

2024/25 REPORT

Warm and Well

QUARTER 1



Warm and Well Progress Report, Quarter 1, 2024-25.

July 2024

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 to vulnerable customers that include an energy survey and bespoke advice report
- Making referrals to grant and discount schemes

Fuel poverty in Gloucestershire and South Gloucestershire

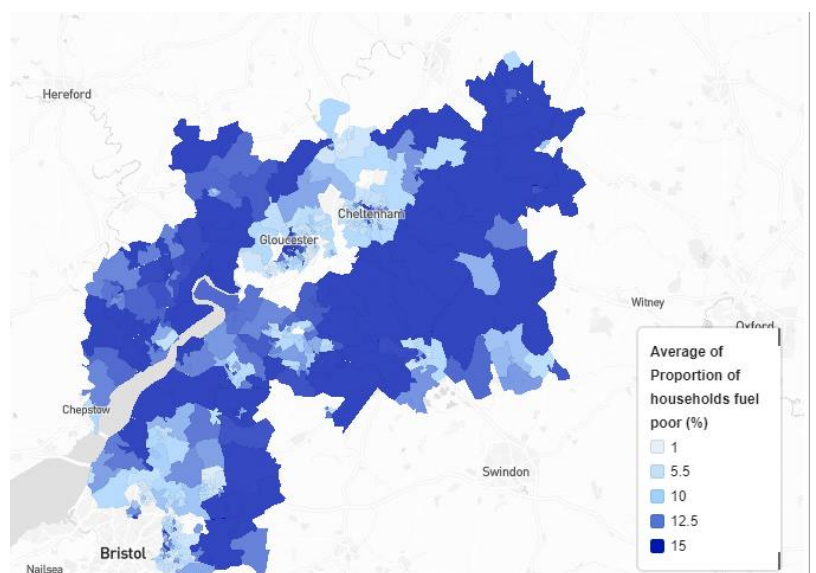
Gloucestershire and South Gloucestershire's mix of urban and rural communities means a wide variety of housing with distinct challenges to achieving energy efficiency and affordable warmth at home. The counties have a varied patchwork of housing stock, from the very rural off-gas properties in the Cotswolds 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.

Distribution of fuel poverty across the Warm and Well region

The latest (2024) fuel poverty statistics compare the proportion of households in the area who suffer from fuel poverty:

- Gloucestershire: 12.1%
- South Gloucestershire: 9.4%
- Warm and Well region: 11.9%
- South West: 12.9%

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



Warm and Well key achievements

Since April 2024:

- 1,606 contacts made supporting 961 unique households
- Completed 334 home visits across 286 households
- Grants of £1.08M provided to 325 households
- 163 measures installed benefitting 73 homes

Progress against targets

Household Supported	961	Target 2,530
Home Visits	334	Target 255
Installed Measures	163	Target 501
Marketing Activities	87	Target 94
Referral To/From	729	Target 350
Training Places	24 (participants)	Target 350

Figure 2: Progress against targets in Q1 24/25

Executive Summary

We have entered the first quarter of 2024/25 a little calmer than this time last year, with the number of calls we are receiving, slightly down. This is because the cost of living has started to reduce, alongside energy bills. Despite this, our energy advisers are still busy responding to people who are in urgent need of support.

Recent government statistics show that the number of people in fuel poverty has plateaued, and that fuel poverty is expected to decrease. However, 13% of households live in fuel poverty, and energy prices are expected to rise in the autumn. Worryingly, upon closer inspection of government figures, they reveal that while the *numbers* of people that fall within the official definition of fuel poverty are levelling out, in fact the 'fuel poverty gap' is up by 20% in real terms from 2022. This means that a fuel poor household living in an energy inefficient home is now paying £417 more for their energy each year than the **same** household would be paying in an energy efficient home. The rich get richer and the poor get poorer. The fuel poverty gap is now at the highest level ever. Since 2019 fuel poverty has been measured using the Low-Income Energy Efficiency metric, which means that people are only classed as being in fuel poverty if their household income falls below the poverty line after energy expenses **and** if their property has an EPC of D, E, F or G. It is fair to assume that if the EPC criteria were lifted to include properties with EPCs of A-C, the number of people in official fuel poverty would shoot up.

While the accuracy of official definitions can be disputed, the need for our support cannot. In this quarter Severn Wye has secured over £3M which will support new or existing work. Strong partnerships with other organisations help us to support hard-to-reach communities, and our team work tirelessly to provide advice and emergency fuel payments to residents as well as supporting access to home improvement grants. This quarter we have answered 1,606 enquiries from 961 households, carried out 334 home visits, and referred 173 clients to installers to future proof their homes. We are proud of these achievements and look forward to providing support to as many people as possible over the coming year.

Hannah Persaud
Director of Energy Advice

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People we support

Households supported

Warm and Well continues to provide essential support to people who are struggling to pay their energy bills and living in inadequately heated homes. This quarter, 1,606 individual enquiries were received, from 961 unique households. Whilst the adviceline is still busy, these numbers are lower than for the same period last year, though still higher than the past four years average. The lower numbers this year could be because fewer people are finding themselves in fuel poverty, or it could be because more households are accessing funding support to better insulate their homes and therefore have less need to reach out. April was the busiest month, with 445 enquiries. This is likely to be because the weather was colder. From providing emergency support, to guiding people towards longer term solutions such as installing energy savings measures in homes, the services that we provide continue to make a tangible difference to peoples' lives.

We continue to see a range in the types of enquiries we receive, including residents accessing the service who find themselves in or at risk of fuel poverty for the first time.

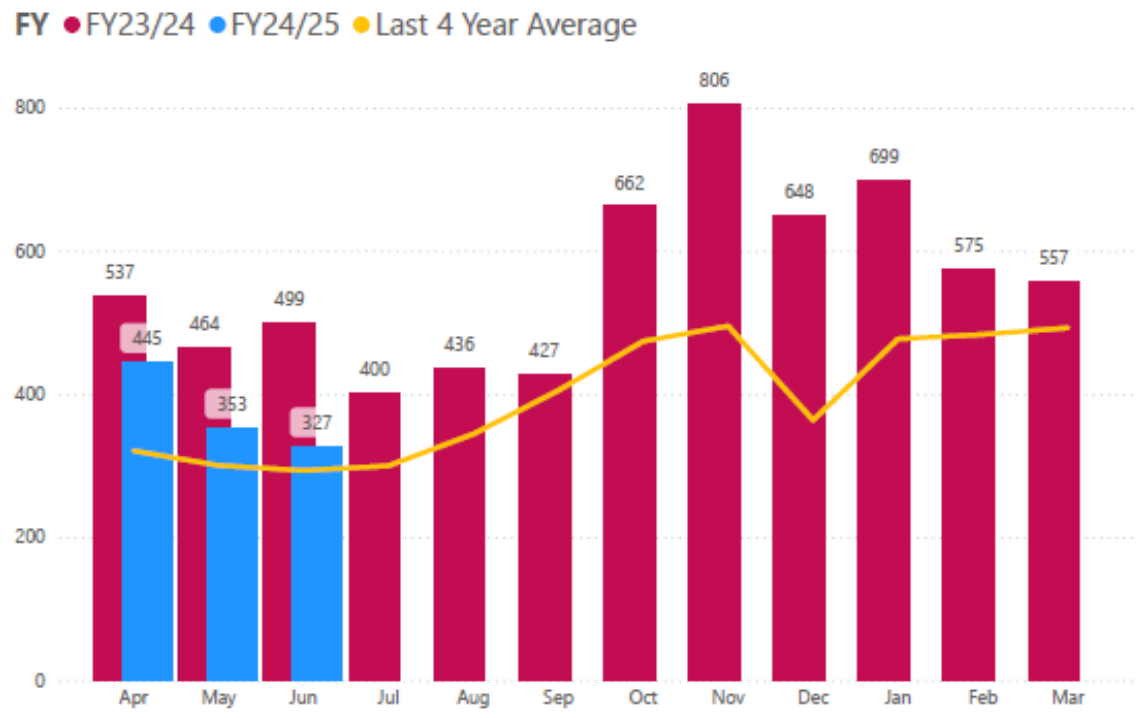


Figure 3: Households advised this year compared to the 4-year average

Client characteristics

61% of all clients had a health condition, which is similar to the figure of 67% this time last year. Generally, the demographic of clients has been similar this quarter to this time last year, though the % of clients on benefits has risen from 23% to 48.2% which is a sharp rise.

