

2025/26 REPORT

Warm and Well

QUARTER 1





Warm and Well Progress Report, Quarter 1, 2025-26

July 2026

This report has been prepared by Severn Wye Energy Agency as part of a programme of works funded by the seven local authorities in Gloucestershire and South Gloucestershire, and NHS Gloucestershire.

The Warm and Well scheme plays a crucial role in tackling fuel poverty and improving energy efficiency across the region. Its primary aim is to create warmer, healthier homes by reducing the risks associated with cold and inefficient housing.

This is achieved through a combination of public awareness campaigns, direct advice and support, and practical interventions delivered in partnership with local authorities, health services and community organisations. The scheme's work is more than just technical improvements; it is about safeguarding health, reducing inequality, and empowering residents to take control of their energy use.

Fuel poverty has significant health impacts, particularly for older adults, children and those living with long-term conditions. Cold, damp homes can lead to or exacerbate respiratory illness, increase cardiovascular strain, and contribute to poor mental health and social isolation. These impacts are particularly severe during winter months, when demand on health services peaks and households face the most pressure from rising energy costs. By addressing the root causes of cold homes, Warm & Well helps prevent hospital admissions, reduces pressures on frontline health services, and improves quality of life for vulnerable residents.

At its core, the scheme offers specific and tailored advice on energy efficiency and fuel poverty through multiple channels, including a dedicated telephone advice line, referrals from trusted partner organisations, and proactive engagement at community events. For those most in need, home visits are conducted to provide an in-depth energy survey and a personalised advice report. These visits not only identify practical measures to improve the home's energy performance but also help uncover wider support needs, enabling Warm & Well to make referrals into grant and discount schemes, retrofit programmes, and health-related support services.

Beyond direct assistance, the Warm & Well contract brings significant wider benefits. It strengthens local partnerships, aligns with national funding streams such as ECO4 and the Great British Insulation Scheme, and ensures resources are targeted where they will have the greatest impact. The scheme also supports the local economy by generating demand for accredited installers and driving investment into housing stock improvements. By bridging the gap between residents and funding opportunities, Warm & Well plays a critical role in building resilience within communities and ensuring that every household, regardless of income or location can access the support they need to stay warm, safe and healthy in their own home.

Fuel Poverty Overview

Fuel poverty continues to be a significant challenge across Gloucestershire and South Gloucestershire, shaped by the counties' unique housing mix and geography. The region combines rural off-gas homes in areas such as the Cotswolds and Forest of Dean with hard-to-treat urban housing in inner-city Gloucester, including solid-walled terraces and flats. This variety creates distinct barriers to achieving affordable warmth and energy efficiency.

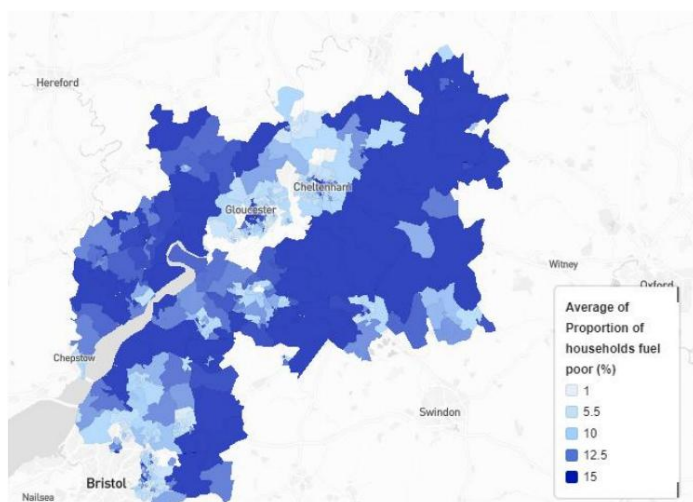
Park home sites remain a key focus due to the vulnerabilities of their residents, who frequently face poorer health outcomes linked to cold, inefficient housing. These communities often require targeted engagement and bespoke interventions to ensure support reaches those who need it most.

Current Fuel Poverty Rates

The latest modelled data (2023) shows:

- Gloucestershire: **12.1%**
- South Gloucestershire: **9.4%**
- Combined Warm & Well region: **11.9%**
- South West average: **12.9%**

Trends and National Context



Nationally, fuel poverty fell slightly from 11.4% (2023) to 11.0% (2024), with projections for 2025 at 11.2%. This suggests stagnation rather than significant improvement and highlights the need for localised action. In our region, rural off-gas communities and park homes remain among the highest-risk groups, requiring tailored solutions.

Figure 2: Regional *fuel poverty heatmap (LSOA)*

Why This Matters

Addressing fuel poverty is not just about reducing energy bills; it is about tackling the wider health and wellbeing impacts associated with cold, damp homes. Warmer homes mean:

- Better physical and mental health outcomes
- Reduced pressure on NHS services
- Greater resilience for vulnerable households

Warm & Well bridges the gap between residents and available support, ensuring interventions are targeted and impactful.

Warm and Well key achievements

Since April 2025:



