



SevernWye
ENERGY AGENCY

Warm & Well

End of Year Report
2015/16

Report

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1 Project Summary

1.2 Headline figures

- **382** measures installed through Warm & Well in
- **348** properties improved through Warm & Well in
- **640** signposts or referrals made to partner organisations such as Age UK
- **120** home visits provided saving on average **£398** for each household
- **7,776.7** tonnes of CO₂ saved over lifetime of measures installed in

1.3 Background

Warm & Well was launched in October 2001. Severn Wye initially worked with Cheltenham Borough Council to develop the project concept and proposal for HECAction funding, with Cheltenham leading a consortium of the six Gloucestershire Districts and South Gloucestershire. Severn Wye delivered the programme on behalf of the consortium during the pilot phase and has continued to do so since then.

Since 2001 the scheme has given energy efficiency advice to thousands of households, improved over 41,000 properties, been highlighted as an example of good practice in several best practice guides and toolkits, and in June 2006, was awarded first prize for energy efficiency at the “Ashden Sustainable Energy Awards”. In 2014 Warm & Well was nominated for the EU Managenergy Award for local action, and awarded joint second prize with Severn Wye’s colleagues at the Andalucia Energy Agency. The Warm & Well scheme aims to improve energy efficiency in the home and reduce the risk of fuel poverty and associated health problems by:

- Raising public awareness
- Providing specific and appropriate advice to all householders
- Making referrals into grant and discount schemes
- 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

Warm and Well is closely linked to the “Affordable Warmth Strategy for Gloucestershire and South Gloucestershire”. This strategy was launched in October 2001 and signals a long term commitment to dealing with the problem of hard to heat homes throughout the county. During 2007/08 the strategy underwent a review process and was re-launched in early 2009.

In March 2009 the County's Health Overview Scrutiny Committee task group published a report on excess winter death rates in Gloucestershire. Recommendation 3 from the report is as follows:

'...The Affordable Warmth Partnership ensures that all District Councils understand the value of the Warm and Well Scheme and that it encourages all District Councils to provide funding to the Scheme that adequately reflects the level of need within their area.'

1.4 Approach

The local authorities of Gloucestershire and South Gloucestershire are committed to the eradication of fuel poverty and the provision of affordable warmth for all households by 2016. To ensure progress is made towards this objective the seven local authorities are working in partnership with the health sector and social services departments of Gloucestershire and South Gloucestershire relevant services providers and the wider community.

The aims of Warm & Well are achieved by working both directly with the target group, and indirectly through those that support them, including health/social care professionals, and agencies in the voluntary sector. The latter are encouraged to make referrals into the scheme, through the provision of information packs and briefing sessions. This indirect approach has the double advantage of offering:

- a) A route to reaching some of the most vulnerable households, and working with them in a multi-agency approach appropriate to the multiple needs that may be presented by such households
- b) Raising and maintaining awareness of fuel poverty and the benefits of energy efficiency

To reach the target group directly requires intensive marketing and awareness-raising, both planned and opportunistic. A variety of media and approaches are used, and these change and adapt over time.

This is backed up by a local contact hub, with Freephone telephone lines manned by trained and qualified energy advisers as well as an email enquiry function. Advice is provided on all aspects of home energy use, with a key aim being to encourage home owners to follow through by making home energy improvements. They are supported in getting the works done and in sourcing available finance to help pay for them.

Sourcing appropriate finance is a major part of the work of the advice team. This has varied during the time that Warm and Well has been running, with major sources being private sector housing grants, and energy supplier obligation funds, as well as the home owners own investment.

Severn Wye has worked closely with the local authority partners to source additional funds wherever possible, notable successes being the Warm Homes Healthy People funding from the Department of Health and the Department for Energy and Climate Change.

1.5 Project Consortium

Warm & Well is delivered by Severn Wye on behalf of a consortium of seven local authorities. The consortium is currently chaired by Stroud District Council. The other local authority members are Cheltenham Borough Council, Cotswold District Council, Forest of Dean District Council, Gloucester City Council, South Gloucestershire Council and Tewkesbury Borough Council.

1.6 Funding Bodies

When the Warm & Well scheme was first established in 2001, it received pump-priming funds from the government sponsored HECAAction (Home Energy Conservation Act) programme. In subsequent years, the majority of funding has come from:

Local Authority partners: Between 2001-2015 local authority grant funding for energy efficiency measures for privately owned homes has been delivered through Warm and Well. These funds were managed as a single grant scheme known as Gloucestershire Energy Efficiency Grants (GEEG). In, Stroud and South Gloucestershire provided GEEG funding for clients.

