



SevernWye
ENERGY AGENCY

Warm and Well

2016/17 End of Year Report

Report

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1 Project Summary

1.2 Notes

These figures reflect the overall results. There were under reported measures in the Warm and Well Q4 report due to input errors, 119 installs were not reported on. These are reflected below in this End of Year Report with the details covered in the Appendices. All data reflects all installs upto and including the 26th April 2017.

1.3 Headline figures 2016/17

- **3,551** enquiries received
- **809** properties improved
- **850** energy efficiency measures fitted
- **11,133** tonnes of CO2 saved over lifetime of measures installed in 2016/17

1.4 Background

Warm & Well was launched in October 2001. Severn Wye initially worked with Cheltenham Borough Council to develop the project concept and proposal for HECAAction 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

1.5 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 first time central heating funding from the Department for Energy and Climate Change/BEIS and GEEG+ funding from the local clinical commissioning group.

1.6 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.

1.7 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 16/17, the majority of funding has come from:

Local authority partners: All seven local authorities in Gloucestershire and South Gloucestershire have contributed towards the revenue costs of running the scheme. Stroud and South Gloucestershire have continued to fund measures through Gloucestershire Energy Efficiency Grant funding (GEEG). South Gloucestershire Council have also funded home visits in the South Gloucestershire area.

Gloucestershire County Council: Funding was provided by Gloucestershire County Council in 16/17 to contribute towards the cost of providing energy advice with the aim of reducing the negative effect of fuel poverty in the county. Gloucestershire County Council also funded Warm and Well in 16/17 to carry out 75 home visits for vulnerable households.

Referral fees from installers: Warm and Well receives a small referral fee from every successful measure installed by the scheme contractor, with leads generated by the Warm and Well scheme resulting in a higher fee than a measure installed that has been generated by the contractor directly (i.e. door to door canvassing).

Referral fees are also received from measures installed through the Link to Energy installer network. All installers have agreed to pay a referral fee of 3% of the total cost of the job for each successful installation.

Fuel supplier funding: Evolve the insulation installers for the scheme are able to access ECO (Energy Company Obligation) funding for households.

Health Funding: 1) GEEG+ - Partial grants funded by Gloucestershire Clinical Commissioning Group are available to eligible clients to help top up various heating and insulation measures throughout Gloucestershire.

2) Public Health – Partial grants for various heating and insulation measures are available to households with children as part of the South Gloucestershire Child Poverty Strategy.

BEIS CHF: Central heating fund scheme funded by *DECC which was abolished and now is known as Department for Business, Energy and Industrial Strategy (BEIS).

Other schemes: Warm and Well supports customers in accessing other sources of funding from schemes such as the Npower's Health Through Warmth heating fund for vulnerable customers and Care and Repair/Home Improvement Agencies who provide support for the elderly and vulnerable.

1.8 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 HECAction 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.

1.9 Energy Company Obligation (ECO) funding

The Energy Company Obligation is split between 3 elements:

ECO HHCRO (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.

Thermabead Ltd withdrew from the ECO market in Quarter 2 of 16/17. There had been a gradual decline of Thermabead capacity and resources over a long period of time to the extent that only a very limited capacity was available for the Warm and Well type delivery area schemes. Evolve Home Energy Solutions then became our main contractor. With new funding streams able to be supported with Eco funding, Evolve Home Energy Solutions re-established door step advisors to support the marketing of the area based approach.

During 16/17 there was a significant drop in CSCO and HHCRO funding due to the energy companies reaching their carbon targets. Warm and Well was still able to refer small volumes of HHCRO eligible clients for replacement heating systems due to several Link to Energy installers

being on energy companies appointed installer lists, although the level of funding was inconsistent and not always fully funded for the client. We were able to use other funding to top the amounts up.

The majority of ECO funding that was available was through the CERO element of the obligation and for loft and cavity wall insulation. Funding levels fluctuated between approximately 50% and 100% grant funding for the householder.

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

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.

