

2023/24 REPORT

# Warm and Well

QUARTER 1





## Warm and Well Progress Report, Quarter 1, 2023-24.

14 July 2023

This report has been prepared by Severn Wye Energy Agency as part of a programme of works funded by the seven local authorities in Gloucestershire and South Gloucestershire, and NHS Gloucestershire.

# The Warm and Well scheme aims to improve energy efficiency in the home and reduce the risk of fuel poverty and associated health problems by:

- Raising public awareness of energy efficiency and fuel poverty
- Providing specific and appropriate advice by telephone, referrals from partner organisations and engagement at events
- Delivering home visits that include an energy survey and bespoke advice report
- Making referrals to grant and discount schemes

## Fuel poverty in Gloucestershire and South Gloucestershire

Gloucestershire and South Gloucestershire's mix of urban and rural communities mean a wide variety of housing with distinct challenges to achieving energy efficiency and affordable warmth at home. The counties have a varied patchwork of housing stock, from the very rural off gas properties in Cotswold and Forest of Dean, to the inner-city areas of Gloucester where we see hard to treat solid walled blocks of flats and terraced houses. The two counties have a significant number of park home sites which have shown to have poorer-than-average health outcomes. In addition, South Gloucestershire has a large number of HMO's linked to the Universities and student population.

## Distribution of fuel poverty across the Warm and Well region

The latest (2020) fuel poverty statistics compare the proportion of households in the area who suffer from fuel poverty:

- Gloucestershire: 10.8%
- South Gloucestershire: 8.4%
- Warm and Well region: 10%
- South West: 11.4%

National statistics exist for 2021 and 2022, but these local figures pre-date the current energy crisis and increase in the cost of living, which we expect to have had a dramatic impact. Estimates range from 23-38% in fuel poverty during the peak of the energy crisis.

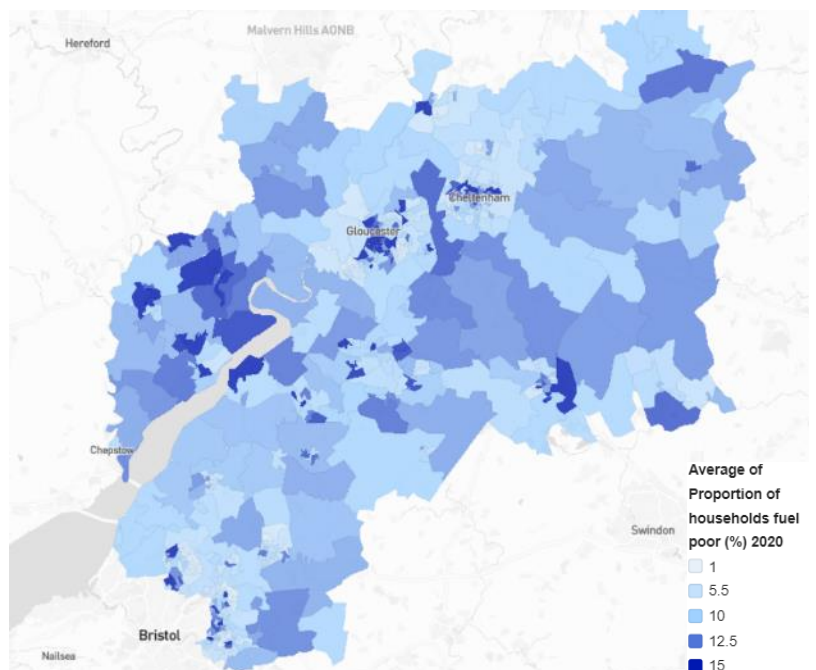
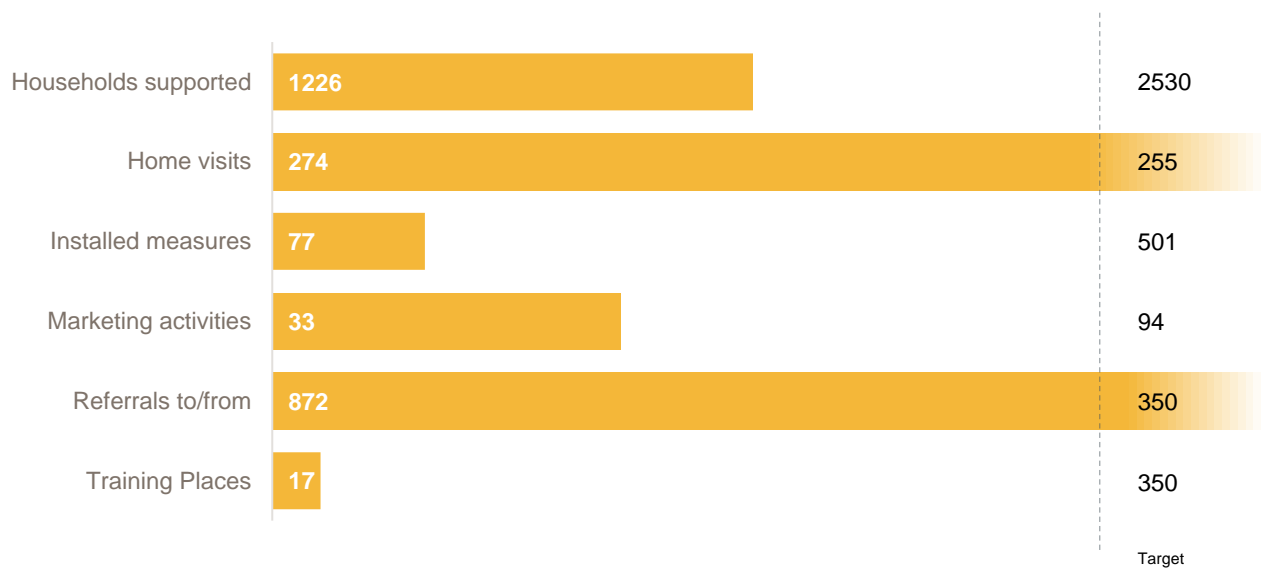


Figure 1: The spread of fuel poverty by LSOA using the sub-regional statistics

# Warm and Well key achievements

- 2,055 contacts made supporting 1,226 unique households
- Visited 234 people at home
- Grants over £304k provided to give retrofit grants and financial support to households
- Engaged with 389 members of the public and 183 staff at events and networking events.
- Three fuel poverty training sessions delivered to 17 people

## Progress against annual targets



# Executive Summary

As anticipated, we have continued to see a high demand on the Warm and Well service. Whilst demand on the adviceline is slightly down on the same quarter last year – when the price cap increases were first announced – they are still well above the 4-year average. Numbers of calls usually fall as the weather gets warmer, but Warm and Well still supported even more households than quarter 1 last year. Trends on the adviceline were very similar to those seen last quarter. However, we have seen an increase in calls from people who may not necessarily be classed as living in ‘fuel poverty’ but are seeking advice rather than funding to prepare their homes ready for winter and include calls relating to the new HUG programme and ECO.

The number of home visits is exceptionally high (already exceeding the annual target) and is a result of both demand and the quality of the advocacy service run through Warm and Well.

**This advocacy service is funded through additional income raised by Severn Wye. The total raised for this programme is approximately £280k each year and funding is secure for another 2 years. This effectively doubles the size of the Warm and Well programme.**

Warm and Well is offering life changing support for vulnerable people struggling with fuel bills, from energy advice and support contacting energy suppliers through to support applying for government retrofit schemes. The service is now well embedded in the matrix of support services available to vulnerable people across the region and referrals to and from the service are frequent. More importantly we are ensuring vulnerable people get the support they need in all areas of their life meaning they are more likely to manage their fuel bills in the future.

We have seen a small reduction in the number of measures installed this quarter due to the transition from HUG 1 to HUG 2 and restarting ECO at Christmas. A great deal of time has been spent meeting DESNZ requirements for fraud prevention and project management. However, the projects are now underway with installers all onboarded and marketing in full swing.

In anticipation of increased pressures on the service this winter, Severn Wye has recruited new adviceline and advocacy staff alongside a new Warmth on Prescription staff member. Training takes two to three months so the team will be fully operational by September.

Recruitment for Severn Wye’s new Director of Energy Advice continues after disappointing initial interest. However, we are cautiously optimistic a new Director will be in place soon. This role will oversee Warm and Well on behalf of Severn Wye along with other similar contracts in other local authority areas.