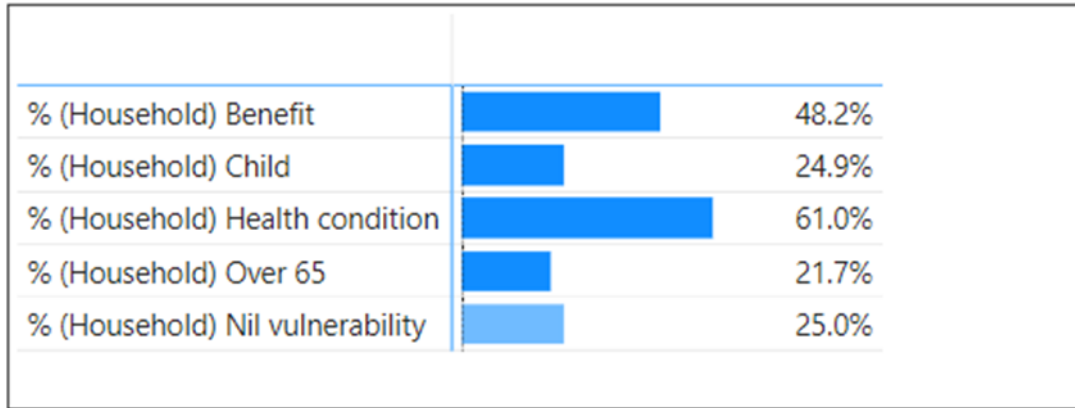


Figure 4: Proportion of clients declaring key vulnerabilities in Q1 24/25

This quarter, 586 clients disclosed household health conditions, with a significant focus on mental health (141 cases), and mobility issues (105 cases) remained prominent in primary health concerns. Respiratory disease was the third highest health condition stated, with 66 clients reporting this as an issue.

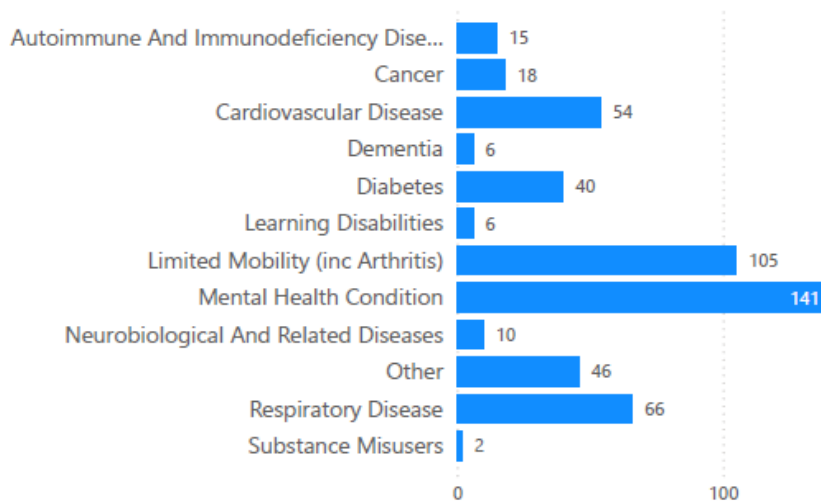


Figure 5: Primary health condition reported in Q1 24/25

Where our clients live

Across Gloucestershire and South Gloucestershire, 5.6% of households are within the most deprived areas (decile 1 and 2 IMD). 25.5% of households supported by Warm and Well this quarter live in these areas.

62.5% of our clients live in areas where fuel poverty prevalence is higher than 10% in the region, and 27.1% live in areas where fuel poverty is over 14%.

The properties our clients live in

Warm and Well clients are vulnerable homeowner-occupiers and social tenants. The largest percentage of our clients are owner occupiers (41%) followed by social tenants. Many of the clients who come to us are finding themselves in fuel poverty for the first time and the recent rises in mortgage rates is contributing to this.

House Type	
Accommodation Type	%CT Count of Organisation/Person ID No.
Owner occupier	41.83%
Private Landlord	1.25%
Private Tenant	8.95%
Shared Ownership	0.73%
Social tenant- HA	25.91%
Social Tenant-LA	10.72%
Unknown	10.61%
Total	100.00%

Figure 6: Client engagements by tenure in Q1 24/25

Property Age

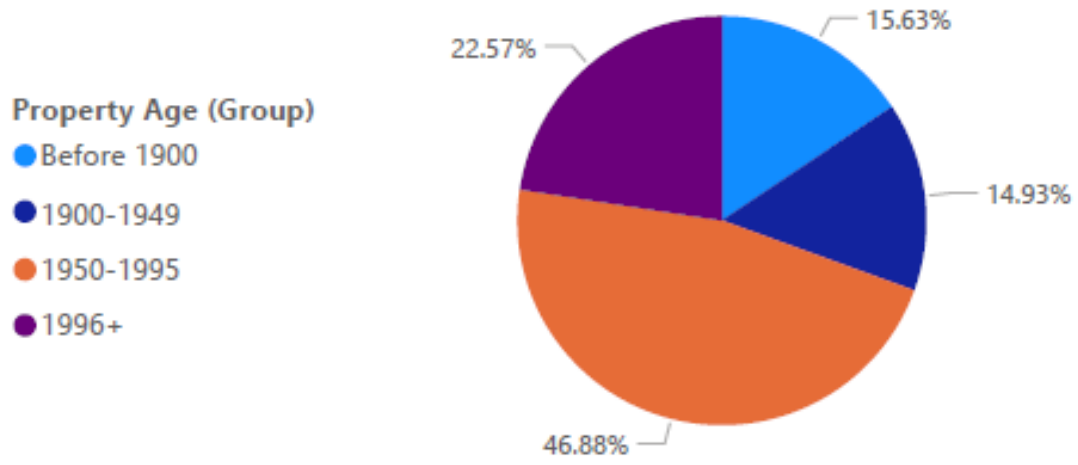


Figure 7: Age of property in Q1 24/25

Home Visits

In total during Q1 we have carried out 334 home visits across 286 households (328 Advocacy visits and 6 Energy Adviceline visits) across Warm and Well services this quarter.

Overall, all our clients visited at home had at least one of the following vulnerabilities.

Home Visits

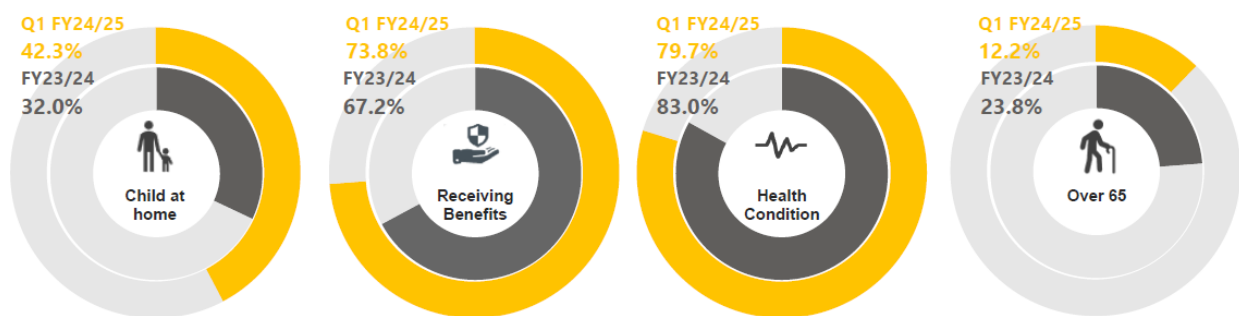


Figure 8: Total visits: 334 in Q1 24/25

Partnership Working

Training for other support organisations

Our online, certificated CPD course, 'Introduction to Energy Use in The Home and Fuel Poverty Awareness', has continued to resource frontline staff and volunteers in partner and support organisations. During this quarter we have trained 23 participants, of which 17 were from Gloucestershire and 6 from South Gloucestershire. Participants included those working for local authority housing departments, the NHS, foodbanks, various charities, as well as representatives from local councils.

Work to ensure the resilience of the CPD programme is continuing, with resources being developed and a team trained to support the Training and Events Officer in the delivery of the sessions.

During Quarter 1 we also engaged with 199 professionals at networking events, giving talks on how to spot the signs of fuel poverty and advising on how to make small adjustments to energy use to improve the energy welfare, and therefore the health and wellbeing, of their clients.