The NHS: This support has aided the development of promotional materials and funded home visits to vulnerable households.

The Department of Health: In recent years, the consortium has been successful in securing funding from the Department of Health Warm Homes Healthy People Fund to undertake work with partners to assist vulnerable people living in cold homes this winter. The fund was used for grants for energy efficiency measures and funding for marketing, events and home visits.

Fuel suppliers: In April 2013 the new Energy Company Obligation was introduced. This is an obligation placed upon the energy companies to invest in energy saving measures and reduce domestic carbon emissions. Pre April 2013 the fuel supplier obligation was the Carbon Emission Reduction Target (CERT), and previous to that the Energy efficiency Commitment (EEC). The funding from suppliers under these obligations has been a significant part of capital costs of works for Warm and Well over the years, and has been obtained either directly through bilateral agreement with the supplier or via installers listed by the suppliers.

The Department for energy and Climate Change: has funded two projects, the Green Deal Pioneers and latterly the First Time Central Heating Fund, a project ongoing in 2016/17.

1.7 Management and Delivery

Warm & Well is managed on behalf of the consortium by Severn Wye Energy Agency Ltd, a Gloucestershire based not-for-profit organisation and registered charity (No: 1083812) involved in the promotion of sustainable energy and affordable warmth.

Severn Wye has successfully managed the day to day running of the project since 2001 when a management agreement was set up with the original 6 local authorities. The managing agents are guided by the Warm & Well Steering Group which meets four times

per year and is currently chaired by Stroud District Council. Severn Wye Energy Agency also has regular contact and annual meetings individually with each of the local authorities. Severn Wye have a team of experienced project managers, energy advisers and home energy assessors, and a core mission to promote the sustainable use of energy and reduce the risk of fuel poverty at local level.

Severn Wye was instrumental in initiating the Warm & Well programme, and driving its development and success, and has carried the risk of losses in the scheme during the more difficult early years and in the current 'austerity' climate. As such, Severn Wye is a core partner in Warm & Well as well as the Affordable Warmth Partnership – however, it is understood that in order to deliver local authority programmes, procurement processes must be undertaken to ensure fair competition.

The pilot scheme ran from 2001-2003, and received funding from the government HECAAction scheme. Warm & Well has been extended through a continuation of the project partnership since that time. The development of a sustainable approach was a prime objective of HECAAction funding, and this has been achieved through the payment of a small management fee and a referral fee for each major measure installed, paid by the contractor to the delivery agent. This has enabled the scheme to run with a minimum of public sector support provided the level of installed measures can be maintained.

CERT funding finished in December 2012 when the Green Deal and ECO funding came into force. This change has altered the way funding is administered, especially in the able to pay market. As a result the Warm & Well scheme has adapted and moved into a new phase. During this stage the local authorities have signed up to be partners in the scheme, and made a small contribution to running costs. The aim was that this would be balanced by referral fees from both ECO installers, Green Deal Providers and a gradual growth in revenue from smaller installers through the Link to Energy installer network and operating outside of funding schemes.

Link to Energy was established to engage the small and micro specialist installers and building trades companies active in the local area in delivering home energy improvements, as part of a long term vision for a sustainable local market for home energy improvements.

1.8 Energy Company Obligation (ECO) funding

The Energy Company Obligation is split between 3 elements:

ECO HHCR (Home Heating Cost Reduction Obligation) – the affordable warmth part of the obligation provides funding support to the most vulnerable. Clients must be in receipt of certain qualifying benefits as well as receiving another qualifying component (E.g. a child under 5 or low income). To date, the majority of measures being installed under this obligation were replacement G rated gas boilers, loft insulation and cavity wall insulation.

ECO CERO (Carbon Emission Reduction Obligation) – this obligation focuses on the insulation of 'Hard to Treat' properties. These include hard to treat loft and cavities as well as properties with solid walls. As of April 2014, standard loft and cavity wall insulation measures are eligible for ECO CERO funding.

ECO CSCO (Carbon Saving Communities Obligation) – which is an area based Carbon Saving Communities (CSC) target focused on the delivery of carbon reduction measures to the 25% most deprived areas and eligible rural households.

During this reporting period, given that Fuel suppliers are close to meeting their carbon targets there was no ECO available from the CSCO strand.

