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# Executive Summary





# Contents





# 1. Introduction



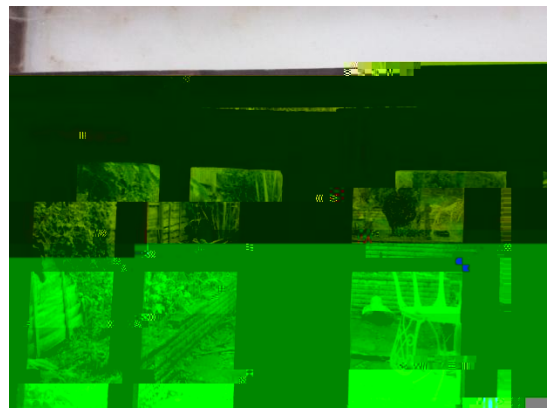
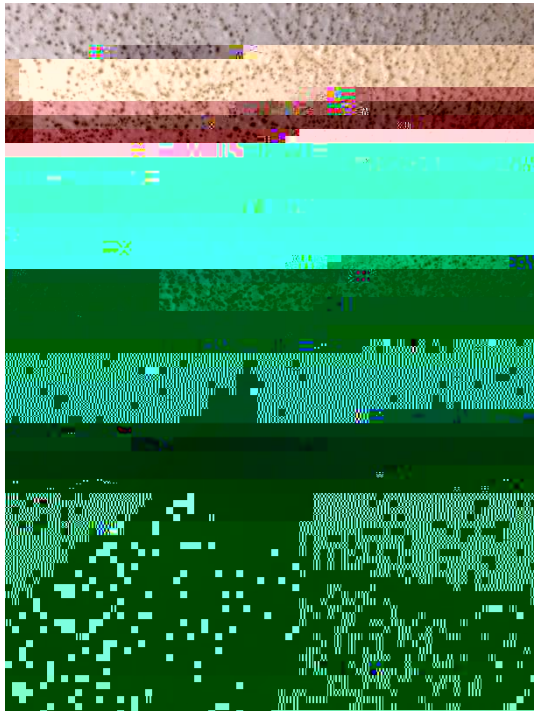
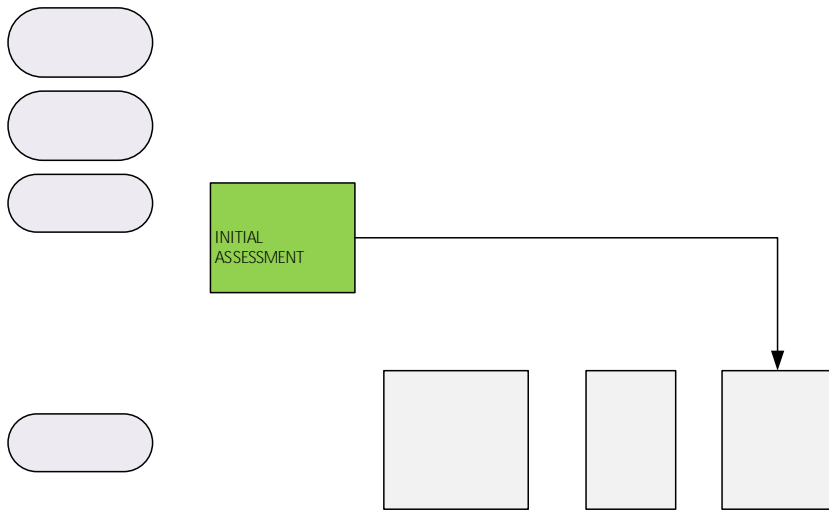






Figure 2



in situ



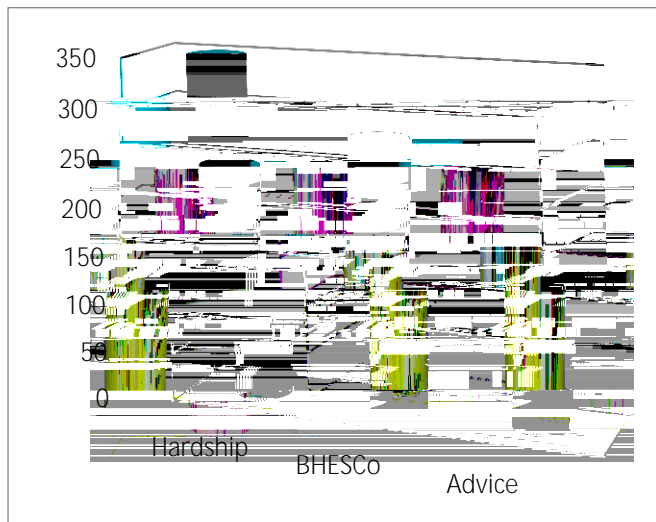


## 4. Most Significant Change stories



Then BHESCo came and visited. They were brilliant! They discovered that there was an unauthorised debt on my meter; not a real debt but an estimated debt and they [energy supply company] were taking £8 every time I charged the card. I was putting loads of money on the card and couldn't understand what was happening. They were able to get that refunded and cancel the debt on the card.