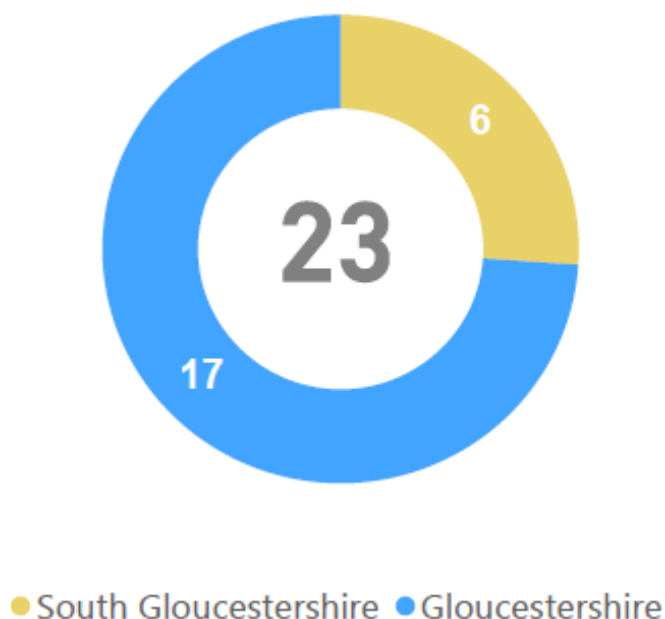


Figure 9: Split of CPD delegates in Q1 24/25 in Gloucestershire and South Gloucestershire

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:

- 564 referrals were received from partner organisations this quarter
- 17 clients were referred to charity partners for additional support after a conversation with a Warm and Well advisor or advocate
- 173 clients were referred to installers following contact with Warm and Well

This quarter, we've continued to strengthen our relationships with our partners. Through April we supported the Pensioner pop ups run by South Glos council as well as the normal support offered through the One Stop Shops. In Gloucestershire we have given a talk to over 80 professionals in the Stroud area about the service and how we can support those in fuel poverty. We continued collaborating with Barnardo's, Stroud and Cirencester Food Banks, Forest of Dean Salvation Army, and the South Cotswold Frailty Service, amongst other.

Beyond these partnerships and referrals, our Adviceline also continue to play a crucial role in signposting households to additional sources of support. These organisations include Stepchange, MCS Website, We Care Home Improvements, and the National Grid Priority Services Register, among others.



Organisations that refer clients to Warm and Well

Top 10

FY ● FY23/24 ● FY24/25

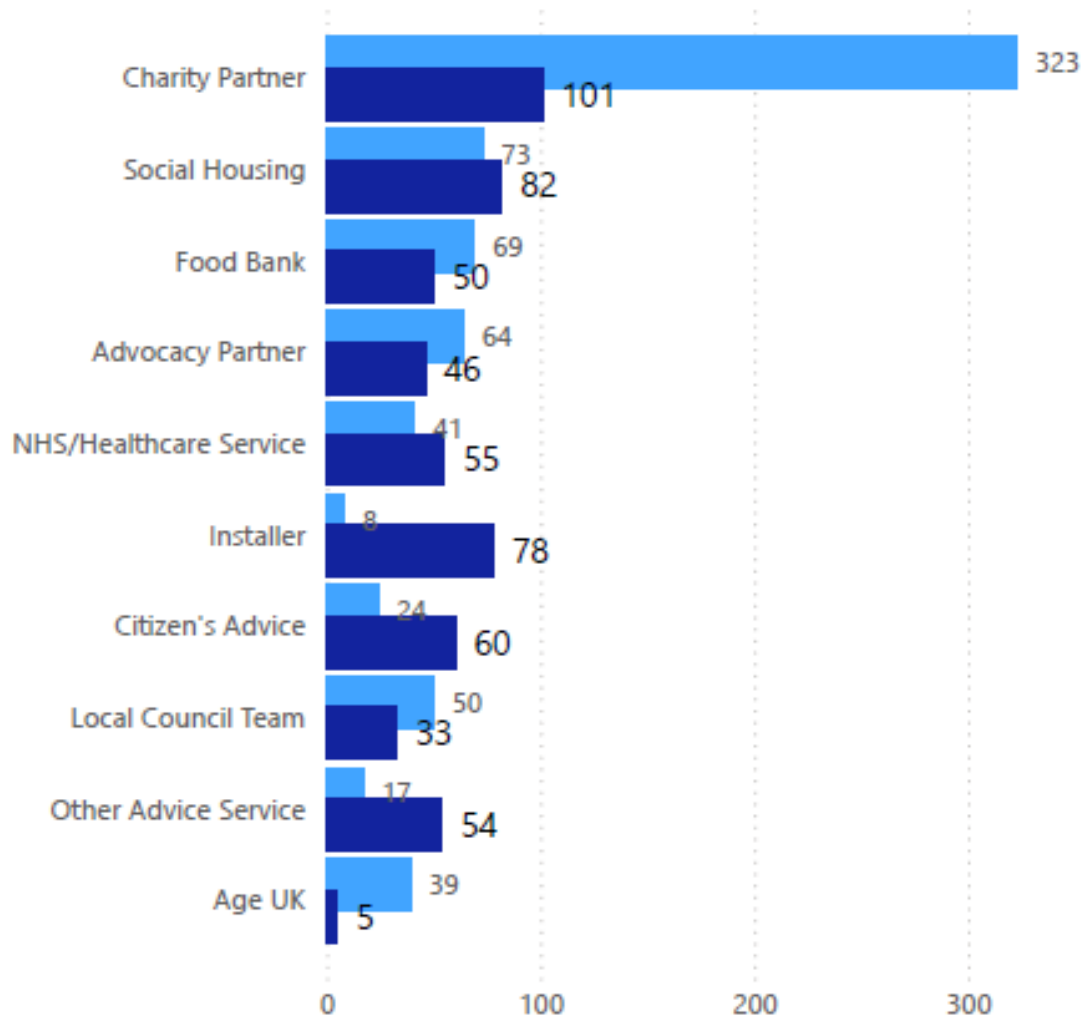


Figure 10: Referrals from partner organisations in Q1 24/25 vs Q1 23/24

Organisations that we referred or signposted clients to

Top 10

FY ● FY23/24 ● FY24/25

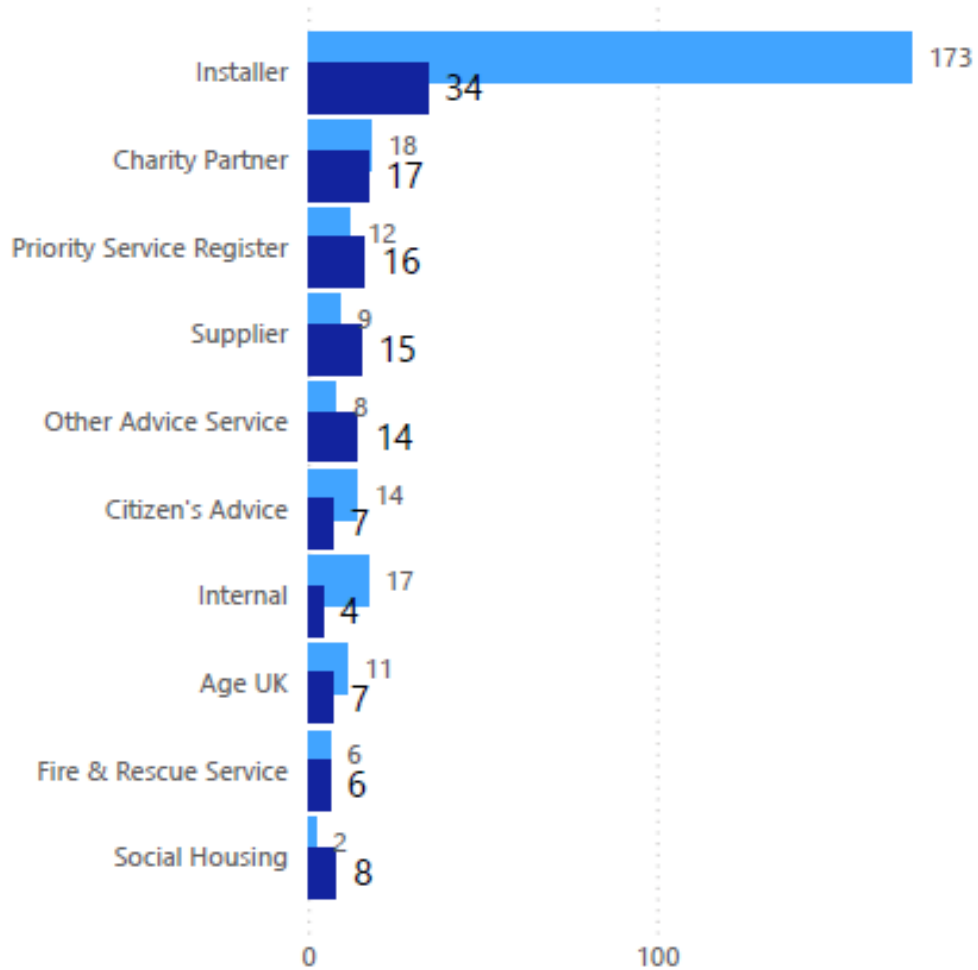


Figure 11: Referrals to partner organisations in Q1 24/25 vs Q1 23/24

Working with partners to reach new clients

This quarter we have attended 15 networking events and meetings with partners, engaging with 184 people from external organisations to raise the profile of Warm and Well and the subsidiary projects. This is a crucial element to maintaining our increasingly referral-driven services.

Through the advocacy team, we have also run 50 drop-in advice events sessions, where we provide 'surgery' style advice to people coming to see us. Drop-ins and public talks have formed an integral part of our work engaging 565 members of the public, who are at risk of struggling with their fuel bills.

