



2020/21 REPORT

Warm and Well Quarter 4



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The Warm & 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 to vulnerable customers that includes an energy survey and bespoke advice report
- Making referrals into grant and discount schemes

With the continuation of the coronavirus pandemic, the government green homes scheme combined with the normal winter pressures meant this quarter has seen extremely high volumes of calls, with over 5,000 households supported.

Over the quarter contractors were busy installing, when safe to do so, with large numbers of WHF gas central heating installs being completed. We have secured an extension to February 2022.

Delivery of the BEIS LAD 1a scheme started in October and installs of park home insulation have been progressing well. LAD 1a has recently received an extension to the end of June 2021. The W&W project manager provided an interview with BEIS to input into the development of their Gateway 2 HUG development.

The emergency fuel vouchers scheme proved to be a success and we were able to give out all vouchers to people affected by the pandemic. Following additional funding, this service is continuing through to July 2021.

Stroud DC (in partnership with Cheltenham Borough Homes and Two Rivers Housing) recently secured funding under the Social Housing Decarbonisation Fund to run a demonstrator project on carbon and cost savings as well as the social benefits of following the PAS 2035 (2019) approach to whole house retrofit in social housing.

ADVICE LINE CONTACTS

Households receiving advice across the year compared with previous 3 years. Activity in April and May largely impacted by COVID-19, however in both quarter 2, 3 and 4 we saw a large increase in the number of calls which was substantially higher than previous years.

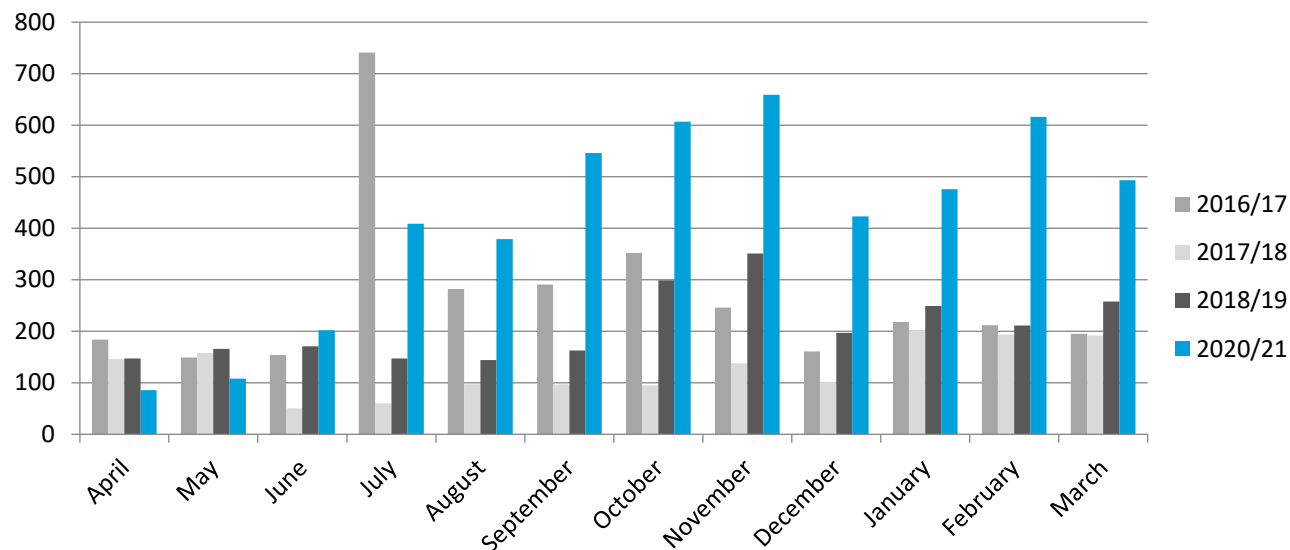






Figure 1: Households advised this year compared to previous years.

A total of 5,529 enquiries were received across 5,004 households. The breakdown of contacts by local authority area can be found in Table 1 of the Appendix.