Outlook 17/18:

The role of ECO2t allows possibilities for Local Authorities to work in conjunction with utility suppliers. A Statement of Intent is being compiled presently. Focusing largely on fabric measures, there will be scope to also roll out to heating issues especially if Warm and Well are successful in securing supplementary funding.

Warm and Well have identified ECO funding for Oil and LPG boilers at this time and we are seeking supplementary funding. There is no qualifying criteria for cavity wall insulation (CWI) although to receive ECO funding, the installation must meet minimum lifetime carbon savings. The property needs to be suitable for CWI and the measure must come up as a recommendation on the assessment.

1.10 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.

932 enquiries were made by 506 clients using the database in 16/17.

2 Results

2.1 Measures installed

The table below shows the total number of measures installed in 2016/17, including the following funding streams:

- ECO (Energy Company Obligation)
- GEEG in SDC and SGC (Gloucestershire Energy Efficiency Grant)
- Link to Energy (Householders who used the installer network to install measures)
- CHF 1st time central heating fund grant
- GEEG+ (health funding)

Table 1: Number of measures installed – ECO, GEEG and Link to Energy – 2016/17

Local authority	EWI and IWI	CWI	LI	Draught Proofing	Heating work*	ASHP	Solar PV	Other	Oil central heating	TOTAL
Cheltenham	0	38	20	1	36	1	0	0	0	96
Cotswold	0	31	21	0	23	1	0	0	0	76
Forest of Dean	0	48	38	0	33	2	0	1	6	128
Gloucester	0	31	20	0	57	0	0	1	1	110
South Gos	0	67	82	0	44	0	0	1	2	196
Stroud	16	48	42	0	65	5	1	1	1	179
Tewkesbury	0	21	17	0	25	2	0	0	0	65
Total	16	284	240	1	283	11	1	4	10	850

*This includes boiler installations, hot water cylinders and heating servicing.

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

2.2 Properties improved

The table below shows the total number of properties that have been improved through Warm and Well in 16/17. The table includes properties improved using ECO, GEEG funding and GEEG+ as well as Link to Energy.

Table 2: Total number of properties improved by Warm and Well – 16/17

Local authority	Measures installed
Cheltenham	92
Cotswold	75
Forest of Dean	120
Gloucester	108
South Gos	182
Stroud	171
Tewkesbury	61
Total	809

2.3 Scheme expenditure 16/17

The table below shows how much ECO funding was secured for measures along with other expenditure. The table also shows how much funding was contributed by householders as several householders would have been required to add their own funds for certain measures.

Table 5: Expenditure on measures (£) in 2016/17

Local authority	Client contribution	ECO funding	GEEG funding	Public health	GEEG+	CHF	DoH funding	Total Cost
Cheltenham	£4,725	£21,385	£0	£0	£21,613	£108,248	£0	£155,971
Cotswold	£10,039	£12,232	£0	£0	£17,392	£51,094	£0	£90,757
Forest of Dean	£25,882	£19,821	£0	£0	£31,568	£137,323	£0	£214,594
Gloucester	£9,009	£14,431	£0	£0	£21,001	£181,644	£0	£226,084
South Glos	£22,043	£24,836	£35,447	£10,691	£0	£156,919	£0	£249,935
Stroud	£22,959	£24,030	£19,637	£0	£69,793	£258,675	£4,317	£399,410
Tewkesbury	£11,306	£8,491	£0	£0	£18,731	£78,278	£0	£116,806
Total	£105,963	£125,225	£55,083	£10,691	£180,098	£972,181	£4,317	£1,453,558

2.4 Scheme Enquiries

Referrals are made into the scheme from the Warm and Well advice line. The installers also do source their own leads through various marketing activity including canvassing. The table below shows enquiries into the Warm and Well Advice line.

