

coldAlert Service

Evaluation Report

1 November 2016 to 31 March 2017



Date: April 2017

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coldAlert Service Evaluation Report

(1 November 2016 to 31 March 2017)

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1. SUSSEX AIR QUALITY PARTNERSHIP

The Sussex-air Quality Partnership (Sussex-air) is made up of East and West Sussex district, borough and County Council authorities as well as the Environment Agency, Brighton and Sussex Universities.

Sussex-air provides coldAlert and airAlert services to the public and assists Local Authorities to deliver their statutory duties on air quality.

For more information on the Sussex-air partnership, visit the website: sussex-air.net.

2. SERVICE DESCRIPTION

2.1 The need for the coldAlert service

This report provides evaluation of the coldAlert service for the winter period 2016/17 from 1 November 2016 to 31 March 2017.

The rationale for the coldAlert service is that it has the potential to contribute to a reduction in the number of excess winter deaths, and the number of chronic obstructive pulmonary disease (COPD) related hospital admissions during the winter months.

Excess winter mortality in England and Wales was back in line with average trends in 2015/16, there were an estimated 24,300 excess winter deaths where 15% more deaths occurred in winter months than non-winter months. This is a reduction from an estimated 43,900 excess winter deaths in 2014/15; the highest number since 1999/00, with 27% more people dying in the winter months compared with the non-winter months.

(ONS Excess Winter Mortality in England and Wales: 2014/15 (Provisional) and 2013/14 (Final))

Exacerbations of COPD are 50% more likely in winter, leading to increased emergency hospital admissions, with the average hospital admission for COPD being 3+ days (Department of Health, 2011).

2.2 The key aims of the coldAlert service

The aims of the coldAlert service are to:

1. Provide severe cold weather alerts when the temperature is forecast below 5 degrees Celsius, 24 to 48 hours prior to periods of severe cold weather, which has the potential to adversely affect the health and wellbeing of vulnerable groups.
2. Provide clear understandable messages, relevant to postcode and an informative service that helps people manage their health conditions, prior to and during periods of severe cold weather.
3. Provide the service free to subscribers.
4. Provide support and information direct to vulnerable persons via low-cost message services such as SMS/text, telephone voice message, email, the (free to use) airAlert App.
5. Provide an intervention to reduce hospital admissions, excess winter deaths and improve the health and well-being of those with respiratory or cardiovascular conditions, the elderly and vulnerable residents in Sussex.
6. Support Public Health to address fuel poverty in Sussex.

To date, there is limited quantitative evidence of the effect of alert-type services on health burdens (NICE, 2015). However, research has indicated that such services do contribute to improving quality of life, notably by enabling susceptible individuals to feel they can self-manage their symptoms better (University of Brighton, 2010).

2.3 How the coldAlert service works

The Met Office operates a national cold weather health watch service, which issues alerts to subscribers prior to periods of severe cold weather. This service was developed in partnership with Public Health England as part of the national Cold Plan for England (2015). The service operates between 1 November and 31 March, during which time alerts are issued 24 to 48 hours in advance of forecast low temperatures, widespread ice or heavy snow.

The Sussex coldAlert service receives the Met Office cold Alerts directly and cascades this information to registered subscribers across Sussex, Surrey, Kent and Hampshire. Receiving a coldAlert message should alert recipients to take preventative action to prepare for the cold weather event.

The coldAlert service has operated for the past five winters and has been part-funded by East Sussex Public Health during the last three winters (£6K p.a.) as part of the programme to reduce fuel poverty.

coldAlerts are issued directly to registered users who are able to choose how they receive the information, either by text, voice message, email or mobile App. coldAlerts are issued on the basis of two measures of low temperatures (<5 degrees Celsius) and ice or snow for a period of 12 hours or longer, which is when twice as many exacerbations of those with COPD and/or cardiovascular disease occurs.

Individuals are able to register to receive coldAlerts in the following ways:

- ❄ directly on the coldAlert website – coldAlert.info
- ❄ by telephone 01273 484337
- ❄ by downloading the free airAlert app to a mobile phone or tablet (iPhone or Android)



The coldAlert service is administered by Sussex-air and the web service managed by Kings College London Environmental Research Group (ERG). ERG holds the data on coldAlert registrations and has provided some of the statistics in this report.

2.4 Alert levels

Level 1: Winter preparedness

Normal winter conditions: coldAlert service is on but no severe weather is forecast.

Level 2: Alert and ready

Be prepared: Severe weather is forecast. Check homes are adequately headed and stocked with food and medications.

Level 3: Take action

Take action: Contact those 'at risk' in your care by person or phone every day while the severe weather lasts. Set daytime room temperatures to at least 18 degrees centigrade. Dress warmly and eat and drink hot food regularly.

Level 4: Emergency action

Emergency action: Threshold temperatures breached for more than 6 days. In addition to the level 3 actions, ensure you keep in regular contact with ‘at risk’ individuals and that they have access to the health and social care services they require.