Thermabead, and Dyson Energy Services were the two main installers for the scheme with a smaller number of measures installed by Evolve Home Energy Solutions. Throughout the reporting period these companies were the only installers on Link to Energy who were able to access ECO funding for insulation and heating measures.

ECO funding dropped significantly in this delivery period, boiler replacements for example were often not fully funded and the same can be said for Cavity Wall Insulation (CWI), particularly for terraced properties. Loft Insulation (LI) rarely has a significant amount of funding attached. Funding levels have fluctuated between approximately 50% and 100% grant funding for the householder.

For properties where the ECO was unlikely to make a difference to the overall cost, and for 'able-to-pay' referrals, clients were referred to their choice of installers on the Link to Energy network.

1.9 Link to Energy Installer Network

Link to energy is a free-to-use online database which helps customers to find suitable sustainable energy installers and tradespeople in their local area.

310 clients made 727 enquiries to Link to Energy members in and as a result of these 62 measures were installed. The total value of these installations was £253,501 from which Severn Wye collected referral fees of £7,605, used to contribute to the cost of running the scheme.

Table 2 below provides a breakdown of types of measures by local authority area undertaken by Link to Energy members.

2 Results

In a total of 382 measures were installed in 348 properties. Of these properties 141 properties saw category 1 hazards to health and safety removed. A total of 7,776 lifetime tonnes of CO₂ were saved as a result of measures that were installed through Warm & Well.

The following tables show; the total number of measures installed, by specific funding stream and by local authority, measures installed through Link to Energy, category 1 hazards removed by local authority and CO₂ savings related to the scheme.

Table 1: Total number of measures installed using ECO, GEEG and through Link to Energy – 2015/16

	Warm & Well (ECO, GEEG and Link to Energy)								
Local authority	SWI	CWI	LI	Draught Proofing	Heating work*	Floor insulation	Solar PV	Room in Roof	TOTAL
Cheltenham	4	17	3	0	2	0	0	0	26
Cotswold	1	12	2	0	1	0	0	1	17
Forest of Dean	1	16	1	0	4	0	0	2	24
Gloucester	2	29	6	0	1	1	0	0	39
South Gos	7	73	61	0	4	0	0	0	145
Stroud	4	40	47	1	1	1	3	2	99
Tewkesbury	0	26	2	1	1	0	1	0	32
Total	19	213	122	2	14	2	4	5	381

SWI = Solid Wall Insulation, CWI = Cavity Wall Insulation, LI = Loft Insulation.

*Includes full system installation, boiler replacements, hot water cylinders and repairs.

Table 2: Number of measures installed – Link to Energy – 2015/16

	Installations through Link to Energy									
Local Authority	SWI	CWI	LI	Draught Proofing	Heating work*	Floor insulation	Solar PV	Room in Roof	Thermal Imaging	TOTAL
Cheltenham	4	0	2	0	2	0	0	0	0	8
Cotswold	1	1	0	0	1	0	0	1	0	4
Forest of Dean	1	0	0	0	4	0	0	2	0	7
Gloucester	2	0	1	0	1	1	0	0	0	5
South Gos	7	1	2	0	4	0	0	0	0	14
Stroud	4	3	4	1	1	1	3	2	0	19
Tewkesbury	0	1	0	1	1	0	1	0	1	5
Total	19	6	9	2	14	2	4	5	1	62

*Includes full system installation, boiler replacements, hot water cylinders and repairs.

Table 3: Total number of properties improved by Warm & Well – 15/16

Local authority	Properties improved
Cheltenham	23
Cotswold	17
Forest of Dean	21
Gloucester	34
South Glos	138
Stroud	88
Tewkesbury	27
Total	348

It is assumed that all properties built pre 1980 will have a Category 1 hazard to health and safety (excess cold) removed when an energy efficiency measure is installed including; loft and cavity wall insulation, solid wall insulation, boiler replacement and central heating upgrades. The table below shows the numbers of properties that were improved through Warm & well that were constructed before 1980. A full data set is unavailable for all Link to Energy Installs due to the fact that some clients do not provide property age details.

