). £24,900 was reallocated to Oxfordshire Community Foundation for Emergency Energy Bill grants.

Due to capacity restrictions within the HIA's it proved challenging to spend the budget available within the 3-4 month timespan and with the criteria set at outset by the project steering group. The £500 maximum grant also proved to be very limiting. The greatest demand was identified to be for boiler replacement where with ancillary works necessary to bring the system up to current regulations works cost several thousands of pounds. Revising the criteria to cover up to the full costs of boiler replacement was considered however it was decided not to amend the criteria mid project as this would potentially be deemed unfair to those who had received the capped grant of £500 and that too few household would be assisted.



Type of measure / works completed supported with grant	Number Households
Boiler or heating system repairs	14
Boiler replacement	13
Chimney balloon	2
Window repair /replacement	10
Secondary glazing	3
Door repair/ replacement	10
Draft proofing	12
Loft, wall, floor or skirting insulation	6
Plumbing repair (hot water)	1
Ventilation	1
Roof repair	1
Temporary heating	3

Practical Refurbishments detail	Approx spend	Number of households where measures installed
Cherwell	£2,770	8
Oxford City	£6,300	14
South Oxfordshire	£3,650	12
Vale of White Horse	£1,050	8
West Oxfordshire	£8,820	30
TOTAL	22,490	72

OIL SMART METER PILOT

- **Lead Oxfordshire Rural Community Council**
- Objective 1- Pilot the use of 'smart meters in 35 households to test the effectiveness of smart meters in better managing fuel use. To be used as a model to engage other registered social landlords
- Objective 2. Recruit 75 more households to the Oxfordshire bulk oil buying scheme and fund their membership for one year

ORCC have been working on finding potential geographical clusters of people matching the target audience profile to offer oil smart meters to and have started installation work in 2 villages Shillingford in South Oxfordshire, Wootton in Vale of White Horse. The meters are being offered free to people who are known to be, or likely to be suffering from fuel poverty (primarily these are elderly pensioners). Ten takers have been identified in Shillingford and



so far (as at end April) one definite 'yes' in the other, with others in the pipeline. While it has not proved possible to get all the meters in a single community as had been the intention initially, two definite clusters have been achieved and a third (Curbridge in West Oxfordshire) is looking as though meter placements will happen in the next couple of weeks.

Good outcomes have already been demonstrated:-

- Increased user confidence about how much oil they are using
- Improved awareness of the cost of heating and the benefits of good warmth management
- Better ability to programme purchasing of oil to benefit from times when prices are lower
- Increased knowledge arising from neighbours discussing their oil usage with each other
- Less anxiety (e.g. during the very prolonged cold weather at the end of the winter and into 'spring') about running out
- Environmental benefit of enabling oil suppliers to programme oil deliveries in logical groupings/timings
- Improved ability to manage peaks and troughs in bulk orders placed through community oil buying group and thus to help suppliers manage demand more effectively

EMERGENCY FUEL BILL PAYMENT SCHEME

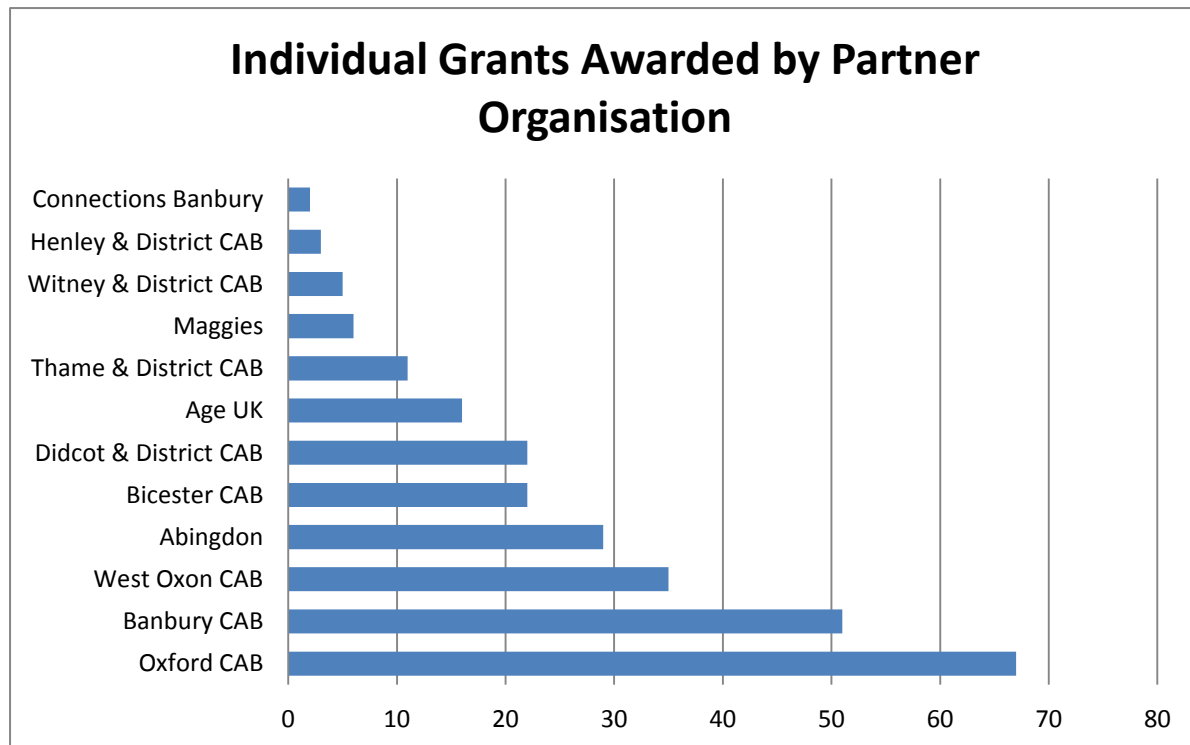
- **Lead – Oxfordshire Community Foundation**

