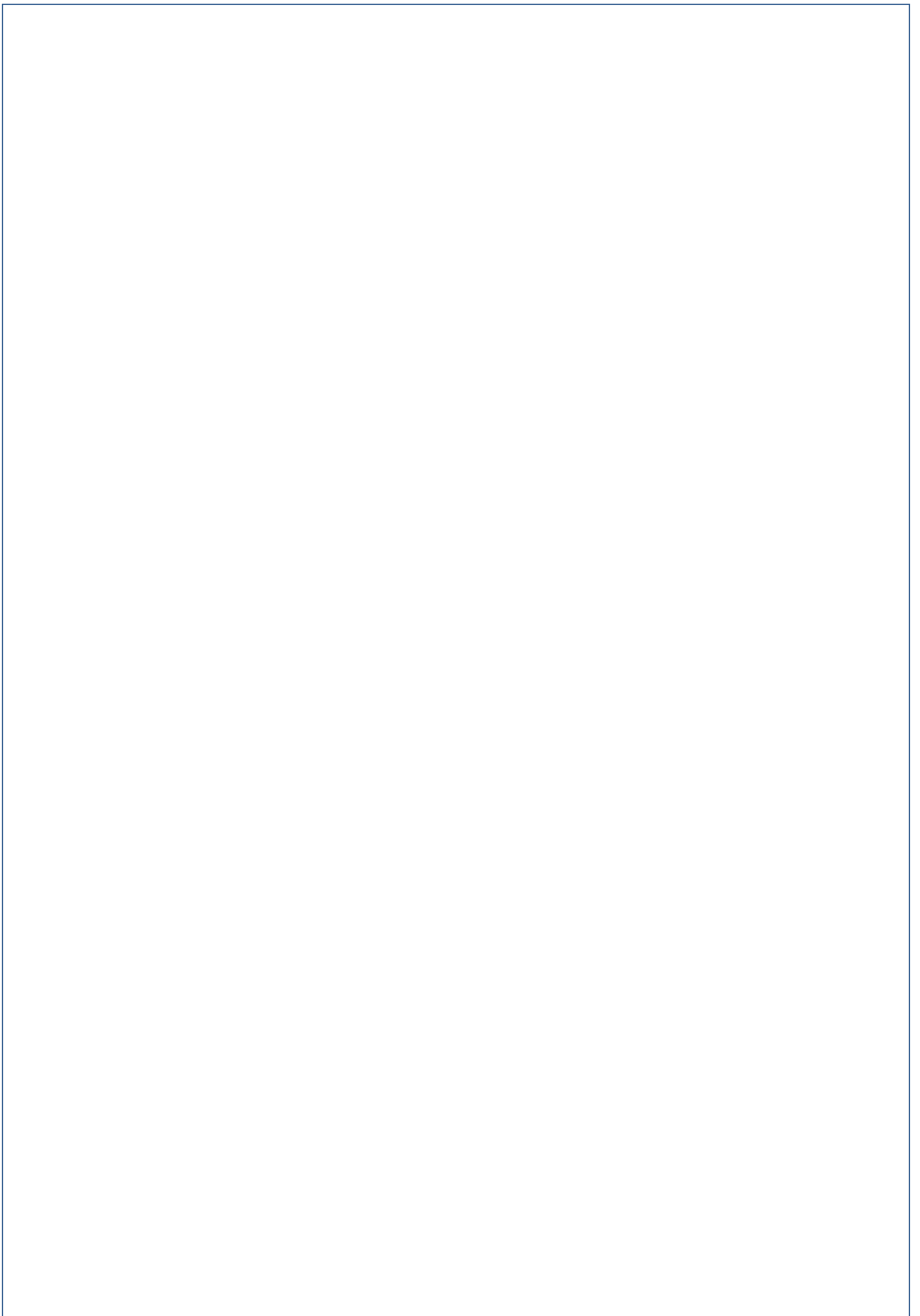


# Home Energy Conservation Act Report

## April 2017- March 2019

Report for Cheltenham Borough Council, Forest of Dean District Council, Gloucester City Council, Stroud District Council and Tewkesbury Borough Council





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## 1. Home Energy Conservation Act

The Department for Business, Energy and Industrial Strategy (BEIS) require all local authorities to report on their targets and aims for home energy conservation under the Home Energy Conservation Act (1995). This is the Home Energy Conservation Act (HECA) report for Cheltenham Borough Council, Forest of Dean District Council, Gloucester City Council, Stroud District Council and Tewkesbury Borough Council. As required under HECA, this report sets future priorities and actions to 2019 and reports on progress from 2015 to 2017. A further progress report will be produced in 2019.

Cheltenham Borough Council, Forest of Dean District Council, Gloucester City Council, Stroud District Council and Tewkesbury Borough Council are committed to achieving affordable warmth and alleviating fuel poverty. Together with Cotswold District Council and South Gloucestershire Council, the local authorities have displayed their commitment in this field through funding the Warm & Well scheme since 2001. The Warm & Well scheme is a key delivery mechanism to reduce fuel poverty, reduce excess winter deaths, increase rates of retrofit of energy efficiency measures, and stimulate the local economy. In 2017 the local authorities extended their commitment to the scheme by a further three years, to fund the project until 2020.

The local authorities strive to enable vulnerable people to live affordably and comfortably in their own homes, independently for longer, thus reducing costs to social care budgets. This work in the field of affordable warmth will assist in meeting government targets in carbon emissions, as well as increasing the comfort of residents in their homes, provide savings to the NHS and reduce the rates of fuel poverty.

This HECA report outlines the current situation in the local authority areas and the future actions to tackle fuel poverty. This includes the energy conservation measures that the local authorities considers practicable, cost-effective and likely to result in significant improvement in the energy efficiency of homes in its area.

## 2. Fuel Poverty

### 2.1 Definition of fuel poverty

Affordable warmth is the ability for households to heat their home to ensure adequate levels of comfort and health without forcing the household into financial difficulty and debt.

Fuel poverty is when a household is unable to achieve affordable warmth. The definition of fuel poverty has changed in England, although the old definition has been retained in devolved administrations. The traditional definition was *'A household which needs to spend more than 10% of its income in all fuel use in order to heat its home to an adequate standard of warmth'* (DECC 2006). The Department of Energy and Climate Change (DECC), 2015, Low Income, High Cost definition is *'A household that has required fuel costs that are above average (the national median level). Were they to spend that amount, they would be left with a residual income below the official poverty line'*.

The South-West region has the highest proportion of fuel poor homes in England with 289,658 homes reported as fuel poor in 2014. Although Gloucestershire as a whole is not identified as one of the worst affected counties in England, over 11.5% of all homes are fuel poor (DECC, 2016). Due to the recent change in the definition of fuel poverty, many statistics reported are using the previous method of calculating fuel poverty.

## 2.2 Causes of fuel poverty

Fuel poverty is influenced by a range of factors, most notably: energy efficiency of buildings and the quantity and efficiency of appliances, high fuel costs or rising fuel costs, low income and/or high cost of living. Within Gloucestershire, the issues are exacerbated by the increasing proportion of elderly residents; high proportions of off-gas homes; a large number of homes with solid wall construction; and an increasing cost of living. For example, over a third of homes within the Forest of Dean are considered 'hard to treat' (South Gloucestershire Council, 2013). This is characteristic of their rural nature and has led to the district having the highest proportion of fuel poor homes in the county. The majority of properties are ageing (pre-1930) and their inhabitants are spending increasingly more money to heat their home.

Many residents cannot afford the significant cost of retrofitting their properties to good standards. Those living in low carbon properties are typically those that can afford the cost of retrofit; however those unable to afford these costs are those that form the majority and are those most in need of assistance. This issue is not exclusive to rural areas, for example, rates of fuel poverty are higher for households living in pre-war housing and in the Barton & Tredworth and Moreland areas of Gloucester (Gloucestershire Health and Wellbeing Board January 2016); the pattern is similar in other districts.

## 2.3 Effects of fuel poverty

Fuel poverty can have a range of impacts on residents including, social, health, and economic effects. Fuel poverty puts additional financial strain on households and this can force residents to make a choice to either heat or eat. For children, living in fuel poor homes is associated with a significantly greater risk of health problems, especially respiratory problems<sup>1</sup>. Poorer weight gain and lower levels of adequate nutritional intake have also been found. Whilst adolescents living in fuel poor homes are at significantly greater risk for multiple mental health problems<sup>1</sup>.

Most drastically, low indoor temperatures can exacerbate respiratory issues, cardiovascular function and can be challenging for those with dementia, leading to excess winter mortality (EWM). The Office of National Statistics shows that there were an estimated 24,300 excess winter deaths (EWDs) in England and Wales in the 2015/16 winter period; hence 15% more deaths occurred in winter compared to the non-winter months. The majority of these deaths resulted from respiratory causes, followed by cardiovascular illnesses and dementia respectively, particularly in the over 75 and over 85 age groups.

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<sup>1</sup> Liddell, C. (2008) *Policy Briefing: The Impact of Fuel Poverty on Children*. Save the Children.

Research by the Eurowinter group (1997) showed ‘that compared with people living in countries with cold winters, those from warmer countries were less likely to wear warm protective clothing in cold weather’<sup>2</sup> and that ‘countries with milder winters also tend to have homes with poorer thermal efficiency, for example, fewer homes have cavity wall insulation and double glazing, which makes it harder to keep homes warm during the winter’ (Healy, 2003)<sup>2</sup>.

Although excess winter deaths have been of most concern, intense periods of heat in summer months can also lead to additional deaths, hence good insulation is also of importance during these periods.

### 3. National Policy Links

A Committee on Fuel Poverty was formed as an advisory Non-Departmental Public Body sponsored by the Department of Business, Energy and Industrial Strategy. The role of the committee is to advise the government on policies aimed at reducing fuel poverty in England.

