



Warm and Well

2017/18 Quarter 4 Report

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1 Introduction

1.1 Warm & Well Overview

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 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

1.2 Headline Figures

- 1799 enquiries received by Warm and Well advising 1530 households
- 151 home visits completed identifying £23,074.56 potential savings
- 478 energy efficiency measures installed across 438 properties
- 370 CPD training places delivered over 33 sessions

1.3 Current Funding sources

All eligibility criteria have been aligned as much as possible across funding sources to simplify processes.

- Energy Company Obligation
 - ECO Flex – Measures funded by energy suppliers where the eligibility criteria is determined by the local authority
 - Home Heating Cost Reduction Obligation (HHCRO)
 - Carbon Emissions Reduction Obligation
- Local Authority Health funding¹ – available as a top-up to clients who meet ECO Flex or HHCRO criteria and also have a health condition
- Warm Homes Fund – First time central heating can be installed for all clients who meet the HHCRO or ECO Flex criteria. Health funding to be used as a contribution where the client has a health condition.

Referral fees from installers: 3% for referrals from W&W, 2% for self-generated leads.

¹ Gloucestershire Clinical Commissioning Group (Gloucestershire), GEEG (South Gloucestershire), Public Health (South Gloucestershire)

2 Warm and Well Advice Hub Enquiries

The tables below represent the total number of enquiries received by the Warm and Well advice hub between April 1st 2017 and March 31st 2018.

2.1 Enquiries by local authority

Table 1: Enquiries received by the Warm and Well advice hub split by local authority

Local authority	Number of enquiries Q4	Cumulative enquiries 17/18
Cheltenham	94	214
Cotswold	81	153
Forest of Dean	105	288
Gloucester	159	324
South Glos	117	302
Stroud	164	362
Tewkesbury	53	156
Total	773	1799

2.2 Total number of households receiving advice

Table 2.1: Total no. households receiving advice

Local authority	Number of households**	% with health conditions	% over 60	% receiving benefits
Cheltenham	178	45.7%	42.4%	31.5%
Cotswold	124	71.7%	70.0%	33.3%
Forest of Dean	247	69.6%	51.1%	42.4%
Gloucester	276	57.1%	40.2%	48.2%
South Glos	263	64.0%	56.0%	40.8%
Stroud	306	61.9%	49.2%	47.5%
Tewkesbury	136	52.6%	47.4%	45.6%
Total	1530	60.4%	50.9%	41.3%

Chart 1: Household receiving advice across the year compared with previous 2 years. Figures in 2016/17 were significantly higher due to the Central Heating fund, and we anticipate that enquiries in the next quarter will increase due to the rolling out of the Warm Homes Fund.