CLIENT GROUPS

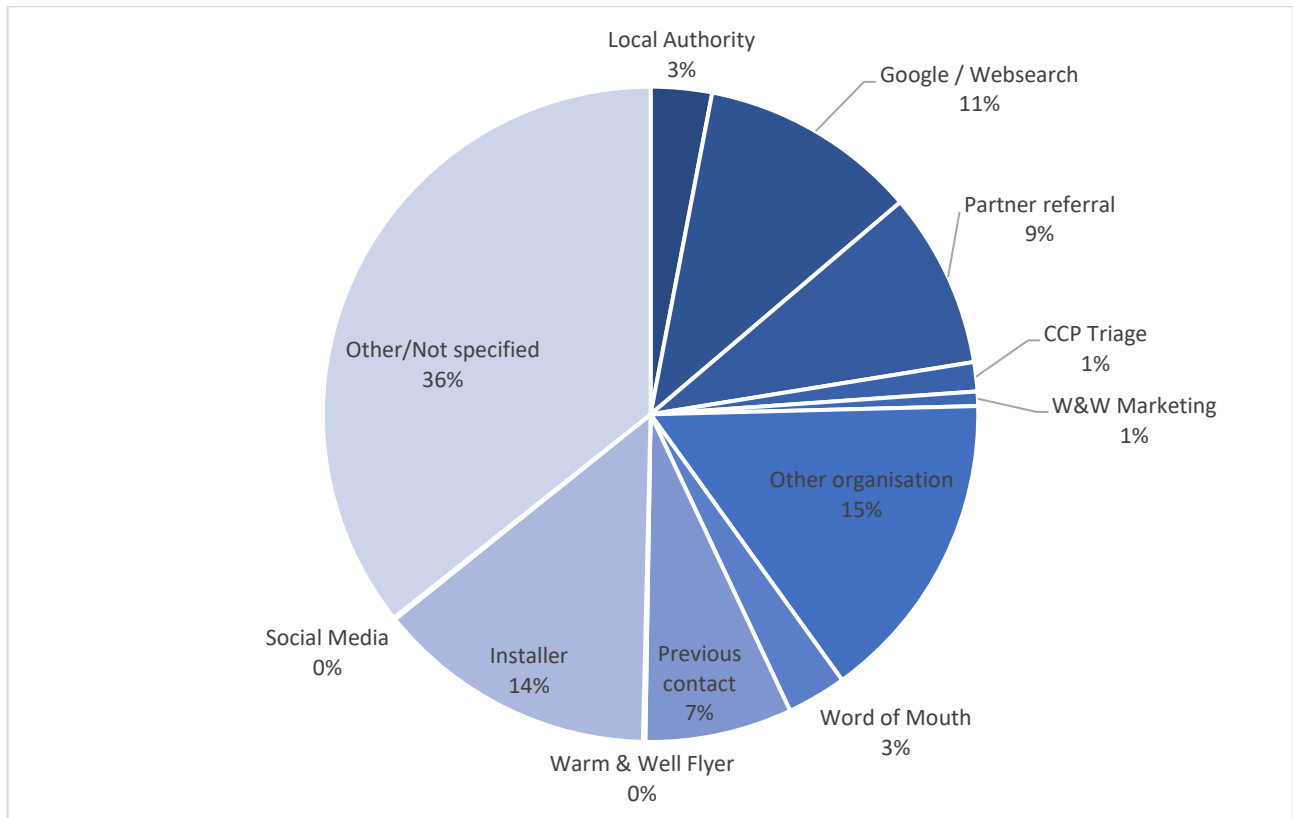
When comparing the clients who have received support this year compared with last year, we see a reduction in percentage of people with vulnerabilities (over 65/ health conditions). We believe this is down to an increase in digital events and marketing and a decrease in face-to-face events due to the COVID-19 pandemic. There has been an increase of people receiving benefits, most likely linked to the pandemic with more people being out of work and claiming benefits and with a child living in the property.