The committee produced a report summarising their initial positions on September 2016 and the six priority outcomes from the report are shown in Figure 1 .

1. *The strategy will be sufficiently funded and existing Government and supplier programme spend will be significantly better focussed on helping households in fuel poverty.*
2. *There will be additional finance in place from other sources to help fund household energy saving measures to meet the fuel poverty milestones and target.*
3. *Health agencies, local authorities and practitioners will recognise the impacts of cold homes and will be engaged in delivering solutions.*
4. *Regulatory changes will have demonstrably positive outcomes for households in fuel poverty.*
5. *The energy market will function for households in fuel poverty.*
6. *Households in fuel poverty will be well-informed and advised.*

**Figure 1: Committee on Fuel Poverty’s six priority outcomes (Committee on Fuel Poverty, 2016)**

The government released a fuel poverty strategy ‘Cutting the Cost of Keeping Warm’ in 2015.

<sup>2</sup> Campbell, A. (2017) *Excess winter mortality in England and Wales: 2015/16 (provisional) and 2014/15 (final)*, <https://www.ons.gov.uk/peoplepopulationandcommunity/birthsdeathsandmarriages/deaths/bulletins/excesswintermortalityinenglandandwales/2015to2016provisionaland2014to2015final#geographical-patterns-of-excess-winter-mortality>

The focus of the strategy is on improving the energy efficiency ratings of households in fuel poverty primarily by reducing heating costs. The target is to ensure that as many fuel poor homes as is reasonably practicable achieve a minimum energy efficiency rating of Band C, by 2030. To track progress, two interim milestones have also been set:

- *as many fuel poor homes as is reasonably practicable to Band E by 2020*
- *as many fuel poor homes as is reasonably practicable to Band D by 2025*

(Taken from Committee on Fuel Poverty, 2016)

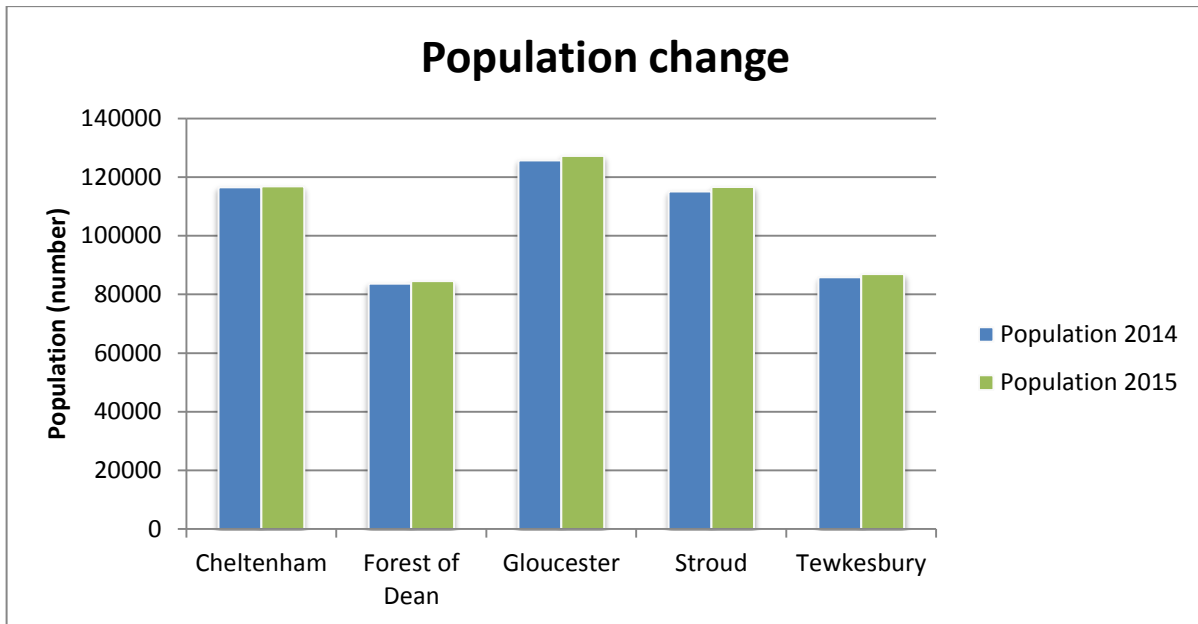
A wide range of schemes have been implemented to support residents and to reduce carbon emissions to meet the 2050 carbon reduction target stipulated in the Climate Change Act 2008 to cut UK carbon emissions by 80% from 1990 levels. The Energy Company Obligation (ECO) is one of the current measures alongside other financial support mechanisms such as the Winter Fuel Payments and Cold Weather Payments.

For privately rented properties, there are regulations regarding the energy efficiency performance ratings for the property. From 1<sup>st</sup> April 2016, tenants could apply for consent to carry out energy efficiency improvements in the property they were renting. Then from 1<sup>st</sup> April 2018 properties that are rented will need to have a minimum energy performance rating of an E in their Energy Performance Certificate (EPC).

## 4. Local Context

### 4.1 Population and districts

Gloucestershire is the northern most county in the South West region of the UK and comprises six districts: Cheltenham; Cotswold; Forest of Dean; Gloucester; Stroud and Tewkesbury. There is one county council, Gloucestershire County Council, located within Gloucester. Gloucestershire comprises a mix of urban and rural communities, with two main urban clusters: Gloucester City and Cheltenham. Each of the other districts is largely rural with a number of market towns. This report focuses on five of the six districts in Gloucestershire: Cheltenham, Forest of Dean, Gloucester, Stroud and Tewkesbury. Gloucestershire has a population of 617,200 (2015 ONS estimate), which represents an increase of 1% within a year; this is 0.2% higher than the national average. There are a high proportion of people aged 65+ compared to the national average (20.6%). This age group is also experiencing the fastest rate of growth, increasing by 2.5% compared to the 1.8% national average. However, the demographic structure varies significantly across the county with the urban districts have a far more youthful population than rural districts. For example, the proportion of people aged over 65+ in Gloucester is 16.1% compared to 23.4% in the Forest of Dean.



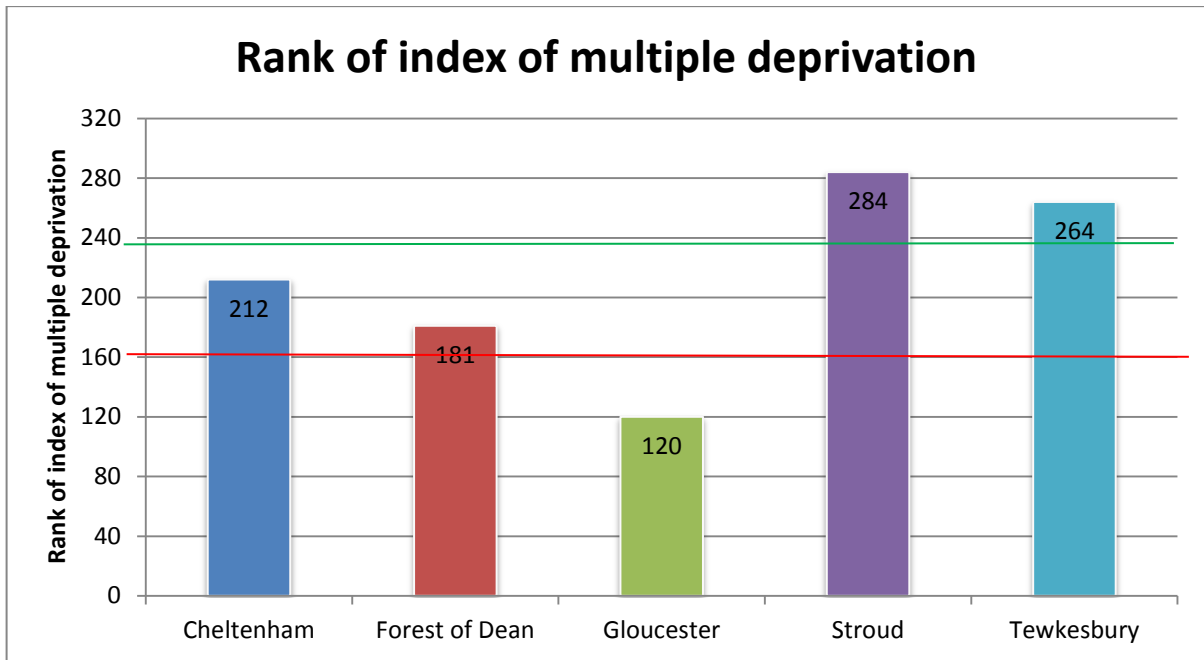
**Figure 2: Population change in local authority districts between 2014-2015 (Office of National Statistics, 2016)**

Gloucester and Cheltenham are both urban districts yet Cheltenham only experienced a 0.2% growth between 2014-15 compared to Gloucester which experienced a 1.2% increase, similar to the 1.3% rise in Stroud and Tewkesbury. The rural district of the Forest of Dean has the smallest population of all districts and increased its population by 1.0%, equating to 870 people.

