

Home and Well wins the Customer Vulnerability Award at the (delayed) 2021 Utility Week Awards at Grosvenor House Hotel - a great celebration of partnership working.

Home and Well is a countywide partnership project with Citizens Advice Hampshire, NHS Hampshire Southampton and Isle of Wight Clinical Commissioning Group, SSEN Distribution, SGN, Southern Water, Portsmouth Water and in 2022, South East Water. Launching in March 2020, it provides a wrap-around support service for vulnerable people with health needs. Assistance available includes:- energy poverty and tariff advice, Priority Services Registration and signposting for any related social needs.

Jo Hillier, CEO of Citizens Advice Hampshire said...

"We are delighted that Home and Well has won the Utility Week Customer Vulnerability Award. Our partnership with NHS Hampshire Southampton and Isle of Wight CCG SSEN, SGN, Southern Water and Portsmouth Water has supported over 1300 vulnerable people across Hampshire & IoW - to stay safely and independently in their homes and we are pleased to be continuing the Home and Well partnership to support even more people."

In relation to the Customer Vulnerability Award, Chris Burchell, Managing Director of Scottish and Southern Electricity Networks stated...

"The 'Home & Well' initiative provides additional help to patients leaving hospital, developing a rounded, multi organisation, care package to support a healthy transition from the ward to more familiar surroundings. The scheme helps to ensure that customers who are returning home from hospital are able to stay well once back in their own surroundings. 'Home & Well' makes a huge difference to not only the physical wellbeing of such customers, but also in providing an element of reassurance which can help with the customer's mental welfare..."

The Social Return on Investment for 'Home & Well' is £22.15 for every £1.00 spent; making it one of the most successful partnerships from any utility UK-wide."

Finally, Tim Cooling, Head of Strategy, Hampshire and IoW Integrated Care System, Hampshire Southampton and IoW CCG said...

"We are really pleased that Home and Well has won the Customer Vulnerability Award. It is a great example of partnership working and what can be achieved by coming together as an Integrated Care System (ICS). As an ICS we really do have the opportunity to support people to stay well and independent in their communities."

Ends

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