Progress against targets

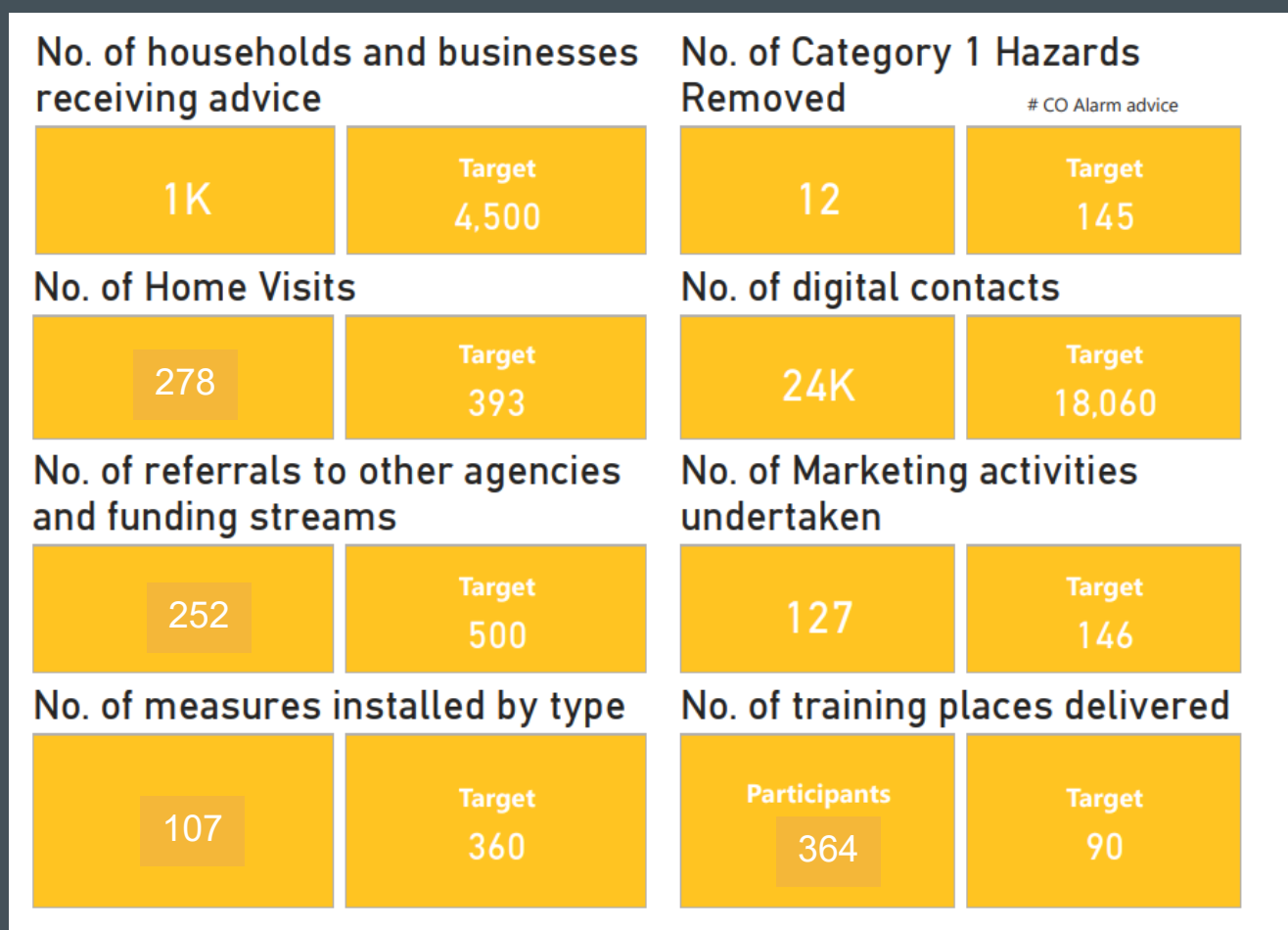


Figure 2: Progress against annual targets during Q1, 25/26

Executive Summary

The first quarter of 2025/26 has seen demand for the Warm and Well service rise notably, with the highest level of enquiries for this period since 2022. Between April and June, 1752 interactions were made with clients, reflecting a 10% increase on the same quarter last year. This rise comes against a backdrop of continued cost-of-living pressures, where energy prices, though stabilised from the peak of the crisis in 2023/24, remain unaffordable for many households. Notably, three-quarters of all calls were from people worried about paying their fuel bills, demonstrating how central energy affordability remains to household wellbeing across Gloucestershire and South Gloucestershire.

Alongside fuel affordability concerns, a third of enquiries (33%) referenced problems with damp and mould. This figure comes in the light of an exceptionally dry Spring across Gloucestershire and South Gloucestershire, with rainfall well below normal values. We have responded by supplying dehumidifiers, other temporary solutions, while also ensuring households are linked to longer-term measures through funded programmes.

Overall, 1,038 households were supported this quarter, an increase from 962 in the same period last year. The vulnerability profile of these households remains significant, over a quarter (27.9%) of households supported included someone over 65, 24.7% included children under 18, and more than half (53.9%) were in receipt of benefits. Only 15.7% reported no vulnerabilities at all, highlighting the ongoing complexity of the cases Warm and Well is addressing.

This complexity is also reflected in the nature of the support provided. The advice given increasingly extends beyond straightforward energy-saving tips, as many clients disclose interlinked challenges, including problem debt, insecure housing, and health concerns. To meet this increasing need, the service has undergone large-scale recruitment, particularly within the Advocacy team, which is expanding as new funding streams have been secured. This growth is timely, enabling the team to respond more effectively to rising demand and provide in-depth, face-to-face support for households with multiple or urgent needs ready for winter.

The team completed 278 home visits, supporting 257 unique households, with follow-up calls and emails ensuring continuity of care. Referrals continue to be a key strength of the model, referrals in from partner organisations remains high likewise 25% of households were signposted onwards to additional support ensuring holistic assistance beyond the immediate scope of energy advice.

Delivery of physical improvements to homes also increased. This quarter saw the installation of 107 energy-saving measures across 61 households. Financially, the programme has unlocked £516,574 in funding to support these measures, with ECO accounting for the majority. The Household Support Fund (HSF) boiler scheme in South Gloucestershire also contributed significantly enabling rapid response to households in crisis and in immediate need of home energy improvements.

The first quarter of 2025/26 reflects both the growing scale of Warm and Well's reach and the increasing complexity of the challenges households face. Rising enquiry volumes, high levels of vulnerability, and persistent issues such as damp and mould underline the continued need for comprehensive, joined-up support.

Claire Latham
Director of Energy Advice

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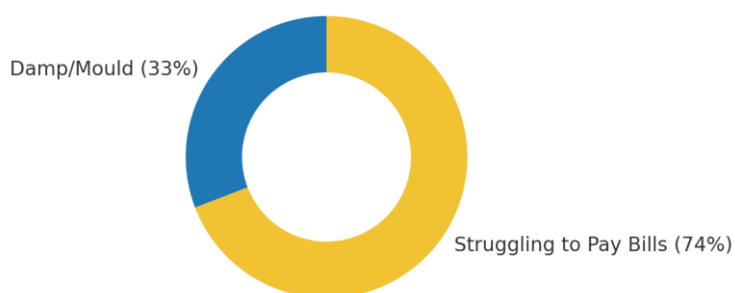
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Adviceline & People we support

Households supported

We received 1,752 enquiries this spring, higher than the same period in the last two years, despite the season being unusually dry. This reflects the continued pressure on households, particularly around affordability.