#### 4.2 Levels of deprivation

Gloucestershire has relatively low levels of multiple deprivation compared to other areas of England with a score of 15.01. However, there is significant internal variation as shown in Figure 3. Stroud and Tewkesbury are amongst the least deprived local authorities in England. Gloucester has notably higher levels of deprivation with a score of 22.00, containing 0.13% of Lowest Super-Output Areas (LSOAs) in the most deprived 10% of England. Cheltenham has a score of 15.07, but also has pockets of high deprivation containing 0.04% of Lowest Super-Output Areas (LSOAs) in the most deprived 10% of England. Therefore, the mean does not reflect the variation within the town. (DCLG, 2015)

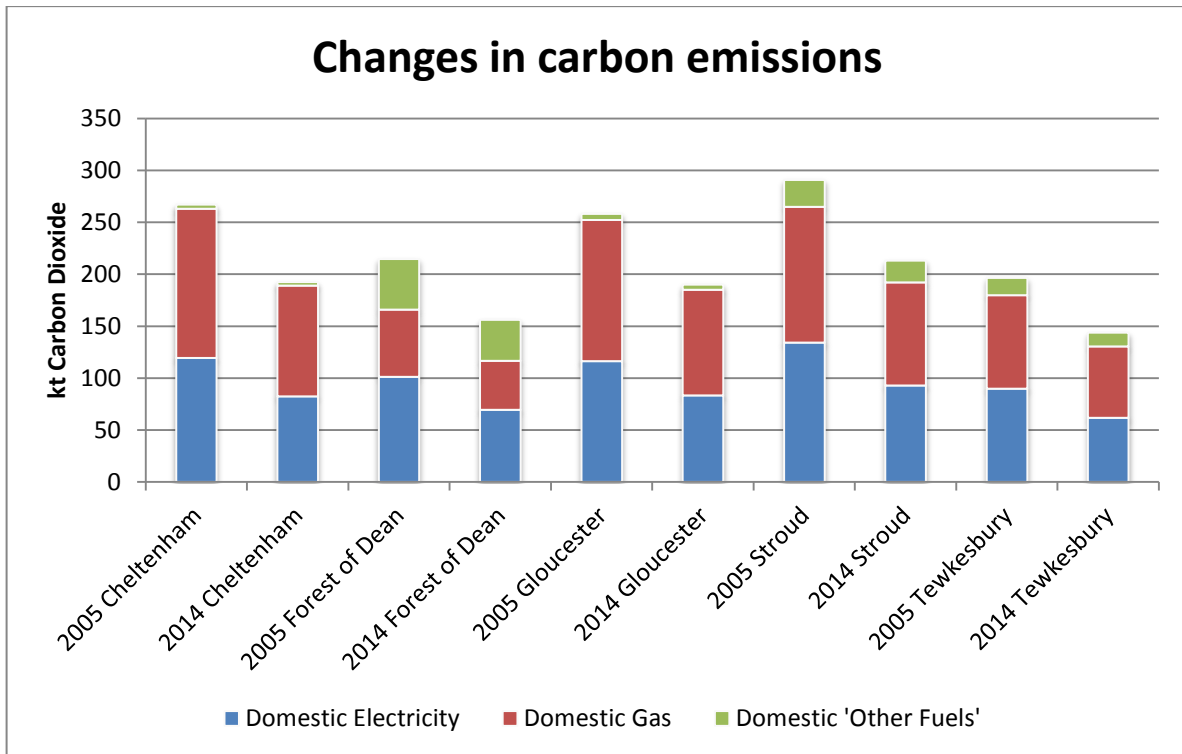




**Figure 3: 2015 rank of index of multiple deprivation within England (320 authorities) (DCLG, 2015)**

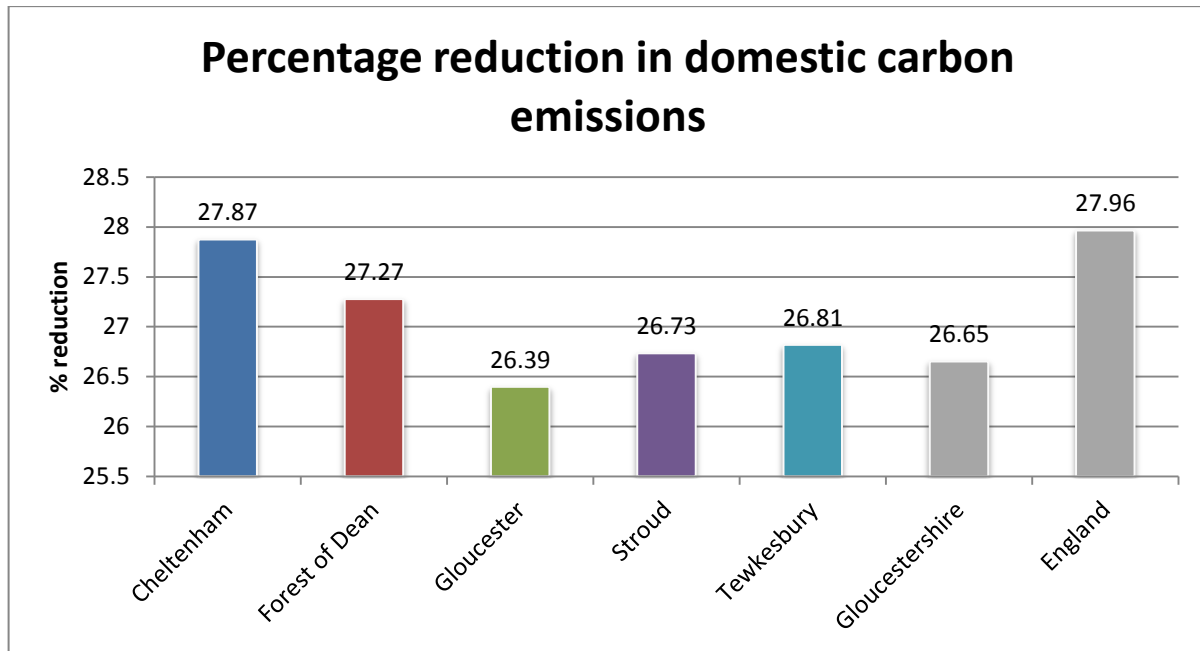
The mean IMD for England is shown by the red line in Figure 3, and the green line shows the 25% least deprived areas by IMD. A lower rank means a higher level of deprivation.

The total domestic emissions for Gloucestershire in 2014 were 1084.68kt contributing to 27% of total carbon emissions for the county (DECC, 2016). Tewkesbury and Gloucester produced the lowest emissions from the domestic sector and Stroud the highest (Figure 4). The use of 'other' fuels is greater in areas such as Stroud and the Forest of Dean due to the high number of properties without mains gas supply.



**Figure 4: Changes in carbon emissions for the domestic sector in local authority districts 2005-2014 (DECC, 2016)**

Whilst districts have made significant reductions in carbon emissions from the domestic sector since 2005, the nature of properties has made it more challenging resulting in slightly lower reductions than the 28% national reduction as shown in Figure 5. Cheltenham made the greatest reductions within the domestic sector at 27.9%. Although Gloucester's reductions were lower than surrounding district, the emissions are within 1.6% of the England reduction. (DECC, 2016)



**Figure 5: Percentage reduction in domestic carbon emissions for local authority districts between 2005 and 2014 (DECC, 2016)**

#### 4.3 Housing

In 2015, there were 278,940 households in Gloucestershire and this is expected to rise by at least 4.29% by 2025. Tewkesbury and Gloucester are expected to have the greatest increase in the number of households. (DCLG, 2016)

Area	No. of households 2015	No. of households expected 2025	% change
<b>Cheltenham</b>	54,130	56,261	3.94
<b>Forest of Dean</b>	37,370	38,462	2.92
<b>Gloucester</b>	54,780	58,753	7.25
<b>Stroud</b>	51,800	54,782	5.76
<b>Tewkesbury</b>	38,990	42,217	8.28
<b>Gloucestershire</b>	<b>278,940</b>	<b>290,897</b>	<b>4.29</b>

**Table 1: Number of households by district and projected change (DCLG, 2016)**

#### 4.4 Household tenure

The vast majority of housing in Gloucestershire is privately owned with 86.9% of properties being privately owned/rented (Figure 6). The proportion of social housing is highest in the urban areas of Cheltenham and Gloucester; only Stroud and Cheltenham directly provide social housing.

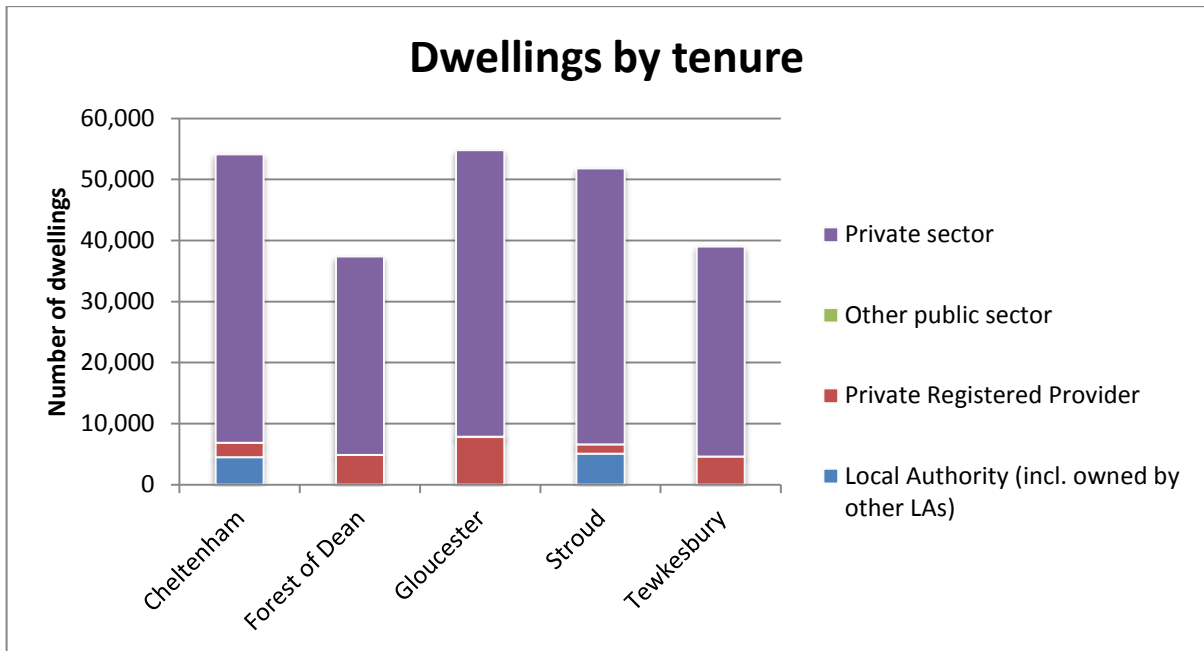


Figure 6: Dwelling stock- number of Dwellings by Tenure and district, 2015 (DCLG, 2016)

The majority of homes in the areas are from the private sector, so either owner occupied or privately renting. While information cannot be sourced to locate the split of housing tenure between local authority areas, Figure 7 shows the tenure across Gloucestershire.