Table 4: Category 1 hazards removed through Warm & Well

Local authority	Category one hazards removed
Cheltenham	3
Cotswold	7
Forest of Dean	9
Gloucester	14
South Glos	47
Stroud	56
Tewkesbury	5
Total	141

The CO₂ savings¹ include Warm and Well loft and cavity wall insulation measures and also Link to Energy installations for external wall insulation, cavity wall insulation, loft insulation and boiler installations. In :

¹ Carbon savings are assumed and based on Ofgem’s CERT submissions spreadsheet (<https://www.ofgem.gov.uk/ofgem-publications/58716/cert-scheme-spreadsheet-v10-xls>) and the Carbon Emission Reduction Matrix (<https://www.ofgem.gov.uk/publications-and-updates/carbon-emissions-reduction-target-carbon-reduction-matrix>)

- **7,776.7** tonnes of CO₂ were saved over the lifetime of measures that were installed
- **208.3** tonnes of CO₂ were saved each year from measures installed

Table 5: CO₂ saved from measures by Local Authority installed through Warm & Well –

Local authority	Annual CO ₂ saving (tCO ₂ /a)	Lifetime CO2 saving (t)
Cheltenham Borough Council	21.6	756.3
Cotswold District Council	11.1	410.5
Forest of Dean District Council	14.5	524.5
Gloucester City Council	25.5	963.8
South Glos Council	74.7	2,790.7
Stroud District Council	42.5	1,602.0
Tewkesbury Borough Council	18.5	728.9
TOTAL	208.3	7,776.7

Table 6: Lifetime carbon savings of individual measures (Ofgem)

Measure	Tonnes of CO ₂ per measure (lifetime)	Tonnes of C per measure (lifetime)
Cavity wall insulation	27.48	7.49
Loft insulation (partial)	4.96	1.35
Boilers/Central heating	4.51	1.23
External Wall Insulation	66.3	18.08

Notes: All loft insulation measures have been calculated on the basis of already having more than 60mm existing. Cavity wall insulation, loft insulation and solid wall insulation has a lifetime of 40 years. Boilers and central heating systems have a lifetime of 12 years. Carbon is 27.27% of Carbon Dioxide. *tC = tonnes of Carbon. tCO₂ = tonnes of Carbon Dioxide.*

2.1 Scheme expenditure 15/16

Table 7 shows the ECO funding that was secured for measures by installers throughout . Also documented is the funding that was contributed by householders, given the reduced levels of ECO, in this reporting period. Table 8 shows the expenditure on measures through Link to Energy, a mixture of clients own funds and other sources such as ECO CERO towards the installation of replacement boilers.

Table 7: Expenditure on measures (£) in through Warm & Well

Local authority	Client contribution	ECO funding	GEEG funding	TOTAL
Cheltenham	£0	£17,011	£0	£17,011
Cotswold	£446	£10,420	£0	£10,865
Forest of Dean	£0	£8,971	£0	£8,971
Gloucester	£787	£26,930	£0	£27,717
South Glos	£2,412	£44,103	£28,263	£74,778
Stroud	£3,102	£23,274	£19,233	£45,609
Tewkesbury	£330	£17,631	£0	£17,960
Total	£7,077	£148,340	£47,495	£202,912

Table 8: Expenditure on measures through Link to Energy

Local authority	Work cost	Referral fee
Cheltenham	£37,349	£1,120
Cotswold	£20,515	£615
Forest of Dean	£18,803	£564
Gloucester	£29,770	£893
South Glos	£59,419	£1,783
Stroud	£68,901	£2,067
Tewkesbury	£8,390	£252
Total	£243,146	£7,294

2.2 Green Deal Assessments

In 2015/16, 35 Green Deal Assessments were carried out. The demand for assessments has decreased significantly over the reporting period. This can be attributed to the removal for the need for a GDAR to apply for the Renewable Heat Incentive and the digression of the Feed In Tariff and subsequent drop in PV system installs.

Table 9: Number of Green Deal Assessments carried out in 15/16

Local authority	Green Deal Advice Reports Completed
Cheltenham	4
Cotswold	1
Forest of Dean	2

Gloucester	0
South Glos	7
Stroud	20
Tewkesbury	1
Total	35

2.3 Scheme Enquiries

Referrals are made into the scheme from the Warm & Well advice line which in turn receives referrals from external partners as well as directly from members of the public. Those installers with access to ECO also source their own leads through various marketing activity including canvassing and direct relationships with fuel suppliers. The following tables show; sources of enquiries into the Warm and Well Advice line, tenure of clients and enquiries by local authority respectively.