Through capital funding leveraged for clients and the additional projects and support services added on to the Warm and Well programme, the residents of Gloucestershire and South Gloucestershire this quarter received a service worth £4.08 for every £1 invested by the local authorities.

**Sandy Ruthven MBE**  
Chief Executive Officer

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# People we support

## Households supported

A record number of households were supported this quarter with 2,055 individual enquiries received from 1,226 households. Both April and June of this year recorded higher number of contacts compared to last year, and total number of contacts made this year is higher than the four-year average.

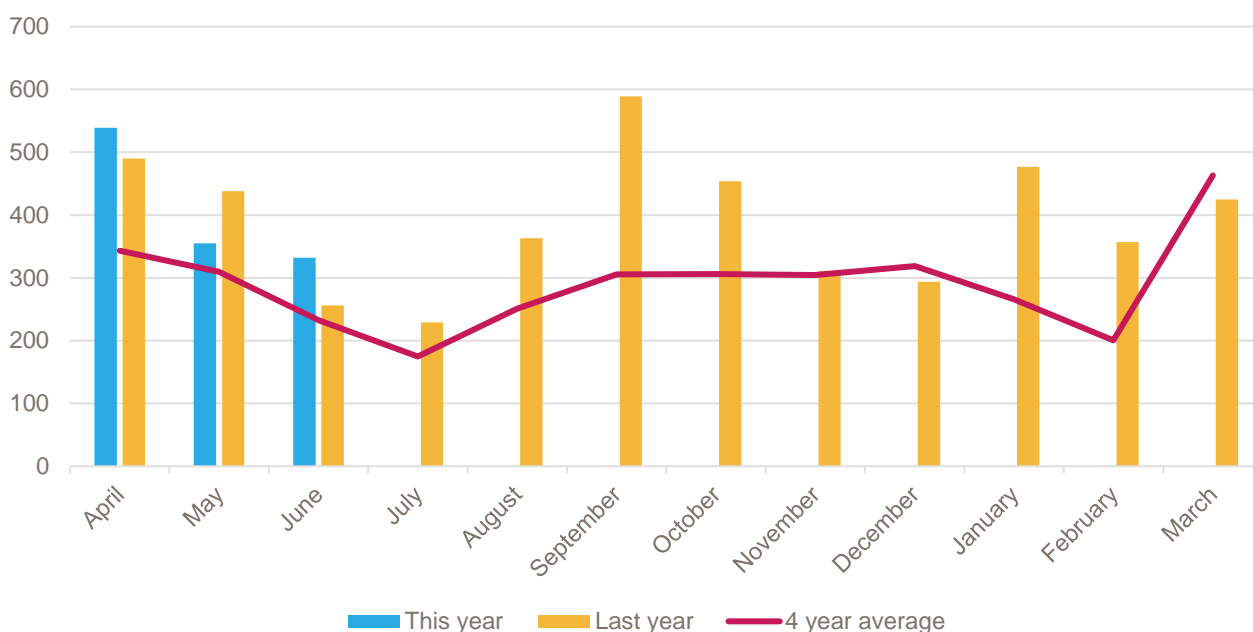


Figure 2: Households advised this year compared to the 4-year average

## Client characteristics

98% of all clients reported at least one vulnerability. There has been an increase in the number of households with health condition requiring support, particularly households with mental health conditions.

A total of 818 clients reported a health condition in the household this quarter. We continue to see a high number of mental health challenges being reported (228), and mobility issues continue to account for a large proportion of primary health conditions reported (137). The numbers recorded this year are higher when compared to the first quarter of last year.

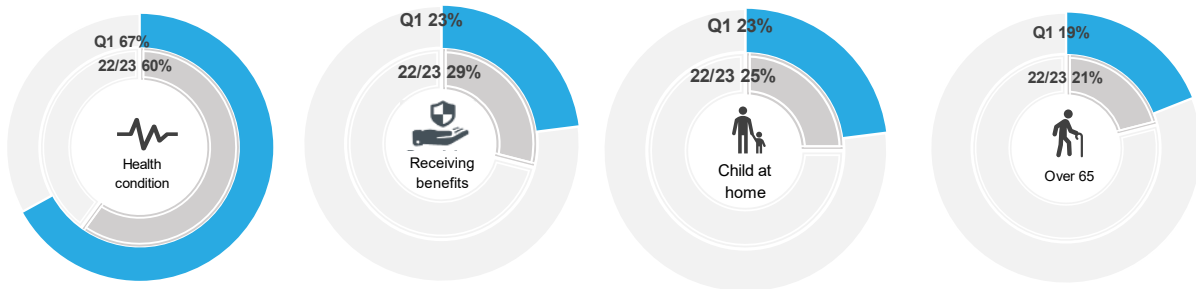


Figure 3: Proportion of Q1 clients declaring key vulnerabilities compared with last year's average

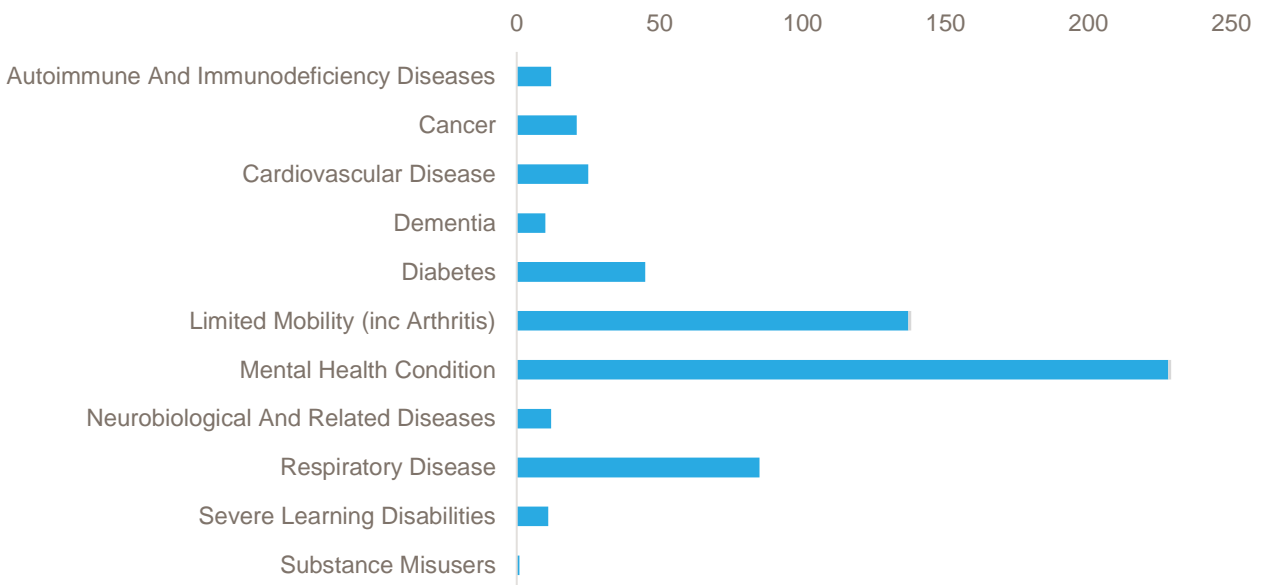


Figure 4: Primary health condition reported in Q1



## Where our clients live

Across Gloucestershire and South Gloucestershire, 5.6% of households are within the most deprived areas (decile 1 and 2 IMD). 36% of households supported by Warm and Well this quarter live in these areas.

66% of our clients live in areas where fuel poverty prevalence is higher than the average for the region (10%), and 36% live in areas where fuel poverty is over 14%.

## The properties our clients live in

The majority of Warm and Well clients are vulnerable owner occupiers who have no safety net to fall back on for important repairs and maintenance. This quarter we have seen a large increase in social housing tenants supported due to the availability of emergency fund and fuel vouchers.