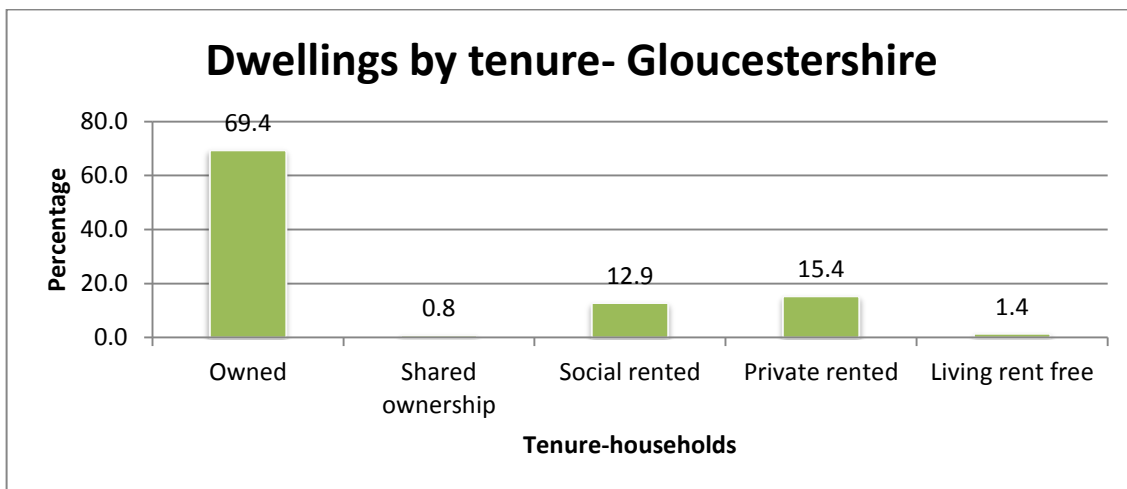
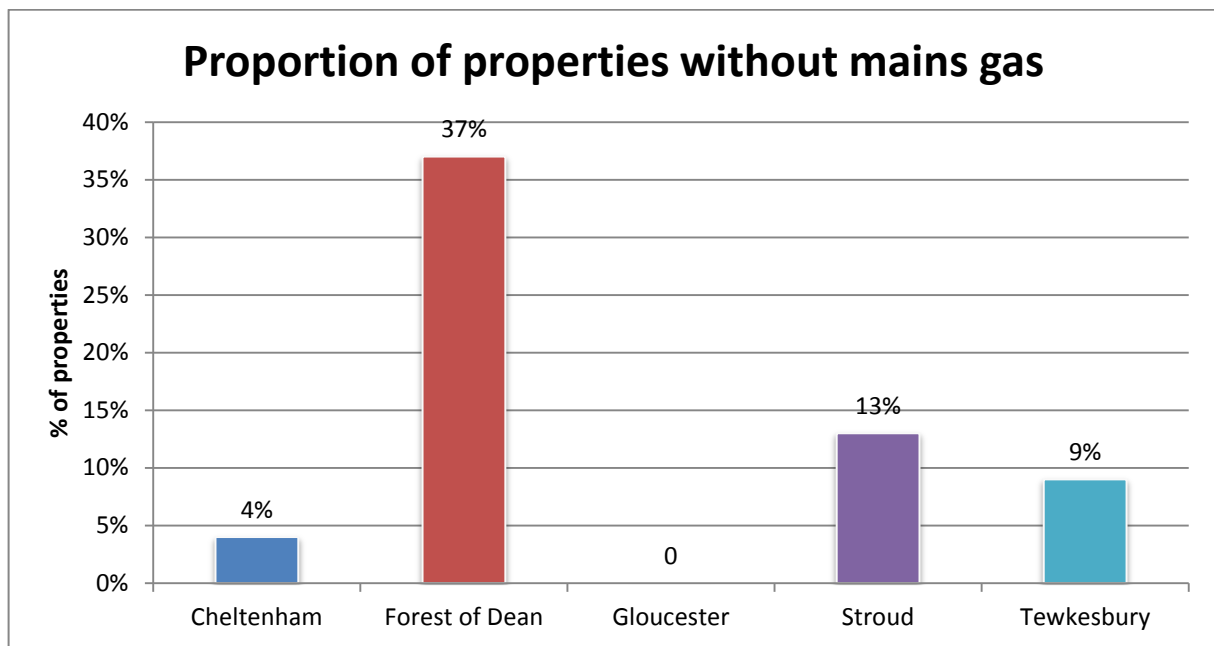


Figure 7: Housing tenure in Gloucestershire (Office of National Statistics, 2011)

#### 4.5 Off gas

There is significant variation in the proportion of properties across the districts which do not have access to mains gas. Rural districts have a higher proportion of properties not on the gas network, Forest of Dean has by far the largest number with 37% of properties without mains gas.



**Figure 8: Proportion of properties without mains gas per district (BEIS, 2017)**

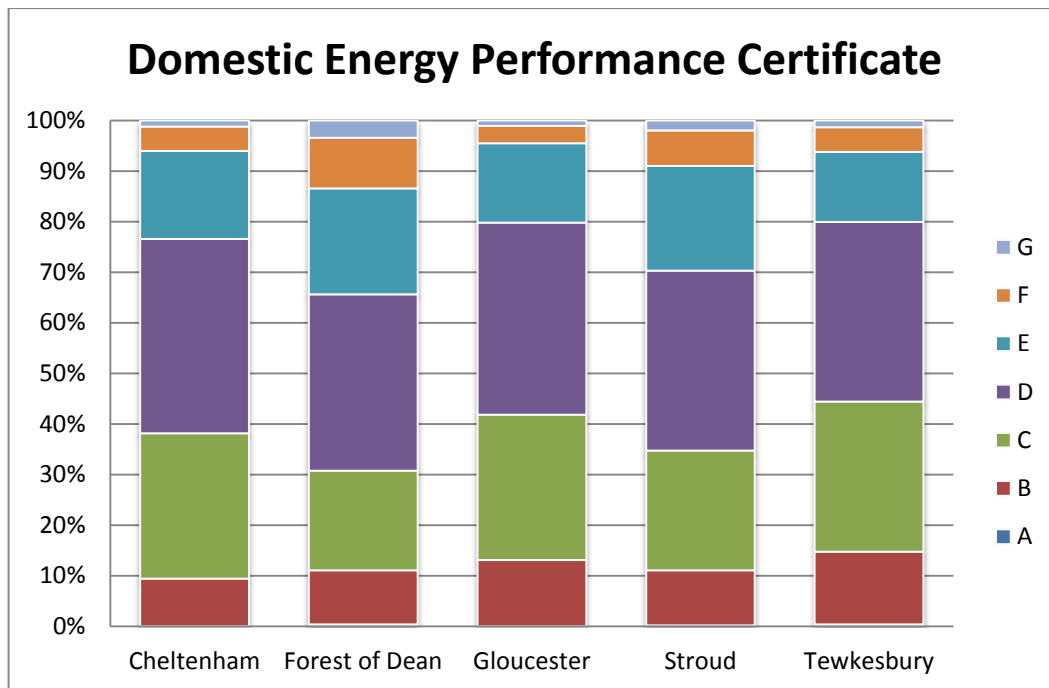
#### 4.6 Energy efficiency ratings

Table 2 shows the number of Energy Performance Certificates (EPCs) which have taken place in each district between 2008 and December 2016.

District	No of EPCs
<b>Cheltenham</b>	35,417
<b>Forest of Dean</b>	20,566
<b>Gloucester</b>	35,076
<b>Stroud</b>	31,284
<b>Tewkesbury</b>	21,845

**Table 2: Number of EPCs logged (by energy impact rating) between 2008 and December 2016 (DCLG, 2017)**

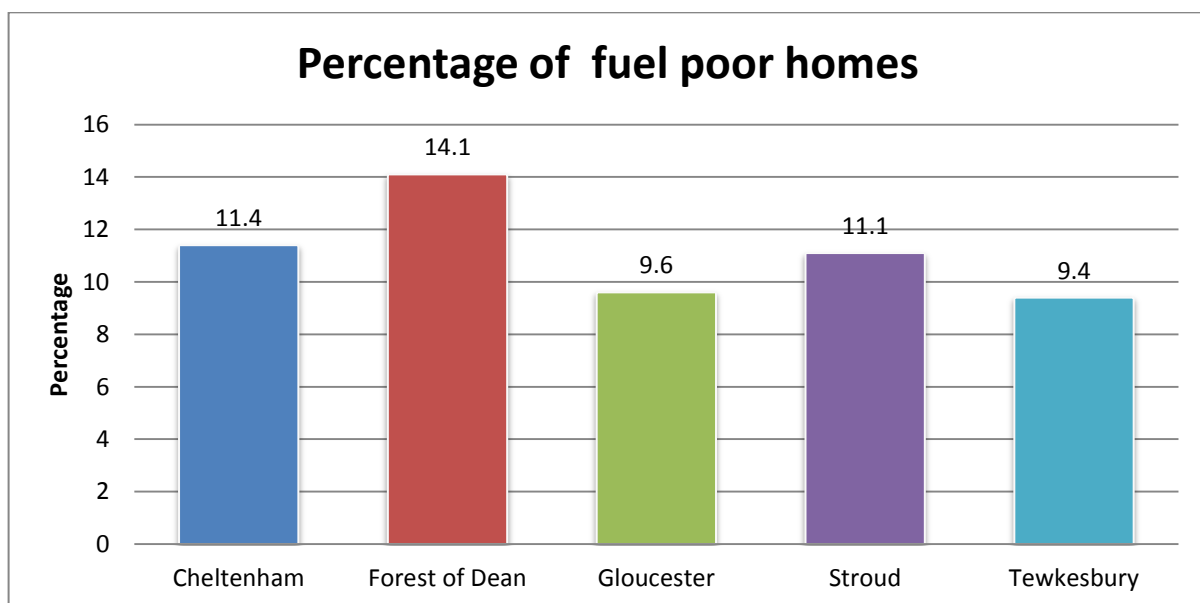
Figure 9 shows the Energy Efficiency Rating of the EPCs, by local authority. Over 90% of EPCs completed are at least an E rating based on the energy efficiency rating within Cheltenham, Gloucester, Stroud and Tewkesbury. The most rural districts with more 'hard-to-treat' properties have a lower proportion of dwellings meeting at least an E rating with 86.5% for Forest of Dean.