3. SERVICE DELIVERY AND PERFORMANCE

3.1 coldAlerts statistics winter 2016/17

Ten coldAlerts were issued during the winter period, 1 November 2016 to 31 March 2017:

Six at Level 2 – ‘Alert and Ready’- be prepared and Four at Level 3 – ‘Take Action’.

Date	Alert Level	Duration	Comments
29.11.16	2	48 hours	
31.01.17	2	48 hours	
03.01.17	2	48 hours	
05.01.17	3	24 hours	Escalation of coldAlert sent on 03.01.17
10.01.17	2	72 hours	
18.01.17	2	48 hours	
19.01.17	3	5 days	Escalation of coldAlert sent on 18.01.17
24.01.17	3	4 days	Continuation of coldAlert
08.02.17	2	48 hours	
09.02.17	3	48 hours	Escalation of coldAlert sent on 08.02.17

Table 1: coldAlerts sent between 1 November 2016 and 31 January 2017

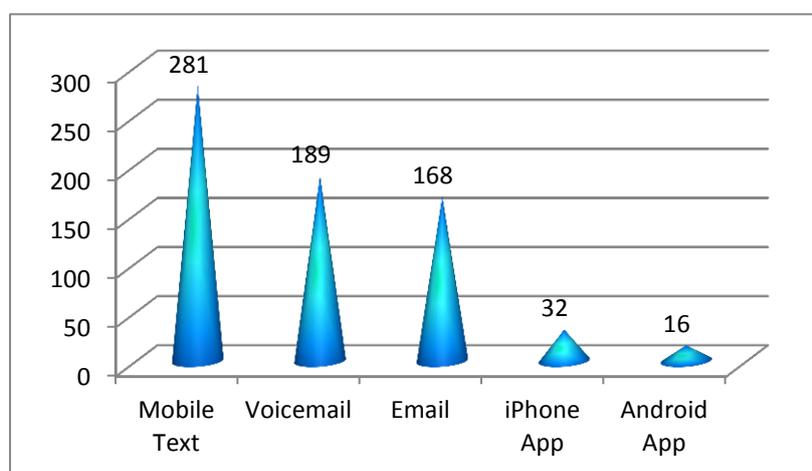
3.2 Alert levels:

- ❄ 60% were at Level 2 (Alert)
- ❄ 40% were at Level 3 (Action)
- ❄ None (0%) at Level 4 (Emergency)

Alerts were issued to cover 16.5% of the winter period days (25 days out of 151) between 1 November 2016 and 31 March 2017.

3.3 Delivery methods

Delivery of coldAlerts to the 686 subscribers has been via the following methods:



Method	
Text message (to mobile phone)	281
Voice message (to landlines)	189
Email	168
iOS App download	32
Android App download	16
Total active subscribers	686

Table 2: Delivery methods

Figure 1: Delivery methods of coldAlerts

3.4 coldAlert subscribers

At 31 March 2017 there were 535 people registered for coldAlerts in East Sussex, an increase of 338 registered users between 1 November 2016 and 31 March 2017. The target for East Sussex was to register a total of 250 service users during the winter 2016/17 (an additional 50 from winter 2015/16), this target was exceeded by registering an additional 285 subscribers to the coldAlert service.

By 31 January 2017 there were 686 subscribers to the coldAlert service, an additional 386 new subscribers signed up to the service during the winter of 2016/17 in Sussex.

coldAlert registered subscribers by area		
Area	2015/16	2016/17
East Sussex	193	535
West Sussex	82	100
Brighton & Hove	6	15
Hampshire, Surrey, Kent & Other	19	36
Total registered users	300	686