Objective - • Distribute £25,000 of extra fuel vouchers to a minimum of 80 people who are identified as vulnerable and in fuel poverty.

Output- 311 individual grants to households distributed helping an estimated 580 people. Including matched funding from the Surviving Winter Appeal and funds diverted from the WHHP practical refurbishment a total of £ 70,800 has been awarded by way of individual grants for emergency energy bill payments.

2012 / 13	
Initial Funding from WHHP 2012/13	£ 25,000
Carried Fwd 2011 / 12	£ 7,375
WHHP Additional £15,000 12/13	£ 15,000
WHHP Additional £9,900 12/13	£ 9,900
OCF Surviving Winter Donations 12/13	£ 25,000
Total Funds for distribution	£ 82,275
311 (includes estimate for April) grants awarded to individuals	£ 70,800
Funds distributed to groups e.g. Oxford Emergency Food Bank	£ 7,000
Balance remaining with OCF	£ 4,475

Referrals for emergency fuel payments were made to OCF principally through the Affordable Warmth Advice line to CAB's or directly through CAB's who confirmed applicant was already on qualifying benefits or conducted benefit eligibility checks as applicable. As might be expected Oxford City and Banbury CAB's processed the highest number of referrals for grant assistance.



THOSE REACHED – COMMUNICATIONS & CASE STUDIES

THOSE REACHED

The communication plan (see appendix 1) worked by cascading consistent messages mainly through the existing communications channels of the various project partner organisations. This proved to be very effective at getting the message through and from data collected by USEA from callers to the affordable warmth advice line and by other partner agencies we can see that we were highly effective at reaching those most at risk from the impacts of fuel poverty and cold homes. Of callers to the affordable warmth advice line:

- Just over 84% had serious or long term health conditions or disability
- 60% were aged over 60
- 15% had children under the age of 16

At the time of finalising this report we are still gathering feedback from those helped through the project but based on comments so far a significant number of hospital admissions and GP visits have been avoided by enabling those vulnerable due to underlying health conditions to achieve adequate and affordable warmth in their homes.

Here are some brief case studies typical of the people helped through the project this winter. Although we have been able to remedy but a few of the inefficient heating and hard to heat homes problems we hopefully will for most by next winter once USEA have secured an access route to Home Heating Cost Reduction Obligation (part of ECO – the obligation placed on Energy Companies).

Mrs D is 80 years old, lives alone and has various health issues. She receives a state pension, a small private pension and has a mortgage. After reviewing her circumstances, we successfully applied on her behalf for Attendance Allowance, and helped with her mortgage, and council tax relief. As a result she is over £100 a week better off.

Ann 61 receives JSA but is struggling to find a job due to suffering from osteoarthritis in her knees and is only able to do something 'sitting down'. She has limited mobility and her home is hard to heat, energy bills are high and home is often still cold. £200 grant enabled her to pay her energy bill, also provided with some advice on finding a better tariff and we hope to be able to help improve insulation and heating system efficiency with assistance through the Energy Company Obligation, (ECO) in the near future.

Mr D is 85 and is blind, his boiler is 42 years old and is very inefficient and has broken a few times recently, he would be very vulnerable without a working heating system. – assisted with Boiler replacement. Feedback from Mr D is he couldn't have afforded to have the boiler replaced without the grant but most valuable was having someone find a reputable installer that would do the job properly and not rip him off.