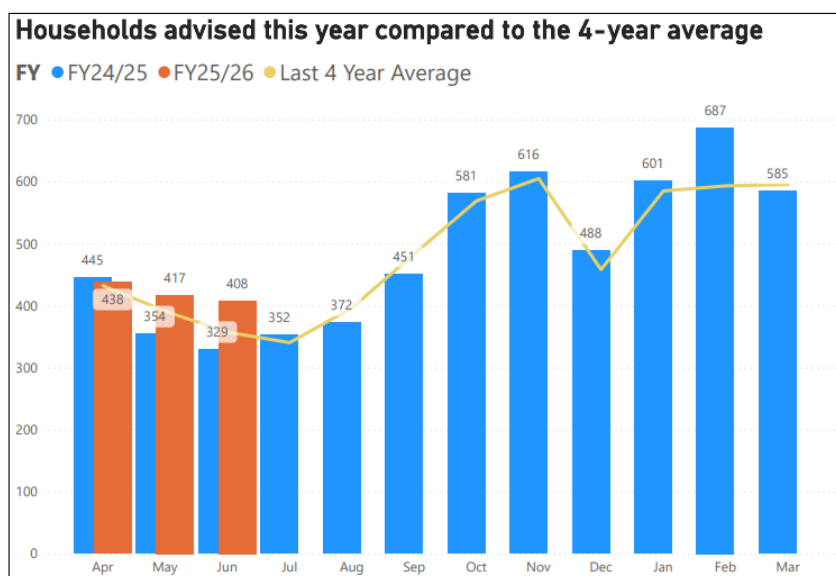
Figure 3: Key Issues reported during Q1 25/26



A significant 74% of clients told us they were struggling to pay their fuel bills, while 33% reported issues with damp or mould, highlighting the ongoing challenges in maintaining a warm, healthy home. Even in warmer months, the need for support remains high, and we are reaching some of the most vulnerable residents through our advice, advocacy, and links to funding for

energy efficiency improvements. Throughout the spring, we've continued to support households with tailored energy advice and advocacy, working closely with our partners to provide both immediate assistance and long-term solutions. This quarter, we advised 1,038 households.

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



The number of households supported has remained to Q1 last year and remains broadly in line with our typical spring demand however this year we are operating above our 4-year average. June usually sees a slight seasonal dip in enquiries, which aligns with expected trends as warmer weather reduces the urgency around heating-related issues however the 'June dip' was much less noticeable this year. Most enquiries continued to come from owner-occupiers, particularly those

living in homes built during the post-war and late 20th-century housing booms. These properties often lack modern insulation or efficient heating systems, making them a key focus of our support.

Client characteristics

Client contact has been higher overall this quarter, reflecting continued demand for advice and support. The profile of those reaching out to us has remained consistent, with the majority of households including someone with a health condition (68.7%) or being in receipt of benefits (53.9%). These figures highlight the ongoing pressures faced by residents with both financial and health-related vulnerabilities.

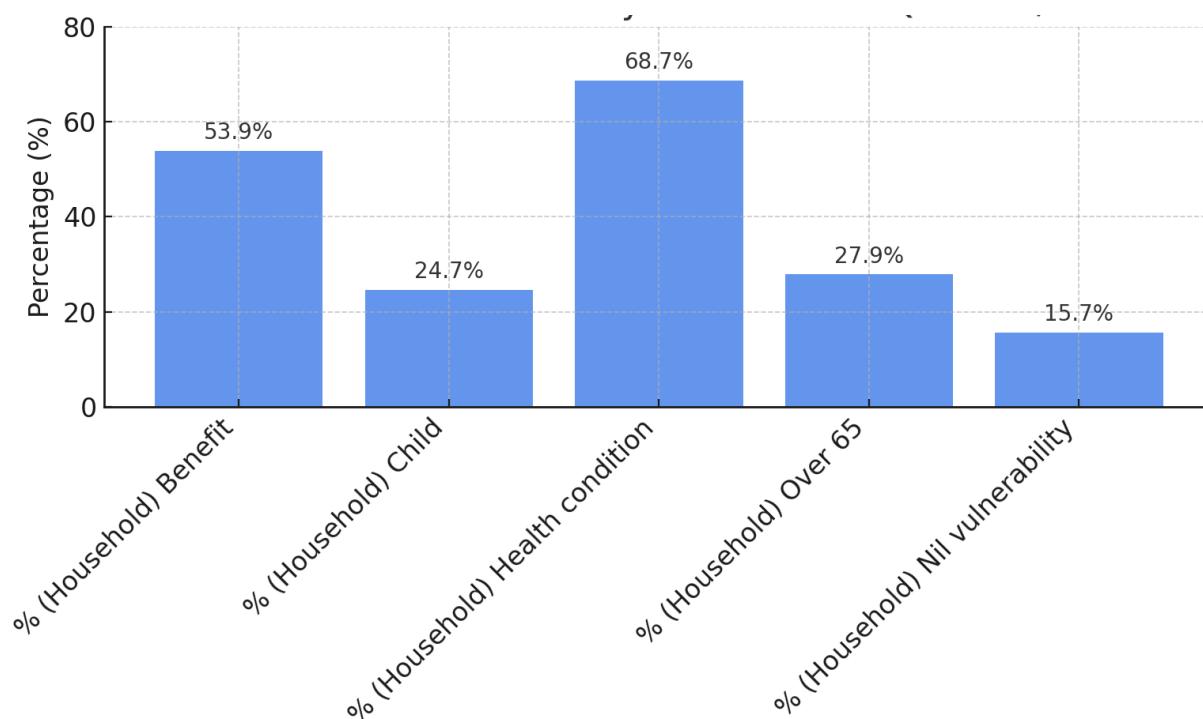


Figure 5: Proportion of clients declaring key vulnerabilities from Q1 25/26

Encouragingly, the proportion of households reporting no identifiable vulnerabilities has decreased to 15.7%, indicating that our service is continuing to reach those most in need. Families with children (24.7%) and older adults over 65 (27.9%) also make up a significant share of our client base, underscoring the range of support needs across the communities we serve.