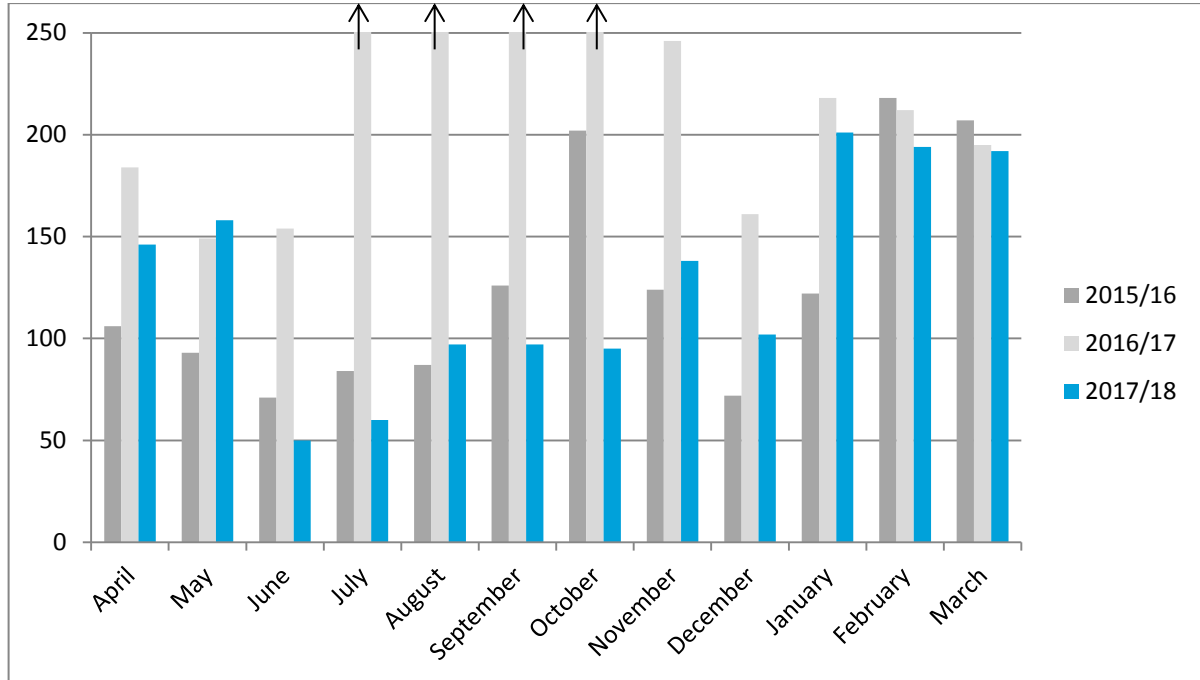


Table 2.2: Total number of businesses receiving advice

Local authority	No. of businesses
Cheltenham	17
Cotswold	15
Forest of Dean	16
Gloucester	27
South Glos	0
Stroud	28
Tewkesbury	13
Total	116

2.3 Health conditions

Table 3: Health conditions of clients receiving advice from Advice Line

Health Condition	Count
Diabetes	77
Arthritis	116
Asthma/ COPD / Emphysema	93
Stroke	31
Heart conditions	34
Cancer	48
Mental Health	38
Neurobiological	27
Autoimmune and Immunodeficiency diseases	20
Learning Disabilities	5
Limited Mobility	115
Dementia	34
Other	224
Total	862

2.4 Source of enquiries

Table 4: Source of enquiries received by the Warm and Well advice hub

Source of Warm and Well enquiry	Gloucestershire	South Gloucestershire	Total
Partner Referral	62	11	73
Local Authority	125	42	167
Warm & Well Marketing	124	22	146
Other Energy advice line	70	9	79
Installer	25	3	28
Other organisation	208	43	251
Previous contact	908	175	1083
Total	1497	302	1799

2.5 Advice provided

Table 5: A breakdown of the advice provided.

Advice	Gloucestershire	South Gloucestershire	Total
Energy efficiency	14	3	17
Heating	564	127	691
Installer or supplier enquiry/complaint	2	0	2
Insulation	459	105	564
Renewables	9	0	9
Tariff Switching/ Bills/Meters	351	83	434
Damp/Condensation	7	1	8
Total	1406	319	1725

3 Home Visits

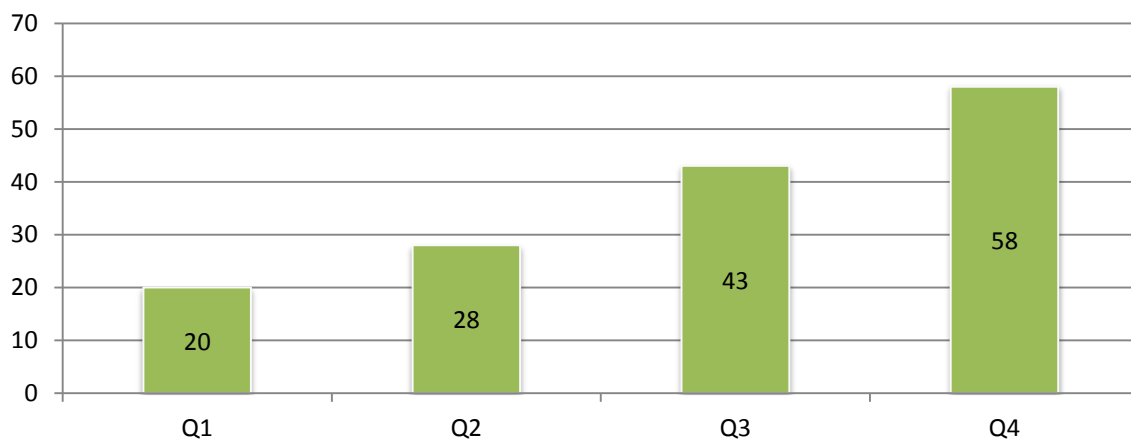
In 2017/18, there is a target of visiting 255 households. We are able to offer home visits to vulnerable clients in Gloucestershire and South Gloucestershire. The aim is to help people stay in their homes for longer by helping to understand their heating systems and access help where it is available so that they are able to stay warm.