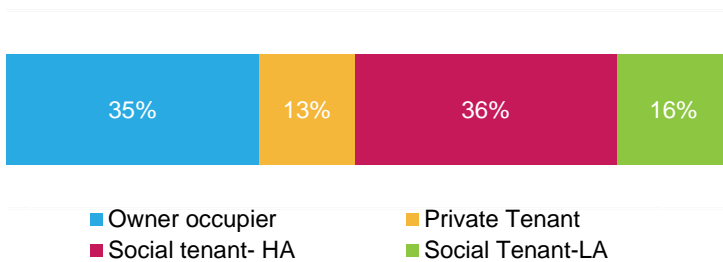


Figure 5: Client engagements by tenure in this year

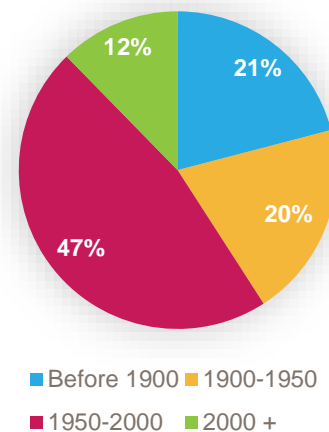


Figure 6: Age of property

## Home Visits

In total we have carried out **282 home visits across 234 homes** through our Warm and Well services this quarter. This includes post-install follow up visits conducted by a Warm and Well home energy advisor (8), and visits carried out by the community-based energy advocacy service (274).

Overall, all clients visited at home had at least one vulnerability.

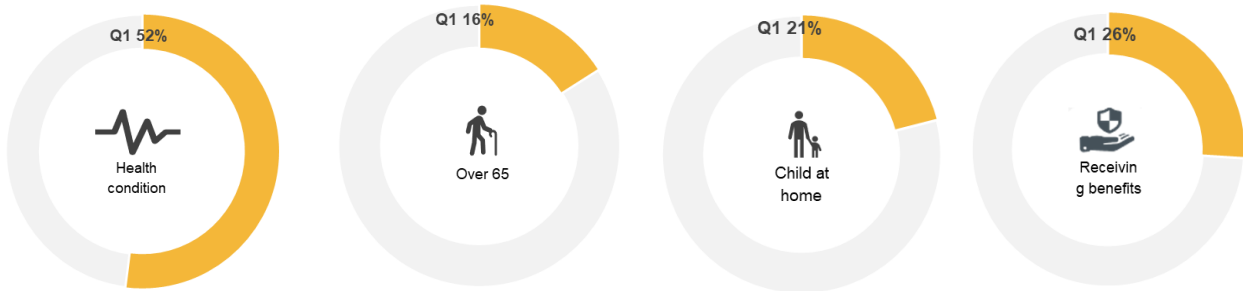
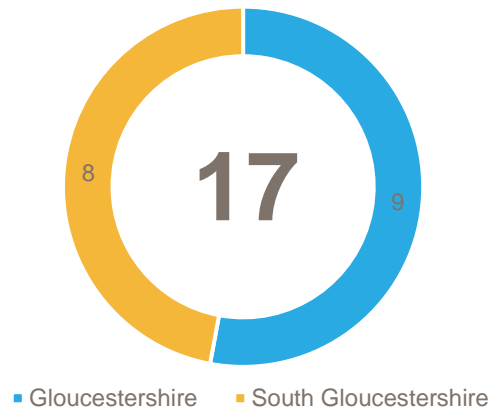


Figure 7: Total visits: **282 in Q1**

# Partnership Working

## Training for other support organisations

17 people participated in our two-hour online CPD certified training on ‘Introduction to Energy Use in The Home and Fuel Poverty Awareness’ this quarter. Engagement and feedback has been good, and has given frontline workers an introduction to fuel poverty, its impacts, basic energy efficiency advice, and the support available. The organisations represented at online sessions included foodbanks, social housing providers, the NHS, and local authorities.



A review and revision of the CPD programme is currently being undertaken, and there will be a pause on delivery during the late July and August. The autumn programme commences on 12 September and will be vigorously promoted to partner organisations.

We have also networked with 183 professionals, giving talks about how to spot the signs of fuel poverty when in the homes, giving them the knowledge on how to make small adjustments on how to save energy, improve the heat retention in the home, and therefore improving the health of the clients.

*My role supports people living in social housing, so I have many customers that would benefit from this.*

*When I meet or talk with tenants in fuel poverty, I will be better able to signpost them on where to seek advice and assistance.*

*The training was very informative, and I feel confident I'll be able to relay this useful information to the people I'm working with in the community.*

## Referrals in and out of Warm and Well

We have built strong relationships with local organisations to provide additional support to clients. This breaks down as follows:

- **864** referrals received from partner organisations in quarter 1 (a large increase due to the provision of household support funds which require a partner referral).
- **33** clients were referred on to partners for additional support after a conversation with a Warm and Well advisor or advocate. This includes direct referrals to organisations such as Fire and Rescue, Age UK and Citizen's Advice.

This quarter we have met with current partners Lendology, Age UK South Gloucestershire and Age UK Gloucestershire, Citizen's Advice and Gloucestershire Fire and Rescue to provide refresher training to our Advisors and Advocates and strengthen our referral links with the intention of increasing our direct referrals to these partners. We have also formed a new partnership with NEA (National Energy Action) to enable us to directly refer for a full benefit entitlement check which will support residents with income maximisation.

In addition to referring to other organisations, where appropriate Adviceline signpost households to additional support. This quarter, the Adviceline recorded **98** signposts to other organisations, including Stepchange, MCS Website, We Care Home Improvements and National Grid Priority Services Register.





## Organisations that refer clients to Warm and Well

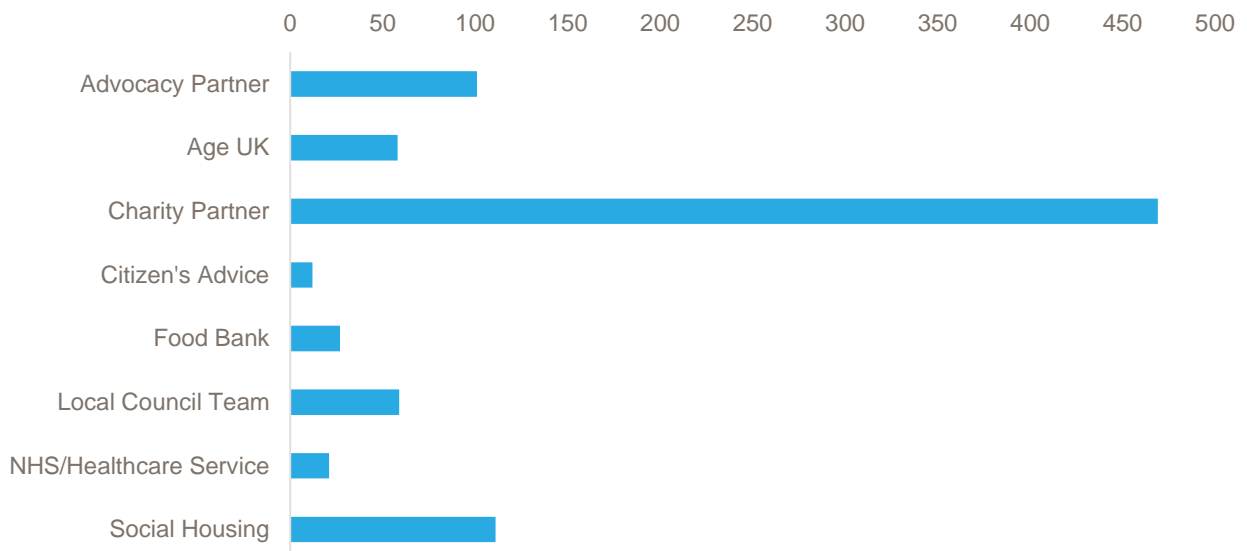


Figure 8: Referrals from partner organisations in Q1

## Organisations that we referred or signposted clients to

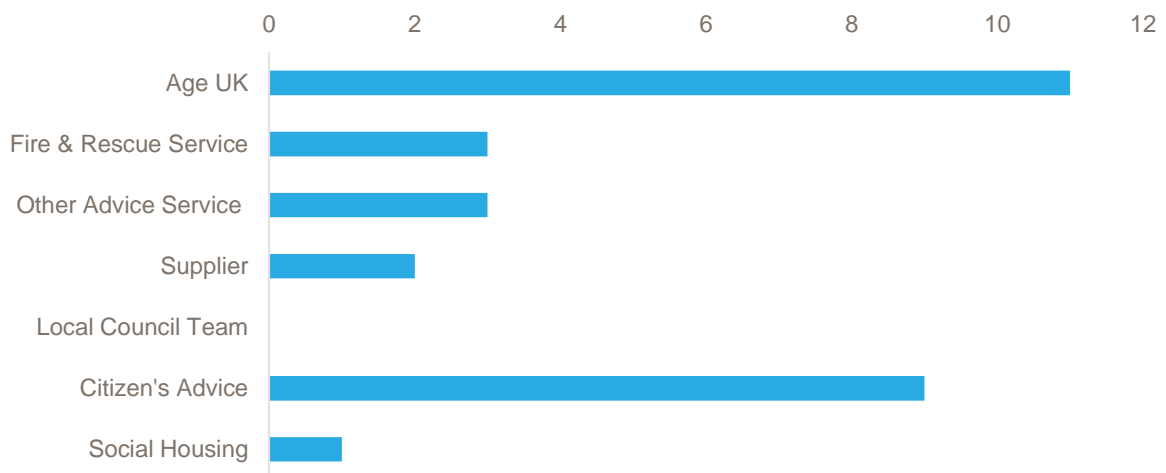


Figure 9: Referrals to partner organisations in Q1

## Working with partners to reach new clients

This quarter we have attended four networking events and partner meetings, engaging with 75 people from external organisations to raise the profile of Warm and Well and the subsidiary projects.