Table 3: Active subscribers by area from November 2015 to March 2017

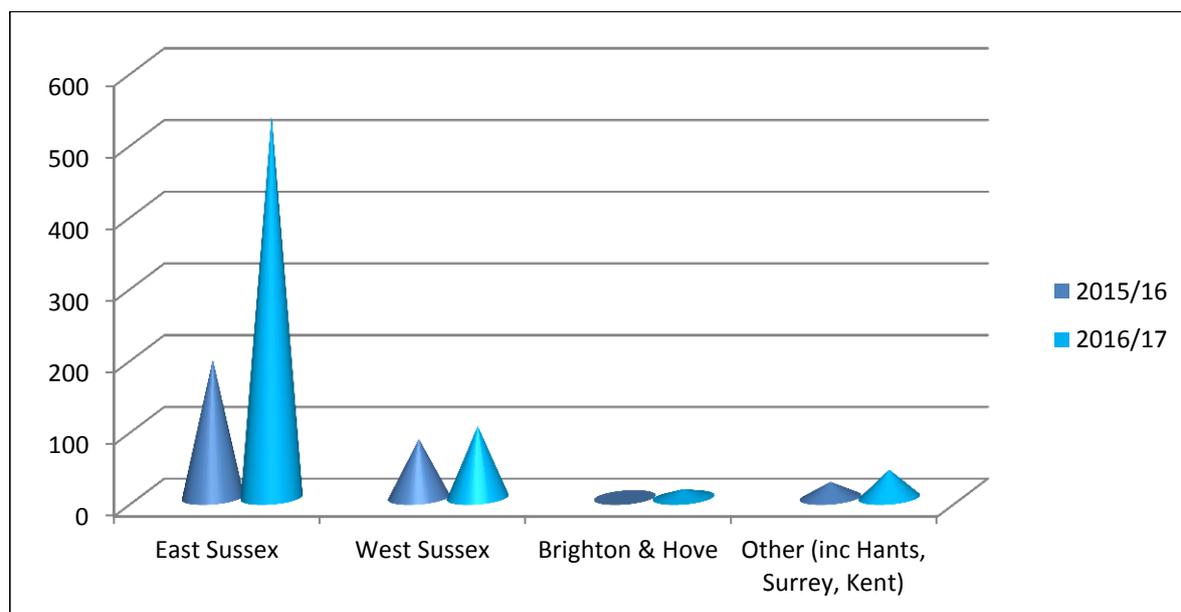


Figure 2: Active subscribers by area comparison 2015/16 and 2016/17 (to date)

3.5 coldAlert active subscribers by area

Areas		85+
Hastings (TN34, TN35)	17	1
St Leonards on Sea (TN37, TN38)	14	1
Bexhill (TN39, TN40)	13	2
Robertsbridge (TN32)	2	
Battle (TN33)	1	
Rye (TN31)	2	
Etchingam (TN19)	1	
Crowborough (TN6)	9	3
Eastbourne (BN20)	6	2
Hailsham (BN27)	14	1
Heathfield (BN21)	4	1
Peacehaven (BN10)	3	
Seaford (BN25)	4	
Pevensey (BN24)	5	3
Saltdean (BN2)	2	
Chelwood Gate (RH17)	1	
Polegate (BN26)	3	1
Newhaven (BN9)	2	1
Herstmonceux (BN27)	2	
Forest Row (RH18)	2	
Mayfield (TN20)	1	
Burwash (TN19)	1	
Fletching (TN22)	1	
Horam (TN21)	1	
Wadhurst (TN5)	1	
Uckfield (TN22)	1	
Lewes (BN7)	1	
	114	16

Table 4: Active subscribers by postcode

3.6 Referral source

Where new subscribers registered directly (by partners or via the coldAlert voicemail) we captured the referral source (see Table 5 below):

Referral source	Users	Over 85
STEPS East	42	4
STEPS West	57	8
Homeworks East	6	0
Direct referral (word of mouth)	2	1
Adverts/press release	1	2
Winter Home Check service (leaflet)	2	1
Other	4	0
Total	113	16

Table 5: Referral source

3.7 Age profile of service users

The majority (70%) of service users are under the age of 70, this is a change in the demographics of coldAlert subscribers from previous years, where the majority of subscribers have been over the age of 70. This is likely to be due to promotion of the service with carers, home visitors and 3rd sector partners, where people working with vulnerable adults and the elderly have registered to use the coldAlert service rather than the clients subscribing directly. For the winter 2016/17 we added the additional age category of 85+, with 16 (2.7%) people over the age of 85 registering for the coldAlert service.

Note: The data provided is for active subscribers in East Sussex, the trends in the data for East Sussex replicate the statistics for all coldAlert subscribers.

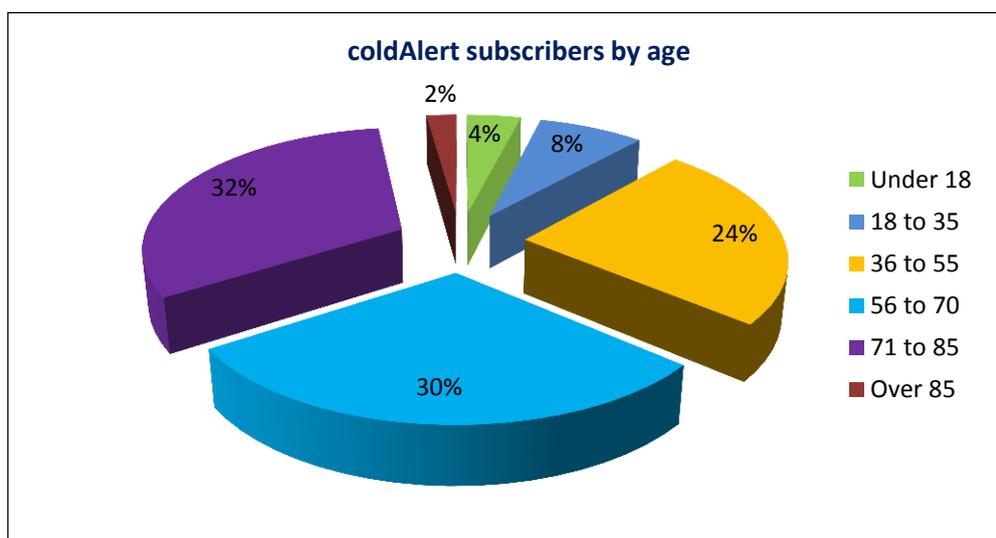


Figure 3: coldAlert subscribers by age

Individuals who registered through STEPS, Homeworks or by the coldAlert telephone registration, provided details of their address and postcode. The postcode areas of subscribers aged 85 and over are detailed in Table 6 below.