		2020/21	2019/20
	Over 65	25%	53%
	Child in property	27%	18%
	Health condition/disability	50%	66%
	Receives benefits	28%	27%

A total of 2,292 health conditions have been recorded with the most prevalent being Arthritis/Limited Mobility, Mental Illness and Diabetes.

WHERE ARE PEOPLE HEARING ABOUT US?

This quarter, the majority of client contacts found us via google/ web searches, and also from referrals/signposts from other organisations. This is most likely linked to the current situation, more people accessing foodbanks and local community support etc.



PARTNER REFERRALS

We have built strong relationships with several local organisations in order to provide additional support to clients, this includes Fire & Rescue services (for home visits), Citizen’s advice (for benefit checks) and Age UK.

227 referrals received from key partner organisations and 439 referred by all partners over Q1 – Q4.

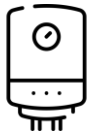
167 clients were referred on to partners for additional support after a conversation with a warm and well advisor.





ENERGY EFFICIENCY MEASURES

643 measures installed in 608 properties over the year so far including park home insulation, central heating and emergency boiler replacements. A total of 444 Flex Decs were issued in 2020/21.



0 broken down boilers (through ECHO)	43 total in 2020/21 ¹
12 boiler upgrades (ECO)	81 total in 2020/21
6 electric storage heater upgrade	11 total in 2020/21



7 cavity wall insulation	68 total in 2020/21
9 loft insulation	78 total in 2020/21
1 solid wall insulation	10 total in 2020/21
1 other insulation (Room in roof / underfloor)	7 total in 2020/21



42 gas central heating systems	224 total in 2020/21
4 LPG central heating systems	21 total in 2020/21
3 ASHP central heating systems	27 total in 2020/21



30 park homes insulated	97 total in 2020/21
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6 heating repairs/minor works	19 total in 2020/21
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¹ Not included in total above as also counted under Gas Boilers under ECO

FUNDING ACCESSED

A total of **£467k** funding has been accessed for clients over quarter 4. **£2.33M** was accessed over the year.

- ECO Q4/Year £96,264 / £857,217
- WHF Q4/Year £127,049 / £664,084
- CCG Q4/Year £31,466 / £96,737
- South Gloucestershire BCF Q4/Year £4,504 / £8,129
- Park Homes funding (including LAD) Q4/Year £132,892 / £375,060
- Fuel vouchers Q4/Year £25,942 / £53,299
- Other sources (ECHO) £327,900

CARBON SAVING

The installation of measures has led to an approximate saving of **1,690** tonnes CO₂e annually, and a total **18,961** tonnes CO₂e prevented from being released into the atmosphere over the lifetime of the measures.



The annual saving equivalent to **482** UK homes' annual CO₂e emissions from energy²

Or driving **4,901 miles** in an average passenger vehicle.³

Or over the measures lifetime **5,401** UK homes' annual CO₂e emissions

Or driving over **65,288 miles** in an average passenger vehicle.

Enough to drive around the earth 2.5 times!

² Based on an average UK semi using 12,000 kWh gas and 3,700 kWh electricity based on Average UK Grid Emission as per NEF Carbon Calculator <http://www.carbon-calculator.org.uk/>

³ Assuming CO₂ emissions from Petrol as calculated here <https://www.epa.gov/energy/greenhouse-gas-equivalencies-calculator> and average UK car MPG of 38.8.

WARM HOMES FUND

We have been delivering the Warm Homes Fund project since December 2017. The original target was to install 1,175 central heating systems by March 2020. A project extension has been agreed with the funders and the project is now due to be completed by February 2022.

The project is broken down into 2 Categories – urban (Cat 1) and rural (Cat 2) homes, and the original targets were to install 722 Gas Central Heating and 453 off gas systems respectively. Despite significant efforts and collaborative working with various partners and installers, finding suitable properties and measures for Cat 2 has proved challenging and we have agreed with the funders to reduce the target to 150, with the potential for more if this target is met.

Social housing providers have failed to deliver on the install numbers they had forecasted, and we have increased the number of private installs to make up the overall figure.

Total number of Warm Homes fund installs is currently at **694** installs complete allocated is 128, the total (completed plus allocated) is **853** out of a total 872.