Through the advocacy team, we have also run 18 drop-in sessions, where we provide 'surgery' style advice to people coming to see us. Drop-ins have formed an integral part of our work engaging 132 members of the public, who are struggling with their fuel bills.

Activity Type	Activities	Number of people engaged
Presentation for external organisation	12	179
Networking Event	3	53
Newsletter	2	124
<b>Total</b>	<b>17</b>	<b>389</b>



# Energy Advocacy

We work closely with our partners in both South Gloucestershire (Southern Brooks, One Stop shops and healthcare providers) where we presently employ one Energy Advocate, and in Gloucestershire (GARAS and Inclusion Gloucestershire) where we currently have three full time and two part time advocates.

## Gloucestershire Advocacy

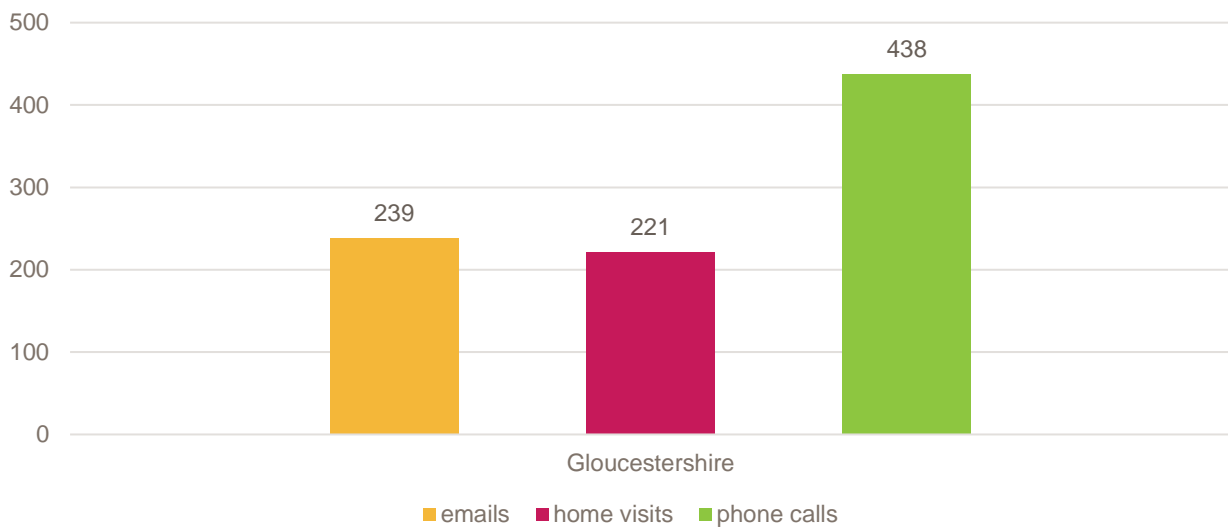


Figure 10: Gloucestershire Energy Advocate support services

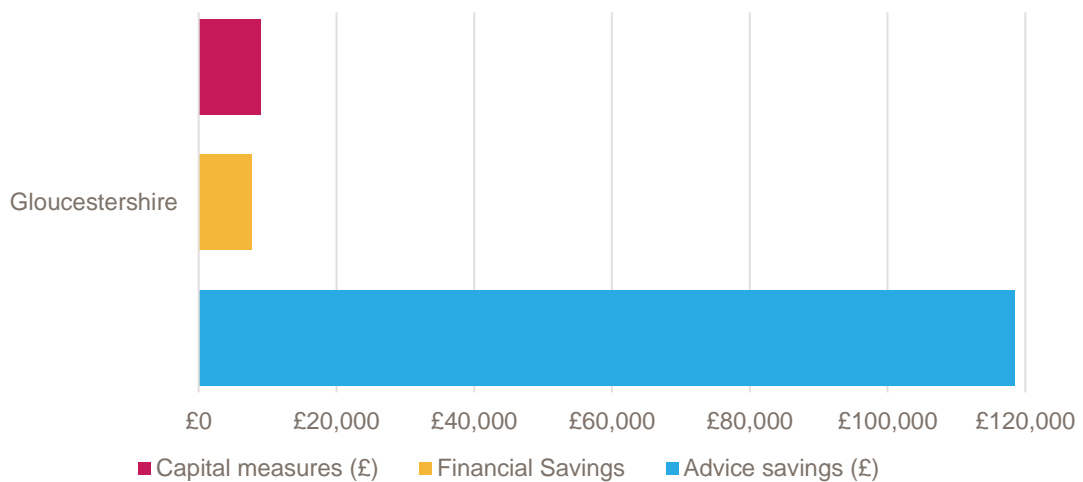


Figure 11: Gloucestershire financial savings identified and achieved through advocacy services



Sharon continues to support the clients across Cheltenham and the Cotswolds, she has a wealth of experience after being an advocate in these areas for the last 2 years. She attends regular pantry drop-ins, where she has provided face to face advice. She also attends regular networking opportunities with the hospital and the frailty service, and this has led to us working jointly with the hospital, Age UK and other support networks in getting patients home from hospital.

Suha continues to support the Asylum and refugee community across Gloucestershire. She speaks 5 different languages and holds regular drop-ins at Gloucestershire Action for Refugee and Asylum seekers. This is supporting this community to better understand how energy works in this county, from setting up account, to advice on energy saving to billing, to how to use apps. This community has many barriers in understanding our energy system, English not being their first language and many of them coming from countries where they do not have to pay for energy to be just 2.

Shelley still supports the clients across Gloucester city. She has been working very closely with the Domestic abuse team in Gloucester, we have given training to their team about energy.

Stacey has supported Stroud District and has been developing partnership by reaching out to foodbanks and community groups. This has seen a large increase in the workload in this district.

Mel is a new member to the team and supports the Forest of Dean and Tewkesbury. She has fully embraced the Severn Wye advocacy support work and regularly attends foodbank and community groups across both districts. She comes from a community support background and is well versed in resolving issues as well as partnership working and signposting.

### **Case study Gloucestershire**

Referred to us by the Independence Trust in Gloucestershire, this client was struggling to pay for his energy. He is on benefits and unable to work due to his mental health. He looks after his daughter every other week, and this adds to his energy cost. This was adding to his stress and anxiety as he was regularly self-disconnecting due to lack of funds.

The advocate visited and walked through the home giving tailored energy saving tip to the client, discussing behaviours and habits, from showering for a shorter time to reducing the flow on the boiler to only filling the kettle with what is needed. They were also issued a one-off voucher from the Household Support Fund.

Two months later the feedback from the client was that the advice and support has meant that he has budgeted better for his energy usage, freeing up income has meant that he hasn't had to use the food bank, and he hasn't self-disconnected. This has supported his mental health as he is less stressed and feels more in control.