Area	85+
Hastings (TN34, TN35)	1
Bexhill (TN39, TN40)	2
St Leonards on Sea (TN37, TN38)	1
Crowborough (TN6)	3
Eastbourne (BN20)	2
Hailsham (BN27)	1
Heathfield (BN21)	1
Pevensey (BN24)	3
Polegate (BN26)	1
Newhaven (BN9)	1
Total	16

- ❄ 2.7% of coldAlert subscribers are aged 85+
- ❄ 31% of subscribers are aged 71 to 84
- ❄ 29.3% are aged 56 to 70
- ❄ 24% are aged 36 to 55
- ❄ 8% are aged 18 to 35
- ❄ 4% are under 18

Table 6: coldAlert subscribers over 85

3.8 Health profile of service users

All individuals registered through STEPs, Homeworks and via the coldAlert telephone registration were asked to provide details of health conditions which are exacerbated by severe cold weather, these are shown in the chart below. Of the 338 new subscribers in East Sussex 114 (34%) provided details of their health conditions. Providing details of health conditions is not a requirement of the registration process for coldAlert and many subscribers choose not to provide this information.

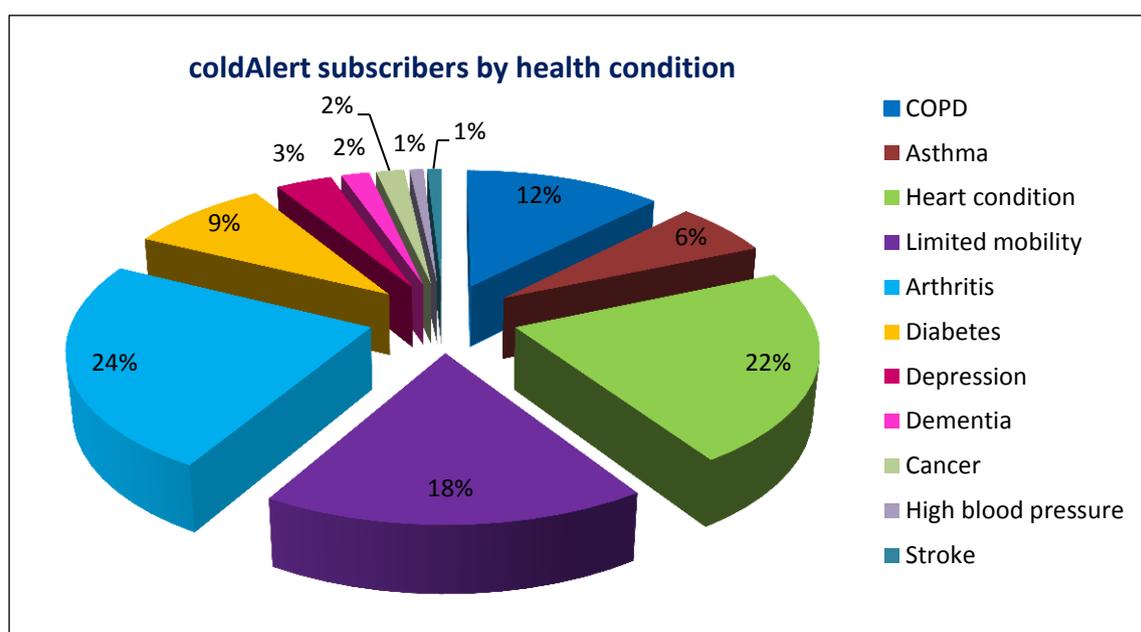


Figure 4: Health profile of active subscribers

4. SERVICE COSTS

The costs associated with delivering the coldAlert service in Sussex between 1 November 2016 and 31 March 2017 are listed in Table 8 below.

Item	Cost (£)
Project Officer (registration & support, issuing alerts, marketing, evaluation)	£8,400.00
Website hosting & security	£175.00
Messaging costs (texts)	£660.00
Marketing	£0.00
Total service cost	£9,235.00

Table 7: Breakdown of costs to deliver the coldAlert service in Sussex in 2016/17.

The cost equates to £17.26 for each service user in East Sussex during the winter period 2016/17, this shows a reduction in cost from £25 per person in 2015/16.

4.1 Promotional activities

The coldAlert service was promoted throughout the winter period of 2016/17 starting in October 2016, promotional information including a combination of hard copy leaflets and email electronic leaflets were sent to Breathe Easy groups, hospitals, GP surgeries and 3rd sector partners.

A social media campaign was launched in November 2016 by ESCC communications team with regular posts on the ESCC Facebook page and via Twitter, coldAlert has also been promoted through its own Twitter account with information Tweets 're-Tweeted by Sussex Fire and Rescue service, CAB, Carers and individuals.

Information regarding the coldAlert service was published in Brief Encounter, To the Point and the Public Health Bulletin in November. A coldAlert 'button' has been posted on the ESCC Intranet during the winter months, which launches the coldAlert website.