This quarter, 631 clients disclosed household health conditions. As with previous reporting periods, the most frequently reported issue was mental health, with 131 clients identifying this as a primary condition. This was closely followed by limited mobility, including arthritis, which was reported by 115 clients. Respiratory disease remained the third most common health concern, affecting 109 households. Other commonly mentioned conditions included cardiovascular disease (51 clients), diabetes (49 clients), and various other long-term illnesses, reflecting the complex health needs of the households we support.

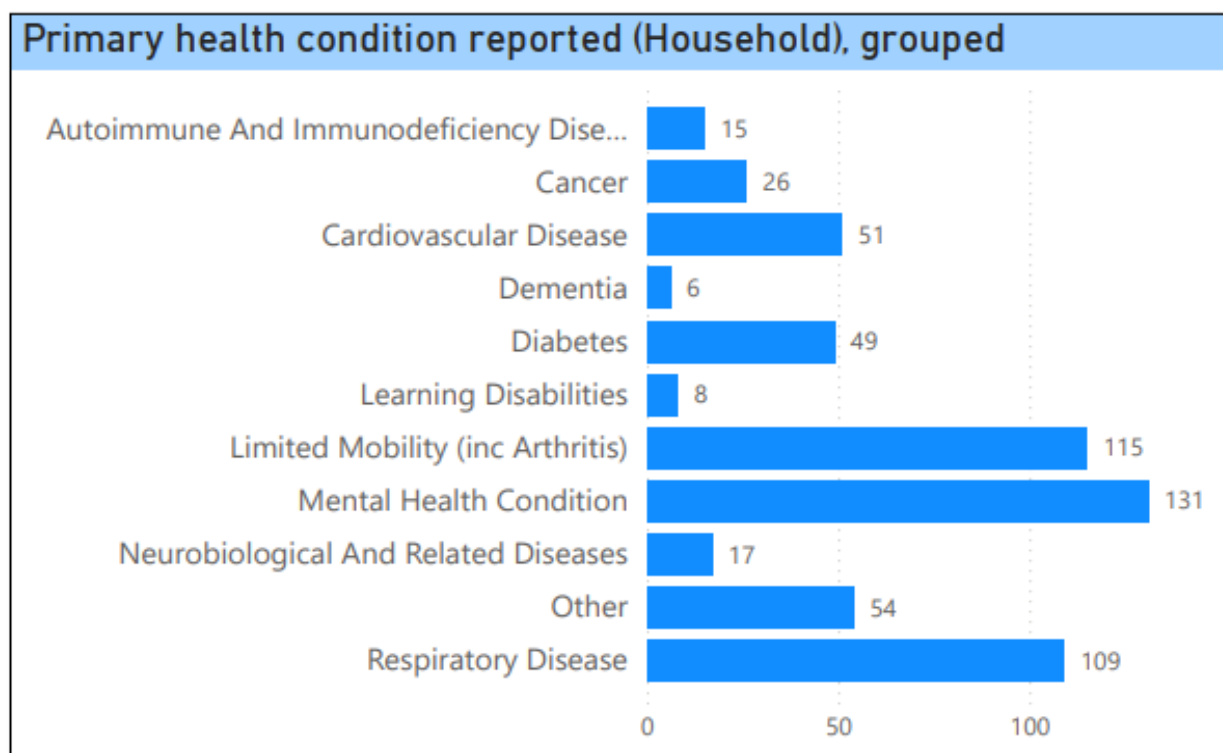


Figure 6: Primary health condition reported in Q1, 25/26

Below is a breakdown of the top six ethnic groups supported by Warm and Well during Q1. It is important to note that this is early-stage, indicative data, as our equalities monitoring processes are still being developed. The figures are based on information collected primarily through online referral forms and home visit assessments, and do not yet fully reflect advice provided over the phone or at outreach events. While this data gives a useful starting point for understanding the communities we reach, it should be viewed as a partial picture that will improve in accuracy over time.

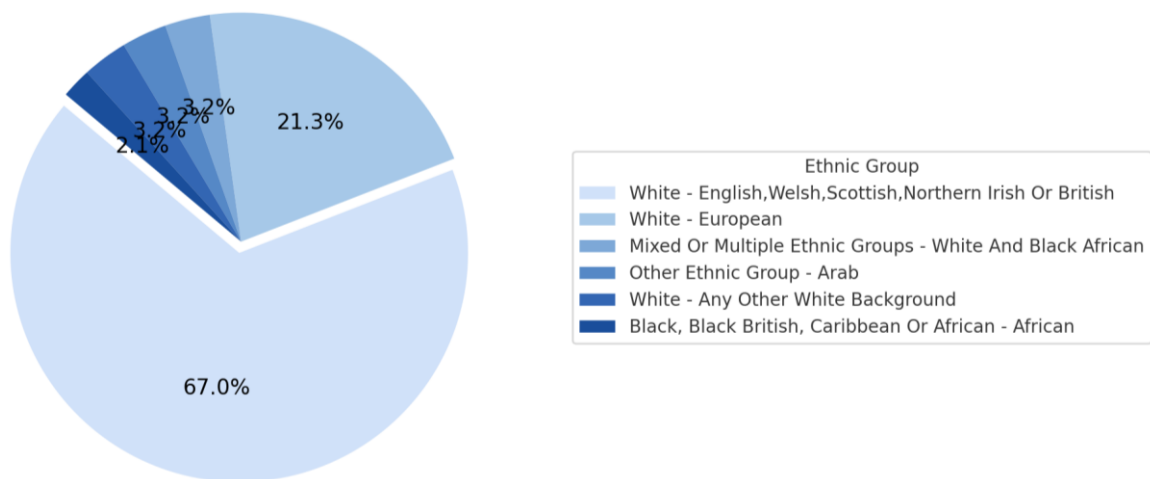


Figure 7: Ethnic Group reported in Q1, 25/26

Where our clients live

Across Gloucestershire and South Gloucestershire, 5.6% of households are within the most deprived areas (decile 1 and 2 IMD). 33% of households supported by Warm and Well this quarter live in these areas. 64.8% of our clients live in areas where fuel poverty prevalence is higher than 10% in the region, and 31% live in areas where fuel poverty is over 14%.