## Step-up South Gloucestershire

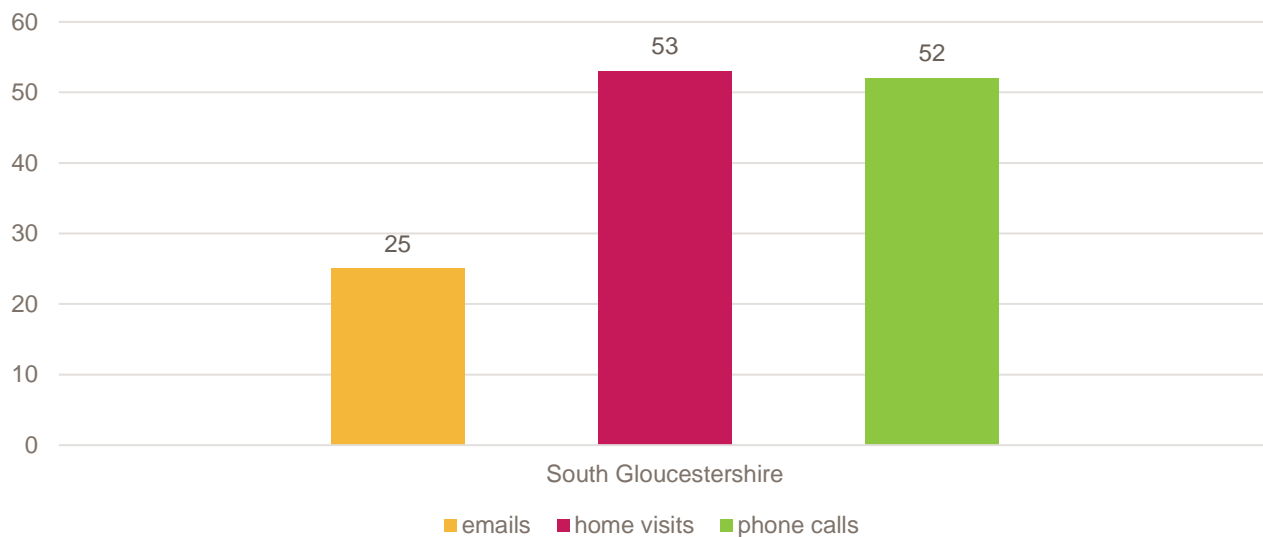


Figure 11: South Gloucestershire Energy Advocate support services

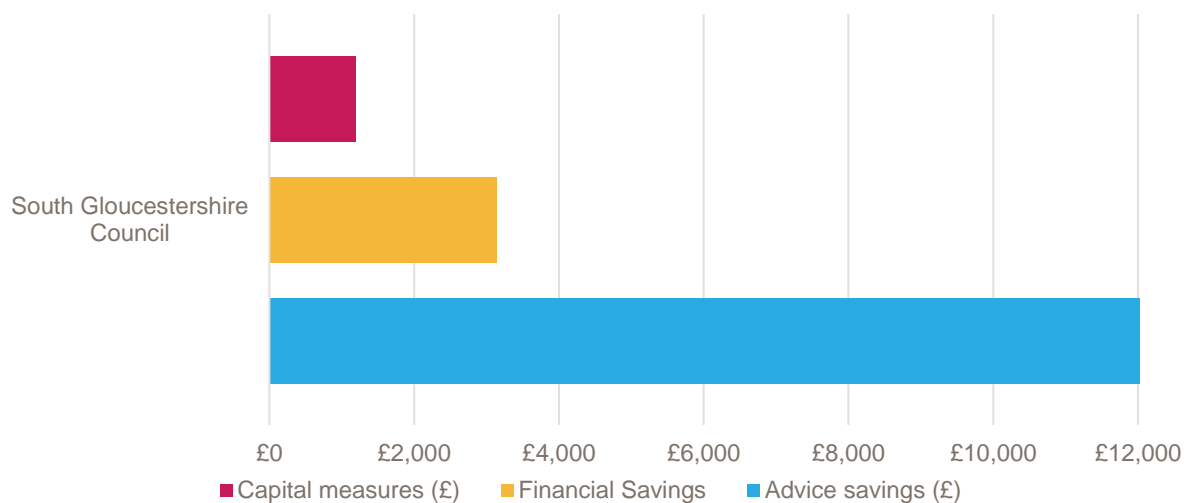


Figure 12: South Gloucestershire Financial savings identified and achieved through advocacy services

Step Up South Gloucestershire is now in its second year, and it has been highly successful, gaining a Highly Commended award for Vulnerable Customer Support Organisation at the South West Energy Efficiency Awards. Mike continues to support the community with regular drop-ins at the One Stop Shops as well as delivering drop-ins at libraries across the county. We also ran a stand at the Yate Rocks Festival.

The thermal cameras were a huge success last winter. Severn Wye staff supported by doing up to 8 home visits per day demonstrating how the thermal cameras worked and giving advice on how to

improve the energy efficiency of the home. This will continue this winter as there are 300 people on the waiting list. We are also planning to shoot a 'How to Stay Cool in the Home' film next quarter demonstrating how to make your home more comfortable in the summer and avoid overheating, which is an issue disproportionately affecting the most vulnerable. In the autumn we plan to deliver four Green Building webinars, tailored to the specific brief for this project and delivered by two of the Severn Wye technical team.

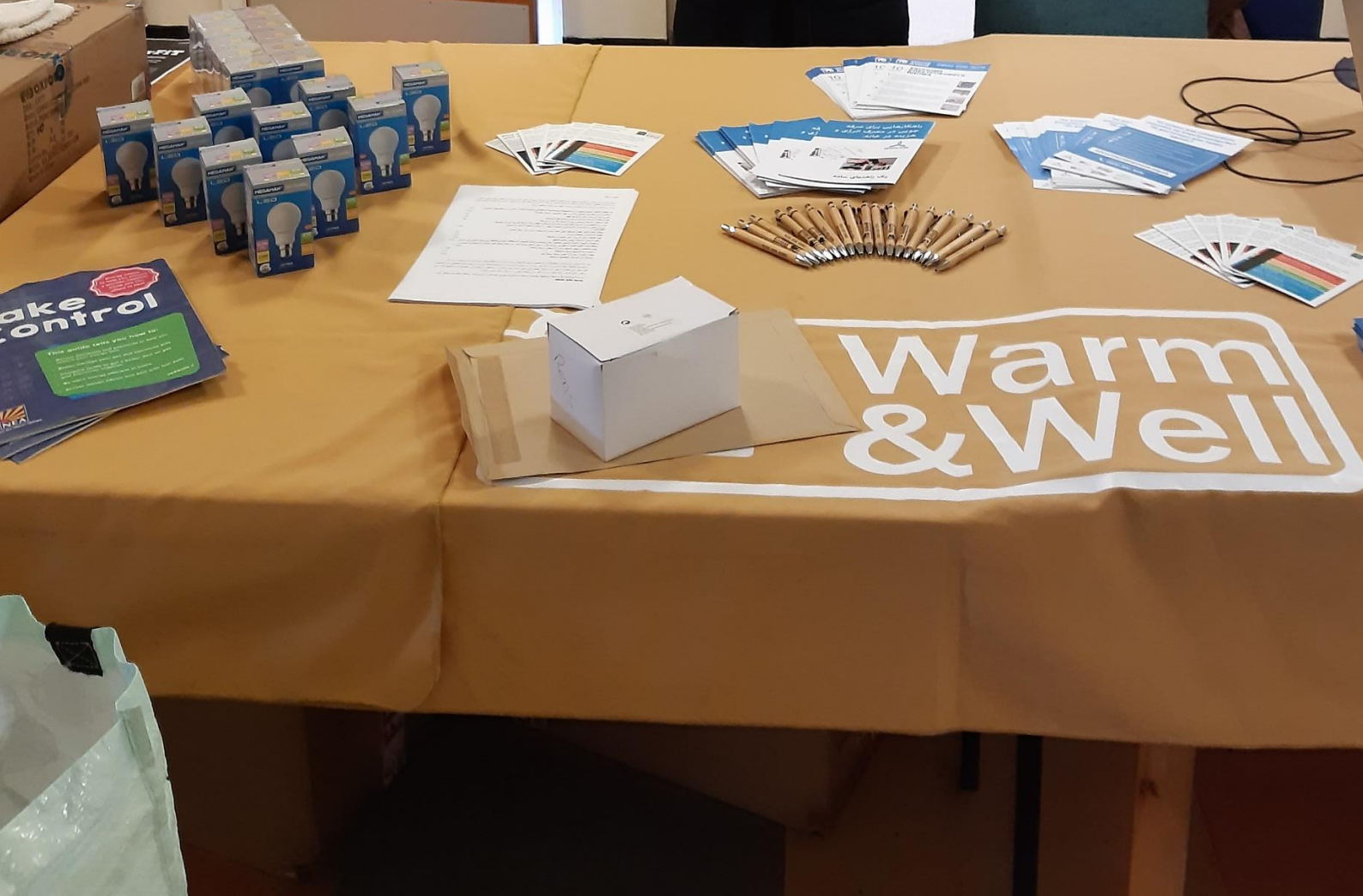
### **Case Study South Gloucestershire**

The client called our advice line in South Gloucestershire, they had a small debt on their energy account with Bulb due to bills having been estimated. They have night storage heaters and didn't understand how to run them efficiently as well as get the heat when needed. The client has psoriasis which is exasperated by the cold.