+ Advice Event	47	486
+ Leaflet drop, email promotion, Newsletter Engagements	59	184
+ Networking Event	15	184
+ External Organisation Update/Talk	3	79
Total	124	933

Figure 12: Working with partners to reach new clients (Grouping) in Q1 24/25



Energy Advocacy

Through Gloucestershire (Social prescribers, GARAS, NHS, Social Housing Associations) and South Gloucestershire (Southern Brooks, One Stop Shops, Age UK), we work with many partners, teaching them how to recognise fuel poverty so they can refer the household to us for us to support. We then work with the household on reducing their energy costs, this reduces their outgoings as well as reducing their carbon footprint. We can offer home visits or over the phone support. We will advocate for them with energy issues that they have. These issues could be self-disconnection, meter recalibration, grant applications and repayment plans. We also offer general energy saving advice.

Gloucestershire Advocacy

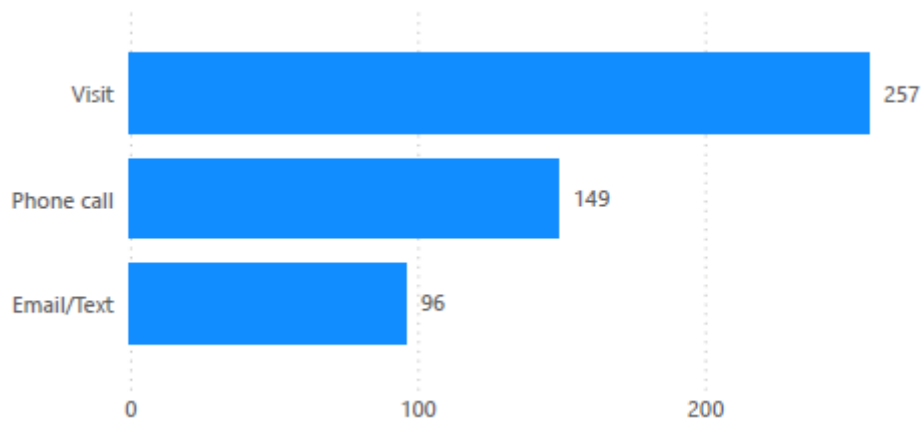


Figure 13: Gloucestershire Energy Advocate support services in Q1 24/25



Figure 14: Gloucestershire financial savings identified and achieved through advocacy services in Q1, 24/25

The role of the advocates at Severn Wye changes slightly as we head from winter and through spring. The number of referrals has dropped slightly giving us more time to build our networking opportunities across both counties. The new staff have settled in well and are now fully confident energy advocates.

The complexity of the cases we see has not changed this quarter and we are now seeing an increase in cases going to the ombudsman. These are taking more time but are having positive results for the clients.

A client with disabilities and 2 small children was referred to us as she had debt and was struggling to stay warm. She was worried about putting the heating on and her children were shivering. She had no loft insulation and no hatch cover to her attic. The client had reduced her d/d to £10 per month. Her property was electric only and her cooker regularly tripped the electricity out when used.

The advocate used some of the HSF to reduce the debt and then spoke to Octoassist (suppliers trust fund support) to arrange a repayment plan that was affordable to the client to repay the remaining debt. The client was then referred to the Family fund who supplied a new cooker which is safer to have on the property.

The client was also referred to Warm and Well to look at insulation and the health fund for help with the loft hatch.

This client can now cook safely, has reduced anxiety about her debt, and has enough funds to pay the d/d, also the property will be warmer going forward. A true reflection of the whole holistic approach that Severn Wye take.

Step-up South Gloucestershire

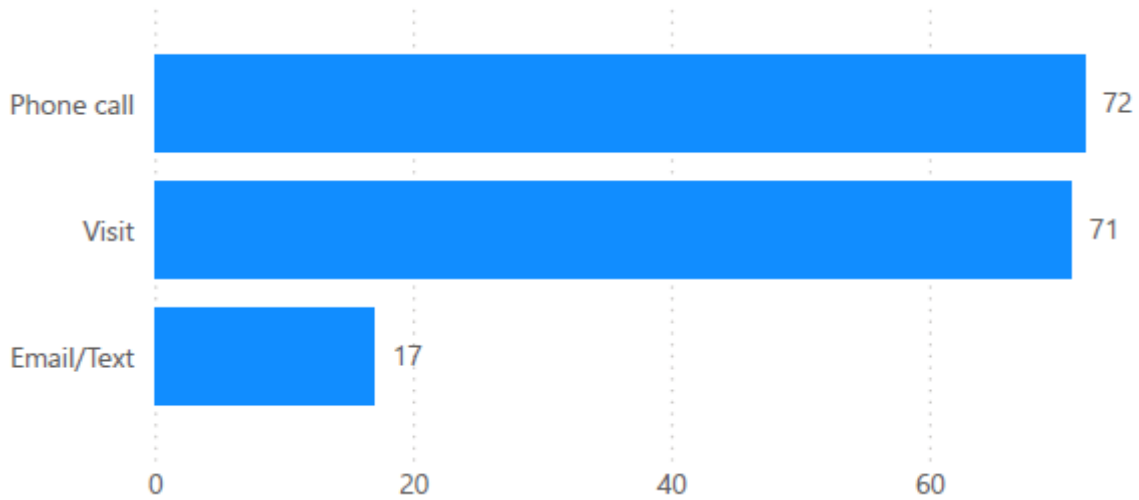


Figure 15: South Gloucestershire Energy Advocate support services in Q1, 24/25

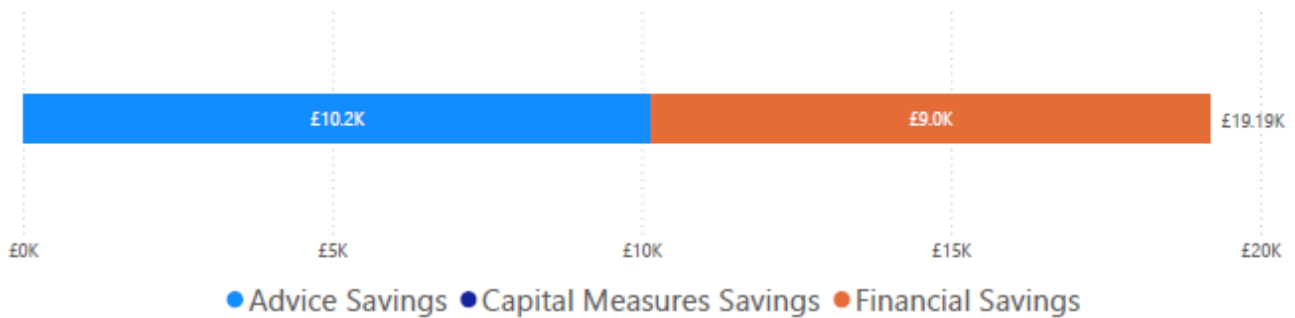


Figure 16: South Gloucestershire Financial savings identified and achieved through advocacy services in Q1, 24/25

The contract for Step up South glos was renewed at the beginning of May. We have taken the learning from the last 2 years and will build upon this for the next 12 months.

Mike continues the advocacy work across South Gloucestershire, he regularly engages and supports the Citizens advice, Sirona Health Care, and Council pension pop up's. He has delivered 19 talks to the public, had stands at events, run drop in surgeries and networking events and engaged with 90 members of the public and 30 professionals.

The thermal cameras have not been hired out through the last quarter, but we have been working on the plan for next winter and how we can focus the need for the cameras in the bets place. The film about how to stay cool this summer has been put on the council website when the weather is hot.

Case Study South Gloucestershire

A client was referred to us from Citizens Advice as they had energy debt of £3,236, The supplier was wanting to increase the d/d to £334 per month which was unaffordable. The client was very anxious and didn't understand where the debt had come from.

Mike visited the client, took meter reading, he also discovered that the opening reading for the account had been estimated. He gave evidence of the opening reading and then requested an amended bill. With all the new readings the client was now £853 in credit. A refund for £500 was requested. The client did not want a Smart Meter and Mike arranged for a meter reading to be done in two months' time. The client was then happy to arrange for further meter readings.

The client was also added to the PSR as they have mobility issues.

The client was very happy with support and the outcome. He said he would never have been able to sort it himself and had just not been using any electricity.



Marketing and Communications

Digital marketing

We have continued to reach people through a variety of content on social media channels and paid-for editorial, alongside focused marketing activities for HUG and Accelerate.

Social media content relevant to Warm & Well has been shared through 87 posts across Facebook, Twitter and LinkedIn, and covered advice, retrofit, top tips, CPD, new grant funding and topical features. This, along with paid digital and print advertising, continues to attract web traffic from people wanting more information and to make direct contact.

Our website received 4,591 hits with 14,447 page views.