The properties our clients live in

43% of Warm and Well clients are vulnerable homeowner-occupiers and 35% are social tenants in housing association properties. We don't advertise our services to housing associations, and we can't refer their tenants to funded schemes, so we encourage clients to make the most of the Make Things Right campaign, but if they call us, we can chat to them generally. We are developing links with private housing teams to further target our work and increase our reach with private tenants.

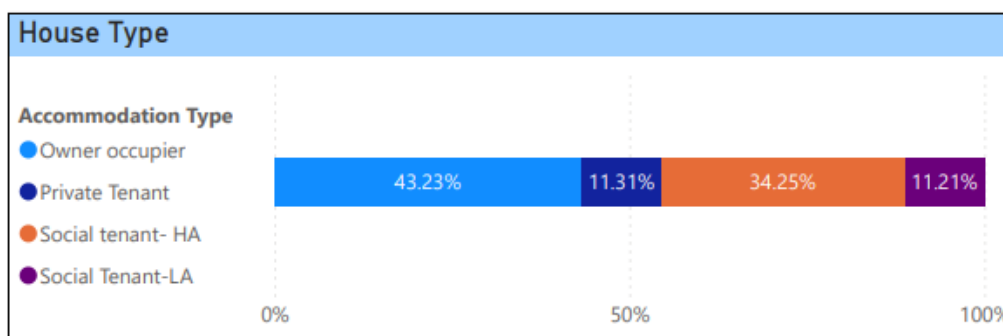
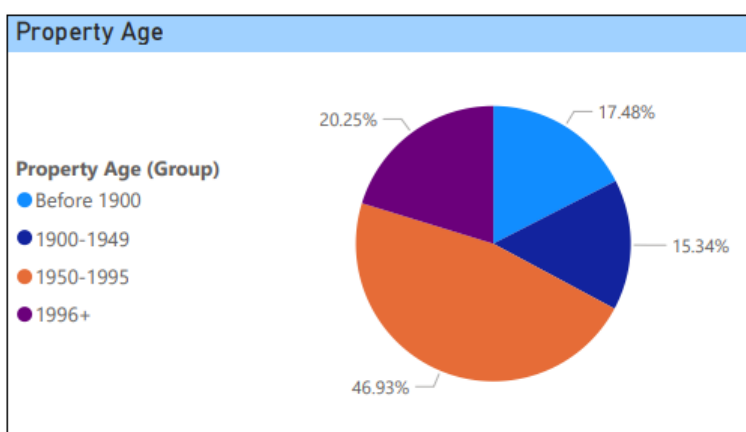


Figure 8: Client engagements by tenure in Q1, 25/26

Figure 9: Age of property in Q1, 25/26



Most clients we supported this quarter lived in properties built between 1950 and 1995, making up 46.9% of all households. These homes often lack modern insulation and are more prone to energy inefficiency. A further 20.3% of clients lived in newer properties built after 1996, while 17.5% were in homes built before 1900. Properties built between 1900 and 1949 accounted for 15.3%. This spread reflects the varied housing stock across the region and

highlights the ongoing need for tailored advice and retrofit support, particularly for older and hard-to-treat homes.

A breakdown of primary fuel types used in households across Gloucestershire and South Gloucestershire in Q1 shows gas remains the dominant heating source in both areas, though South Gloucestershire has a slightly higher proportion of electric heating, while Gloucestershire shows a greater reliance on oil.