Table 6: Warm and Well home visits completed and clients with health conditions

Local authority	Q4		2017/18	
	Visits	Clients with health conditions	Visits	Clients with health conditions
Cheltenham	11	7	18	9
Cotswold	3	2	6	5
Forest of Dean	9	3	26	16
Gloucester	11	5	30	19
South Glos	9	5	26	15
Stroud	12	8	33	22
Tewkesbury	3	3	12	8
Total	58	33	151	94

In total 62% of those that had a home visit also had health conditions.

Chart 2: Number of Home Visits taken place per quarter.



Home visits offer the opportunity to provide bespoke advice for vulnerable clients with a high level of support. Typically following a brief visual survey of the property to identify key savings, advisors discuss in detail the client’s circumstances and individual needs. Advice can range from efficient use of heating controls, supporting clients to find and switch to a better fuel tariff or identifying any fuel discounts or rebates that they may be entitled to.

Table 7: Identified savings from the 151 home visits totalling £30,954.30

Savings	Q4			2017/18		
	Gloucestershire	South Gos	Total	Gloucestershire	South Gos	Total
Actual savings	£30.63	£140.00	£170.63	£1,266.12	£142.64	£1,408.76
Savings requiring investment	£2,814.90	£222.00	£3,036.90	£10,565.07	£3,087.00	£13,652.07
Potential behavioural savings						
Appliances	£0.00	£0.00	£0.00	£118.00	£0.00	£118.00
Benefits/Discounts	£0.00	£0.00	£0.00	£840.00	£140.00	£980.00
Heating	£50.00	£0.00	£50.00	£415.00	£0.00	£415.00
Lighting	£186.00	£0.00	£186.00	£197.74	£0.00	£197.74
Tariff Switching	£3,396.34	£571.85	£3,968.19	£11,424.81	£2,559.27	£13,984.08
Total	£7,093.87	£933.85	£8,027.72	£25,025.39	£5,928.91	£30,954.30

4 Measures Installed

Warm and Well has installed energy efficiency measures using a variety of different mechanisms including: HHCRO, ECO Flex and LA health funding.

The tables show the number of measures that have been installed by Warm and Well in Quarters 1 - 4 in 17/18.

Table 8.1: Number of measures installed through Warm and Well in 17/18

Local Authority	CWI	LI	Other insulation	Gas Boiler	Oil/ LPG Boiler	High Retention Storage heaters	Total	Properties improved
Cheltenham	19	18	1	6	1	0	45	44
Cotswold	3	7	0	3	2	1	15	17
Forest of Dean	31	64	1	4	7	0	107	100
Gloucester	23	23	0	11	1	1	58	50
South Gos	21	23	1	7	2	0	54	50
Stroud	60	60	2	12	3	0	137	118
Tewkesbury	40	23	0	2	0	0	65	59
Total	197	218	2	45	16	2	478	438