**Figure 9: Number of Domestic Energy Performance Certificates lodged on the Register, in each local authority, by Energy Efficiency Rating from 2008 to December 2016 (DCLG, 2017)**

#### 4.7 Fuel Poverty within Gloucestershire

Within Gloucestershire, there is clear inequality between districts (Figure 10). The Forest of Dean has the highest proportion of fuel poor homes at 14.1%. Levels of fuel poverty are also higher than the national average in Cheltenham and Stroud; only Tewkesbury and Gloucester have levels approximately 1% below the national average. Although Cheltenham has a relatively low percentage of fuel poor homes, the proportion is almost 2% higher than Gloucester, a comparative urban area, the district has the largest number of fuel poor homes in the county (6,103 homes). (DECC, 2016)



**Figure 10: Proportion of fuel poor homes in Gloucestershire districts, 2014 (DECC, 2016)**

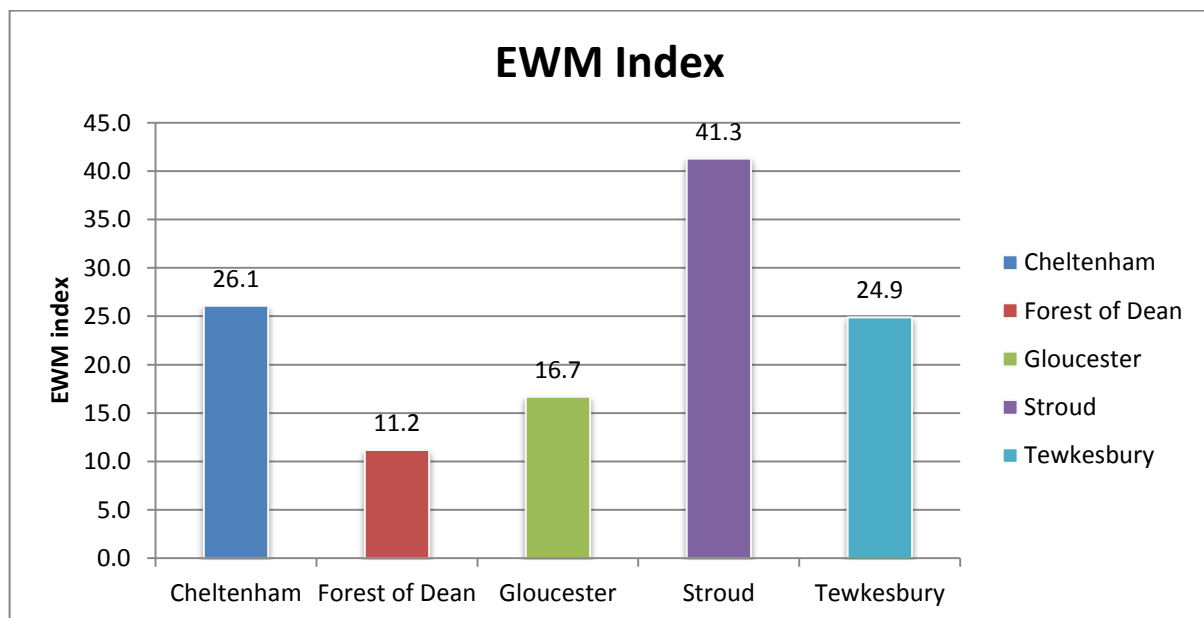
In recent years there has been a significant rise in the proportion of fuel poor homes in all Gloucestershire districts and the South-West region, Table 3.

Year	Estimated number of Households	Estimated number of households in fuel poverty	Percentage
2011	359,849	31,133	8.7
2012	262,619	23,481	8.9
2013	267,971	28,680	10.7
2014	267,896	30,860	11.5

**Table 3: Increasing fuel poverty in the South West region (Department of Business, Energy & Industrial Strategy, 2016)**

#### Excess Winter Mortality

In 2015/2016, the EWM Index was highest in the South-West and North-East regions of the England at 15.4. Cheltenham, Forest of Dean, Gloucester and Tewkesbury districts were below the anomalous, and particularly high, 2014/2015 England index of 27.2. Within the county (Figure 11), the 2014/2015 data shows that Stroud had one of the highest EWM Index figures across England at 41.3, equating to 150 deaths. However, the number of deaths and index can vary greatly year by year, for example in 2013/2014 Stroud had the lowest EWM index in the county with an index or 2.6 relating to with 10 deaths. (ONS, 2016)



**Figure 11: Excess Winter Mortality index by district, 2014/2015 (ONS, 2016)**

#### 4.8 Use of renewable energy sources

850 Renewable Heat Incentive (RHI) eligible installations were established in Gloucestershire between April 2014 and January 2017. Table 4 shows that these were largely installed in the rural districts of the Forest of Dean and Stroud.

District	No. of accredited installations
<b>Cheltenham</b>	47
<b>Forest of Dean</b>	259
<b>Gloucester</b>	9
<b>Stroud</b>	269
<b>Tewkesbury</b>	65

**Table 4: Number of RHI accredited installations between April 2014 and January 2017 (BEIS, 2017)**

The REGENSW (2016) Renewable Energy Report states that Stroud has the highest rate of heat pump installations in the country with 1.4 per cent of households with a heat pump. In terms of renewable electricity, the Feed-in Tariff (FiT) register shows a significant number of domestic renewable installations have been made across districts; these range from 1,374 in Gloucester to 2,646 in Stroud. Table 5 shows that installations are predominantly solar photovoltaic (PV) in all districts with over 500 PV installations per 10,000 households in the most rural districts, but over 250 PV installations per 10,000 households in all districts. Nine wind installations have been made in the most rural districts whilst three micro-CHP generators have been installed across domestic properties in Gloucester and Tewkesbury.

District	Total domestic installations	PV installations per 10,000 households	No. of PV	No. of Wind	No. of Hydro	No. of anaerobic digestion	No. of Micro CHP
<b>Cheltenham</b>	1,888	362	1,888	-	-	-	-
<b>Forest of Dean</b>	1,953	548	1,948	4	1	-	-
<b>Gloucester</b>	1,374	259	1,373	-	-	-	1
<b>Stroud</b>	2,646	530	2,638	5	3	-	-
<b>Tewkesbury</b>	1,376	367	1,374	-	-	-	2

**Table 5: Cumulative installations confirmed on the Central Feed-in Tariff Register by local authority (DECC, 2016)**

#### 4.9 Factors to consider for each district

There are many factors affecting fuel poverty, as detailed in Section 2.2. Section 4 details the local situation for each area, and therefore the effects of this on fuel poverty. Each local authority area has differing challenges, and as such work needs to be targeted to the specific needs of each area in order to effectively reduce fuel poverty and increase retrofit



of existing buildings. The information below details the individual challenges specific to each area.

#### Cheltenham

- Largely urban area, with the second highest number of households in the local authorities discussed
- Relatively low proportion of the population over 65 year of age
- Relatively low levels of deprivation but there are pockets of high deprivation
- Highest number of fuel poor homes within the county
- Second highest EWM Index figures within the districts discussed

#### Gloucester

- Highest rates of population growth
- Highest proportion of the population below 19 years of age and lowest proportion of elderly population
- Relatively high levels of deprivation including areas of very high deprivation
- High levels of fuel poverty in areas such as Barton & Tredworth and Moorland where housing is more difficult to retrofit

#### Forest of Dean

- Highest proportion of the population over 65 years old
- Highest proportion of fuel poor homes
- Largely rural, with 37% of properties without access to mains gas
- Significant use of domestic renewables

#### Tewkesbury

- High rates of population growth
- High proportion of people over 65 years of age
- Low levels of deprivation
- EWM Index of 25

#### Stroud

- High rates of population growth
- High proportion of people over 65 years of age
- Low levels of deprivation
- Significant use of domestic renewables
- One of the highest EWM Index figures nationally in 2014/15

### 5. The Warm & Well scheme

Cheltenham Borough Council, Forest of Dean District Council, Gloucester City Council, Stroud District Council and Tewkesbury Borough Council are in partnership with the Cotswold District Council and South Gloucestershire Council to improve the energy efficiency of domestic dwellings through the Warm & Well scheme. Warm & Well went to tender in December 2016, with Severn Wye Energy Agency successfully being awarded the contract in February 2017. Through the



tendering process the Warm & Well programme has been secured for a minimum of three years and as such shows the commitment of the local authorities and funders involved to improve domestic energy efficiency. The Warm & Well programme is funded by the local authorities in Gloucestershire and South Gloucestershire.