Most viewed pages below:

Home Upgrade Grant Warm and Well	2,023
Warm and Well a fitter home for a healthy future	1,263
Grants and Funding Warm and Well	736

The new £36,000 income threshold for the HUG programme was promoted via social media and an updated flyer. These materials were distributed to 310 town/parish councils for onward circulation in June and posted in Warm & Well and Severn Wye social channels. The information was shared in our e-newsletter to partner organisations. CPD training sessions also highlighted the change to attendees from partner organisations.

Paid advertising in April and May took the form of a premium package with supplier Reach (owned by the Mirror Group and includes Gloucestershire Live online and associated channels). Content and creatives were published in April, with remarketing activity via Facebook in May (example below):

Gloucestershire Live Partners
Sponsored

Find out if you're eligible for free home energy improvements. Gloucestershire and South Gloucestershire residents can get help with their energy costs through the Warm and Well Home Upgrade Grant scheme.



We've helped local residents upgrade their home to keep warm.

gloucestershirelive.co.uk
Warm & Well

[Learn more](#)

As part of HUG marketing activities – and in order to continue customers’ experience - an online customer satisfaction form has been created and a guidance leaflet - ‘Now the work from your Home Upgrade Grant is completed’ – produced (see below):



Now the work from your Home Upgrade Grant has been completed...

severn wye

The Energy Savings Trust has helpful guidance on:

[Heat pumps >](#) [Solar panels >](#)




And finally:

- You'll receive a new EPC and follow-up survey from Severn Wye.
- Please take a moment to fill in our [feedback form](#) including the comments section. Sharing your experience will help us to improve how we work, and customer comments are a great way of promoting the scheme so more people can benefit from better energy efficiency.

[Feedback form >](#)



If you have further questions at all please don't hesitate to get in touch using the contact details below.

Your installer should:

- Explain clearly how your new installations work and any maintenance that's needed.
- Set the controls of new measures correctly for your home.
- Make sure you understand how to use the controls.

You should:

- Keep copies of all guarantees and instructions.
- Ask your installer about any maintenance that's needed for your measures.
- Make sure you're confident using any new systems before the installer leaves.
- Check you're happy with the way the installer has left your house.

If you have solar panels:

- Your installer will forward a certificate from your Distribution Network Operator within 28 days of installation.
- Your installer will provide an MCS Certificate. Send this to your electricity supplier to arrange your energy export – check with them to see if you need any other documentation.
- Check with your supplier to see if you need a smart meter for your energy export.

If you have solar panels or a heat pump:

- Tell your house insurer about the equipment that's been installed.
- Check with your energy supplier to make sure you're on the best tariff for your new measures. If you have any problems with this we'll be happy to help.

If you have any friends or neighbours who could benefit from the Home Upgrade Grant scheme, please ask them to get in touch and we'll help them through the application process.

If you live in Herefordshire
Call 0800 170 1432 or email FundingHere@severnwye.org.uk

If you live in Gloucestershire or South Gloucestershire
Call 0800 500 3076 or email FundingGlos@severnwye.org.uk

Severn Wye Energy Agency is a non-profit company (no. 03830608) and registered charity (no. 1065812) to provide people with impartial, expert advice to help them save energy, reduce carbon and create a more sustainable future.

severnwye.org.uk



During April, the Accelerate programme was promoted to households through paid editorial in SoGlos, and digital display ads. A full-page advert appeared in the April edition of The Local Answer publication (distributed to 183K households Cheltenham, Cotswolds, Gloucester, Stroud & North Gloucestershire) to support engagement with hard-to-reach groups.

Social Media

Our social media presence covered :

- 87 updates across Facebook, Twitter and LinkedIn
- 188 engagements with these posts
- 49 clicks through from organic socials to the Warm and Well website

Broadcast

The regional news agenda has not prioritised fuel poverty and energy efficiency, and we have not experienced sustained high temperatures to prompt requests for sharing cooling tips and advice on TV/radio: we were unable to create a broadcast feature this quarter to highlight Warm and Well.



Grant Funding Schemes

Summary of support provided this year

The Warm and Well service is able to support residents in accessing a number of key funding schemes. Key schemes including HUG2 and ECO4 Flex are well underway. Sustainable Warmth (LAD3 and HUG1) are now fully closed down. Warm Homes Fund is no longer running due to complexities with ECO4. In addition to larger grant funding schemes, we have also supported residents to access other sources of funding where full retrofit is not suitable, for example through GBIS, Health Funding, the LEAP winter boiler scheme and emergency fund payments through the Household Support Fund.

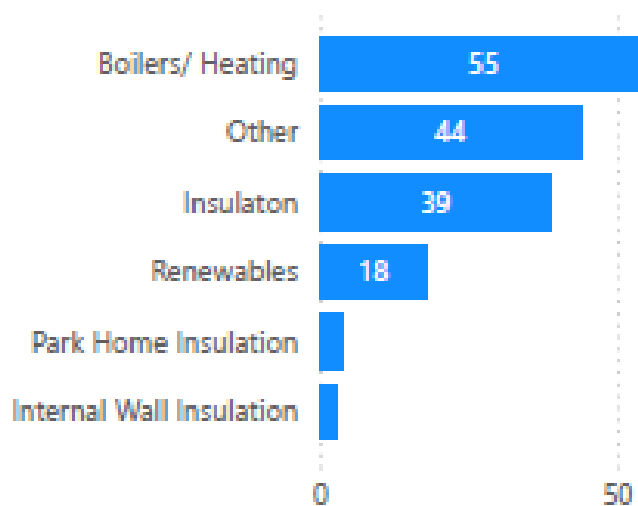


Figure 17: Measures Installed in Q1, 24/25

£1.08M

Total Grants (Install + HSF)

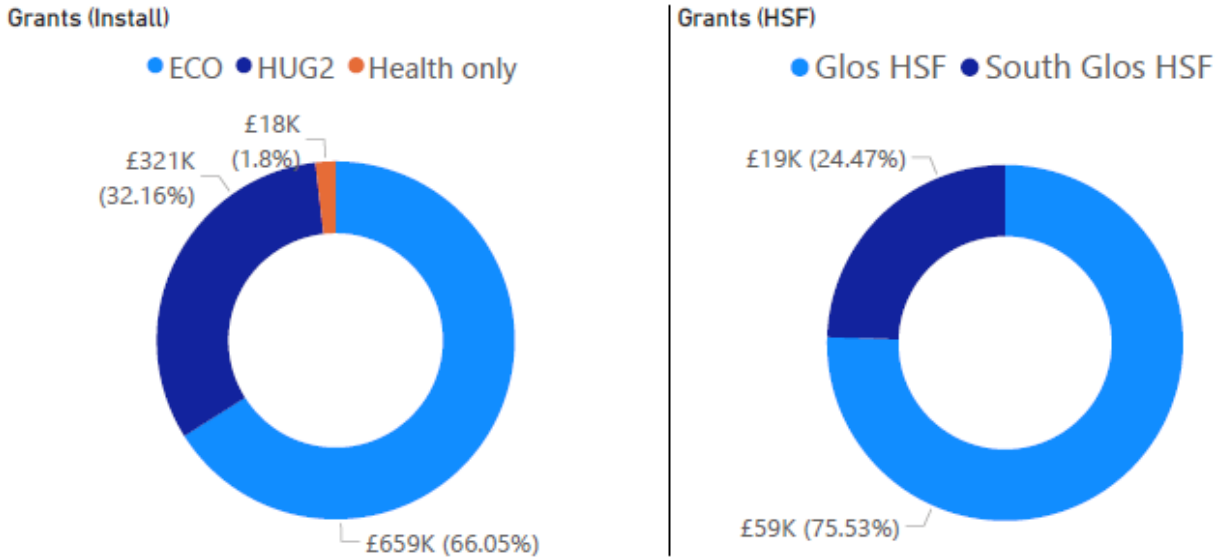


Figure 18: Grants (Install + HSF) in Q1, 24/25



163

Measures installed
benefitting 73 homes



2,599

tonnes of CO2 saved 128
tonnes per year



£78,000

Total HSF



325

households supported with
funding and installs



£477,350

lifetime savings from bills

128 tonnes of carbon have been saved per annum by the measures installed so far this year. This is equal to 116 homes' annual CO2 emissions in the region. This equals 2,599 tonnes over the lifetime of the measures – equivalent to growing 157,574 tree seedlings, enough to cover 63 football pitches.

Energy Company Obligation (ECO4) and the Great British Insulation Scheme

Impact

41 Confirmed completed installs (Household) in Q1, 24/25	£659,400 Funding unlocked in Q1, 24/25
106 Measured installed in Q1, 24/25	78 Flexible Declarations generated in Q1, 24/25

Update

Q1 has seen our installer network continue to grow. We now have 23 installers fully onboarded who can access funding from energy companies under ECO4 (6 additional installers onboarded since Quarter 4 203-24).

We continue to see an increase in ECO Flex declarations and completed installs. This is due to installers better understanding the measure mixes that work for ECO funding, although there continues to often be a discrepancy between measure mixes that match funding criteria compared with the measures households want/need. We have also recently seen an increase in households being referred for GBIS funding.