Chart 3: Total number of properties improved through Warm and Well = 438

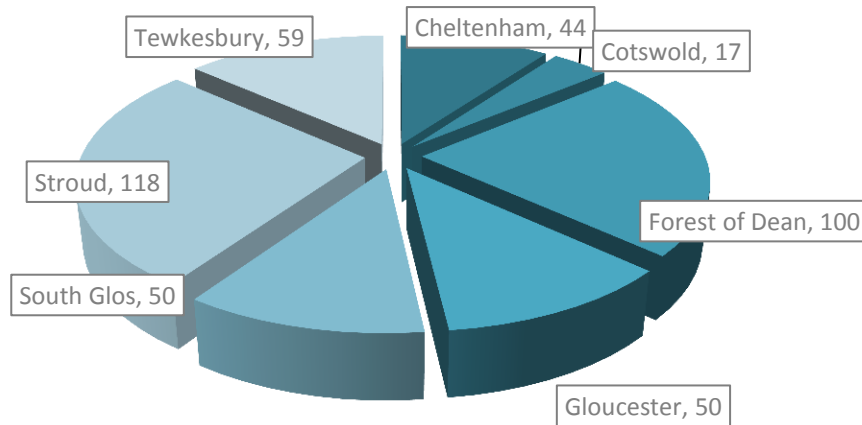


Table 8.2: Number of measures installed through Warm and Well in Q4

Local Authority	CWI	LI	Other insulation	Gas Boiler	Oil/ LPG Boiler	High Retention Storage heaters	Total	Properties improved
Cheltenham	3	8	0	5	0	0	16	16
Cotswold	0	2	1	3	1	1	8	8
Forest of Dean	1	12	0	3	4	0	20	19
Gloucester	8	9	0	11	0	1	29	25
South Gos	13	10	0	7	0	0	30	27
Stroud	32	39	1	9	1	0	82	68
Tewkesbury	8	4	0	1	1	0	14	13
Total	65	84	1	39	7	2	198	177

Chart 4: Number of properties improved per quarter showing breakdown of Local Authority

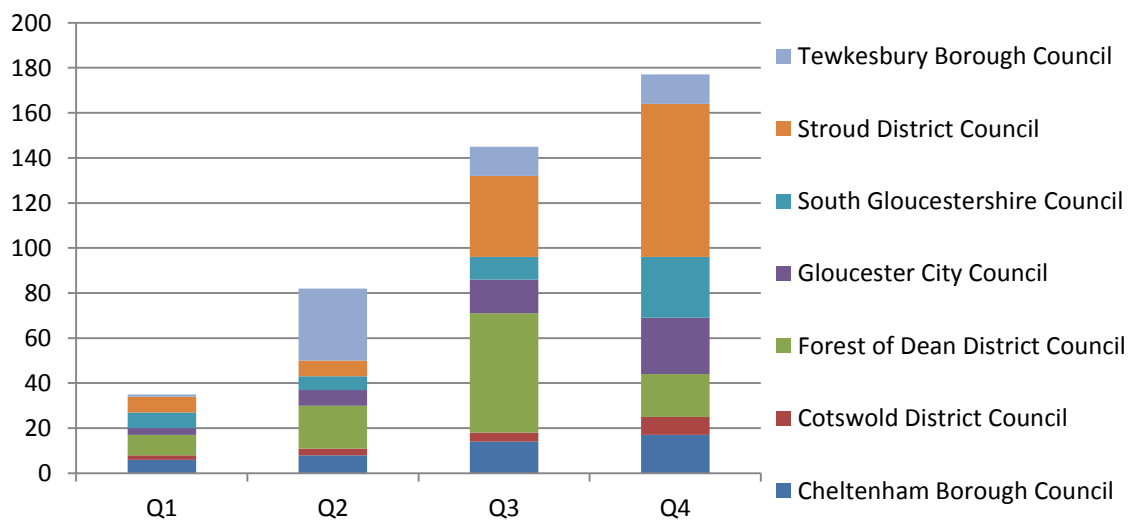


Table 9.1: Approximate spend of different funding sources in Q4

Local Authority	ECO	CCG	SGC GEEG / Public Health	Total
Cheltenham	£3,264.63	£15,595.29		£18,859.92
Cotswold	£6,792.98	£7,115.55		£13,908.53
Forest of Dean	£7,491.30	£7,605.24		£15,096.54
Gloucester	£10,603.60	£22,245.20		£32,848.80
South Gos	£13,974.48		£14,891.07	£28,865.55
Stroud	£13,552.79	£20,509.02		£34,061.81
Tewkesbury	£3,207.39	£1,935.83		£5,143.22
Total	£58,887.17	£75,006.13	£14,891.07	£148,784.37