Due to the recent tender discussions and priorities are ongoing, any further actions or changes agreed will be detailed in later HECA progress reports. Whilst many of the priorities remain similar to those of the earlier phase there are strong ambitions for the programme to achieve even more, by working more closely with community groups and businesses alike. With a priority focus on reducing fuel poverty and the associated burden on health and social care budgets, Warm & Well will maintain high quality advice provision, call centre, on line services, awareness raising and events.

Warm & Well is the key delivery mechanism for energy efficiency advice and routes to funding for energy efficiency measures for clients in Gloucestershire and South Gloucestershire. The Warm & Well scheme has been running across Gloucestershire and South Gloucestershire since 2001 and aims to improve energy efficiency in the home and reduce the risk of fuel poverty and associated health problems by:

- Raising public awareness
- 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
- Managing grant funding on behalf of the local authority, or other funders e.g. the Gloucestershire Clinical Commissioning Group

The central issues addressed are the links between energy efficiency, affordable warmth, cold living conditions and health risks, such as cardiovascular illness and condensation damp related respiratory illness.

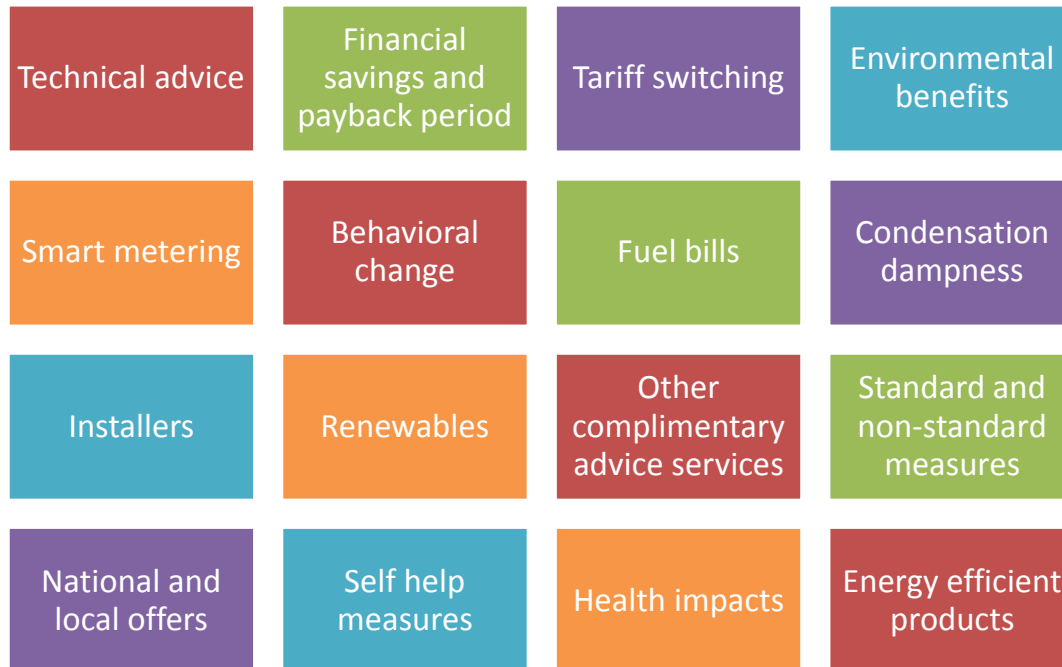
The target groups for the project are:

- Households with members vulnerable to health problems associated with, or exacerbated by, low indoor temperatures
- Households likely to be living in fuel poverty, and unable to afford adequate heating
- The general public, to promote awareness of energy efficiency and the related issues of ventilation and the avoidance of condensation damp
- Businesses and Community groups supported through associated funding streams and promotion of Warm & Well to employees and clients of those businesses and community groups

#### Energy Efficiency advice

Warm & Well scheme provides detailed energy efficiency advice through trained advisors. The scheme covers a variety of subjects, from behavioural advice, information on retrofit, energy efficiency grants, tariff switching, information on condensation, and information on renewable energy (see Figure 12 for further details). The scheme also provides 25 advice leaflets covering these topics, providing follow up information to householders and further expanding on the information provided through the advice line. The leaflets are available on the Warm & Well website- [www.warmandwell.co.uk](http://www.warmandwell.co.uk)

The provision of the advice line allows residents across Gloucestershire and South Gloucestershire to receive information on saving energy, specifically targeted to their area and its needs. Vulnerable clients can access further support and tailored advice for their needs. Home visits can be offered where advice over the telephone does not suffice.



**Figure 12: The energy advice wall**

#### Information and referrals for funding for energy efficiency measures

A key factor in the improvement of the energy efficiency of properties is funding for measures. Throughout the years the scheme has adapted to new and changing forms of funding, ensuring clients in the area are aware of funding and can access this through local networks. The funding mechanisms are often complex, and therefore a key point of contact is vital for clients to resolve any queries.

The Warm & Well advisors provide information to clients on funding availability for energy efficiency measures. This funding includes funding through the national schemes available (such as the Energy Company Obligation and the Npower Health Through Warmth scheme), funding available on a local level, and funding available through the scheme itself (such as funding from the local authorities through the Gloucestershire Energy Efficiency Grant (GEEG)). The funding available through the scheme itself is tailored to compliment national projects and also target priorities in the area and districts e.g. for clients with health conditions.

The priority is to ensure clients can access grant funding to improve the energy efficiency of their property. This, linked in with the energy efficiency advice, helps to ensure clients make the best decision for them and their property.

#### Referrals to local installers

A crucial strategic part of the Warm & Well scheme is the Link to Energy network. The Link to Energy network was established in 2007, recognising the need for a more holistic approach in delivering project funded energy efficiency improvements to householders, businesses and communities in the region, so as to ensure the maximum take up of installed measures. In 2011 this network of 'Link to Energy' installers were made more readily available to the public with the setting up of a new, user friendly website [www.linktoenergy.org.uk](http://www.linktoenergy.org.uk).

As of January 2017, the Link to Energy website has 122 registered installer members and 15 supply chain members. Registered installer members are able to offer a full range of energy efficiency and renewable energy improvement measures to domestic, business and communities across Gloucestershire and South Gloucestershire. This includes everything from loft and cavity wall insulation to external insulation, gas boilers, heat pumps, solar panels and cooling systems for businesses. Supply chain members typically offer self-installed measures such as LED lighting and chimney balloons. It is also possible to view and order technologies such as solar batteries and heat batteries.

Of the 137 members, the vast majority are based within Gloucestershire and South Gloucestershire. Each local authority area has installer or supplier members represented, ensuring that local economies are benefitting from improvements being made to homes and businesses.

#### Referrals and signposting to partners

The Warm & Well scheme works closely with partner organisations that can deliver a host of services. This includes organisations who can offer benefit checks, debt counselling, benefit support, consumer support, and access to food banks. The scheme aims to offer a service going beyond energy efficiency and ensuring clients get the support they need to deal with various issues.

A key local aim is to link in with health provision in the area to target energy efficiency advice. Key links include those with GP practices, G-Care online resource and the Patient Advice and Liaison Service (PALS). Warm & Well will create a strategic partnership with the county's Clinical Commissioning Group (CCG) working via key health officials to include the programme at the heart of the CCG's forthcoming Sustainability and Transformation Plan (STP). This will provide evidence of the health benefits and increase awareness of the impact affordable warmth has on reducing spend in the Health and Social Care sector. Warm & Well will be embedded within the Social Prescribing framework across the county to ensure that the link between cold damp homes and health is realised across the medical profession as well as in the homes of those that need it the most.

Activity Area	Key Partners
<b>Advice Services</b>	Citizens Advice, Age UK, Red Cross, Money Smart, P3, Turning Point, West of England Centre for Independent Living and Talking Money
<b>Business Community</b>	Business in the Community, Ecotricity, GfirstLEP and Horizon 2020 as an access point to businesses via Severn Wye
<b>Environmental Groups</b>	Transition Stroud, Transition Bishops Cleeve, and

	the Nailsworth Energy Group
<b>BME Groups</b>	Gloucestershire Action for Refugees and Asylum Seekers, Black Elders Group, Chinese Elders Group, All Nations Community Centre
<b>Older People's Groups and Fora</b>	Age UK
<b>Housing</b>	Two Rivers, Cheltenham Borough Homes, Gloucester City Homes, Greensquare Housing, Bromford Housing, Severn Vale Housing
<b>Emergency Services</b>	Gloucestershire and South Gloucestershire Fire and Rescue, South Western Ambulance Service Trust, Community First responders, St Johns Ambulance and Police Community Supports Officers
<b>Children and Families Groups</b>	Gloucestershire Young Carers, Young Gloucestershire, Children and Families Help Desk, Hill Valley and Vale Children's Centres in Stroud, the Door Youth Project, South Gloucestershire Children's Centres, Children's Playlink and Catchpoint
<b>Community Organisations and Services</b>	Library Services, The Stroud District Council Neighbourhood Wardens, Gloucestershire Rural Community Council, Gloucestershire Voluntary and Community Sector Alliance
<b>Education Services</b>	Learn Direct Community Network, Adult Education Centres, Gloucestershire University, Gloucestershire College and The Princes Trust
<b>Employment Agencies</b>	Job Centre, Prospect Training Services and Learn Direct

**Table 6: Other existing key Warm & Well partnerships**

### 5.1 Achievements to date (2001-December 2016)

Warm & Well has been involved in the delivery of variety of schemes in Gloucestershire and South Gloucestershire. Please note the achievements include support for clients in Gloucestershire and South Gloucestershire, not just the named local authorities for this HECA report. The measures installed include works completed through various projects such as the Warm & Well scheme (including GEEG, CERT, ECO, Gloucestershire Clinical Commissioning Group and Public Health funding), Link to Energy, and the BEIS Central Heating Fund. Through these schemes over 64,000 measures have been installed in over 41,000 properties. This includes a variety of measures such as loft insulation, cavity wall insulation, hard to treat cavity wall insulation, draught proofing, hot water tank jackets, heating systems, CFLs, solar PV, floor insulation, solid wall insulation and sloping ceiling insulation.