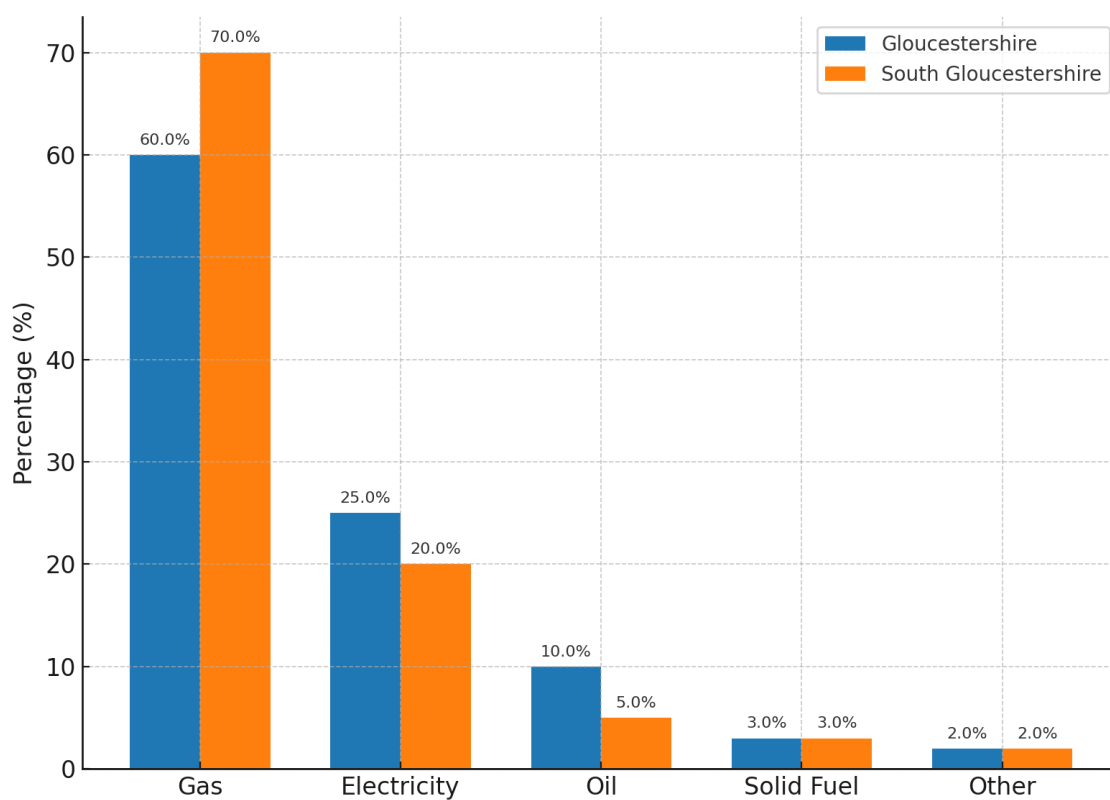


Figure 10: Fuel Type Q1, 25/26

Home Visits

Home visits continued to play a vital role in supporting the most vulnerable households. We carried out 278 visits to 257 households over Q1. Of those visited, 79.8% were managing a health condition, reinforcing the critical connection between energy efficiency and health outcomes. 74.7% of households were in receipt of benefits, highlighting the financial strain many face in maintaining a warm and healthy home.

Just over a third (35.0%) of visits were to families with a child at home, while 17.7% were to households with someone over the age of 65. These visits remain key to identifying needs, offering tailored advice, and linking clients to support.

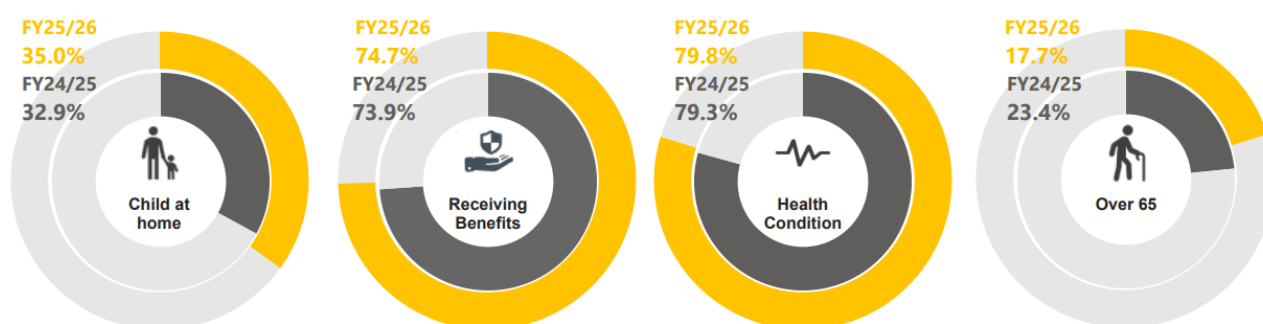


Figure 11: Total home visits Q1 compared with FY25/26 compared with FY24/25

Adviceline Case Study

Mrs T was referred to us by Age UK after they'd visited to assist with Attendance Allowance and blue badge applications. They'd noticed mould on the walls, ceilings, curtains and walls. She'd told them she was having issues with her boiler and struggling to keep the property warm (and dry) as she didn't have the money to replace it herself and was struggling to save the money needed as she was on a low income (state pension and pension credit only).

Mindful of her age and health we recommended she apply for Health Funding and once we'd confirmed she was eligible for the scheme, passed her details to our trusted installer. They visited the property assessed that the boiler simply needed repairing and were able to do that for her quickly and simply with minimal intervention.

Mrs T now has reliable heating and can keep her home warm, dry and clean.

Partnership Working

Training for other support organisations

We are currently in the process of converting our certificated CPD training, *Introduction to Energy Use in the Home and Fuel Poverty Awareness*, into an online format, ready for launch in autumn. In the meantime, we have continued to engage professionals across the region through a series of in-person events and activity sessions.

During Q1, we delivered 19 training events: 13 in Gloucestershire and 6 in South Gloucestershire, engaging a total of 364 participants (347 from Gloucestershire and 17 from South Gloucestershire). These sessions focused on helping frontline staff and professionals recognise the signs of fuel poverty and provide practical advice to support their clients' energy needs and wellbeing.

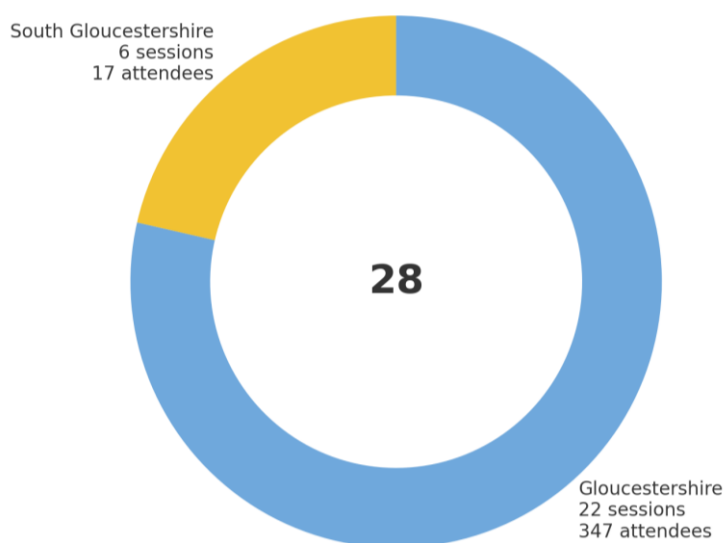


Figure 12: CPD delegates for Q1 25/26

Referrals In and out of Warm and Well

We have built strong relationships with local organisations to provide additional support to clients. This breaks down as follows:

- 501 referrals were received from partner organisations this quarter
- 252 clients were referred to charity partners for additional support after a conversation with a Warm and Well advisor or advocate
- 126 clients were referred to installers following contact with Warm and Well (25% increase on last Q)

The Adviceline and our Advocacy teams continue to work closely with existing partners and have increased our networking opportunities by reaching out to new organisations that we haven't previously worked with. We have seen an increase in self-referrals through to the Adviceline and the Advocacy Team.