Table 9.2: Approximate total spend of different funding sources in 2017/18

Local Authority	ECO	CCG	SGC GEEG / Public Health	Total
Cheltenham	£12,254.72	£16,450.29		£28,705.01
Cotswold	£14,790.25	£7,215.55		£22,005.80
Forest of Dean	£47,052.74	£11,820.21		£58,872.95
Gloucester	£20,525.67	£22,845.18		£43,370.85
South Gos	£22,181.33		£16,876.79	£39,058.13
Stroud	£31,749.89	£24,559.56		£56,309.45
Tewkesbury	£29,060.40	£2,172.09		£31,232.49
Total	£177,615.00	£85,062.88	£16,876.79	£279,554.67

4.1 Central Heating Installs

Chart 5: Status of central heating referrals in the process

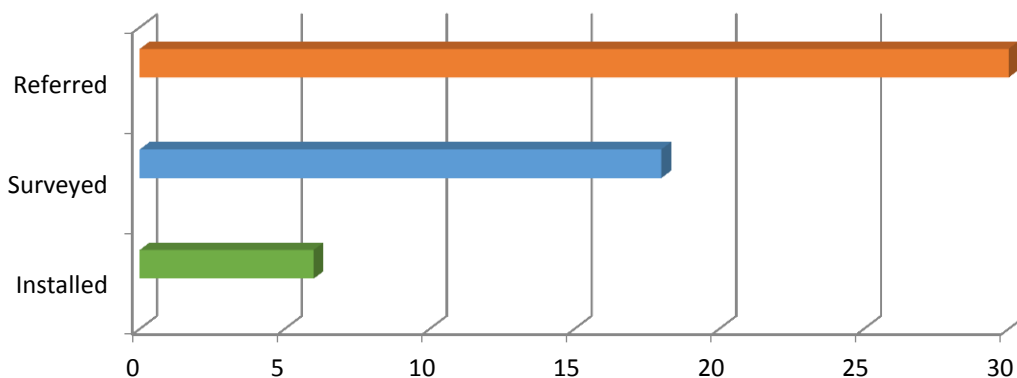
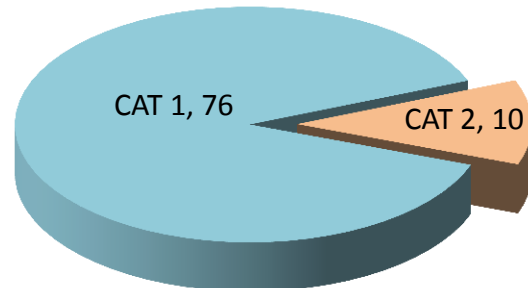


Table 10: Breakdown of central heating referrals and installations by Local Authority. Chart 6: Breakdown of central heating referrals by Category. CAT 1 – Urban properties, CAT 2 – rural, off gas properties

Local Authority	Referred	Installed
Cheltenham	10	0
Cotswold	13	0
Forest of Dean	10	0
Gloucester	22	0
South Gos	10	1
Stroud	17	5
Tewkesbury	6	0
Total	88	6



4.2 Installer Referrals

Referrals are made to installers through Link to Energy, as well as being passed directly to ECO flex installers. Installers also have the opportunity to self-generate leads.

Table 11.1: Number of households referred to installers for measures in Q4

Local authority	Referrals to Link to Energy installers	Referrals direct to Installers (ECO Flex)	Self – generated referrals	Total
Cheltenham	17	9	0	26
Cotswold	10	13	3	26
Forest of Dean	11	22	2	35
Gloucester	11	16	2	29
South Gos	7	25	11	43
Stroud	17	24	41	82
Tewkesbury	7	6	0	13
Total	80	115	59	254

Table 11.2: Total number of households referred to installers for measures in 2017/18