Through the installation of measures there has been considerable savings for clients living in Gloucestershire and South Gloucestershire. The total spend of £24m has achieved a total

of £4.9m annual savings, and a total saving over the lifetime of the measures of £187.9m. Client savings have been modelled, information on calculations is available upon request.

Since 2001 Severn Wye has delivered through an energy advice line, whilst this hasn't focussed on just Gloucestershire and South Gloucestershire, it has been estimated that there has been over 100,000 calls and a total of 856 home visits.

#### 5.1.1 Funding sources for energy efficiency measures

The Warm & Well scheme adapts to changing grant structures to continue to deliver energy efficiency grants to householders in Gloucestershire and South Gloucestershire. Over the past 15 years the Warm & Well scheme has been involved in delivering schemes in Gloucestershire and South Gloucestershire from various funding streams, including fuel supplier funding and local funding mechanisms. Warm & Well as a delivery mechanism offers significant scope to secure funding from a range of sources.

The funding utilised includes (please note that not all grant funding has been spent to date)

- Gloucestershire Energy Efficiency Grant (GEEG) (£8.5m since 2001, peaking at £1.5m 2007/08)
- Funding from the Gloucestershire Clinical Commissioning Group (CCG)(£200k)
- Hard to Treat pilot to install solid wall insulation (£250k)
- Department of Health funding (£80k)
- Department for Business Energy and Industrial Strategy (BEIS) Central Heating Fund (£970k)
- Fuel Supplier funding (£10.4m)
- Client contributions have also been made to fund energy efficiency measures, and some clients have self-funded measures. The total amount of client contribution is over £3.3m

*Please note: While every effort has been made to include all funding sources, some sources cannot be quantified if payments have not been facilitated through the Warm & Well scheme itself and therefore may not be accurate, and other funding may be added in quarter 4 of 2016/2017.*

#### 5.1.2 Achievements in 2015-2017

The Warm & Well scheme continued in 2015/2017, although the figures provided in some cases are only available up until the end of Dec 2016 due to the quarterly reporting cycle. Therefore the figures reported are working figures and may be updated.

Since 2015 the Warm & Well advice line has dealt with over 4,500 enquiries, and has delivered a total of 185 home visits. The potential savings for clients identified at home visits is estimated to be £92,000.

The key source of funding for the delivery of the Warm & Well scheme was provided by local authorities and Gloucestershire County Council. The scheme delivery partner (Severn Wye Energy Agency) also contributed funding for the delivery of the scheme. Additional funding has been provided through sourcing complimentary schemes, for example the Big Energy Saving Network, to bring additionality to the scheme and further benefit residents.

### Warm & Well scheme installations- April 2015 to Dec 2016

From April 2015 to the end of December 2016 the Warm & Well scheme installed a total of 843 energy efficiency measures as seen in Table 7. This included the installation of the following measures: 413 cavity wall insulation, 252 loft insulation, 29 heating work (including heating installations and other heating work), 112 installations through the Central Heating Fund, 21 solid wall insulation, 5 solar photovoltaics, 5 room in roof insulations and 5 other energy efficiency measures.

**Table 7: Installations through the Warm & Well scheme (including GEEG, CCG, Public Health, BEIS Central heating fund and Link to Energy installations) from April 15- Dec 17**

	CBC	CDC	FOD	GCC	SGC	SDC	TBC	Total
<b>2015/2016</b>	26	17	24	39	145	99	31	<b>381</b>
<b>2016/17 Q1, Q2, Q3</b>	44	37	32	68	142	98	41	<b>462</b>
<b>Total</b>	<b>70</b>	<b>54</b>	<b>56</b>	<b>107</b>	<b>287</b>	<b>197</b>	<b>72</b>	<b>843</b>

The total amount of funding spent on measures was £1.2m, with £97,712 from local authority funding, £238,908 from fuel supplier funding, £69,063 in client contributions, £18,961 from Gloucestershire Clinical Commissioning Group, £492,951 from BEIS Central Heating Fund, and £297,287 from measures installed through Link to Energy without confirmed sources of funding (likely to be client contributions).

### Key schemes delivered

As well as the Warm & Well scheme itself, the local authorities and Severn Wye successfully attracted funding from other sources to increase the offerings available through the scheme, and therefore benefit local residents while targeting local priorities. The key successes from 2015-2017 are highlighted below.

#### The Central Heating Fund

In 2015 the local authorities in Gloucestershire and South Gloucestershire were successful in a bid for funding from the BEIS Central Heating Fund pilot. Through this fund 241 households benefitted from first time central heating installations. The eligibility of those who benefitted through the scheme includes those who met a Low Income High Cost calculation, those in receipt of benefits that are eligible under the Energy Company Obligation Affordable Warmth criteria, and those who had health conditions and were living in a property with a low energy efficiency rating. The scheme worked closely with vulnerable clients and also assisted eligible clients to apply for gas connection grants. The scheme focussed on installing gas central heating, but other measures were also installed such as oil central heating systems and air source heat pumps.

The installations were completed by installers through the Link to Energy Network, apart from social housing properties as they used their procured installers. This allowed installers in the local area to utilise funding that they may not have been able to access otherwise, and deliver the number of installations in their capacity.

In total by 31<sup>st</sup> March 2017 the scheme will have utilised £972,000 of funding from BEIS alongside £170,000 of funding from other sources, such as funding from ECO Affordable Warmth, Gloucestershire Clinical Commissioning Group, housing associations, grant funding for gas connections and client contributions, to deliver the 241 installations.

The final report will be delivered in April 2017, providing in depth feedback on the pilot, the benefits realised in the local area and learning points from the scheme. The scheme has supported residents to improve the heating of their properties, increase the EPC ratings, and reduce their fuel bills.

#### Clinical Commissioning Group Funding

In 2016/2017 the Warm & Well scheme received £200,000 of grant funding from the Clinical Commissioning Group to improve the energy efficiency of client homes through installing energy efficiency measures. This included loft insulation, cavity wall insulation, solid wall insulation (including a small project on park homes) and heating. Heating grants were available for those upgrading their heating and also for clients who needed their heating fixed. The aim of the project was to ensure clients who had conditions affected or exacerbated by the cold and damp could keep warm in their homes and reduce the impact on health services.

To the 16<sup>th</sup> March 2017, the funding has supported 224 clients. In some cases this will have supported top up funding from other energy efficiency grants, such as the Central Heating Fund, in order to reduce the contribution from clients.

#### Smart Energy GB

Severn Wye Energy Agency received funding from Smart Energy GB to promote the benefits of Smart Meters to the existing Warm & Well client base, as well as new contacts between October and December 2016. Warm & Well discussed Smart Meters at local and regional events and on a one to one basis over the phone and at home energy advice visits. Severn Wye also completed a press release and a mail out to clients at the beginning of December, with a particular focus on reaching those most likely to be effected by fuel poverty in Gloucestershire and South Gloucestershire. These included clients who have health conditions that are made worse by living in a cold environment, clients who are in receipt of benefits, private tenants and also those who are not connected to the mains gas network. The Smart Energy GB project complimented the energy advice that is provided through Warm & Well and continued the ongoing work in Gloucestershire and South Gloucestershire.

#### BESN

The Big Energy Saving Network is a Department for Business, Energy & Industrial Strategy project made up of local community groups and charities across Great Britain that can advise on energy saving in the home, switching energy suppliers, different energy tariffs and available government support to help the most vulnerable make their homes warmer lower their fuel bills. Since 2015 Severn Wye Energy Agency received funding for eight Big Energy Saving Champions to undertake outreach sessions (including home visits) reaching



at least 800 vulnerable consumers to help them save money on their energy costs. Champions had to also undertake front line worker sessions reaching at least 320 front line workers who come into contact regular contact with vulnerable consumers, to provide a focused training programme to enable them to help their clients save money on their energy costs.

In Gloucestershire and South Gloucestershire, BESN has run alongside the Warm & Well scheme enhancing home visits and increasing the number of events the scheme has attended. Front line staff were provided with information on Warm & Well services and grant funding options for clients alongside the BESN front line worker training. In 2015 to 2017 the champions reached 908 vulnerable consumers and trained 337 front line workers.

## **6. Warm & Well 2017-2020**

From April 2017 Warm & Well enters a new phase of delivery having just been retendered by the Warm & Well Steering Group. With a priority focus on reducing fuel poverty and the associated burden on health and social care budgets, Warm & Well will maintain high quality advice provision, call centre, on line services, awareness raising and events. Simultaneously, it will provide a mechanism for promoting economic regeneration through provision of training frontline staff from partner organisations and the utilisation of Link to Energy, an installer & supplier network of more than 120 local businesses that will be the primary delivery route of measures to be installed both in people's homes and businesses across the region. The Warm & Well scheme is funded by the six local authorities in Gloucestershire and South Gloucestershire.

### **6.1 Actions and priorities**

The actions and priorities for Warm & Well 2017-2020 are outlined in the action plan. The action plan is for the Warm & Well scheme as a whole, and therefore targets are for Gloucestershire and South Gloucestershire.