Table 10: Number of enquiries: client entry to scheme through the Warm & Well Advice line

Source of Warm and Well advice hub enquiry	Gloucestershire	South Gloucestershire	Total
Age UK	11	2	13
Local authority Letter	4	79	83
British Red Cross	2	0	2
Citizens Advice	13	2	15
Care and repair	4	0	4
DECC CHF mail out	76	33	109
Direct mail	7	15	22
Energy Saving Advice Service	111	26	137
Event	16	14	30
Fuel Supplier	7	2	9
Green Deal Orb	2	1	3
Health and social care workers	6	0	6
Home Improvement Agency	1	0	1
Housing Association	2	1	3
Installer	16	4	20
Internet search	14	8	22
Local authority	138	74	212
Local authority loans leaflet/letter	3	5	8
Local/national Press	29	1	30
Local/national TV	3	0	3
NHS Gloucestershire	4	0	4
Other / don't know	211	71	282
Third party - Community	9	1	10
Third party - Other	12	4	16

Third party - Voluntary sector	10	0	10
Partnership	1	0	1
Previous contact	296	143	439
Social Prescribing	2	0	2
SSAFA (Armed Forces Charity)	1	0	1
Stroud Council newsletter	10	0	10
The Pension Service	0	1	1
Village agents	18	0	18
Warm and Well E-news	9	2	11
Warm and Well Leaflet	2	2	4
Warm and Well online	20	10	30
Warm Wales	3	2	5
Word of Mouth	35	9	44
Total	1,108	512	1,620

*Clients often do not indicate how they came to enter the scheme, or are unsure of how they heard about the scheme.

Table 11: Tenure of clients who contacted the Warm & Well advice line –

Tenure	Number of contacts		
	Gloucestershire	South Gloucestershire	Total
Owner Occupier	956	422	1,378
Private Landlord	22	22	44
Private Tenant	89	54	143
Other	27	7	34
Unknown	14	7	21
Total	1,108	512	1,620

Table 12: Enquires by Local Authority–

Local authority	Number of contacts	% of contacts
Cheltenham	156	9.6
Cotswold	100	6.2
Forest of Dean	195	12.0
Gloucester	244	15.1
South Glos	512	31.6
Stroud	307	19.0
Tewkesbury	106	6.5
Total	1,620	100

2.4 Home visits

Warm & Well is also contracted by Gloucestershire County Council, as an element of the advice service to provide energy advice home visits to clients who would benefit from tailored face to face advice. In advisors undertook 116 visits for residents in Gloucestershire Meeting a client in their home provides an opportunity for advisors to better understand their individual circumstances and provide the best advice for them. Advisors will complete a walk-around survey of the home to identify any key areas in which they can help as well as undertaking detailed fuel bill analysis. It is a key concern also to ensure that a client has adequate heating and that they understand how best to use it.

Savings in excess of £1000 were identified for 3 clients with the highest saving being £1153.90. Specifically this was related to issues connected to the clients' fuel bill, including a tariff switch. Following the site visit it is often necessary for advisors to spend a considerable amount of time following up with fuel suppliers etc. to ensure the best possible outcome for the client.

Home visit bookings are made both through the advice line, when advisors make a judgement that they have exhausted the information that they can provide remotely or when a client appears to be particularly vulnerable. Additionally referrals for home visits are received through Warm & Well partners.

Local authority	Number of visits
Cheltenham	21
Cotswold	12
Forest of Dean	15
Gloucester	32
Stroud	27
Tewkesbury	9
Total	116

2.5 Partnership Referrals and Signposting

As well as providing energy advice and helping clients to access grants for heating and insulation measures, the scheme offers a signposting service to relevant partner organisations. Advisors can refer clients directly to many Warm & Well organisations and regularly meets with partners to ensure up to date information is provided.