Q1 saw 52 Flexible Declarations generated in Gloucestershire and 26 in South Gloucestershire, giving a total of 78 declarations generated in Quarter 1 and 262 to date since April 2022.

ABOUT THIS SCHEME

What is ECO4?

An obligation placed on energy companies to deliver energy efficiency measures to domestic properties, regulated by 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 – whole house retrofit

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?

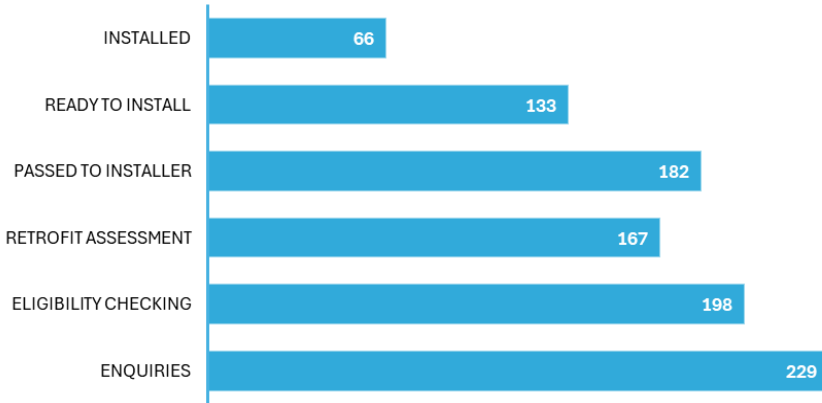
No targets other than helping as many as possible to access (runs until March 2026)

Severn Wye leads:

Jade Craswell
Tom Yuen

Home Upgrade Grant: Phase 2

Progress



	Enquiries	Eligibility checking	Retrofit assessment	Passed to installer	Ready to install	Installed
Series1	229	198	167	182	133	66

Update

This project began in April 2023 and will complete in March 2025. The scheme is split into Year 1 and Year 2 with targets to be met both years, with a target of 75 to be installed in the first year. 35 were installed in the first year due to the government batch system. At the Mid-Point Review stage our second-year target was approved for 225 homes creating a new target of 265 down from 300.

The Home Upgrade Grant team has onboarded eight installers for the variety of measures the project provides, all of whom are Trustmark registered. Our inhouse team completed the majority of the Retrofit assessments and coordination but some retrofit and coordination has been passed to installers to mitigate bottlenecks in the process to ensure targets are met, this is continuing to work well with batches being made on a regular basis to DESNZ.

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 have 133 homes approved through batches by DESNZ currently and a further 3 awaiting approval. However, this process is proving to be tricky with DESNZ being strict with pricing across archetypes and having to be reworked by installers and there is some drop out due to pricing issues. We currently have 50% of our total target approved or in the batch system.

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 £36,000

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



Figure 19: Grants (HSF) in Q1, 24/25

Update

Between April and June 2024, the Emergency Funds project has distributed a total of £77,591 across Gloucestershire and South Gloucestershire on grants which helped 266 clients. This quarter, 86% of the households we supported had a disability or health condition, 68% of clients had a child in the household and 87% were in receipt of means tested benefits. Our main referrers have been the NHS, Housing Associations, Food banks and GARAS.

In Gloucestershire and South Gloucestershire, we have seen a reduction in the number of clients being supported by the Household Support Fund for this quarter, this is possibly due to the warmer weather. To extend the availability of the Household Support Fund through to September and increase the number of clients that we can support we have reduced the maximum value of vouchers that we are issuing from £500 to £200, and we are also using other organisations that can issue vouchers to support those clients that have already received financial support from Severn Wye.

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 under £150k for Gloucestershire (£94.6k carried over) and just over £45k for South Gloucestershire (£2.6k carried over) for this financial year.

Severn Wye leads:

Aimee Batten

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.

So far this year **£18,882** has supported 17 vulnerable households with measures including gas boiler repairs, storage heater repairs/replacements, ventilation, installation of heating controls and additional radiators being installed to rooms that previously had no heat.

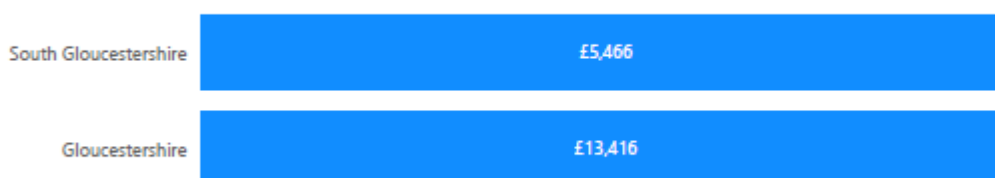


Figure 20: Health funding allocated in Q1, 24/25

Case study – Health Funding

In early March 2024 Ms H contacted the Adviceline after reading about us in the South Glos Newsletter. She wanted to know what she could do to improve the energy efficiency of her home so the advisor went through an energy advice call resulting in a referral for insulation through Connected for Warmth, behaviour change advice and a referral for Health Funding to install better heating controls and four additional radiators in her home.

Following a survey, in May the resident had four new radiators installed, HIVE heating controls as well as a flush and service of her gas boiler. Post install, she contacted the Adviceline with the following feedback:

'I just wanted to ring you to say thank you to yourself and the other ladies I've spoken to in the past. I had some new radiators installed as a result of speaking to you and putting in an application. The guys from GSR did a really good job, I was happy with that and I was also very pleased that my application was successful...just to say thank you very much.' - Ms H

Home Energy Advice Report (known as Accelerate)

The aim of this scheme is to provide in person advice and support to 'Able to Pay' households in Gloucestershire and South Gloucestershire to facilitate improved take up in energy efficiency measures. We are targeting both individual households as well as private rented properties and HMO's. The project is now into its second financial year and will be running until the end of March 2025. The scheme is funded by Department for Energy Security and Net Zero (DESNZ) with administration via the South West Net Zero Hub.

The project has now had 179 applications of which 21 are landlords. A number have been referred on to alternative schemes such as HUG2 but a large number met the eligibility criteria and have been accepted onto the scheme. Surveys are ongoing with 78 completed to date and a further 42 households are awaiting their appointment.



179

number of applications to date



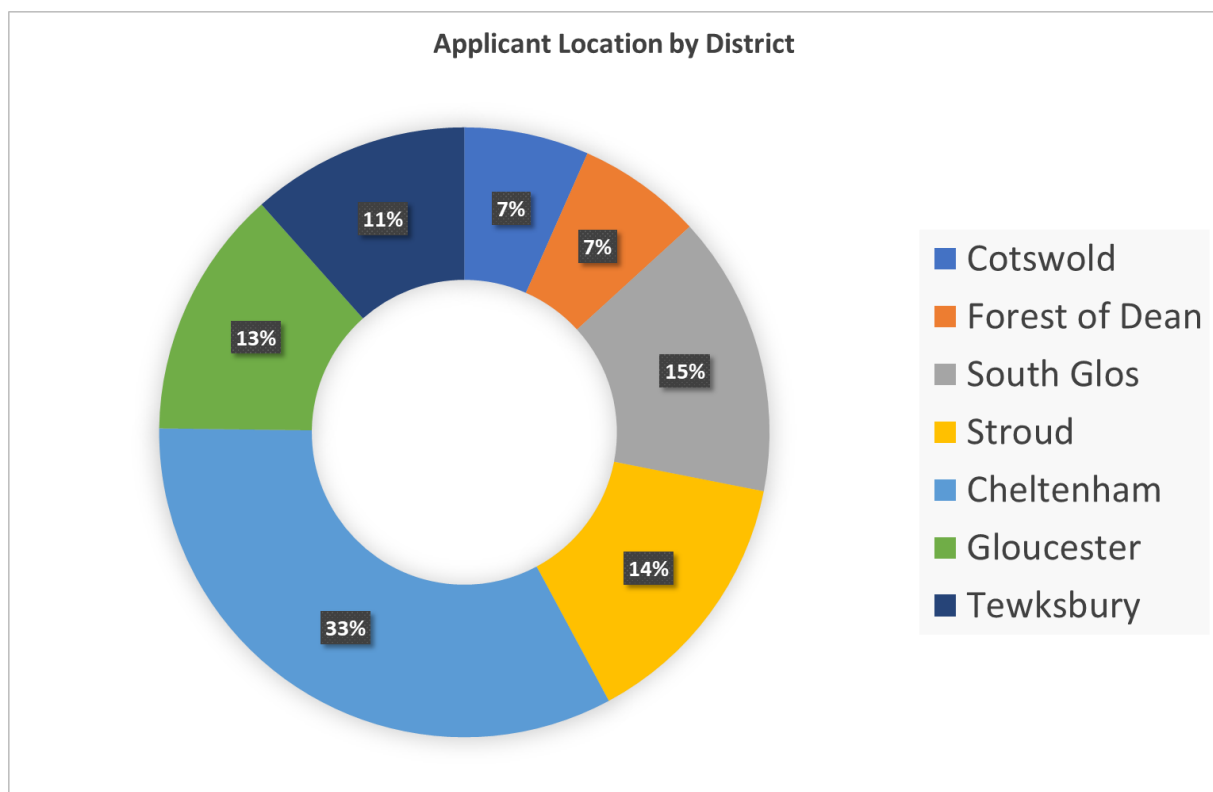
79

households who have received face to face advice and a survey



48

households awaiting survey



NHS Retrofit

The program is funded by Gloucestershire County Council and the Gloucestershire Housing Partnership, and it offers additional support to NHS patients who benefited from the Warmth on Prescription program. While the Warmth on Prescription program provided funding immediate economic relief to households where fuel poverty is worsening their health conditions, the NHS Retrofit program aims at improving their homes by installing energy efficiency upgrades to ensure the participants can keep their home sufficiently warm long term. The project goal is to improve the health and wellbeing of its beneficiaries in the long term, which in turn is likely to reduce their reliance on health services by improving the air quality and thermal comfort of their households.