## Warm &amp; Well 2017-2020 Action Plan- Gloucestershire and South Gloucestershire

<b>Energy efficiency advice and provision of energy efficiency improvements</b>				
<b>No</b>	<b>Aim</b>	<b>Action and Deliverable</b>	<b>Target 2017/18</b>	<b>Target 2018/19</b>
1	Promote energy efficiency to owner occupiers and privately renting tenants in Gloucestershire and South Gloucestershire	Freephone advice line open from 9am until 5pm Monday to Friday. Utilise advice line, Warm & Well website and advice leaflets to encourage behavioural changes and the installation of energy efficiency measures. Promote these actions to businesses through appropriate local projects	2,600 households and businesses receiving advice	2,700 households and businesses receiving advice
2	Provision of further energy efficiency advice for vulnerable clients or those with complex needs, who require additional support	Provision of home visits for vulnerable clients, especially those with health conditions effected or exacerbated by the cold and damp or those in areas of deprivation. During the home visit the client will receive focussed and tailored energy efficiency advice, with a follow up report	255 home visits	255 home visits
3	Support clients with fuel bill enquiries, encourage and facilitate tariff switching and raise awareness of Smart Meters	Through the advice line, advice materials and home visits, offer information on types of meters and offer support with enquiries. For complex enquiries/issues a home visit can be offered to resolve common issues e.g. inaccurate bills based on estimated readings	Advise as necessary	Advise as necessary

4	Facilitate the installation of energy efficiency improvements by referring clients to appropriate grant schemes	Refer clients to the most appropriate grant funding by keeping up to date on local and national offers, as well as referring clients to the Warm & Well scheme where applicable. This includes grants for energy efficiency improvements as well as other schemes e.g. grants for gas connections	Advise as necessary	Advise as necessary
5	Through the Warm & Well scheme, install energy efficiency measures in domestic properties to reduce fuel poverty, fuel bills and negative effects from under heating properties	Utilise the local and national grant funding available to install measures across Gloucestershire and South Gloucestershire. Through the provision of energy efficiency advice, ensure the improvements are the most appropriate choice for the property. <i>Please note the figures are estimated based on the target grant funding, but are dependent on funding availability</i>	650 measures (CWI, LI, SWI, heating and other measures such as heating repairs)	596 measures (CWI, LI, SWI, heating and other measures such as heating repairs)
5.1	Through the provision of energy efficiency measures, reduce clients fuel bills	<i>See aim number 5 *Modelled savings- details available upon request</i>	£77,366.67 annual savings*	£74,956.67 annual savings*
6	Support the enforcement of minimum EPC standards for privately renting properties	The enforcement for these standards are held at a County Council level and therefore administered through Trading Standards. The Warm & Well scheme will make clients aware of the minimum standards, and where these are not met then advise of any recourse available	Refer as necessary	Refer as necessary

7	Support the installation of renewable technologies in domestic properties	Through the provision of advice and advice leaflets, provide detailed advice on renewable technologies and support clients in their decision for the most appropriate technologies for their property. Advising clients on the accreditation schemes, e.g. the Microgeneration Certification Scheme, and supporting clients with any queries/issues with the work ensuring they are aware of any recourse available	Advise as necessary	Advise as necessary
<b>Promote local employment</b>				
No	Aim	Action and Deliverable	Target 2017/18	Target 2018/19
8	Continue to grow and develop the Link to Energy Network	Continue to add resource to the existing Link to Energy network to facilitate learning and explore opportunities. Encourage additional installers to join to continue to grow the networks and allow more installers to benefit	3 Link to Energy events	3 Link to Energy events
9	Utilise the Link to Energy network of local installers to deliver grant funding opportunities	Where local authority and other public funds are available in Gloucestershire and South Gloucestershire for the provision of energy efficiency measures, utilise the Link to Energy network of installers to deliver funding. This will allow a number of SMEs to participate in schemes that could otherwise be limited to larger businesses	Link to Energy installers to support in the delivery of 400 at least of the 650 measures to be installed through the scheme	Link to Energy installers to support in the delivery of 400 at least of the 596 measures to be installed through the scheme

10	To understand the training requirements of local installers and to ensure that relevant and required courses are made available in the region	Developing existing relationships with bodies such as SGS College, the Federation of Master Builders and the sector skills councils to allow delivery of courses		
<b>Provision of grant funding in the local area</b>				
<b>No</b>	<b>Aim</b>	<b>Action and Deliverable</b>	<b>Target 2017/18</b>	<b>Target 2018/19</b>
11	Attract fuel supplier investment in Gloucestershire and South Gloucestershire through ECO2t	The local authorities will deliver a statement of intent to be included in the Affordable Warmth 'flex' element of ECO2t. Warm and Well will also link in with other ECO funding available	Support in the delivery of 220 of the 650 measures to be installed through the scheme	Support in the delivery of 186 of the 596 measures to be installed through the scheme
12	Attract grant funding to support those with health conditions affected or exacerbated by the cold and damp	Develop existing links with Gloucestershire CCG to source funding for clients. Funding will be targeted households with a resident who has a health condition affected/exacerbated by a cold/damp home	Aim of £200,000 of grant funding	Aim of £200,000 of grant funding
13	Build on the success of the Warm & Well scheme by sourcing additional and complimentary funding	Actively source external funding sources to compliment and add to the existing delivery targets. Seek new funding opportunities and develop links with funding bodies to further develop the offering through Warm & Well	Submit bids as necessary	Submit bids as necessary
<b>Strategic links with partners</b>				
<b>No</b>	<b>Aim</b>	<b>Action and Deliverable</b>	<b>Target 2017/18</b>	<b>Target 2018/19</b>

14	Ensure those who contact the Warm & Well scheme are aware of other support services	Develop existing links and set up new links with partners to enable client referrals to partner agencies. This will allow support for clients for different needs e.g. benefit checks, access to food banks etc.	325 referrals to other agencies and funding streams	337 referrals to other agencies and funding streams
15	Increase the awareness of Warm & Well and ensure partners working with vulnerable clients are aware of the scheme	Offer CPD accredited training to partner organisations. This will deliver information on how to identify those at risk of fuel poverty as well as the key information about the Warm & Well scheme and the support it offers	350 training places	350 training places
16	To create a county wide policy that facilitates affordable warmth by developing financial instruments that deliver innovative energy efficiency solutions, backed by an industry that is working to high standards of construction with a highly trained workforce	Working cross sector with public, private and voluntary agencies to develop a regional strategic action plan to maximise the efficiency of resources, retrofit properties and positively impact health and wellbeing	Quarterly meetings	Quarterly meetings, with an action plan written by Sept 2018
17	Ensure key links to Gloucestershire's Health and Wellbeing Board	Ensure key links with the Gloucestershire Health and Wellbeing Board are maintained and developed to highlight energy efficiency and affordable warmth as a key area to support savings for health funding	TBC	TBC
18	Link into work with social housing providers	Develop and maintain links with social housing providers to consider projects with joint aims and economies of scale	TBC	TBC
<b>Reporting</b>				
<b>No</b>	<b>Aim</b>	<b>Action and Deliverable</b>	<b>Target 2017/18</b>	<b>Target 2018/19</b>

19	Attract and maintain funding from health related services through reporting on the benefits and funding saved	Link to the Home Heat Cost Calculator (HHCC) to analyse savings to NHS of interventions. Utilise this tool in reporting and therefore highlight the benefit of energy efficiency	Report on NHS savings	Report on NHS savings
20	Report on the number of properties that have excess cold or damp removed	Utilise the Home Health Safety Rating System (HHSRS) to report on the number of properties who have had excess cold or damp removed	Include HHSRS information in reporting	Include HHSRS information in reporting
21	Regularly report on progress under the Home Energy Conservation Act	Progress reports will be delivered as required, submitted to BEIS and updated on each councils website	Not applicable	HECA progress report
22	Raise the profile of the Warm & Well scheme and communicate the successes of the scheme	Quarterly reports will be provided to the local authority. Progress on targets will be reported	4 quarterly reports and one end of year report	4 quarterly reports and one end of year report
<b>Identify and support those at risk of fuel poverty</b>				
No	<b>Aim</b>	<b>Action and Deliverable</b>	<b>Target 2017/18</b>	<b>Target 2018/19</b>
23	Maximise the resources of the scheme to deliver marketing activities, focussing on key dates and strategic timing of activities	Create a detailed marketing plan, including the use of online activities, social media, mail out campaigns, events and links with partners	Marketing plan to be signed off by local authorities by June 2017	Marketing plan to be signed off by local authorities by Feb 2018
24	Target clients who may have high, or low energy use through the provision of data from Smart metering	Utilise Smart Meter data when available, further detail required on provision of data and availability of data. If possible the data will be used to target areas of high energy usage, promoting energy efficiency through behavioural advice and information on grants and funding available	TBC	TBC



25	Focus on 'trigger points' for the installation of works	Work closely with installers on the Link to Energy network to ensure that when clients are considering works, they have access to energy efficiency advice and information on grants. Also to promote energy efficiency works alongside other planned works	Advise as necessary	Advise as necessary
26	Target those most at risk of fuel poverty, taking into account the properties and local situation	Utilise the mapping and data available to target measures and advice into communities depending on their situation. For examples in off gas areas, renewables will be promoted.	Included in the yearly marketing plan	Included in the yearly marketing plan

## 7. Other Action

Cheltenham has a proactive programme of identifying properties where Excess Cold (as measured by the housing health and safety rating system) is a factor. Officers from the council have identified and remedied 34 such properties since 2015.

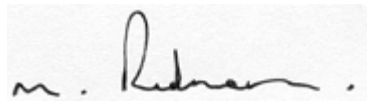
Through its Building Control service, Cheltenham also provides help and advice to people with regard to the thermal insulation and thermal efficiency of their buildings.

Local Authority: **Cheltenham Borough Council**

Name: **Mike Redman**

Position: **Director of Environment**

Signature:



Date: **30/03/17**