Table 6: Number of enquiries: client entry to scheme through the Warm and Well Advice line – 2016/17

Source of Warm and Well advice hub enquiry	Total
Age UK	17
CA	7
Care and repair	1
CSE	3
DECC CHF Canvassing	21
DECC CHF Leaflet	40
DECC CHF Mail Out	113
Direct mail	19
Energy Saving advice line/green deal advice line	73
Event	28
Food Bank	1
Fuel Supplier	10
Health and social care workers	3
Home Improvement Agency	1
Housing Association	31
Installer	33
Internet search	40
Link to Energy Leaflet	1

Local Authority	307
Local/national Press	69
Local/national Radio	1
NHS	1
Other/dont know*	104
Other third party - Community	11
Other third party - Other	52
Other third party - Voluntary sector	14
Partnership	41
Previous contact	2,158
Smart Meter Mailout	30
Village agents	27
Warm and Well canvassing	117
Warm and Well leaflet	32
Warm and Well online	43
Warm Wales	1
Word of Mouth	101
TOTAL	3,551

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

Table 7: Benefits received by customers who contacted Warm and Well

Type of Benefit	Gloucestershire	South Gloucestershire	TOTAL
Attendance Allowance	68	28	96
Carers Allowance	38	19	57
Council Tax Benefit	51	27	78
Child Tax Credit	122	66	188
Disability Living Allowance	176	95	271
Employment and Support Allowance	93	30	123
Pension Credit	180	69	249
Housing Benefit	109	26	135
Incapacity Benefit	6	4	10
Industrial Injuries Disablement Benefit	2	1	3
Income Support	49	17	66
Job Seekers Allowance	27	10	37
Personal Independence Payment	53	10	63

Working Tax Credit	102	39	141
Universal	4	2	6
Other	17	1	18
Total	1,097	444	1,541

Table 7: Tenure of clients who contacted the Warm and Well advice line – 2016/17

Tenure	Number of contacts	% of contacts
Owner Occupier	2,663	75%
Private Landlord	34	1%
Private Tenant	512	14.5%
Social Tenant HA	173	4.9%
Social Tenant LA	115	3.2%
Other	29	0.8%
Unknown	25	0.7%
Total	3,551	100%

2.5 Partnership Referrals and Signposting

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 refer clients directly to many Warm and Well partner organisations and regularly meets with many of its partners to ensure up to date information is provided.

Table 8: Organisations that Warm and Well has signposted customers onto in 16/17

Organisation	Total
Age UK	11
Barnwood Trust	1
Benefits Entitlement Line	1
British Gas Energy Trust	1
CA	11
Care and Repair	15
Cavity Insulation Guarantee Agency (CIGA)	6
EDF Energy Trust	1
EPC Register	1
Fuel Supplier	64
Fuel Switching Services	2
Gas Safe Register	3
Health Through Warmth	61

Housing Association / Council housing team	5
LA Private Housing Team	2
Link to Energy	57
Microgeneration Certification Scheme (MCS)	1
National Insulation Association (NIA)	4
Ofgem	1
Other fuel supplier trust fund	1
Priority Service Register	9
SWIGA (Solid Wall Insulation Guarantee Agency)	1
Talking Money Bristol	1
Tariff Switching	14
Turn 2 Us	86
Village Agents	1
Warm Home Discount	21
TOTAL	382

2.6 Removal of Category 1 hazards

It is assumed that all properties built pre 1980 will have a category 1 hazard removed when an energy efficiency measure is installed, including loft and cavity wall insulation, solid wall insulation and boiler and central heating upgrades. The table below shows the total number of properties that had measures installed through Warm and Well that were built before 1980.

Table 9: Total number of properties that had a category 1 hazard removed through Warm and Well – 2016/17

Local authority	Cat 1 Hazards removed reported
Cheltenham	63
Cotswold	48
Forest of Dean	77
Gloucester	59
South Glos	188
Stroud	113
Tewkesbury	24
Total	572

2.7 Marketing and promotion

2.7.1 Marketing Overview

Marketing and promotion of Warm and Well has included a variety of approaches in 2016/17.