Table 13: Organisations to which Warm & Well has signposted customers–

Organisation	Gloucestershire	South Gloucestershire	Total
Age UK	7	2	9
Benefits Entitlement Line	1	1	2
British Gas Energy Trust	15	1	16
Citizens Advice	6	3	9
Care and Repair	19	8	27
Cavity Insulation Guarantee Agency (CIGA)	8	2	10
Department of Energy and Climate Change (DECC)	3	0	3
EDF Energy Trust	14	2	16
EPC Recommended	1	0	1
EPC Register	2	1	3
Fire and Rescue	1	0	1
Friends of the Elderly	7	1	8
Fuel Supplier	46	18	64
Fuel Switching Services	7	1	8
Gas Safe Register	4	6	10
Green Deal Orb	13	4	17
Heath Through Warmth	47	14	61
Healthy Homes Loan	1	0	1
Housing Association /Council housing team	1		1
Home Improvement Agency	2	0	2
LA Private Housing Team	1	2	3
Link to Energy	125	38	163
Microgeneration Certification Scheme (MCS)	3	0	3
National Insulation Association (NIA)	7	4	11
Npower Energy Trust	12	2	14
Ofgem	3	0	3
OFTEC	0	4	4
Other fuel supplier trust fund	2	0	2
Priority Service Register	18	7	25
Property Care Association	1	2	3
Renewable Energy Consumer Code (RECC)	1	0	1
SWIGA (Solid Wall Insulation Guarantee Agency)	4	0	4
Talking Money Bristol	0	1	1
Tariff Switching	4	4	8

Turn 2 Us	72	26	98
Village Agents	2	0	2
Warm Home Discount	13	9	22
Wessex Home Improvement Loan	0	2	2
Winter Fuel Payment Helpline	2	0	2
Total	475	165	640

3 Marketing and promotion

Warm & Well takes a community based marketing approach to promote its activities, find new clients and to provide energy efficiency advice to target markets. Whilst specific Warm & Well promotional activity has taken place this year in line with SLA targets, the DECC Central Heating fund was also launched during this delivery period. This programme will be evaluated separately however it must be stated that the standard Warm & Well offering of advice and grants was promoted alongside and as a part of this programme.

Partnership work

Warm & Well maintains partnerships with several organisations throughout Gloucestershire and South Gloucestershire, ranging from Age UK to local charities and voluntary organisations. Partnerships are maintained through regular contact and by offering update briefings and training to staff teams. Usually this is a reciprocal agreement and Warm & Well often welcomes partners offering training and briefing sessions for team members. Examples of partners who have briefed the Warm & Well team include; DWP, Community Health Trainers and Severn Trent Water.

The Warm & Well team have organised and attended many staff briefings and training sessions across Gloucestershire and South Gloucestershire throughout the delivery period. These sessions are designed to target staff teams who are providing face to face advice or support to the general public. Of particular interest to the team are those colleagues who are working with target groups for the scheme as a way of increasing access to Warm & Well to those struggling to achieve affordable warmth. During this delivery period briefings were delivered to organisations such as Gloucestershire Rural Communities Council (Village Agents) the Citizen's Advice Bureau (across multiple teams), local authority frontline staff and the Social Prescribing hub leaders of Gloucestershire.

3.1 Events and outreach

Warm & Well maintains an active presence at public facing events and sees this as a key element of its community based marketing approach. Typically advisors seek to maintain a balance between identifying events that will help the scheme to reach more vulnerable clients and those which will help us to reach those clients who are 'able-to-pay'.

At events advisors aim to offer face to face advice to clients and are equipped with a range of materials to facilitate this. Advice can include topics such as; insulation, renewable technologies, grants, selecting installers and what to consider when reviewing quotes, energy saving behaviour and how to select the right energy tariff.

Table 14: total number of events attended by Warm & Well

Local authority	Events	Briefings	Total
Cheltenham	8	5	13
Cotswold	7	2	9
Forest of Dean	7	5	12
Gloucester	12	10	22
South Glos	6	3	9
Stroud	5	10	15
Tewkesbury	4	3	7
Total	49	38	87

3.2 Publications and advertising

In the delivery period, Warm & Well has placed numerous adverts and articles in a variety of local publications, covering each local authority area. Press releases have also been written and distributed covering a range of topics from ECO to Link to Energy.

Examples of local adverts and articles:

- Local works magazine – delivered to 18,000 homes in Gloucester and Tewkesbury
- Small Steps magazine focused on families with young children
- Cheltenham Living magazine and website directory
- Cirencester Scene – delivered to 12,000 homes
- Families Gloucestershire magazine and online
- Local Authority Building Control publications
- Gloucestershire Advice & Information Network – W&W promotion

Other promotional activity

Local media

Since April 2014, Warm & Well has placed numerous adverts and articles in a variety of local publications, covering each local authority area. Press releases have also been written and distributed covering a range of topics from ECO to the Green Deal Home Improvement Fund.

