

An Invaluable Service

Warmer Homes in Salford

A Salford couple in their late 50s was referred in via the *Warmer Homes Pilot*, following their initial enquiry concerning replacement radiators in their property. The husband had not worked for 4 years as a result of heart problems, while the wife had been off sick for several months due to mobility issues stemming from a collapsed lung and COPD.

After completing the usual benefit/income checks, and submitting a referral to Salford Council for replacement radiators, it became apparent that the wife may be eligible for *Personal Independence Payments* (PIP), though she was hesitant to claim any welfare benefits.

The claiming process for PIP is long and intrusive - it can take up to 6 months before a final decision is made. After some encouragement and reassurance, she agreed to make a claim, throughout which I supported her, taking her to and from the subsequent face to face assessment.

Following this, new radiators have were fitted in the couples property, and the wife was awarded PIP, receiving a backdated lump sum of £3,104 and being awarded the higher rates for mobility and daily living. This gave their household income an annual increase of £8,983, giving her peace of mind regarding the loss of work-related income. Of the experience, she reflected:

“You went above and beyond for us and both of us will be eternally grateful - may this invaluable service carry on helping the residents of Salford.”

Julie Williams

Energy Advisor