PRIVATE HOUSEHOLD INSTALLS

Status of private central heating referrals in the process (since April 2020). Funding for project comes from three sources. The Warm Homes fund, ECO and is topped up with CCG funds for people with health conditions. The total amount spent in 2020/21 from WHF and ECO was £1.2M with health funding from Gloucestershire CCG and South Gloucestershire BCF contributing £55K - every £1 of CCG funding has leveraged in £21.97 from external sources.

GAS CONNECTION PROJECTS IN PROGRESS (PRIVATE HOUSEHOLDS)

Kempton Grove, Cheltenham. 62 properties signed up for WHF, plus an additional 6 for a gas connection only (out of a potential 121). Gas connection work started in January but has been delayed until August due to coronavirus.

Brimley, Stroud. 12 properties included in scheme. Gas has been installed into the street and the central heating installs have all been completed.

The Poplars, Pucklechurch, South Glos. 13 properties in an independent living complex. Gas connection completed and central heating installs currently taking place.

Prince Albert Court, Gloucester. 5 properties. Gas connection completed in June and installs completed.

HOME VISITS

95 follow up visits (including EPCs) have been carried out this quarter by a DEA assessor after a central heating or park home install has been completed. Over 2020/21 we delivered 450 follow up visits (including EPCs).

This gives clients the opportunity to ask any questions they have about the functioning of the system including the programmer/thermostat. The install is also quality monitored to ensure that it has been completed to an appropriate standard, and any issues are fed back to the contractor. The advisor is also able to support with other areas of energy efficiency and see how else the client might benefit e.g. from additional insulation and/or tariff switching.

HEALTH IMPACT MONITORING

The savings to the NHS and to wider society are calculated with the BRE Housing Health Cost Calculator, using the property's SAP score before and after the install of central heating.

The average SAP increase from the installation of central heating in Q4 is 28 points. The average annual saving to the NHS per install is £265, saving to society is £4,754. The greatest improvement made was 53 SAP points, resulting in an estimated annual saving of £2,154 to the NHS and £38,551 to society.

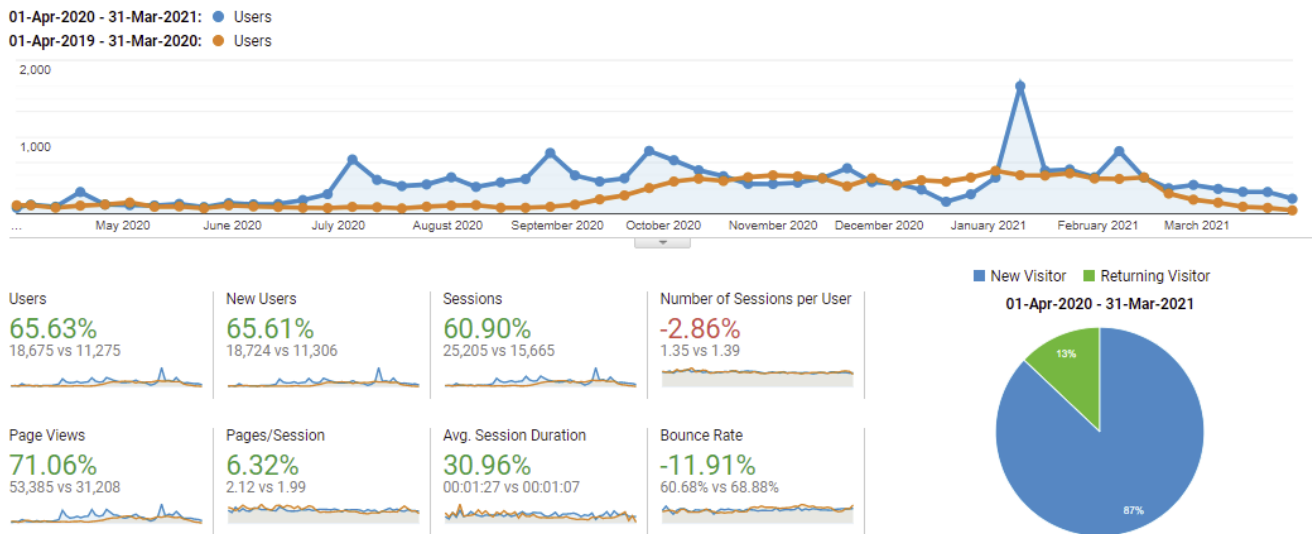
In the 556 properties where a pre and post EPC has been completed, £159,404 of CCG funding was used towards the cost of the central heating installs. Savings to NHS have been calculated at £368,867 annually, whilst savings to wider society total £7M annually.