In addition to the media campaign, the service was promoted through partners at the East Sussex Energy Partnership, Fuel Poverty Network and Sussex-air Quality Partnership meetings.

The service has worked hard to engage and promote coldAlert with health professionals and targeted health groups (respiratory, cardiovascular groups, British Lung Foundation, British Heart Foundation, Age UK, Age Concern, Young Carers, GP surgeries), local authorities housing and fuel poverty partnership groups.

STEPS and Homeworks have played a very important role in promoting the service to their vulnerable clients, with 22% of new registrations to coldAlert being received through these organisations. Many of the STEPS and Homeworks clients have complex needs and health conditions which are exacerbated by extreme cold weather such, as arthritis, heart conditions and poor mobility.

Additional new users heard of the service through social media (5%) and word of mouth (2%), through friends, relatives or colleagues signed up to coldAlert. 66% of the new subscribers registered directly on the coldAlert website and their referral source is unknown as this information is not captured during the online registration process.

When people contact coldAlert directly and require additional support with matters such as fuel poverty or debt advice, we refer them to appropriate support services (e.g. East Sussex Winter Home Check Service (Osbourne Energy) and Citizen's Advice Bureau).

Although registrations slowed from the end of January, we continued to promote the coldAlert service and register new users.

4.2 Winter home check service

The Winter Home Check service has been promoted alongside coldAlert this winter. Two advice messages were sent on 10 January and 28 February 2017 to all registered coldAlert subscribers, to promote the East Sussex Winter Home Check (WHC) Service. The coldAlert service has also promoted the WHC service regularly through the coldAlert Twitter account,

several advisory Tweets have been re Tweeted by followers including East Sussex Fire and Rescue service, Age UK and local Citizens Advice Bureau offices.

5. SERVICE EVALUATION

5.1 The Evaluation Process

The coldAlert service was evaluated to determine if the service was useful to the subscribers and how/if receiving coldAlerts encouraged people to change their behaviour to reduce the effect of cold weather on their health.

During the recruitment process service users are invited to participate in the service evaluation. Of the 535 subscribers in East Sussex, 40 (7.5%) of service users participated in the evaluation and have provided feedback on the service received during the winter 2016/17. The evaluation questionnaire is provided as Appendix B.

5.2 Behavioural change prompted by coldAlert

Service users told us that the coldAlert service helps them to respond to cold weather events before they happen. All participants indicated that receiving a coldAlert made them more aware of cold weather events and helped them manage their health conditions, by encouraging them to make one or more behavioural change to help reduce the effects of cold weather on their health.

The most common behavioural change was ensuring that living areas were heated to at least 18°C. The thermometers given out by the STEPs and Homeworks home visitors (as part of the Keep Warm in Winter campaign) continue to be helpful in ensuring that service users know when their living areas were heated to at least 18°C.

Additional key findings from the evaluation were:

- a) 100% of subscribers with a long term health condition said that the coldAlert service was very beneficial or quite beneficial at helping them manage their health condition.
- b) 100% of subscribers were either satisfied or very satisfied with the service and advice provided by coldAlert.
- c) 100% of subscribers stated that they understood the coldAlerts when they were received.
- d) 100% of subscribers were happy with the timing of coldAlerts, however 25% said that they would ideally like the coldAlerts in the morning to help them prepare for the day.
- e) 100% of subscribers changed their behaviour when they received a coldAlert.