Throughout 2016/17, Warm and Well identified promotional opportunities on both a local and national level, allowing materials, press releases and other activities to be prepared and released alongside relevant campaigns.

2.7.2 Events and briefings

Warm and Well has attended a variety of events. During these events the advisors provide face to face advice on energy saving, renewable technologies, grants available and what is currently on offer through the Warm and Well scheme.

The team have also organised and attended many staff briefings across Gloucestershire and South Gloucestershire. Staff briefings usually target those giving face to face advice to the general public and are a way of accessing harder to reach clients. For example staff briefings were given to the Village Agents who are then able to give appropriate advice and information to the customers they visit.

Table 10: Events and briefings attended by Warm and Well in 16/17

Local authority	Number of events	Number of briefings
Cheltenham	19	7
Cotswold	10	2
Forest of Dean	10	0
Gloucester	23	16
South Glos	12	2
Stroud	21	12
Tewkesbury	15	4
Total	110	43

2.7.3 Partnership activity

Warm and 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.

2.8 Customer Satisfaction Survey 2016/17

Warm and Well clients were sent customer satisfaction forms to clients who contacted the advice line during Q1, Q2 and Q3 and those that had measures installed during the same period in 16.17. This was done via two methods, a traditional mail out to clients and use of Survey monkey for those who wanted contact electronically. Of the advice responses, 10.4% return rate was recorded via the mail system and 7.9% via survey monkey. Of the install responses, 30% return rate was recorded via mail and 21% via survey monkey. Survey monkey is proving to be popular and will be the way we contact clients in the future wherever possible. Overall a response rate of 17.3% was achieved resulting in 103 completed replies.

In summary:

Advice Line: 87.5% of respondents who rated the overall service of the advice line said it was excellent, good or average. 12.5% rated it as poor of these most were due to not being eligible for grants at that particular time or there was limited help and advice advisors could give them. 57% of respondents said they were at risk of cold or damp related illnesses.

Install: 100% who rated the overall service of the advice line said it was excellent or good. Of those who rated the speed of the scheme process, 100% rated it as good or excellent. 37.5% of respondents said they were at risk of cold or damp related illnesses but post install 87.5% felt that their house was warmer.

In total, 80% of those who went through the advice line and the install process would recommend Warm and Well to friends.

2.9 CO₂ savings – 2016/17

- **11,133** tonnes of CO₂ saved over the lifetime of measures that were installed in 2016/17
- **350** tonnes of CO₂ saved each year from measures installed in 2016/17

Table 11: CO₂ saved from measures installed through Warm and Well – 2016/17

Local authority	Annual CO ₂ saving (tCO ₂ /a)	Lifetime CO ₂ saving (t)
Cheltenham Borough Council	38.4	1,260.8
Cotswold District Council	31.8	1,050.8
Forest of Dean District Council	48.6	1,638.4
Gloucester City Council	41.4	1,163.1
South Glos Council	70.5	2,419.3
Stroud District Council	95.7	2,854.4
Tewkesbury Borough Council	23.7	747.1
TOTAL	350.1	11,133.9

W&W and LTE carbon savings are taken from the CERT Scheme Submission spreadsheet and the Carbon Emission Reduction Target Carbon Reduction Matrix. All properties are based on a three bed semi.

2.10 Results for the scheme to date: 2001 – 2017

Warm and 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.

Table 13: Total number of measures installed – 2001/2017

This 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
- Health funding

- Central Heating Fund
- Able to Pay

	CBC	CDC	FOD	GCC	SGC	SDC	TBC	Total
Loft insulation	5,067	2,286	2,740	4,257	5,577	4,080	2,424	26,431
Cavity wall insulation (including HTT CWI)	3,849	1,708	1,931	3,245	4,088	2,735	2,284	19,840
Draught proofing	288	59	105	112	150	246	84	1,044
Hot water tank jackets	444	113	157	240	293	249	120	1,616
Heating	530	87	226	425	244	338	89	1,939
TRVs (set of 5)	767	37	356	271	192	674	176	2,473
CFLs	3,451	976	827	1,537	1,777	2,846	564	11,978
Solid wall insulation	18	11	18	26	19	45	0	137
Solar PV	1	0	4	0	1	4	2	12
Heat Pumps	1	1	3	0	0	5	2	12
Floor insulation	0	0	0	1	0	2	0	3
Overall	14,416	5,278	6,367	10,114	12,341	11,224	5,745	65,485
Properties	7,888	3,519	4,321	6,983	8,752	6,523	4,254	42,240