When considering the lifetime of the measures (20 years) this increases to £7.4 Million savings to the NHS and £140 Million savings to wider society.

MARKETING & COMMS

WEBSITE

Over the reporting year there has been an 66% increase in website traffic, with 18,675 visitors, compared with 11,275 last year. It should be recognised that the impact of the high-profile Green Homes Grant delivered significant website traffic increased via referrals from the Simple Energy Advice website. Some of the resulting enquiries were typical fuel poverty clients, but many were not. While ultimately the scheme did not meet expectations, it offered insight into wider local demand for energy efficiency retrofit and can inform future strategies that deliver improved household energy efficiency.



SOCIAL MEDIA AND PROMOTION

We have been updating 250 subscribed partners with our quarterly newsletters and engaging both partners and members of people through our blogs all in all over the past year our blogs have received **1922 visits from 1683 unique users**, the most popular blogs were:

Blog Title	Page Views	Unique Views
Cold homes and mental health	334	304
TLC for your fridge	206	194
What can my energy company do to help me during the coronavirus pandemic?	166	147
Five energy saving tips for the unexpectedly housebound	140	123

EVENTS/PARTNERSHIP WORK

Local mutual aid and networking events have been a key focus for the W&W team’s engagement over the past year with **804 people engaged at remote networking** events during the COVID19 pandemic.

We have **presented to 80 community worker/ health at staff briefings** (Warm and Wells talk requested by another organisation at a team meeting). For location information 50 individuals worked in South Gloucestershire and 30 in Gloucestershire.

TRAINING

Over the past two quarters we hosted **13, 30 min, training webinars** with a total attendance of **205**, comprising of **133 individuals** (people attending multiple sessions). Of these 24 individuals were from South Gloucestershire and 109 from Gloucestershire. There were several individuals from different locations not counted due to being outside W&W engagement area.

Topics included:

- When should you be concerned about Energy Welfare? Signs someone is struggling.
- How can we save money on home energy this winter? - Quick tips!
- What funding is available for improving a home?
- Health and a cold home – what does this mean in COVID19?

Feedback received:

“All the information is very helpful thank you and the presenters were excellent.”

"I think it was well put together and another useful resource for our families."

“I thought it was informative and I liked the fact it was short. It has given me a refresher about warm and well which I will use at work.”

“I wasn’t aware of the advocacy side of things but think it’s a really good idea”

“I will now go and try going through the process, good to have an overview, thank you!”

“I found it really informative and able to ask questions, if needed.”

ENERGY ADVOCATES

SOUTH GLOUCESTERSHIRE ENERGY ADVOCACY

Over the past year 20/21 Redress in South Gloucestershire has provided in depth support to **198** residents saving them an estimated **£10,000** in advice savings and **£30,000** actual savings off their bills through tariff switches, trust funds, rebates. In the past year Mike has managed to provide just under a **100** (98) home visits in the area.

EST Redress funding – Sirona South Gloucestershire

Since Feb 2020 Mike and Melissa have been working on the Sirona energy advocacy project, providing advocacy support to households across South Gloucestershire. Sirona active ageing were disbanded to offer nursing support in the district and we agreed to switch partnering to family services and other teams. It has been a slower quarter for savings with more social support provided in the form of vouchers, and other schemes. Mike has returned to home visiting and help has been social support such as that outlined in the case study below.

This quarter the team have supported **78** South Gloucestershire households and have delivered...