The advocate visited the client and called the supplier. They gave meter readings, arranged for a SMART meter fitted and an Actual bill to be sent. The advocate left the client 6 LED energy saving light bulbs and gave personalised energy saving advice as well as teaching the client how to use his night storage heaters. The client also had a small amount of mould in certain places in the property and the advocate talked through ventilation and ways to avoid getting mould.

Once the bill was received the advocate arranged a small repayment plan with the supplier that the client could afford.

The client text the advocate with his thanks for the support and advice "I feel so relieved that you have sorted all my issues and have shown me how to control my heating, I'm now warm in the evening, which is lovely, thank you."



Warm & Well



# Marketing and Communications

## Digital marketing

### Website

Due to the high profile of price caps, unit prices and energy prices over the past twelve months, the Warm and Well website has received (at times) more visits in a quarter than it received in a year previously. This quarter saw slightly less traffic to the website than the equivalent quarter last year, but still registered 2,000 more visits than Quarter 1 in 2021, a more typical year. Interest remains high in this area despite the warmer weather and the more positive outlook for unit rates published during this period.

#### Users

Warm and Well  
**-10.98%**  
3,285 vs 3,690



#### Sessions

Warm and Well  
**-4.43%**  
4,699 vs 4,917



#### Page Views

Warm and Well  
**-20.50%**  
7,137 vs 8,977



Page Title ?	Page Views ?
<b>Warm and Well</b>	<b>7,137</b> % of Total: 91.94% (7,763)
1. Home - Warm and Well	<b>2,354</b> (32.98%)
2. Grants and Funding - Warm and Well	<b>1,433</b> (20.08%)
3. Spray insulation scams: what you need to know - Warm and Well	<b>886</b> (12.41%)
4. Referrals - Warm and Well	<b>609</b> (8.53%)
5. Wet central heating systems - Warm and Well	<b>300</b> (4.20%)
6. Resources - Warm and Well	<b>227</b> (3.18%)
7. Energy 101 - Warm and Well	<b>144</b> (2.02%)
8. Home visits - Warm and Well	<b>139</b> (1.95%)
9. Advocates - Warm and Well	<b>132</b> (1.85%)
10. Installers - Warm and Well	<b>114</b> (1.60%)

Continuing a trend from the preceding quarter, the 'referrals' page of the website, a portal for frontline staff to refer clients for further energy efficiency support from our community-based advocacy team, has attracted high visitor numbers. This is further proof of the deepening partnerships we have developed and the stature that Warm and Well enjoys in the local support network.

## Broadcast and media coverage

The media interest began to quieten down after an intense winter period, as cost-of-living journalism moved away from energy as a focus once the weather warmed up. However, the announcement of the latest price cap in June led to Warm and Well appearances on BBC Radio 1's Newsbeat and local commercial stations on the Bauer network. The Independent are also researching for an upcoming editorial about the Warmth on Prescription work.



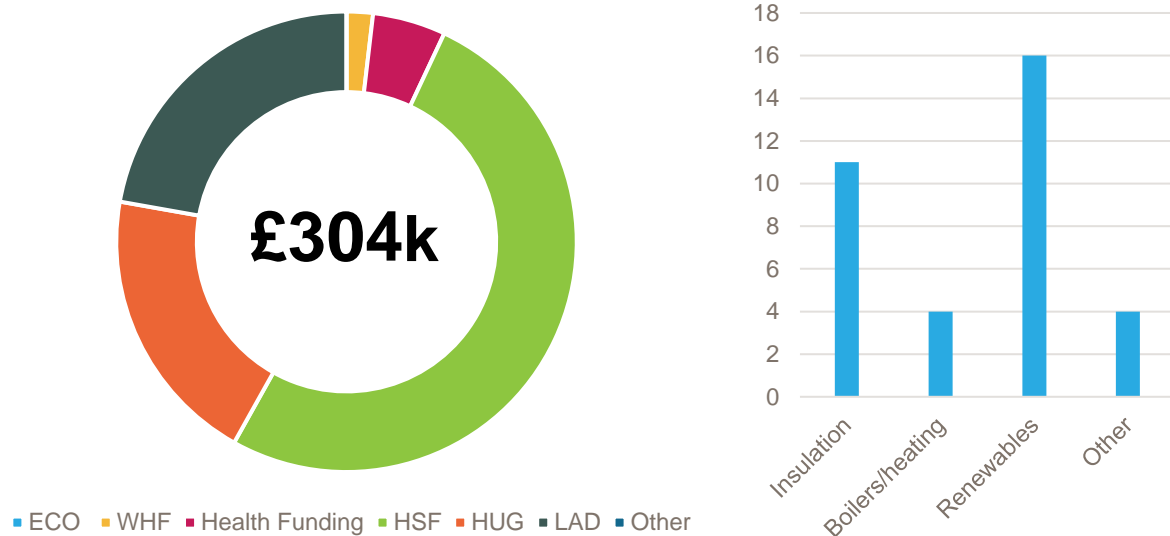
# Grant Funding Schemes

## Summary of energy efficiency measures

Quarter 1 has marked a transition point for most of our grant funding schemes, reducing the overall installation rates for energy efficiency measures while these schemes are set up or closing down.

- The Sustainable Warmth Competition in Gloucestershire and South Gloucestershire is closing down with a deadline of end June 2023. All properties have now been installed apart several with extenuating circumstances that have been approved by DESNZ.
- HUG2 in Gloucestershire and South Gloucestershire has a strong pipeline and extensive targeted marketing in the most vulnerable areas are planned for late July/early August.
- ECO4 proved to be very complex, with many delays to the planned 2022 start. However we now have clients moving through the process and achieved our first installs this quarter.

In addition to the larger grant funding schemes, we refer households to alternative schemes to support with emergency boiler repairs, single insulation measures and smaller measures to keep vulnerable residents warm and comfortable in their homes.



 **35**

measures installed  
benefitting **19** homes

 **594**

tonnes of CO<sub>2</sub> saved  
**25.3** tonnes per year

 **19**

households supported  
with funding

 **£165k**

lifetime savings  
from bills

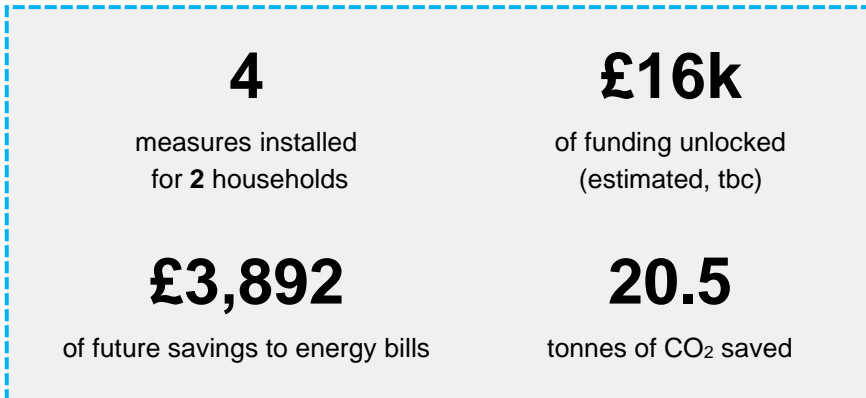
Over the year, for every £1 invested into Warm and Well by the local authorities, the partnership has levered in £3.08 more in additional funding and services to our clients.

25.3 tonnes of carbon have been saved per annum by the measures installed this quarter. This is equal to 6 homes' annual CO<sub>2</sub> emissions in the region. These measures will save nearly 600 tonnes over their expected lifetime – equivalent to growing enough trees to cover four football pitches.



# Energy Company Obligation (ECO)

## Impact



## Updates

ECO4 is £4 billion government energy efficiency scheme designed to tackle fuel poverty and help reduce carbon emissions. ECO is an obligation placed on energy companies to delivery energy efficiency measures to domestic properties.

At the start of Quarter 1 we were in the final stages of the installer onboarding process, we now have a total of 11 installers fully onboarded. In June we had two completed installs for clients we had referred to installers (both eligible through the Help to Heat Group). We continue to eligibility check households through ECO Flex Route 1, which involves both checking the household income and obtaining a baseline SAP score and modelling from the installer, and plan to generate the first Flexible Declarations at the end of July 2023.

