

# Transforming Lives & Finances

A Warmer Homes Pilot Success Story

**Mr. C was referred into the pilot by Salford Council's Health Team in 2023. Over 65, claiming Pension Credit, and living with health issues (COPD, heart condition and previous strokes), he was living in a property where he was unable to keep warm and take care of his basic needs.**

In Mr. C's initial assessment, he explained that his boiler was old and rusty, water was dripping from it and he had not had a recent gas safety check.

Due to his health, he could no longer stand long enough to cook a meal and didn't feel safe in the kitchen. relying on his adult children to cook meals for him, tidy his house and collect his shopping from the supermarket.

I requested a check/service of the boiler and smoke and carbon monoxide detectors from **Helping Hands (HH)** and a **Salford City Council 'Warm Pack'** (thermal socks, gloves, hat, thermos flask and fleece blanket).

I also helped him apply for **Attendance Allowance (AA)** and informed him of DWP Cost of Living and Winter Fuel Payments.

Under the pilot a new boiler and smoke alarms were approved and installed, a *Warm Pack* was also provided.

AA has been awarded for an indefinite period, as well as a higher amount of Pension Credit due to disability, giving him a total annual household income increase of £7,514, with the AA ensuring he qualifies for Cost of Living Payments.

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**"My boiler has been on the blink for years but I would never have been able to raise the money to replace it. I would not have known about all this additional money I am entitled to claim unless I had spoken to you - I can't thank you enough."**

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**Julie Williams**

Energy Advisor