21 Home visits



85 telephone consultations and **107** advisory emails or texts



Saved clients **£1,000** in debt write off, energy advice, switching rebates/reductions, WHD and Trust applications



Engaged **50** community workers through the project.

Case Study:

Mike worked with a gentleman who suffers from spinal muscular atrophy and had to wear splints on his legs to walk around outside and was very unsteady on his legs.

He was struggling with heating costs during lockdown, but Mike was able to give him fuel vouchers and help him to complete an application for the Warm Home Discount payment of £140. He also helped him get on the Priority Service Register.

A major problem the client faced was walking to the post office to top up his card and key for his prepayment meter. Once back home, he had to try to stand on a stool to put the card or key into the meter. He told Mike he had fallen a few times doing this. Mike phoned his supplier British Gas and they agreed to fit him a smart meter so that he could top up via his phone to avoid falling and make his life easier. The appointment for the smart meter fitting arranged within a few days.

GLOUCESTERSHIRE ENERGY ADVOCACY

Over the past year 20/21 Redress in Gloucestershire has provided in depth support to **383** residents saving them an estimated **£14,580** in advice savings and **£30,267** actual savings off their bills through tariff switches, trust funds, rebates. A further **1000+** people were provided with energy advice via events/flyers etc.

Q4 Redress– Energy Aware Communities Gloucestershire

In February the Energy Aware Communities project began, working with three partners GARAS, Inclusion and Barnardo's, to address fuel poverty, breakdown barriers through energy advocacy in Gloucestershire. In March, Melissa and Jacqui were joined by two new Energy Advocates, Becca and Sharon, and Project Support Officer Connie.

All new staff members became fully qualified energy advisors, completing NEA level 3 Energy Awareness training. Training has also begun for the partners.

Since the new project began in February, the team have supported **135 Gloucestershire households and have delivered...**



163 telephone consultations and **30** advisory emails or texts



Saved clients **£9,611** in debt write off, energy advice, switching rebates/reductions, WHD and Trust applications



Engaged **23** community workers through the project.

Case Study:

Mr. S was referred to the service by GARAS. He had not long been in this country, English is not his first language, and he did not understand how to read an energy bill. Our advocate Jacqui spoke to him over the phone with the help of the translator.

Whilst talking to him, he managed to send photos of his bill via What's App. Our advocate was then able to look at the bill and explain how to read and understand the different elements of it. Together, they then did a comparison to see if they could find a better deal for him. Jacqui switched him from Shell Energy to EON saving him £75 per year. She also changed his payment method to direct debit, making it easier for him to budget.

Mr. S said that he was very pleased with the service he received from us. He mentioned that the interpreter was such a big help in helping him to understand the bill and he is really pleased to now be saving money each year.

He also said that he thought that all new refugees and asylum seekers should use this service to help with their understanding of energy bills in this country.

PARK HOMES

LOCAL AUTHORITY DELIVERY

At the end of September, an additional **£748,000** was secured through the Government’s Green Home ‘LAD1a’ scheme. This project will cover Gloucestershire and South Gloucestershire. It is estimated that **107** homes will be externally insulated using this funding. This work will be completed to PAS2017.

In February 2021, an additional **£900,000** (capital) was secured for a further **100** installs under the LAD1b park home insulation scheme. These works will be completed up to PAS2035:2019 standards.

108 applicants have successfully applied under LAD1a and **23** have successfully applied under LAD1b. **25** installs were completed this quarter with 52 installs overall under LAD1a, another **67** are due to be delivered before June 30th.

135 (107 LAD1a, 28 LAD1b) homes have applied and been approved for funding under the LAD scheme.

These sites are determined based on health outcomes (not divided based on district covered):

	Cheltenham	Cotswold	Forest of Dean	Gloucester	South Gloucestershire	Stroud	Tewkesbury	Grand Total
Total spend	£47,376	£23,688	£105,396	£109,500	£22,392	£82,500	£0	£390,852
Number installed	6	3	14	15	3	11	0	52

BETTER CARE FUND

After successful delivery of the Park Home insulation scheme in 2019/20, a decision was made by the Strategic Directors' Group and we have been awarded an additional £400,000 from the Gloucestershire Better Care Fund pot for approximately 60 more homes to be insulated in 2020/21.