Joan 57 has applied for ESA. She receives DLA. Joan has been diagnosed with terminal lung cancer. Before her diagnosis she worked full-time. Joan's (adult) daughter lives with and cares for her. She is also on a low income - receiving carer's allowance and a small income support award. Joan feels the cold and is at home sedentary for most of the time.

Rose 82 receives Pension Credit. She has kidney cancer which has spread. She also has dementia. She is socially isolated and lives in a hard to heat home.

Susan 61 receives Income Support. She suffered a stroke in 2004 and has not been fully fit since then. She does not qualify on age for Pension Credit until January 2014. Her Income Support is £102.70/wk plus a small contribution from her lodger - also on benefits. She has a pre-payment meter. The property does not have central heating, only a gas heater.

Mervyn 78 receives State pension. He has prostate cancer and arthritis which affects his mobility and breathlessness. He only goes out if his son is with him. His wife died in Dec 2012 and he is anxious how he will cope without her income. He is socially isolated and has hard to heat home (storage heaters)



PARTNER FEEDBACK

Feedback on the project has been sought from all the project partners and is summarised as follows. It was frustrating that once again funding was not confirmed from the Department of Health until November and the funds themselves not available until just before Christmas. However we were able to get started on some aspects in October due to the existence of the established Affordable Warmth Network coordinated by USEA and the availability of a modest budget held over from last years WHHP project.

We were able to get most aspects up and running swiftly and smoothly once funding came through due to procedures and cross referral mechanisms being already established. However the arrival of the funds immediately preceding the Christmas period caused delays with getting several elements of the project fully underway. The knock on effect of the delayed start has meant some aspects for example the Oil Smart Meter Pilot will run on over summer and into next winter and some aspects curtailed and funding reallocated.

The collaboration between the project partners was excellent and cross referral mechanisms worked very well on the whole. In a few specific cases there could have been closer collaboration to ensure all needs were identified and addressed as far as possible at the time. For example, where the initial point of contact was not the Affordable Warmth helpline, not everyone that it was applicable to was given the opportunity to receive energy saving advice or to grants for measures leading to home heating cost reductions.

It was good that the project partners had got together early autumn to refresh plans, working relationships and to start drafting a communications plan. Again this preparedness enabled communications to start flowing as soon as funding was confirmed. The tactic of all partners using their existing distribution lists to cascade the project messages into the community was effective, time and cost efficient.

It was rewarding to help so many people, particularly that we clearly reach and addressed needs of the most vulnerable with around 84% of those helped through the project having serious or long term health conditions or disability. At the time of finalising this report we are still gathering feedback from those helped through the project but based on comments so far a significant number of hospital admissions and GP visits have been avoided by enabling those vulnerable due to underlying health conditions to achieve adequate and affordable warmth in their homes.

Whether or not there is the opportunity to bid for more funds from Department of Health next year It is essential the coordinated, cross agency effort to address fuel poverty issues continues with consistency throughout the county. Also that the network, single point of contact advice line, cross agency referral mechanisms, briefings for frontline line professionals and others with direct access to those in or at risk of fuel poverty is maintained throughout the year.

Fuel poverty is a year round issue; the impacts intensify during the cold winter months, but can be mitigated through action throughout the year. The high budget stop start winter campaigns alone are not a sustainable solution.



Warm Homes Healthy People Outline Communications Plan

Objective

To ensure the services available from the Oxfordshire Warm Homes Healthy People fund are communicated to the target audience so that:

- those seeking assistance receive it,
- the fund meets its various delivery targets, and
- the fund is appropriately spent by March 31 2013.

Target audience

To ensure the Oxfordshire Warm Homes Healthy People fund reaches those most in need,

The target audience is defined as

- Over 60s households
- Low income households
- Those living in poor quality accommodation or deprived circumstances
- Those with pre-existing chronic medical conditions