The program's target is to complete full energy upgrades for 20 households by March 2025. Between April and June 2024, Severn Wye has surveyed 9 properties to establish what energy efficiency measure could be installed.

Future Developments and Insights

Our new Reach Out project is bringing over £1.4M of additional support and services at Severn Wye, which in turn will be helping households within your communities, enabling us to reach even more vulnerable people. Step Up South Glos is running for another year, Warmth on Prescription is set to run again over this coming winter, a boiler replacement scheme is operating in South Gloucestershire until September, and we are continuing to proactively seek out opportunities that will enable us to further develop the support that we are able to offer – and this is alongside all of our other existing projects and commitments. It is busy, and the short-term nature of some funding streams can be a challenge, but we are lucky to have an enthusiastic and knowledgeable team of people for whom helping people who are struggling is a priority.

What the change of government means for the future, remains to be seen, but initial indications are that the priorities will support the aims of warm and well. The proof will be in the deliverance of accessible, long-term schemes that will improve inefficient homes, helping vulnerable residents to take control of their energy usage and bills, in turn improving their finances, their health, and their resilience. For Severn Wye, better planned and longer-term funded schemes will enable more strategic planning and delivery, which will in turn help us to achieve our goal to reach as many people as possible.

Through the diversity of its projects, Severn Wye is uniquely positioned to provide tailored advice to people from all walks of life. From reaching out to houseboat dwellers and travelling communities, to helping clients who live in isolated rural areas, city dwellers and refugees, each community that we work with has individual needs. Through the strong networks that our team have built up there are close relationships with partner organisations such as Age UK, Citizens Advice and Gloucestershire Action for Refugees and Asylum Seekers. This means that not only do we receive referrals from organisations that have strong grassroots, but also that we are able to refer clients onto these organisations for further help in areas that we are not experts on. Close links with the fire service and the NHS mean that we can offer training to people who work in different industries, helping them to identify people who they meet, who could be at risk of fuel poverty.

Energy Advice is well positioned to be able to help society's most vulnerable and is grateful for the support of local authorities and other funders who make this work possible. There is no one size fits all when it comes to providing support, and our expert and agile team utilise their many skills to ensure that holistic support is always provided.

Hannah Persaud

Director of Energy Advice



severn wye

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Charity No: 1083812

Quarter 1, 24/25

Table 1

Households and Demographics								
	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
Enquiries	185	72	236	324	389	236	164	1,606
Household	110	45	160	169	247	141	89	961
(Household) Health condition	71	32	92	112	141	85	53	586
% (Household) Health condition	64.5%	71.1%	57.5%	66.3%	57.1%	60.3%	59.6%	61.0%
(Household) Over 65	25	9	43	35	63	18	16	209
% (Household) Over 65	22.7%	20.0%	26.9%	20.7%	25.5%	12.8%	18.0%	21.7%
(Household) Benefit	51	24	39	98	127	74	50	463
% (Household) Benefit	46.4%	53.3%	24.4%	58.0%	51.4%	52.5%	56.2%	48.2%
(Household) Child	20	13	20	51	62	48	25	239
% (Household) Child	18.2%	28.9%	12.5%	30.2%	25.1%	34.0%	28.1%	24.9%
(Household) Nil vulnerability	28	10	50	34	57	34	27	240
% (Household) Nil vulnerability	25.5%	22.2%	31.3%	20.1%	23.1%	24.1%	30.3%	25.0%
Average of Age Now	54	53	59	50	54	48	51	53

Quarter 1, 24/25

Table 2

Households and Demographics			
	South Gloucestershire	Gloucestershire	Total
Enquiries	389	1,217	1,606
Household	247	714	961
(Household) Health condition	141	445	586
% (Household) Health condition	57.1%	62.3%	61.0%
(Household) Over 65	63	146	209
% (Household) Over 65	25.5%	20.4%	21.7%
(Household) Benefit	127	336	463
% (Household) Benefit	51.4%	47.1%	48.2%
(Household) Child	62	177	239
% (Household) Child	25.1%	24.8%	24.9%
(Household) Nil vulnerability	57	183	240
% (Household) Nil vulnerability	23.1%	25.6%	25.0%
Average of Age Now	54	52	53

Quarter 1, 24/25

Table 3

Main Health Condition - Household								
(Group) Main Health Condition	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
☒ Autoimmune And Immunodeficiency Diseases	1	1		3	4	4	2	15
☒ Cancer	3	3	1	1	3	4	3	18
☒ Cardiovascular Disease	13		8	12	12	5	4	54
☒ Dementia			2		2		2	6
☒ Diabetes	3	1	5	14	11	3	3	40
☒ Learning Disabilities	1			3		1	1	6
☒ Limited Mobility (inc Arthritis)	10	6	15	13	36	15	10	105
☒ Mental Health Condition	12	4	23	28	34	26	14	141
☒ Neurobiological And Related Diseases		1		2	4	3		10
☒ Other	7	6	5	7	8	8	5	46
☒ Respiratory Disease	7	6	16	12	12	5	8	66
☒ Substance Misusers				1	1			2
Total	57	28	75	96	127	74	52	509

Quarter 1, 24/25

Table 4

Main Health Condition - Household			
(Group) Main Health Condition	South Gloucestershire	Gloucestershire	Total
☒ Autoimmune And Immunodeficiency Diseases	4	11	15
☒ Cancer	3	15	18
☒ Cardiovascular Disease	12	42	54
☒ Dementia	2	4	6
☒ Diabetes	11	29	40
☒ Learning Disabilities		6	6
☒ Limited Mobility (inc Arthritis)	36	69	105
☒ Mental Health Condition	34	107	141
☒ Neurobiological And Related Diseases	4	6	10
☒ Other	8	38	46
☒ Respiratory Disease	12	54	66
☒ Substance Misusers	1	1	2
Total	127	382	509

Quarter 1, 24/25

Table 5

Property Details 1								
Accommodation Type	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
Owner occupier	41	26	82	58	111	48	36	402
Private Tenant	10	2	14	21	19	16	4	86
Social tenant- HA	18	11	38	54	76	18	34	249
Social Tenant-LA	27	1	9	14	4	41	7	103
Total	96	40	143	147	210	123	81	840

Property Details 2								
Property Age (Group)	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
☐ Before 1900	2	6	11	7	10	8	1	45
☐ 1900-1949	3	2	10	8	11	6	3	43
☐ 1950-1995	14	9	35	18	32	12	15	135
☐ 1996+	3	3	7	5	26	12	9	65
Total	22	20	63	38	79	38	28	288

Property Details 3								
Building Type	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
House	37	27	65	67	108	54	29	387
Flat	29	7	7	40	36	8	10	137
Bungalow	5	2	13	4	25	17	5	71
Park Home	7	2	4	1	9	1	16	40
Total	78	38	89	112	178	80	60	635

Quarter 1, 24/25

Table 6

Property Details 1			
Accommodation Type	South Gloucestershire	Gloucestershire	Total
Owner occupier	111	291	402
Private Tenant	19	67	86
Social tenant- HA	76	173	249
Social Tenant-LA	4	99	103
Total	210	630	840

Property Details 2			
Property Age (Group)	South Gloucestershire	Gloucestershire	Total
☐ Before 1900	10	35	45
☐ 1900-1949	11	32	43
☐ 1950-1995	32	103	135
☐ 1996+	26	39	65
Total	79	209	288

Property Details 3			
Building Type	South Gloucestershire	Gloucestershire	Total
House	108	279	387
Flat	36	101	137
Bungalow	25	46	71
Park Home	9	31	40
Total	178	457	635