Local authority	Referrals to Link to Energy installers	Referrals direct to Installers (ECO Flex)	Self – generated referrals	Total
Cheltenham	61	13	5	79
Cotswold	26	20	6	52
Forest of Dean	58	27	30	115
Gloucester	46	21	14	81
South Gos	57	29	23	109
Stroud	57	28	71	156
Tewkesbury	37	7	0	44
Total	342	145	149	636

4.3 Carbon Saving

Table 13: The installation of insulation has led to a carbon saving of 305 tonnes of CO2 per annum

Measure	Q4			2017/18		
	Gloucestershire	South Glos	Total	Gloucestershire	South Glos	Total
Loft insulation	31.81	4.28	36.09	104.29	12.56	117
Cavity Wall insulation	52.79	14.35	67.14	164.86	20.76	186
Solid Wall insulation	1.12	0	1.12	2.24	0	2.2
Total	85.72	18.63	104.35	271.39	33.32	305

4.4 Health Impact Monitoring and Evaluation

Table 14: Shows the number of Category one hazards removed (measures installed at properties built before 1980)

Local authority	Category one hazards removed
Cheltenham	27
Cotswold	10
Forest of Dean	63
Gloucester	33
South Glos	24
Stroud	48
Tewkesbury	36
Total	241

5 Signposting and Referrals

Warm and Well has a target of 325 referrals to other agencies and funding streams.

5.1 Signposting to partner organisations

Table 15: Signposts made by Warm and Well to other organisations

Organisation	Gloucestershire	South Gloucestershire	Total
Age UK	2	0	2
CAB	3	1	4
Cavity Insulation Guarantee Agency (CIGA)	2	1	3
Fuel Supplier	6	1	8
National Insulation Association (NIA)	1	0	1
Tariff Switching	5	1	6
Turn 2 us	10	6	16
Total	35	10	45

5.2 Referrals to and from Partner organisations

Data sharing agreements with:

- Fire service
- CAB Healthy Homes
- Npower Health through Warmth
- Age UK
- Energy Helpline Tariff Comparison

Table 16: Referrals made by Warm and Well to partner organisations

Organisation	Gloucestershire	South Gloucestershire	Total
Health through Warmth	4	1	5
Fire and Rescue Service	3	0	3
Energy Helpline	7	1	8
CA – Healthy Homes	1	0	1
Total	15	2	17

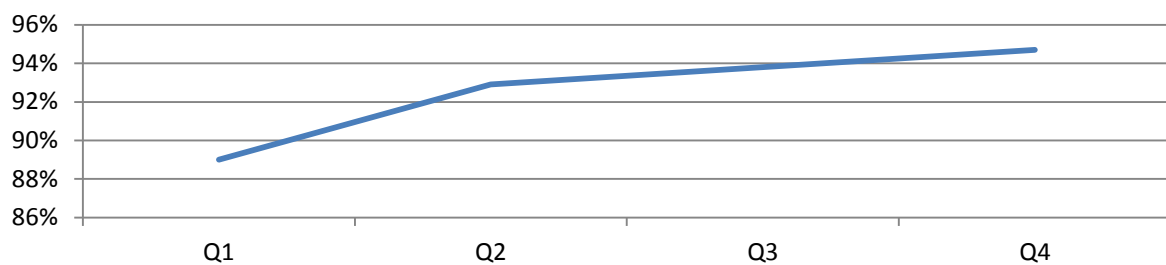
6 Monitoring and Evaluation

Technical monitoring is carried out on a percentage of all measures installed using Energy Company Obligation funding to ensure a high level of service and workmanship is carried out.

6.1 Call monitoring

Call monitoring is carried out once a month on two calls per advisor. Advisors have been encouraged to listen to their own calls and self-score. The Warm and Well target is to achieve 90% average call monitoring score across advisors.

Chart 6: Average scoring reached 94.8% in Q4

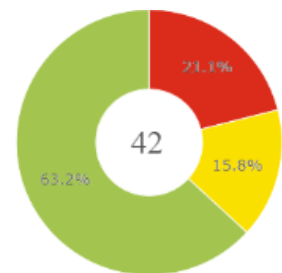


6.2 Customer satisfaction

In order to ensure Warm and Well are providing an excellent service, Warm and Well contacted 10% of clients who experienced services via Warm & Well across Quarters 1-4 (this includes those who have had advice on the telephone, measures installed and home visits) and gauge how well we delivered on our promise.