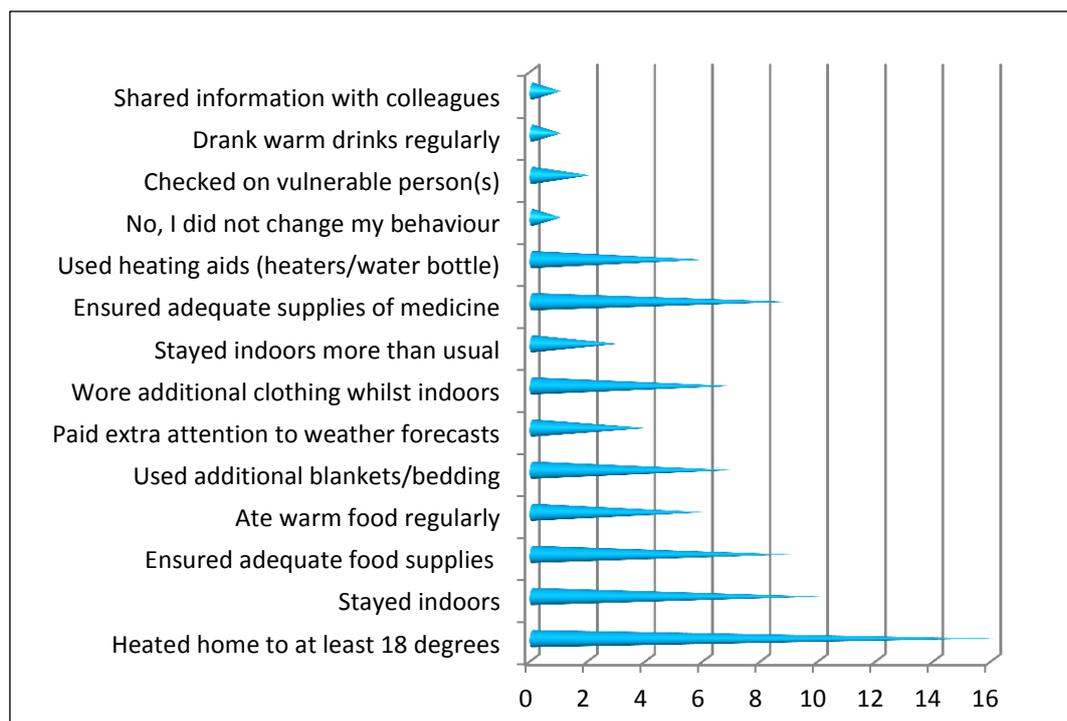


Figure 5. Behavioural change due to coldAlerts

5.3 Qualitative feedback from service users

Comments from service users include:

“It is a really useful service particularly for my clients that live in rural areas, as they often live in isolated homes and rely on others to provide care and supplies. Receiving coldAlerts helps them prepare for the cold weather.” STEPS client adviser

“A great service, for warned is for armed” Elderly lady 85+ living alone

“A very helpful service which has been shared with colleagues and service users, receiving coldAlerts has helped us keep our clients safe this winter.” Salvation Army support worker

“Thank you all for the advice over the winter months, it has been very useful & much appreciated.” coldAlert email subscriber

Evaluation of the coldAlert service this winter demonstrates that the service supports Sussex residents in their health awareness responding to cold weather events, enabling subscribers to prepare and better manage their health conditions in severe cold weather.

6. SUMMARY

The service can be delivered to users within moderate budgets at a patient cost of £17.26 per user. This demonstrates that a clear and simple method of intervention such as coldAlert (and airAlert for air pollution) has the ability to deliver alert messages, using the recipients preferred means of contact, in a clear and direct format to a wide demographic of users. Both services can be utilised by Public Health, health professionals or individual GPs if required.

6.1 Key Findings

coldAlert has exceeded the target of recruiting 50 service users in East Sussex during the winter of 2016/17, by registering 338 new subscribers between November 2016 and March 2017.

The service saw a large increase in the number of new users signing up at the end of October, in late December and throughout January, this could be due to a change in the way the project was promoted, notably using social media, direct marketing to 3rd sector partners and charities working with homeless and vulnerable people. It could also be due to the cold weather incidents in November and January, prompting people to sign up to the service. The service had fewer new subscribers (20) from the end of January to March 2017.