Organisations that refer clients to Warm and Well

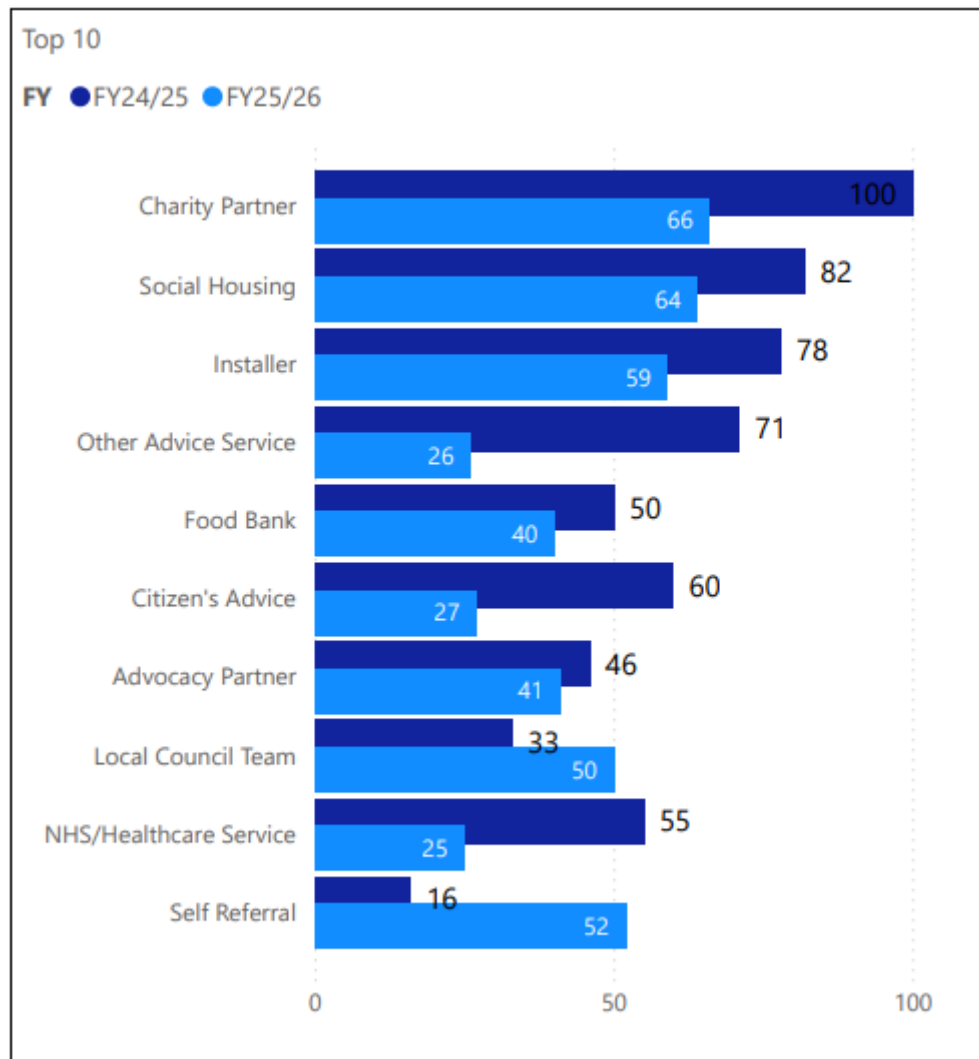


Figure 13: Referrals from partner organisations in Q1, 25/26 vs Q4, 23/24

Organisations that we referred or signposted clients to

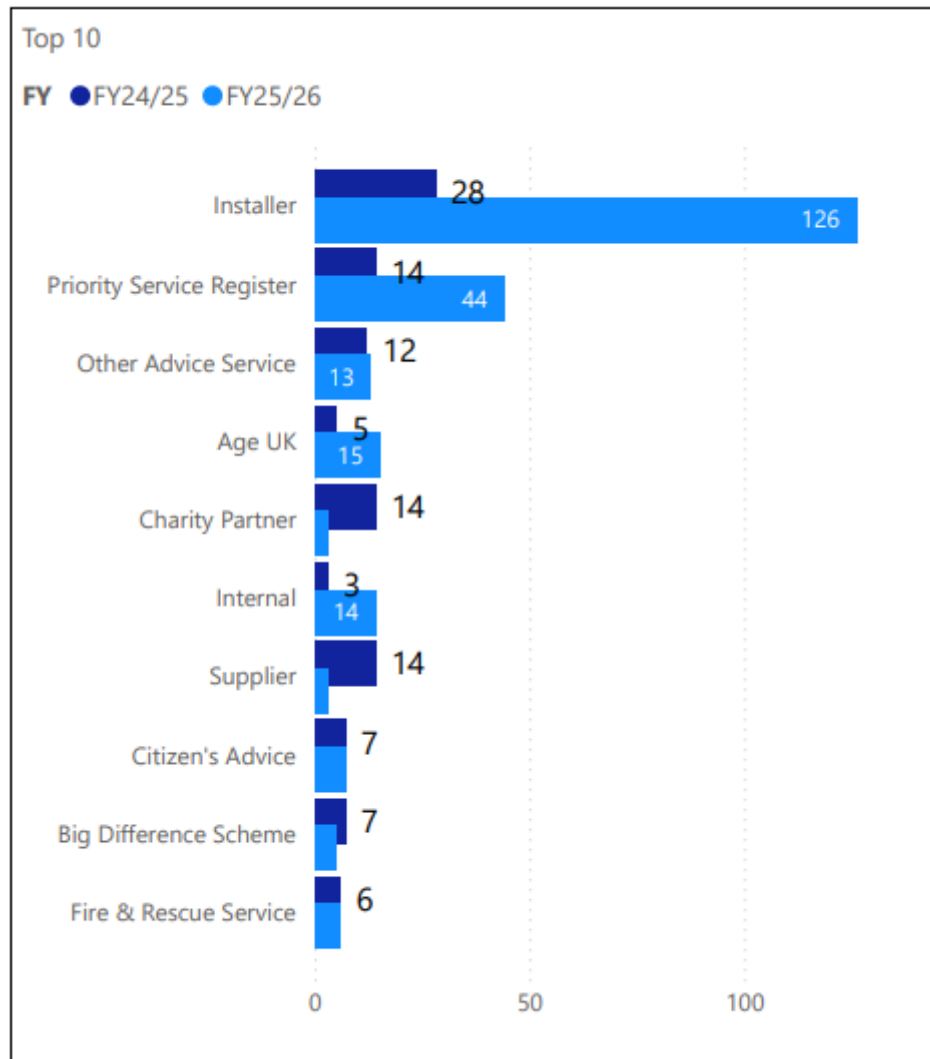


Figure 14: Referrals to partner organisations in Q4 24/25 vs Q4 23/24

Working with partners to reach new clients

This quarter we have attended 16 networking events and meetings with partners, engaging with 149 people from external organisations to raise the profile of Warm and Well and the subsidiary projects. This is a crucial element to maintaining our increasingly referral-driven services.