Quarter 1, 24/25

Table 7

Referral Sources (Household)								
Referral Source	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
Partner Referral	46	14	49	95	15	56	35	310
Previous contact	21	8	23	29	99	23	30	233
Other organisation	11	4	10	21	55	8	8	117
Installer	5	2	23	15	22	7		74
Local Authority	9	7	13	11	21	7	1	69
Google / Websearch	6	7	5	10	13	8	5	54
Word of Mouth	5	1	5	1	9	3	7	31
Advocacy Drop In	4				1	7	1	13
Social Media						2		2
Direct mail				1				1
Newspaper					1			1
Total	96	39	117	160	193	106	72	783

Quarter 1, 24/25

Table 8

Referral Sources (Household)			
Referral Source	South Gloucestershire	Gloucestershire	Total
Partner Referral	15	295	310
Previous contact	99	134	233
Other organisation	55	62	117
Installer	22	52	74
Local Authority	21	48	69
Google / Websearch	13	41	54
Word of Mouth	9	22	31
Advocacy Drop In	1	12	13
Social Media		2	2
Direct mail		1	1
Newspaper	1		1
Total	193	590	783

Quarter 1, 24/25

Table 9

Measures Installed								
Measure	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
Gas Boiler	2	1	3	9	14	6	1	36
Loft Insulation	2		5	7	12	6	2	34
Small measures	4	1	2	5	11	3	1	27
Solar PV	1	2	5	1	6	2	1	18
Ventillation	1		3	3	4	3	2	16
ASHP	2	1	4	1	3	3	1	15
Cavity Wall Insulation			1		2	2		5
HHRSH					3	1		4
Park Home Insulation			1		3			4
Internal Wall Insulation			1		2			3
Doors						1		1
Total	12	5	25	26	60	27	8	163

Install - No. of Household								
Fiscal Qtr	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
Q1	8	3	10	10	27	12	3	73

Quarter 1, 24/25

Table 10

Measures Installed			
Measure	South Gloucestershire	Gloucestershire	Total
Gas Boiler	14	22	36
Loft Insulation	12	22	34
Small measures	11	16	27
Solar PV	6	12	18
Ventillation	4	12	16
ASHP	3	12	15
Cavity Wall Insulation	2	3	5
HHRSH	3	1	4
Park Home Insulation	3	1	4
Internal Wall Insulation	2	1	3
Doors		1	1
Total	60	103	163

Install - No. of Household			
Fiscal Qtr	South Gloucestershire	Gloucestershire	Total
Q1	27	46	73

Quarter 1, 24/25

Table 11

Fundings								
	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
ECO £	£36,312	£11,895	£89,528	£97,919	£304,840	£78,116	£39,837	£658,448
WHF £								
Health top-up £	£4,029	£231	£2,904		£5,466	£5,927	£325	£18,882
LEAP £								
HUG £								
HUG2 £	£27,675	£27,450	£67,810	£29,950	£85,077	£83,088		£321,050
LAD £								
Other £								
Total	£68,016	£39,576	£160,242	£127,869	£395,384	£167,131	£40,162	£998,380

Savings from installations								
	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
Annual carbon savings	10.9	6.1	25.1	14.2	42.9	22.7	5.9	127.7
Lifetime carbon savings	211.0	118.1	543.2	251.3	885.2	469.2	120.6	2,598.5
Annual bill savings	£1,481	£1,145	£4,172	£1,949	£6,503	£3,292	£938	£19,480
Lifetime Bill Savings	£33,231	£25,916	£102,371	£47,830	£164,789	£80,851	£22,357	£477,345

Quarter 1, 24/25

Table 12

Fundings			
	South Gloucestershire	Gloucestershire	Total
ECO £	£304,840	£353,607	£658,448
WHF £			
Health top-up £	£5,466	£13,416	£18,882
LEAP £			
HUG £			
HUG2 £	£85,077	£235,973	£321,050
LAD £			
Other £			
Total	£395,384	£602,997	£998,380

Savings from installations			
	South Gloucestershire	Gloucestershire	Total
Annual carbon savings	42.9	84.8	127.7
Lifetime carbon savings	885.2	1,713.3	2,598.5
Annual bill savings	£6,503	£12,977	£19,480
Lifetime Bill Savings	£164,789	£312,556	£477,345

Quarter 1, 24/25

Table 13

Referral From								
Households referred by partners								
Category	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
⊕ Advocacy Partner	8		6	17		4	11	46
⊕ Age UK	3			1	1			5
⊕ Charity Partner	2	5	16	18	6	52	2	101
⊕ Citizen's Advice	3	2	24	4	13	11	3	60
⊕ Fire & Rescue Service						1		1
⊕ Food Bank	6	2			32	9	1	50
⊕ Installer	5	1	25	16	22	8	1	78
⊕ Internal	8	2		14		1	2	27
⊕ Local Council Team	13		1	7	8	4		33
⊕ NHS/Healthcare Service	2	2	12	10	3	4	22	55
⊕ Other Advice Service	1	2		43	2	6		54
⊕ Self Referral	3	3	1	3		1	5	16
⊕ Social Housing	18	3	8	7	37		9	82
Total	70	19	88	118	122	98	52	567

Quarter 1, 24/25

Table 14

Referral From			
Households referred by partners			
Category	South Gloucestershire	Gloucestershire	Total
▲			
+ Advocacy Partner		46	46
+ Age UK	1	4	5
+ Charity Partner	6	95	101
+ Citizen's Advice	13	47	60
+ Fire & Rescue Service		1	1
+ Food Bank	32	18	50
+ Installer	22	56	78
+ Internal		27	27
+ Local Council Team	8	25	33
+ NHS/Healthcare Service	3	52	55
+ Other Advice Service	2	52	54
+ Self Referral		16	16
+ Social Housing	37	45	82
Total	122	445	567

Quarter 1, 24/25

Table 15

Households SW referred to partners								
Category	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
☒ Installer	2	1	4	8	14	4	1	34
☒ Charity Partner	3	2		1		8	3	17
☒ Priority Service Register	1		1	4	6	4		16
☒ Supplier	2	3	2	2	3	1	2	15
☒ Other Advice Service	1	2	1	3		5	2	14
☒ Big Difference Scheme	2	1				2	3	8
☒ Social Housing	8							8
☒ Age UK	1	1	1	1			3	7
☒ Citizen's Advice	2				3	2		7
☒ Fire & Rescue Service	1			1	2	1	1	6
☒ Other	4					1	1	6
☒ Internal	1				1	2		4
☒ Advocacy Partner						1	2	3
☒ Emergency boiler scheme			1			1	1	3
☒ Ethical lender				2				2
☒ Food Bank						1		1
☒ Local Council Team						1		1
☒ Regulator						1		1
Total	28	9	10	22	29	33	18	149

Quarter 1, 24/25

Table 16

Households SW referred to partners			
Category	South Gloucestershire	Gloucestershire	Total
☒ Installer	14	20	34
☒ Charity Partner		17	17
☒ Priority Service Register	6	10	16
☒ Supplier	3	12	15
☒ Other Advice Service		14	14
☒ Big Difference Scheme		8	8
☒ Social Housing		8	8
☒ Age UK		7	7
☒ Citizen's Advice	3	4	7
☒ Fire & Rescue Service	2	4	6
☒ Other		6	6
☒ Internal	1	3	4
☒ Advocacy Partner		3	3
☒ Emergency boiler scheme		3	3
☒ Ethical lender		2	2
☒ Food Bank		1	1
☒ Local Council Team		1	1
☒ Regulator		1	1
Total	29	120	149

Quarter 1, 24/25

Table 17

Visits completed in the period								
Team	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
Adviceline								
No. of Visit				2	3		1	6
No. of Household Visit				2	3		1	6
Advocacy								
No. of Visit	44	11	28	73	71	47	54	328
No. of Household Visit	40	11	22	61	65	38	44	281
No. of Visit	44	11	28	75	74	47	55	334
No. of Household Visit	40	11	22	62	68	38	45	286
Vulnerability of households visited								
	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
(W&W) Health condition	34	9	21	47	50	31	36	228
(W&W) Over 65	4	1	2	9	7	3	9	35
(W&W) Benefit (New)	27	7	8	50	59	30	30	211
(W&W) Child	10	5	5	27	30	22	22	121
(W&W) Nil vulnerability (New)	2	1	1	3	4	1	3	15
% (W&W) Health condition	85.0%	81.8%	95.5%	75.8%	73.5%	81.6%	80.0%	79.7%
% (W&W) Over 65	10.0%	9.1%	9.1%	14.5%	10.3%	7.9%	20.0%	12.2%
% (W&W) Benefit (New)	67.5%	63.6%	36.4%	80.6%	86.8%	78.9%	66.7%	73.8%
% (W&W) Child	25.0%	45.5%	22.7%	43.5%	44.1%	57.9%	48.9%	42.3%
% (W&W) Nil vulnerability (New)	5.0%	9.1%	4.5%	4.8%	5.9%	2.6%	6.7%	5.2%