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

Table 14: CO₂ savings from all measures installed through Warm and Well – 2001/17

- **801,884** tonnes of CO₂ saved over the lifetime of measures that were installed through Warm and Well since 2001
- **21,364** tonnes of CO₂ saved each year from measures installed through Warm and Well since 2001

2.11 Conclusion

Warm and 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 2016/17 the scheme improved the energy efficiency of **809** properties, installing **850** measures throughout the seven local authority areas. Since the scheme began in 2001, Warm and Well has installed **65,485** measures in **42,240** 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.

Warm and Well secured the contract to run Warm and Well for a further three years and are looking forward to delivering this. Warm and Well will continue to look for ways to increase the funding especially in districts that have to date received lower levels of funding.

Appendix 1: Properties not reported on in Q4

There were a total of 112 properties improved with 119 measures installed. These were not reported on in Q4

Table 1: Number of measures installed and not reported on

Local authority	CWI	LI	TOTAL
Cheltenham	10	2	12
Cotswold	17	2	19
Forest of Dean	16	6	22
Gloucester	13	2	15
South Gos	20	11	31
Stroud	11	1	12
Tewkesbury	7	1	8
Total	94	25	119

Table 2: Total number of extra properties improved by Warm and Well not reported on – 16/17

Local authority	Measures installed
Cheltenham	11
Cotswold	17
Forest of Dean	20
Gloucester	15
South Gos	29
Stroud	12
Tewkesbury	8
Total	112

Table 3: Total number of properties that had a category 1 hazard removed through Warm and Well not reported on – 2016/17

Local authority	Cat 1 Hazards removed reported
Cheltenham	9
Cotswold	13
Forest of Dean	17
Gloucester	11
South Gos	27
Stroud	6
Tewkesbury	1
Total	9

Appendix 2: Properties reported on in Q4

There were a total of 689 properties improved with 731 measures installed. These were not reported on in Q4

Table 1: Number of measures installed – ECO, GEEG and Link to Energy – 2016/17

Local authority	EWI and IWI	CWI	LI	Draught Proofing	Heating work*	ASHP	Solar PV	Other	Oil central heating	TOTAL
Cheltenham	0	28	18	1	36	1	0	0	0	84
Cotswold	0	14	19	0	23	1	0	0	0	57
Forest of Dean	0	32	32	0	33	2	0	1	6	106
Gloucester	0	18	18	0	57	0	0	1	1	95
South Gos	0	47	71	0	44	0	0	1	2	165
Stroud	16	37	41	0	65	5	1	1	1	260
Tewkesbury	0	14	16	0	25	2	0	0	0	57
Total	16	190	215	1	283	11	1	4	10	731

*This includes boiler installations, hot water cylinders and heating servicing.
SWI = Solid Wall Insulation, CWI = Cavity Wall Insulation, LI = Loft Insulation.

Table 2: Total number of properties improved by Warm and Well – 16/17

Local authority	Measures installed
Cheltenham	80
Cotswold	56
Forest of Dean	98
Gloucester	93
South Gos	150
Stroud	159
Tewkesbury	53
Total	689

Table 3: Total number of properties that had a category 1 hazard removed through Warm and Well not reported on – 2016/17

Local authority	Cat 1 Hazards removed reported
Cheltenham	54
Cotswold	35
Forest of Dean	60
Gloucester	48
South Gos	161
Stroud	107
Tewkesbury	23
Total	488



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