Chart 7: Using the question, 'How likely would you be to recommend Warm & Well to a friend', we have gained a customer satisfaction average of 80%. This translates into a Net Promoter score of 42.

Score has decreased due to contractor performance. Those which had given scores of 0-2 was due to not being contacted by the contractors



7 Marketing highlights

7.1 CPD

Warm and Well’s CPD programme titled: ‘An introduction to Energy use in the home and fuel poverty’ provides an introduction to energy use in the home and give fuel poverty awareness training to frontline staff that deal with vulnerable clients. Delivery began in Q2 and **the training was accessed by a total of 370 individuals over 33 sessions**. Feedback has been overwhelmingly positive and has led to an increase in signposting and referrals by frontline staff.

Chart 8a: Number of training places delivered to Front Line Workers per month

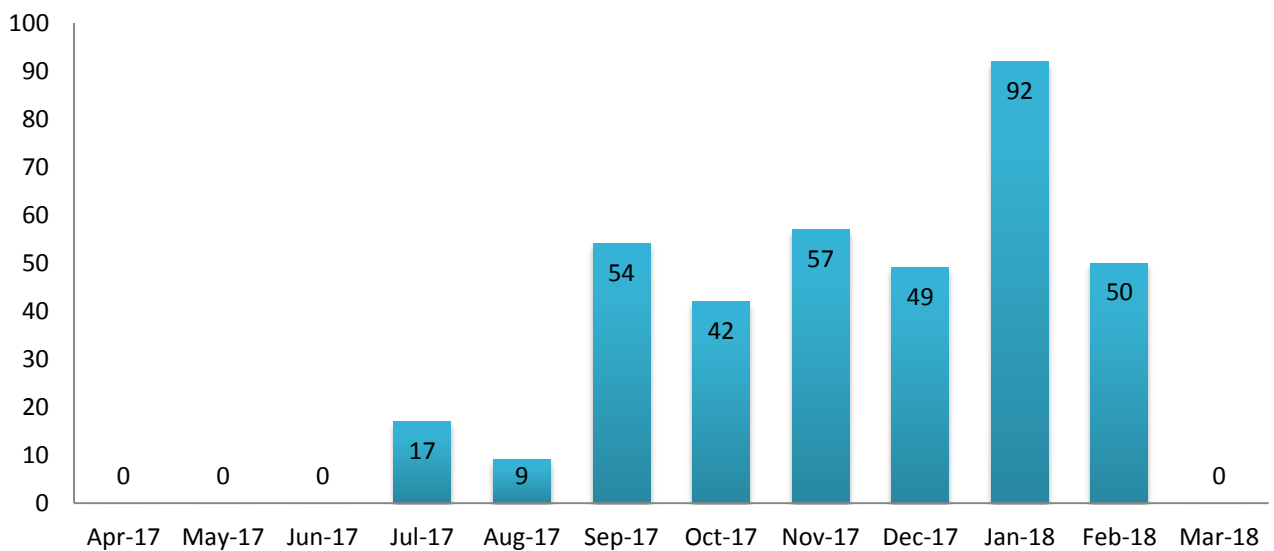
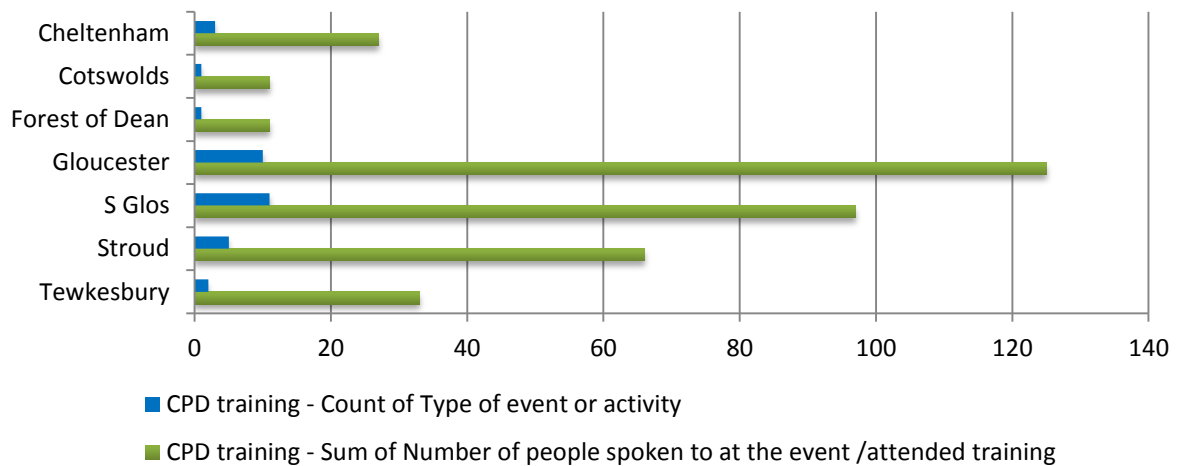