ECO Flex Routes 2 and 3 continue to pose challenges with regards to obtaining the correct documentation from GPs. In Quarter 1 we met with the ICB to get information to respiratory clinics and are expecting referrals to start coming through over the next quarter. We have also started preparing for the launch of the Great British Insulation Scheme (previously ECO+) which is due to start in September 2023. GBIS will be focussed on single measures (mainly insulation) with 20% of funding ring fenced for low income households and 80% having a wider eligibility criteria.

Data for the latest ECO installations is unconfirmed and estimated at time of writing, so is not included in the attached datasets.

## ABOUT THIS SCHEME

### What is ECO4?

Funding brought in from energy suppliers, regulated by DESNZ and Ofgem

### Who is eligible for it?

Those on means-tested benefits or covered by local authority flexible eligibility declarations

### What does it cover?

Insulation, renewable heating systems and solar pv, first time central heating

### How much funding is available?

A set amount is determined per measure which may or may not cover the full cost

### Do we have any targets?

No targets other than helping as many as possible to access (runs until March 2026)

### Severn Wye leads:

Jade Craswell  
Molly Gregory  
Ed Taylor-Hughes

## Warm Homes Fund – 2022-2024

### Update

This project aims to support **310 households** with the installation of first time central heating. These measures will be partially funded by the Warm Homes Fund, with other funding (ECO/HUG2) completing this support, to ensure households receive full funding.

Learning from the previous round of Warm Homes Fund delivery has shaped the bid for this project so that renewable technologies, such as air source and ground source heat pumps, will be offered as central heating solutions in these properties. This is different to the previous Warm Home Funds and the smaller numbers are due to the uptake in these measures. Installers have been engaged and capacity secured to provide these installs over the next two years.

The introduction of the new ECO4 criteria has delayed the project by a year as the lack of guidelines has caused operating restrictions. We anticipate numbers will now increase for this project with ECO4 now live and installing but will be monitored closely as only **5** have been installed to date through blended funding with Sustainable Warmth.

## ABOUT THIS SCHEME

### What is WHF?

Funded by Affordable Warmth Solutions, scheme aims to part-fund first time central heating systems using heat pumps in place of traditional gas/LPG

### Who is eligible for it?

Households who qualify for other funding streams such as ECO4 or HUG2

### What does it cover?

A contribution towards the cost of air source heat pumps or ground source heat pumps

### How much funding is available?

£2m between April 2022 and March 2024.

### Do we have any targets?

300 air source heat pumps  
10 ground source heat pumps

### Severn Wye team:

Helen Curley

# Sustainable Warmth Competition: LAD3 and HUG1

## Progress

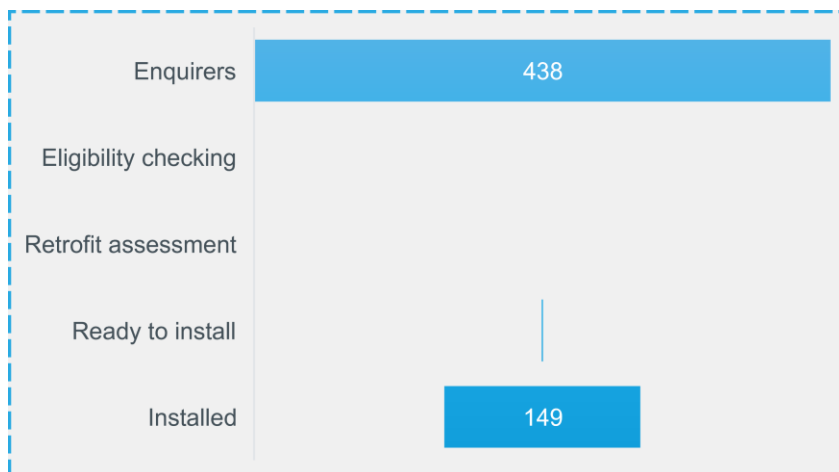


Figure 12: Install pipeline to Q1, 149 total

## Update

This project is now at the close down stage.

The Sustainable Warmth Competition has onboarded six installers for the variety of measures the project provides, all of whom are Trustmark registered. The project is now due to finish in June 2023. There have been 6 properties that have extenuating circumstances and are to be completed by 31 July.

A change in policy at the beginning of March has extended the project till the end of June to coincide with installs starting on HUG2. We were able to change the measure mix to suit the clients on the scheme. We were also able to increase EPC Band D % to 68%. The policy change has meant we have been able to install more measures in more homes as the previous stipulation on a 2-band uplift is no longer needed if a fabric first approach has been followed. In total 149 households have been installed throughout the scheme with a total of 251 measures

In this Quarter 1, 35 measures have been installed in 21 properties. Overall this scheme sent out 438 applications and there were 200 cancellations or ineligible applications. The lessons learned from this have been factored into subsequent schemes, such as HUG2.

## ABOUT THIS SCHEME

### What is SWC?

Funded by DESNZ, blending Local Authority Delivery (LAD) phase 3 and the Home Upgrade Grant (HUG) to fund various measures

### Who is eligible for it?

D-G rated properties with a total gross household income below £30,000

### What does it cover?

ASHP, GSHP, solar, top-up insulation and storage heaters, among others

### How much funding is available?

£1m for on-gas properties (LAD) and £3.03m for off-gas properties between Jan 2022 and June 2023.

### Do we have any targets?

Supporting 220 homes

### Severn Wye team:

Helen Curley  
Rachael Wood

## Home Upgrade Grant: Phase 2

### Progress

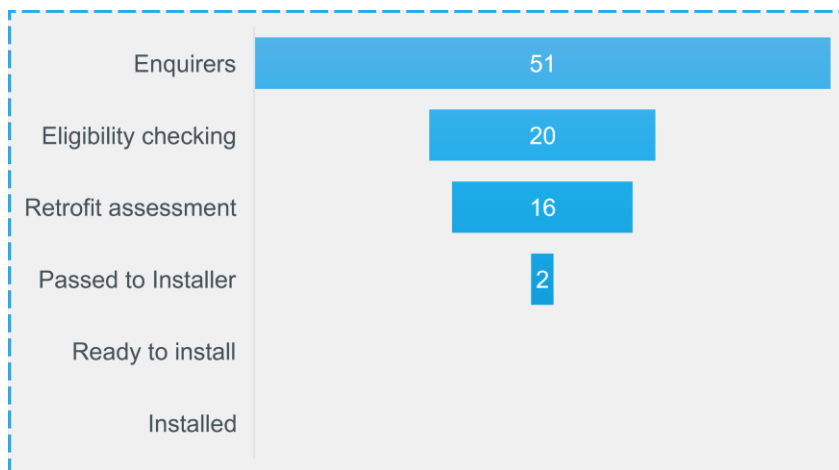


Figure 13: Pipeline to Q1

### Update

This project is now live and began in April 2023 and will complete March 2025.

The Home Upgrade Grant team has onboarded eight installers for the variety of measures the project provides, all of whom are Trustmark registered.

This project is different to the previous projects as DESNZ are taking a more involved approach and will be approving batches of properties before they can be installed.

We are conducting extensive marketing in specific areas of the districts and already have a strong pipeline with homes already being passed to installers having been retrofit assessed inhouse at Severn Wye.

We have a batch to upload to DESNZ in the last week of July once quotes have been received from the installers.

## ABOUT THIS SCHEME

### What is HUG2?

Funded by DESNZ, as a follow on from Sustainable Warmth Competition looking at only off-gas homes.

### Who is eligible for it?

D-G rated properties with a total gross household income below £31,000

### What does it cover?

EWI, ASHP, GSHP, solar, batteries, storage heaters, and more

### How much funding is available?

£6.2m for off-gas properties between April 2023 and March 2025.