	Key messages	Communication route	Activity
Wider public	Look out for your neighbour this winter	OCF Surviving Winter General media articles and editorial	Launch event Article in Oxford Mail Press releases
	Top five tips to stay warm and well	Publicity on national announcement of funding	Limited coverage in press – article on Oxford Mail
	Press announcement re funding	All partner websites	information about WHHP on all partner websites: link to USEA's Affordable Warmth webpage: http://www.usea.org.uk/section/content/?pageID=567
		Press and publicity	Case study to followed up by press as editorial content
			BBC radio Oxford to run some sound bites on staying warm and well over winter (organised by Dale, USEA)
		Targeted mail shot	Cherwell, South and Vale have identified households and are close to sending. Waiting up date from City and West.
		Good neighbour schemes	OCF to contact
	Parish Councils	USEA have links to parish councils and are disseminating information via this route Email also sent by PCT comms team to parish contacts	
Professionals in touch with vulnerable groups	Top five tips to stay warm and well	All GP surgeries practice managers	Information sent (JB, KK)
	Telephone help line and practical support available to vulnerable residents (via WHHP briefing)	Social services – social workers, OT teams	James Martin (OCC) has contacted via several routes: Info in latest Inbrief Also info will go into PIN (Public Involvement Network)
		OCC contact centre Telephone: 0845 0507 666 Fax: 01865 783111 Email: socialandhealthcare@oxfordshire.gov.uk	Contacted by Gill, Oxford CAB
		District Nurses (Oxford Health)	Information has been sent to divisional directors for Oxfordshire Community Services - has been cascaded and some enquiries coming back so hopefully



			gone to correct people
		Health Visitors (Oxford Health)	Information has been sent to divisional directors for Oxfordshire Community Services – as above
		Community mental health teams	Information has been sent to divisional directors for Oxfordshire Mental Health Services
		Health Advocates Service	Maggie D to contact
		Housing/ homelessness health visitor	Maggie D to contact
		Street wardens	contact made via district councils
		Housing officers	contact made via district councils
		Smoking Advice Service	Maggie D to contact
		Case Load Workers	Maggie D to contact
		Drug and Alcohol Services	Information sent to Drug and Alcohol Team for cascade (JB)
Organisations in touch with all vulnerable groups	Top five tips to stay warm and well Telephone help line and practical support available to vulnerable residents (via WHHP briefing)	District Councils	Various -articles in own newsletters, websites and press releases
		District Council - Councillors	Done by each district
		Public libraries	Contacted by James M. Leaflets to be delivered
		OCVA	Contacted by James M. Info went on website, newsletter, twitter and FB
		Parish Councils	Contacted by USEA and PCT comms team (as above)
		Community groups	To be contacted by OCF
		Lunch Clubs	Email sent to those able to find email for. (JB) Awaiting further addresses from Andrew Colling (OCC)



		Faith Groups	No contact currently made
		CABs and other advice agencies	Information sent to Oxfordshire CABs and to members of the Oxford Advice Forum by Gill
		Housing Associations	Email sent to Tom.McCulloch@oxonrcc.org.uk for contact details. Jan, USEA to provide briefing to, Sanctuary, Soha, and Sovereign, Cottsway & Greensquare at Oxfordshire Rural Housing Partnership meeting on 28 th January
		ORCC	have cascaded info to relevant contacts
		Military welfare officers	Kate King contacting
Organisations in touch with specific targeted vulnerable groups	Top five tips to stay warm and well Telephone help line <i>Add in practical help when available</i>		
Frail / elderly		Age UK	Have missed pre-Christmas Newsletter (next newsletter in February probably too late) planning a mail out in New Year
		Banbury Food Bank	Maggie emailed info and offered to send hard copy leaflets
		HIAs	had information and aware via each district and USEA
		WRVS	Maggie D emailed info and offered to send hard copy leaflets
		Red Cross	Email sent to khoward@redcross.org.uk (JB) Info passed to health and social care teams
		Community Connect - Cherwell and West Oxfordshire	Contacted by Gill (CAB)
		Hospital Outpatient clinics for elderly / chronic medical conditions	Email sent to media team in OUH (JB)



		Day Centres for elderly	Email sent to those able to find email for. (JB) Awaiting further addresses from Andrew Colling (OCC) Age UK to contact their groups
		Alzheimer's society	Phone call and email to jeannie.pyle@alzheimers.org.uk (JB)
Learning difficulties		Ridgeway Partnership (Learning Disability)	Kate King to contact
Cardio vascular or respiratory illness		Smoking Cessation advisers	Maggie D to contact -Hopefully the smoking advice service staff will cascade?
		Stroke Association	Email sent to suzy.imeson@stroke.org.uk (JB)
		Hospital outpatient clinics	Phone call and Email sent to media/comms team in OUH (JB)
Limited mobility		No contacts identified at present	
Poor Mental Health		Restore	Email sent to information@restore.org.uk (JB) KK also sent email
		MIND	Contacted by Gill via advice agencies KK also sent email
Young children		Children's Centres	KK sent email to all children centres Maggie D emailed info to Banbury ch/ centres and offered to send hard copy leaflets
		Early Intervention hubs	KK sent email to all hubs
Income poor and poor housing		Citizens Advice Oxfordshire and other advice agencies	In progress (multiple partners)
Fuel poor		CAB, USEA, Age UK ORCC , OCF	In progress (multiple partners)