Partnership activity

Warm & Well maintains partnerships with several organisations throughout Gloucestershire and South Gloucestershire, ranging from Age UK to local charities and voluntary organisations. As well as providing energy efficiency information and helping client's access grants for heating and insulation measures, the scheme offers a signposting service to partner organisations. Advisors can now refer customers directly to many Warm and Well partner organisations and regularly meets with many of its partners to ensure up to date information is provided.

4 Customer Satisfaction Survey 2015/16

Overall service rating for advice line



Of those who responded to this question, 83% of respondents rated the overall service rating for the advice line as excellent or good.

Over 90% of respondents have rated the overall service as excellent or good for the past five years.

Service Provided by Contractor



97% rated the service provided by the contractor as excellent, good or average.

This is in comparison with 96% in 13/14, 95% in 12/13 and 90% in 11/12.

In summary:

- 76% of respondents rated the overall service rating for the advice line as excellent or good in 15/17 compared to an average of 92% over the past 5 years.
- 83% of respondents rated the information provided by advisers as excellent or good.
- 33% of respondents said they were at risk of at risk of, a health problem affected by cold (for example, heart disease, stroke, asthma, bronchitis, pneumonia, etc.
- 88% would recommend Warm and Well to friends.

5 Results for the scheme to date: 2001 – 2015

Warm & Well has been installing energy efficiency measures since 2001. Severn Wye have always tried to maximise the grant funding that has come into the area, through previous schemes such as CERT and moving forward with Energy Company Obligation.

The following table includes all measures installed through Warm and Well since 2001 and includes:

- Local authority funding (GEEG and WEEG)
- Fuel supplier funding (EEC, CERT & ECO)
- Link to Energy – self financed by householder
- Department of Health
- Able to Pay

Table 15: Total number of measures installed – 2001/2016

	CBC	CDC	FOD	GCC	SGC	SDC	TBC	TOTAL
Cavity wall insulation*	3,811	1,677	1,883	3,214	3,878	2,687	2,263	19,413
Loft insulation	5,047	2,265	2,702	4,237	5,459	4,038	2,407	26,155
Solid wall, sloping ceiling and floor insulation	22	9	15	25	18	30	1	120
Condensing boilers/CHS/heating service and heating work	493	63	185	367	198	267	62	1,635
Renewable technologies	1	0	5	0	1	3	2	12
Other (Inc. TRVs, CFLs, HWTJ and draught proofing)	5,077	1,294	1,516	2,258	2,637	4,059	944	17,785
TOTAL MEASURES INSTALLED	14,451	5,308	6,306	10,101	12,191	11,084	5,679	65,120
TOTAL PROPERTIES IMPROVED	7,796	3,444	4,202	6,875	8,435	6,352	4,193	41,297

*Hard to Treat Cavity Wall Insulation included in total figure as funding only available in 2013/14

The CO₂ savings include Warm and Well loft and cavity wall insulation measures and also Link to Energy installations for external wall insulation, cavity wall insulation, loft insulation and boiler installations.

The following table documents CO₂ savings from all measures installed through Warm and Well – 2001/16

- **678,327** tonnes of CO₂ saved over the lifetime of measures that were installed through Warm and Well since 2001
- **17,452** tonnes of CO₂ saved each year from measures installed through Warm and Well since 2001

Table 16: Total CO₂ by local authority 2001-2016

Local authority	Annual CO2 saving (tCO2/a)	Lifetime CO2 saving (tCO2)
Cheltenham	3,477.9	133,442.4
Cotswold	1,476.1	58,199.3
Forest of Dean	1,731.0	66,971.5
Gloucester	2,924.4	112,583.3
South Glos	3,455.3	135,730.9
Stroud	2,511.2	96,994.6
Tewkesbury	1,876.5	74,405.7
TOTAL	17,452.4	678,327.7

5.1 Conclusion

Warm & Well continues to deliver its aims and objectives by successfully improving the energy efficiency of homes and reducing the levels of associated health problems in Gloucestershire, and South Gloucestershire.

During the scheme improved the energy efficiency of **348** properties, installing **381** measures throughout the seven local authority areas. Since the scheme began in 2001, Warm & Well has installed **65,120** measures in **41,297** properties.

The continued excellent partnership working between the Warm and Well consortium, managing agent and contracted installer has been paramount in the successful delivery of the scheme.

It is recognised that the local authorities and other stake holders in Gloucestershire follow the recommendations of Gloucestershire County Health and Overview Scrutiny Committee by putting to competitive tender the management of the scheme to secure its benefits for the coming years.