### Do we have any targets?

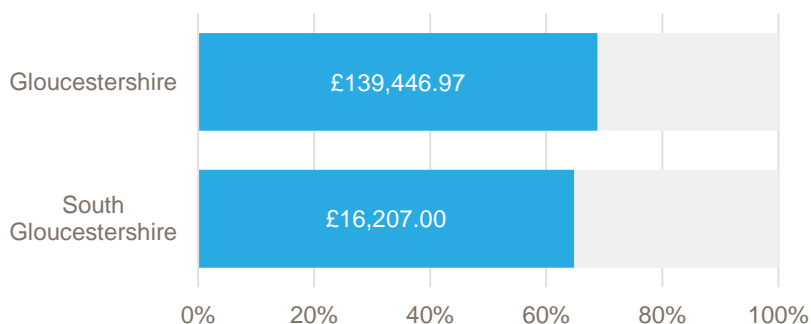
Supporting 300 homes

### Severn Wye team:

Helen Curley  
Rachael Wood  
Jo Neale

## Household support fund

### Impact



### Update

Between April and June 2023, the Emergency Funds project has distributed a total of £155,653.97 across Gloucestershire and South Gloucestershire on grants which helped over 500 clients. This quarter, 77% of the households we supported had a disability or health condition, 42% of clients had a child in the household and 75% were in receipt of means tested benefits. We were provided with the South Gloucestershire funds in May so referrals are open once again and currently we have spent £16,200 of the funds from working through new referrals and working through the backlog of referrals from April. Moving forwards into the next quarter, we have been awarded £25,000 of HSF money from Tewkesbury Borough Council which we are going to be beginning to distribute from July to TBC residents. Key referral partners have been GL Communities, Citizens Advice, GARAS, Salvation Army, P3 and CCP as well as various foodbanks and support groups across the counties.

We have observed in this quarter the ongoing affects of the energy crisis, most notably for those clients with pre-payment meters. We are hopeful that the changes to the tariffs from July 2023 will help make this form of energy payment more affordable to our clients. We have also observed that many of the clients referred to us over the warmer period have a larger picture of debt and financial difficulty. We are building our connections with Citizens Advice and other money advice charities, referring clients onwards for local support to help ensure they are getting a cash first approach.

## ABOUT THIS SCHEME

### What is HSF?

Funded by the Gloucestershire County and South Gloucestershire Councils, this fund supports households referred by a trusted partner and not receiving other significant financial support towards energy

### Who is eligible for it?

Priority goes to those with children, occupant(s) aged 65+, with a disability/health condition or receiving means tested benefits

### What does it cover?

Care packages, energy debt relief, fuel vouchers for prepayment meters, oil tank refills

### How much funding is available?

Just over £200k for Gloucestershire, which includes the extra £105k reported last quarter. £25k for South Gloucestershire.

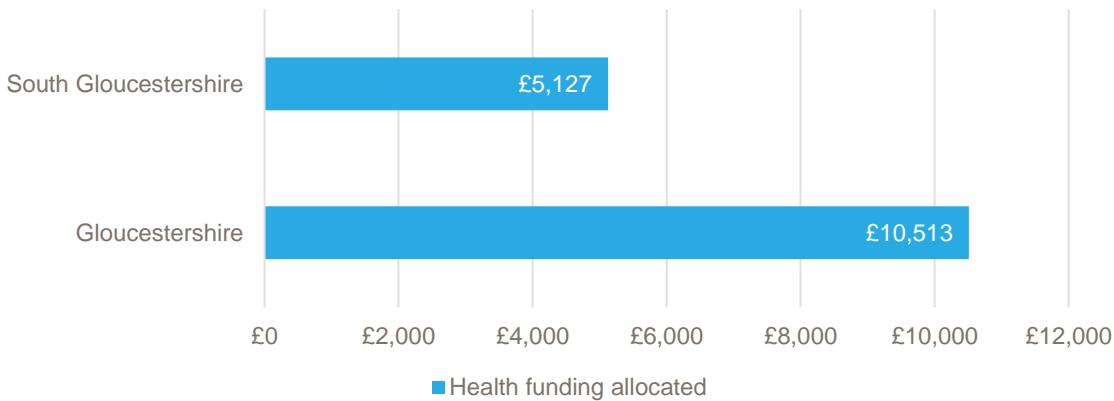
### Severn Wye leads:

Connie Cramp

## Additional Grant Funding

### Health Top-up Funding

Funding is provided in Gloucestershire through the NHS Gloucestershire Integrated Care Board, and in South Gloucestershire through South Gloucestershire Council to support vulnerable owner occupiers who are on a low income and have a health condition, as identified by NICE NG6 guidance. Funding can be used in circumstances where a resident's health is likely to be negatively affected because of living in a cold home. It can also provide a top-up for cases where ECO alone doesn't cover the full cost of an install and the client doesn't have the funds to pay the shortfall. During the hot weather in June 2023, we also spent £53 in Gloucestershire on two pedestal fans for a vulnerable client living in an un-insulated park home who had been referred to us by her specialist nurse. **£15,639.35** has been spent overall this quarter.



### Connected For Warmth

In January 2023 'Connected for Warmth' was launched. The programme installs heating and insulation measures into homes with an aim to reduce energy bills, reduce carbon emissions and make homes more comfortable. The programme is run by Agility Eco in partnership with Affordable Warmth Solutions.

Eligibility for insulation is broad and does not take income into account, therefore we have been able to use this programme to support the many residents whose household income is above the usual eligibility thresholds.

The programme is still in the early stages, therefore we do not yet have data available to show how many have progressed to install and total value, only data on how many signposts and referrals we've made.



**52**

households  
signposted



**22**

households  
referred



**74**

total households for  
potential install of  
insulation measures



## LEAP Emergency Boiler Replacement Scheme

The LEAP Boiler Scheme is provided by AgilityEco along with its partners and funded by seven energy companies through the Warm Home Discount Industry Initiative Scheme. The scheme offers assistance to fuel poor or vulnerable households to repair or replace broken or condemned boilers and is a winter only scheme. For winter 2022-23, the LEAP scheme was extended to 31<sup>st</sup> May which meant more residents than expected were able to access the scheme.

LEAP have provided us with detailed data up to 31 March 2023, we are awaiting a full breakdown of referrals that progressed to install between 1 April 2023 and the close of the scheme. We expect to have this data by our steering group meeting and can provide a further breakdown for Quarter 1 at that time.

Activity Type	Referrals	Installs	Value
Quarter 3	8	8	£21,725.85
Quarter 4	35	22	£62,556.74
<b>Total</b>	<b>43</b>	<b>30</b>	<b>£84,282.59</b>

# Future Developments and Insights

## Future Developments

The Warm and Well partnership between Severn Wye and the local authorities continues to be a national exemplar, and it continues to grow and develop as new opportunities and needs arise. From crisis support to full retrofit the partnership offers more than the sum of its parts. Clients contacting the service for one reason can gain the benefits of other parts of the service. We estimate about 30% of users access more than one service in the Warm and Well 'stable.' In addition, the Warm and Well contract provides core funding that allows Severn Wye to raise further funds – effectively doubling the size of the contract and return on investment.

Severn Wye has been successful in securing funding from the South West Net Zero Hub to stimulate the able-to-pay retrofit market. Severn Wye will be able to offer heavily subsidised retrofit assessments, coordination and project management. The project will also include a significant marketing push. It has not yet been formally announced but we will begin to roll it out in the Autumn. The target is to support up to 150 able to pay retrofits (full and partial) each year. Of significance is that a target group are landlords with inefficient properties and tenants at risk of fuel poverty. In this way, this new funding will open more doors to improving the energy efficiency of fuel poor households.

Warmth on Prescription continues to be successful and the NHS has allocated further funding for a dedicated advocate to support Warmth on Prescription eligible customers from September. Severn Wye will submit an Energy Redress bid to continue this service.

Severn Wye have upgraded the VOIP phone system that the Warm and Well advice line use. The latest system includes an online 'chat' advice function which we intend to explore in order to provide multiple contact points in order to better reach those for whom telephone contact is not preferred.

## Future Insights

Whilst the energy crisis appears to be abating slowly, energy prices are likely to stay high for another 2-3 years and we must continue to offer the support vulnerable people need to meet the challenges of paying high energy bills. Ofgem has indicated they expect energy prices to rise again over the winter as international prices rise.

Local and national energy saving campaigns have been broadly successful and people are more aware of how to save energy in the home but prices remain high and changing behaviours and lightbulbs is not enough. Vulnerable households can only benefit from permanently lower costs if we retrofit homes and improve energy efficiency. The energy crisis affords us a real opportunity to promote longer, more substantial energy saving programmes including home retrofit and installation of low and renewable energy systems while awareness is still high. There is genuine political commitment to retrofit – particularly from the Labour party. Should there be a change of government

at the next election, the Warm and Well partnership is well placed to take advantage of a new wave of investment.

In the meantime, we will continue to look for further opportunities to raise funds and highlight the challenges faced by households across the Warm and Well region during the energy crisis as well as the opportunities as households realise the benefits of energy efficiency on their bills and the planet.

**Sandy Ruthven MBE**  
Chief Executive Officer



**severn wye**

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