Figure 3



the support from the W4W project gives me the strength to carry on and the help, advice on energy, financial support to service my hot water system, health and benefit entitlement has been invaluable. I can manage my life a lot better than I would without it.

## 5. Patterns of barriers







Figure 5

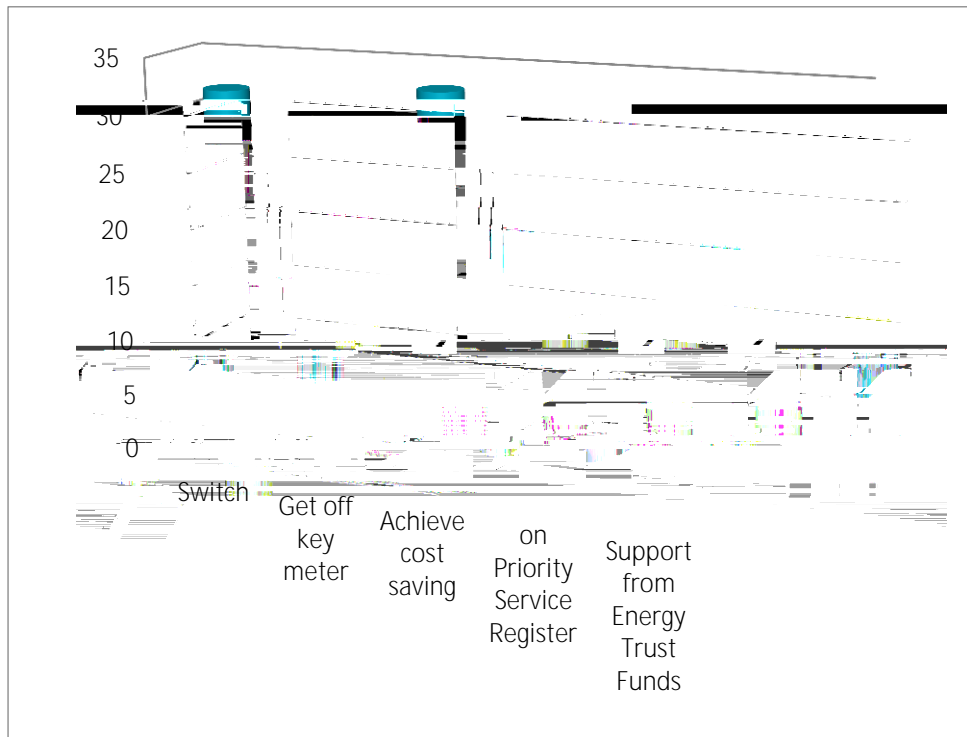
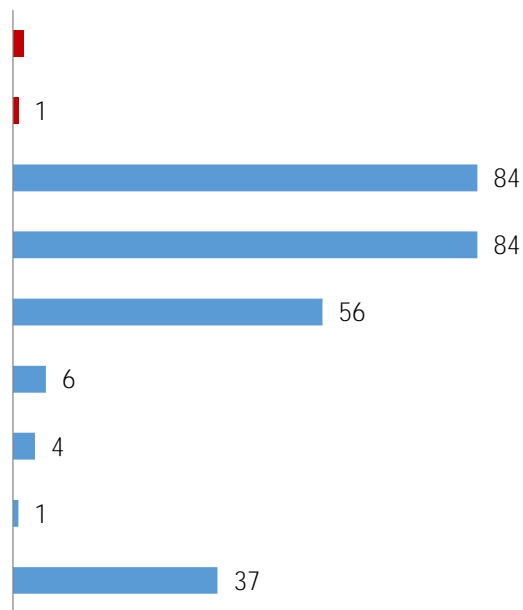


Figure 6



















## 7. Challenges and future development











## References

One voice. Shaping our ageing society

Warm and Informed. Evaluation and findings.

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