

# Housing warmth and health and well-being in Wales survey: Debrief leaflet



**Thank you for participating in our 'Housing warmth and health and well-being in Wales' survey. In this leaflet you will find services and schemes that you may be interested in.**

**We hope that you have found this experience interesting and if you have any questions or concerns you can contact M.E.L research:**

Telephone: 0800 073 0348

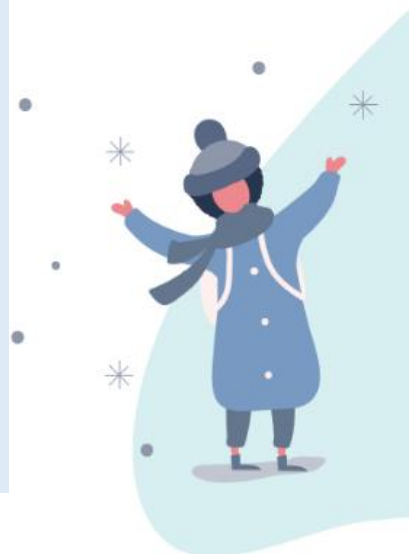
E-mail: [phw.survey@melresearch.co.uk](mailto:phw.survey@melresearch.co.uk)

Website: [www.melresearch.com](http://www.melresearch.com)

If you wish to make a complaint or raise concerns about any aspect of this research and do not want to speak to MEL Research, you can contact the Executive Director of Quality Nursing and Allied Health Professionals, Public Health Wales, by email at [Complaints.publichealthwales@wales.nhs.uk](mailto:Complaints.publichealthwales@wales.nhs.uk)

Contact details for the research team:

Email: [PHW.Warmth@wales.nhs.uk](mailto:PHW.Warmth@wales.nhs.uk)



Service/scheme and contact details	What they do
<b>Dewis Cymru</b> <a href="http://www.dewis.wales">www.dewis.wales</a> <b>Citizen's Advice - 0800 702 2020</b> <a href="http://www.citizensadvice.org.uk/wales/">www.citizensadvice.org.uk/wales/</a>	Provides information on a range of well-being services (private and public) available locally and nationally. Free, independent, confidential and impartial advice on any issue. They have specialist advisers who provide guidance on more complex issues such as money problems, benefit queries and energy inquiries.
<b>National Energy Action (NEA)</b> <a href="http://www.nea.org.uk">www.nea.org.uk</a> <b>NEA Warm and Safe Homes Advice - 0800 304 7159</b>	A charity providing a free support service and advice to householders in England and Wales on their energy bills and keeping warm and safe in their home. They can also help with benefits advice and income maximisation. To access the NEA's energy checklist, and to see if you can receive any energy discounts or payments, please visit: <a href="https://www.nea.org.uk/wp-content/uploads/2021/11/Your-home-energy-checklist-English-Wales-version.pdf">https://www.nea.org.uk/wp-content/uploads/2021/11/Your-home-energy-checklist-English-Wales-version.pdf</a>
<b>Warm Wales - 01656 747 622</b> <a href="mailto:information@warmwales.org.uk">information@warmwales.org.uk</a> <a href="http://www.warmwales.org.uk">www.warmwales.org.uk</a>	A charity providing homes with affordable warmth to alleviate fuel poverty. They can provide gas connection grants to help qualifying households connect to the gas network and The Healthy Homes Healthy People project – which provides financial and energy advice for vulnerable households in North and South Wales.
<b>Nest - 0808 808 2244</b> <b>(Call Freephone 9am-6pm Mon-Fri or request a call back)</b> <a href="https://nest.gov.wales/en/">https://nest.gov.wales/en/</a>	The Nest scheme offers a range of free, impartial advice and, if eligible, a package of free home energy efficiency improvements such as a new boiler, central heating or insulation. This can lower energy bills and benefit health and well-being.
<b>NHS Direct Wales – 111</b> <a href="http://www.111.wales.nhs.uk">www.111.wales.nhs.uk</a>	Health advice 24 hours a day, 365 days a year.
<b>MIND - 0300 123 3393</b> <b>(9am-6pm Mon-Fri)</b> <b>Email: <a href="mailto:info@mind.org.uk">info@mind.org.uk</a></b> <b>Post: Mind Infoline, PO Box 75225, London, E15 9FS</b>	Support and counselling services. Ask them about mental health problems, where to get help near you, treatment options and advocacy services.
<b>Samaritans - 08457 90 90 90 (24 hours)</b>	Provides confidential, non-judgmental emotional support for people experiencing feelings of distress or despair, including those that could lead to suicide.
<b>C.A.L.L. Helpline (Community Advice and Listening Line) - 0800 132 737 (24 hours) or Text HELP and your question to 81066.</b> <a href="http://www.callhelpline.org.uk">www.callhelpline.org.uk</a>	Offer confidential, emotional support and information / literature on Mental Health and related matters to the people of Wales.