Prior to running LAD 17 installs were completed in Q2 and Q3 under the Better Care Fund, Gloucestershire only.

	BCF Funding	Number of Measures	Client contribution
Cheltenham	£30,288	4	£0
Forest of Dean	£22,500	3	£0
Gloucester	£21,000	3	£1,500
Stroud	£42,500	7	£4,000
Grand Total	£116,288	17	£5,500

PREPAYMENT VOUCHERS

In June 2020, Severn Wye was successful in securing funding for vouchers for households with prepayment meters from the EST-Redress COVID-19 Crisis fund. In December 2020 we were awarded additional funding to continue the project until July 2021.

The project is running across the Severn Wye delivery areas, including Gloucestershire and South Gloucestershire (but also across Herefordshire and Wales).

The qualifying criteria for the vouchers is:

1. Has a prepayment meter.
2. Has been affected by the COVID-19 pandemic.
3. At risk of self-disconnection.

In Gloucestershire/South Gloucestershire, referrals were received from foodbanks and other organisations working with vulnerable people. In Q4, 631 vouchers were issued to 343 households (some households receive more than one voucher) with a value of £25,942.

This brings the overall totals to 1,273 vouchers issued to 709 households to a value of £53,221 so far.



SHDF – STROUD & CHELTENHAM

The Social Housing Decarbonisation Fund demonstrator is a UK Government funded scheme (BEIS) to demonstrate carbon and cost savings as well as the social benefits of following the PAS 2035 (2019) approach to whole house retrofit in social housing.

The project is being led by Stroud DC in partnership with Cheltenham Borough Homes and Two Rivers Housing, running through to June 2022.

The main required outcomes for the project are:

1. Achieve significant energy demand reduction (heating energy reduction target of 50kWh/m²) in dwellings by applying a whole house retrofit approach that is compliant with PAS 2035 (2019), and demonstrate a reduction in fuel bills;
2. Achieve a significant cost reduction for the approach selected within the lifetime of the project, and provide evidence on the sources of cost reduction;
3. Support green jobs and utilise local supply chains to contribute to economic stimulus post-COVID-19;
4. Safely treat an appropriate number of dwellings to demonstrate achievement of cost reduction in a replicable manner;
5. Provide evidence on replicability and scale-up of approach in future projects;
6. Ensure the improvement of health, comfort and well-being of occupants and mitigate any unintended consequences;
7. Provide evidence of performance evaluation post retrofit.

Severn Wye will be sub-contracted by Stroud and Cheltenham (Two Rivers have procured separately) to provide:

1. Customer Journey Support – Advisors and assessors will support the tenant through the process, provide fuel poverty and energy efficiency advice and ensure the benefits of any new measures installed result in energy and cost reduction.
2. Whole House Retrofit Assessment and Coordination to produce a full recommendations plan to meet the 50kWh/m² requirement, procure any additional surveys e.g. retrofit designer or air tightness surveys as required and agree the final installation plan.
3. Oversight of the installs, signing-off the measures and lodging as required within the PAS2035 including a post-install support visit and an evaluation visit before sign-off.
4. Provide a post installation visit and training for tenant engagement staff to support them to identify fuel poverty, sign-post to support and recommend energy- efficiency behaviours and ensure hand-over and operation of the install (where required) is understood
5. Provide the data required for reporting, evaluation and case studies to meet the grant requirements, including a post-install (3-6 months) follow up visit.

WARM & WELL TARGETS

Activity	Annual Target	Actual 2020/21
No. households receiving advice	2,530	5,004
No. referrals to/from other agencies and funding streams	350	439
No. installed energy efficiency measures	501	643
No. installed central heating		272
No. of marketing activities undertaken	94	89
No. home visits	255	450
No. training places delivered	350	133

All data tables are now included as Annex 1.