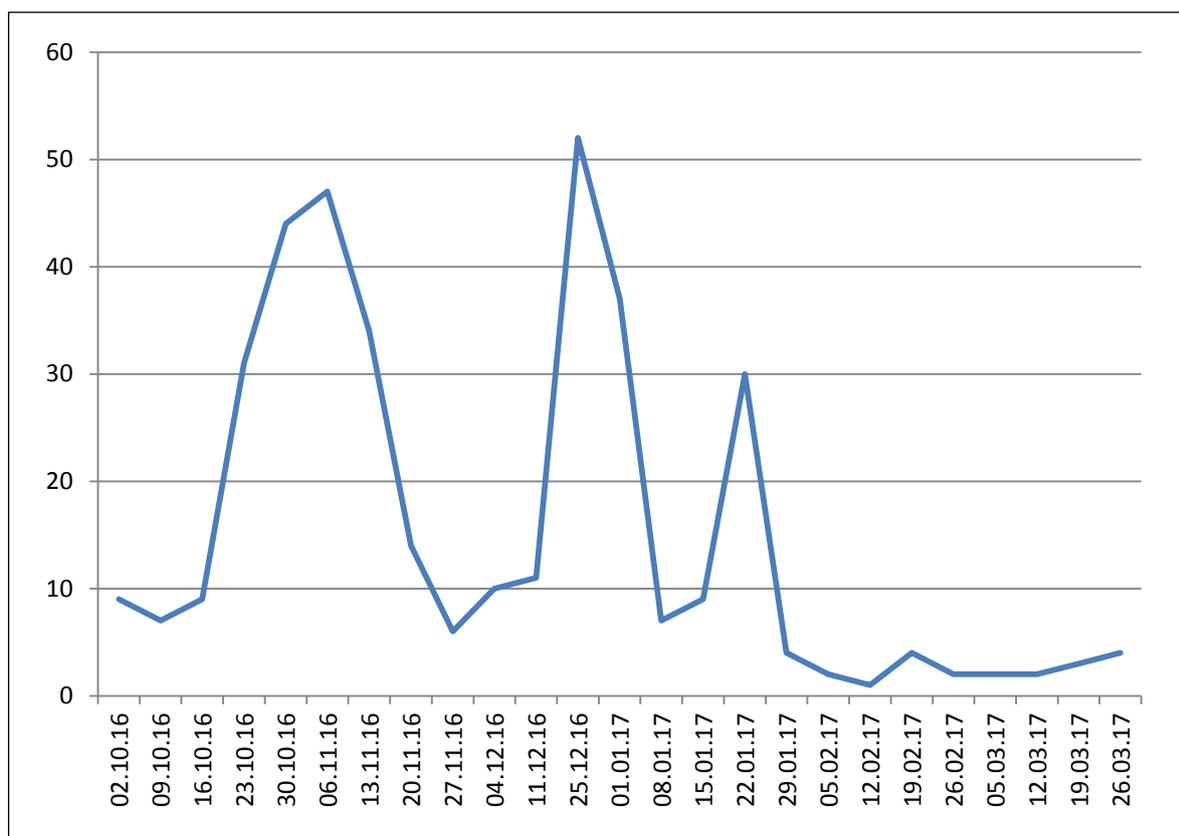


Figure 6: Peaks in coldAlert registrations

Evaluation of the service indicates that the coldAlert service:

- 1) is mostly taken up by those who are/or care for people who are more susceptible to the effects of cold weather (the elderly, including people with limited mobility, carers, home visitors and vulnerable adults)
- 2) continues to be very well received by service users, delivering messages reliably and in a format that service users can understand and act upon
- 3) enables people to prepare for cold weather events and make changes to help reduce the impact of severe cold weather on their health condition or those of people they care for.

6.2 Recommendations

Recommendations from 2016/17 coldAlert evaluation:

1. Future funding

coldAlert is a relatively low cost means to encourage people whose health is more susceptible to the effects of cold weather to take preventative action that would be expected to reduce the effects of cold weather on morbidity and mortality. However, it is only likely to be taken up by subscribers if it remains a free service at the point of use.

It is recommended that Public Health commits to funding the coldAlert service as part of its fuel poverty programme for 2017/18, and confirms this commitment as soon as practicable so that planning and delivery of marketing work can be done well in advance of the start of the Cold Alert period, to maximise take up.

Outcome: East Sussex Public Health continued to fund the coldAlert service from 2017/18.

2. Collaborative approach to marketing

In order to increase the potential effectiveness of the service, and learning from the successful promotion during the lead up to the winter of 2016/17, it is recommended that a social media campaign start in October 2017 and continue throughout November and December with an additional push in January.

Working with 3rd sector partners has proved successful in reaching the most vulnerable individuals in the community. There is more to be done in developing this area and promoting the service to support workers caring for hard to reach individuals.

Outcome: Continue to promote the coldAlert service via social media and develop a framework for reaching individuals and groups supporting vulnerable people in the community.

3. Holistic view of alert services

It's recommended that Public Health reviews the role and benefit of health-related alert services, rather than funding coldAlert in isolation, to determine whether supporting other health-prevention alert services in an integrated approach would deliver a more effective health prevention outcome.

Outcome: Evidence-based decision as to the benefits and dis-benefits of integrated health-prevention alert services.

7. CONTACT DETAILS

coldAlert is managed by the Sussex Air Quality Partnership (Sussex-air).

All correspondence should be directed to Jeanette Brown, Project Officer, Sussex-air.

Jeanette Brown
Sussex Air Quality Partnership (Sussex-air)
County Hall
St Anne's Crescent
LEWES
East Sussex
BN7 1UE

Telephone: 01273 481692
Email: Jeanette.brown@eastsussex.gov.uk
Websites: coldAlert.info
sussex-air.net

APPENDIX A – CASE STUDIES

Case study 1

Profile – Elderly lady aged 85+

Referral source – Eastbourne Seniors

Mrs J registered for coldAlert in November 2016 after hearing about the service through Eastbourne Seniors group. Mrs J has lived alone in sheltered accommodation in Eastbourne for over 10 years and was worried about going outside in icy conditions, due to limited mobility, she has no other health conditions affected by severe cold weather. Mrs J receives coldAlerts by voice message to her home phone.

The Housing Association keep the flat very warm in the winter and external areas are maintained well by the management. Receiving coldAlerts has enabled Mrs J to plan her appointments and to stock up on food and medication. It provides her with peace of mind that she is able to prepare for cold weather events and stay inside during icy conditions, which she may otherwise be unprepared for if she hadn't received a coldAlert.

Mrs J found the messages easy to understand and she has shared the coldAlert details with friends, other residents and the warden to encourage them to register for the service.

Case study 2

Profile – STEPS support worker

Referral source – word of mouth – STEPS colleagues

D is a STEPS support worker covering the rural areas of East Sussex from Crowborough to Wadhurst. D works with a wide range of clients with complex needs and encourages all her clients to sign up to the coldAlert service. The feedback from clients has been really positive as many of the clients live in older properties with inefficient or inadequate heating, receiving coldAlerts allows the clients to stock up on fuel for wood and oil burners and ensure they have supplies of food and medication prior to the cold and icy weather arriving.

D encourages clients to self-register, however she does register more vulnerable clients directly and found it easy to register over the phone and by email.

D will continue to promote the coldAlert service to clients to help them better manage their health conditions during winter months.