Chart 7b: Breakdown of training sessions per Local Authority



7.2 The Warm and Well website and Social Media

Table 18: Results from Quarters 1 - 4 from www.warmandwell.co.uk

Activity	Number
Page views	12,295
Sessions	4438
Users	3092
Average duration (minutes:seconds)	01:44
Average pages per session	2.77
Popular pages	Grants and funding
Updates	5
No. enquiries to Warm and well via website	92

The number of Warm and Well followers on Twitter have steadily increased to 1056.

In the next year we will be working with Severn Wye’s Marketing Manager to increase our presence on Facebook, and to attract our target market.

7.3 Promotional materials

We continue to distribute a high number of flyers and posters. In quarter 4 we targeted all community centres by sending letters and posters by post. **370 posters** and over **10,000 flyers** have been distributed since April 2017.

New banners have been designed and printed for each Local Authority.

A Warm Homes Fund specific flyer has been designed for each Local Authority



Free central heating

Central heating can help you keep **warm**, stay **healthy**, and **lower** your heating bill.

You can upgrade your home with a central heating system **installed absolutely free** in time for next winter.

If you are living without central heating in your Gloucestershire or South Gloucestershire home, contact the Warm and Well team today to register your interest

0800 500 3076 or text WARM to 83010

warmandwell.co.uk/heating
@WarmAndWell
warmandwell@severnweyenergy.org.uk

SevernWye energy agency
SevernWye energy agency
01453 835999
Registered charity no. 1083812

7.4 Partnership development

The Warm & Well team have continued to attend events and meetings in the past quarter, targeting frontline staff who will then be able to signpost members of the public to the advice line and the website. These events have been spread across a range of different geographic areas as well as a broad range of organisations, both in the public and voluntary sectors.

Table 19: Total number of events, briefings, network forums and meetings attended by Warm and Well in 2017/18

Local authority	Events	Staff Briefings	Network partner forums & meetings	Total
Cheltenham	6	1	1	8
Cotswold	1	0	5	6
Forest of Dean	3	0	0	3
Gloucester	8	1	10	19
South Glos	3	2	7	12
Stroud	3	0	2	5
Tewkesbury	6	0	4	10
Total	30	4	29	63








7.5 Total no. of marketing activities undertaken

There have been a total of 106 marketing activities this quarter.

Table 20: Marketing activity during 2017/18

Marketing Activity	Total
Events	29
Forums and meetings	32
Emails to partners	32
Emails to clients	3
Promotional materials	10
Total	106

8 Warm and Well Targets

Activity	Annual Target	Actual	
No of 'hits' to website	7000	12,295	
No. households and businesses receiving advice	2600	1646	
No. referrals to other agencies and funding streams	325	17	
No. installed measures by type	650	478	
No. of marketing activities undertaken	94	106	
No. home visits	255	151	
No. Cat 1 Hazards removed	267	241	
No. training places delivered	350	370	