“It is a really useful service particularly for my clients that live in rural areas, as they often live in isolated homes and rely on others to provide care and supplies. Receiving coldAlerts helps them prepare for the cold weather.”

APPENDIX B - coldAlert Service evaluation questionnaire 2016-17

SERVICE EFFICIENCY

1. How did you find out about the coldAlert service? (please tick)

airAlert	STEPS	Breathe easy	Wellbeing/Careline	Winter Home Check
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HomeWorks	Benefits Helpline	Citizens Advice	Community Event (please specify)	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other (please specify)				
.....				

2. How do you receive coldAlerts?

Text message	Email	Home phone	App on mobile phone/tablet
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Other than the options in Q2. Are there any other ways in which you would like to receive coldAlerts?

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

If yes, please state how you would like to receive coldAlerts.

.....

4. Does the timing of the coldAlert matter to you?

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

If yes, please state why and when you would prefer to receive a coldAlert e.g. morning or afternoon:

.....

5. Did you understand the content of the coldAlerts?

Yes, the message was clear and concise	No, I did not understand the alerts	No, I had to refer to the coldAlert leaflet	Some of the time I had to refer to the coldAlert leaflet
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. Did you find the information on the coldAlert leaflet useful?

Yes	No	Some of it was useful	I did not receive a leaflet
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. Did you find the information on the coldAlert website useful?

Yes	No	Some of it was useful	No access to the internet/did not view the website
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide any additional comments on Service efficiency.

COLD WEATHER AWARENESS

8. Has coldAlert made you more aware of severe cold weather events?

Yes No Not sure

9. Did you change your behavior as a result of receiving a coldAlert message?

(Please tick all that apply)

Heated home to at least 18°C (65°F)	<input type="checkbox"/>	Wore additional clothing whilst indoors	<input type="checkbox"/>
Stayed indoors	<input type="checkbox"/>	Stayed indoors more than usual	<input type="checkbox"/>
Ensured adequate supplies of food	<input type="checkbox"/>	Ensured adequate supplies of medicine	<input type="checkbox"/>
Ate warm food regularly	<input type="checkbox"/>	Drank warm drinks regularly	<input type="checkbox"/>
Used additional blankets/bedding	<input type="checkbox"/>	Used heating aids (water bottle, heaters)	<input type="checkbox"/>
Paid extra attention to weather forecasts	<input type="checkbox"/>	Checked on vulnerable person(s)	<input type="checkbox"/>
Kept active	<input type="checkbox"/>	Wore extra clothing when going out	<input type="checkbox"/>
Other (please detail)			
No, I did not change my behavior. <input type="checkbox"/>			

SERVICE IMPACT

10. How beneficial was the information provided to you in helping you manage a long term health conditions or a condition made worse by cold weather?

Very beneficial Quite beneficial Neither beneficial or not Not very beneficial Not at all beneficial Not applicable

11. Is there anything else we could do to improve the coldAlert service? (please state below)

.....

12. Overall how satisfied were you with the coldAlert service?

Very satisfied Quite satisfied Neither satisfied or not satisfied Not very satisfied Not at all satisfied

If you ticked **not very satisfied** or **not at all satisfied**, please tell us why you were unhappy with the service.

PERSONAL INFORMATION

Please could you provide us with some information to help us gain a better understanding of the coldAlert service users?

13. Please indicate any conditions which you have:

COPD	Asthma	Emphysema	Cardiovascular or heart problems	Other (please specify)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

14. Please indicate your age group

Under 25	26 - 35	36-45	46-55	56-59	60-70	71 to 84	85 and over
<input type="checkbox"/>							

15. Who are the coldAlerts for?

Myself	Someone I care for	My patients	My child	Other (please specify)
<input type="checkbox"/>				

16. What is your ethnic group? Choose one option that best describes your ethnic group or background

White

- English / Welsh / Scottish / Northern Irish / British
- Irish
- Gypsy or Irish Traveller
- Any other White background, (please describe).....

Mixed / Multiple ethnic groups

- White and black Caribbean
- White and Black African
- White and Asian
- Any other mixed/multiple ethnic background, (please describe).....

Asian/Asian British

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian background (please

describe).....

Black/African/Caribbean/Black British

- African
- Caribbean
- Any other Black/African/Caribbean background (please describe).....

- Arab
- Any other ethnic group, (please describe).....

Thank you for completing the coldAlert evaluation.

Once completed please send the form to Jeanette Brown
Sussex-air, West Block, Floor C, East Sussex County Council, County Hall
St Anne's Crescent, Lewes BN7 1UE

Or scan and email to: Jeanette.brown@eastsussex.gov.uk

Winter Home Check service

The free service for eligible households includes a full home assessment and advice on how best to keep warm, preventative works needed such as improving insulation, repairing or replacing boilers, clearing gutters or chimneys, emergency temporary heating and advice on financial help with heating costs.

To get more information and to see if your household is eligible:

Free phone: 0800 085 1674

Email: whc@osborneenergy.co.uk

Online referral: www.winterhomecheck.com

For more information on keeping warm and getting help with benefits visit:

www.eastsussex.gov.uk/keepwarm