Through the advocacy team, we have also attended 45 drop-in advice events, and public sessions, where we provide 'surgery' style advice to people coming to see us. Drop-ins and public talks have formed an integral part of our work engaging 392 members of the public, who are at risk of struggling with their fuel bills. We have started to deliver classroom sessions to introduce understanding of energy in our country to new immigrants and refugees, so far, we have delivered three engaging with 39 households. These sessions have been run in South Glos with the support of the local councils' resettlement team.

Working with partners to reach new clients		
Activity Type	No. of Activities	No. of people engaged
Leaflet Drop	2	410
Stand at Public Event	5	186
Classroom Session	1	136
External Organisation Update/Talk	7	126
Public Talk/Group Session	7	85
Drop In/Surgery	11	22
Networking Event	2	12
Total	35	977

Figure 15: Working with partners to reach new clients (Grouping) in Q1, 25/26



Energy Advocacy

Our Advocacy programme has experienced significant growth and increasing complexity in Q1, reflecting both heightened demand and the expansion of project funding streams. Across April to June 2025, advocates completed 263 home visits across Gloucestershire and South Gloucestershire. These visits remain essential in uncovering hidden vulnerabilities such as health conditions, financial distress and housing problems that are not always apparent through phone advice alone. We aim to offer holistic support that is person centred and focussed on individual need rather than specific project led aims. Each person supported will feel supported by Severn Wye and Warm & Well rather than it being project led.

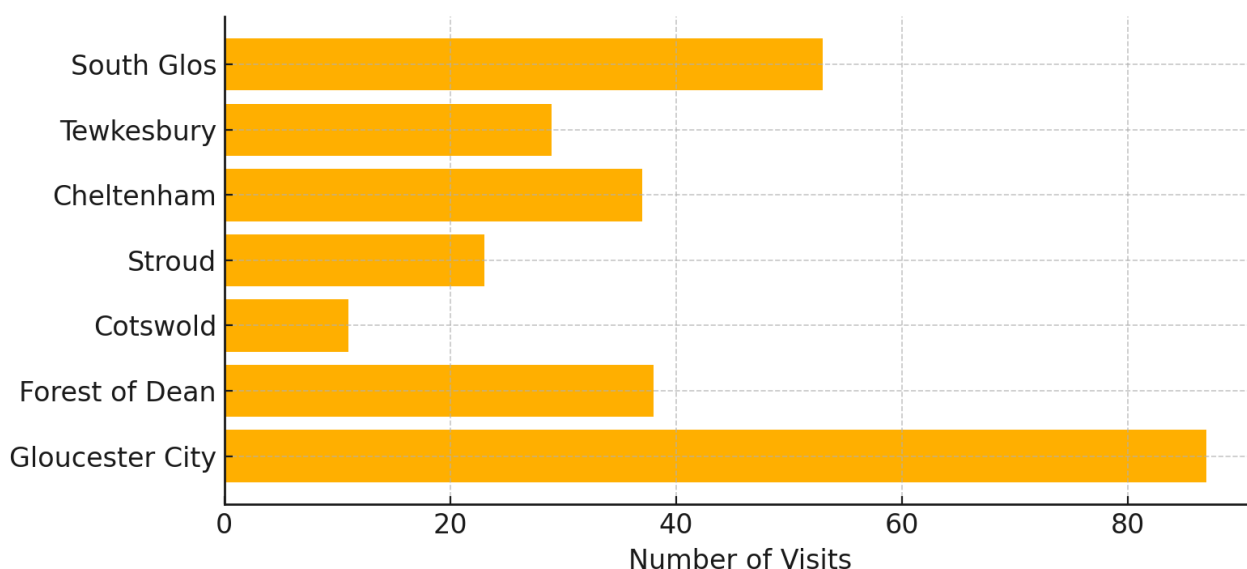


Figure 16: Advocate support services in Q4, 24/25

Currently Advocacy projects running in Q1 include Reach Out across the full Warm & Well footprint, Step Up South Glos and the new EEC project which started mobilising in June and will again run across the entire Warm & Well footprint bringing additional support to the region over the next two years.

Reach Out

The Reach Out project continued to deliver high-quality, locally embedded energy advice and advocacy across Wales and the Warm & Well footprint. As the programme shifted from winter into spring, the seasonal lull in emergency referrals provided a vital opportunity to refocus efforts on strategic engagement, network development, and targeted support for vulnerable communities. This period has been marked by renewed collaboration, meaningful partnerships, and a deepening of activity.

The project remains focused on reducing fuel poverty and promoting long-term energy resilience. Across the region, teams have worked to ensure that support is accessible, inclusive, and responsive to local need. Advisors have continued to deliver practical, one-to-one support that helps residents understand and navigate their energy usage, manage household bills, and access external financial assistance such as trust fund applications or debt relief schemes.

Crucially, this quarter also saw a sustained effort to reach communities who are often underserved or face structural barriers to accessing support. Advisors have worked directly with migrant and refugee organisations, social housing providers, food banks, and education settings to embed the service within community life. The result is a more relational model of support, one that builds trust through consistency and cultural awareness, while also tackling the root causes of vulnerability within the home.

Alongside face-to-face engagement, teams continued to grow the project's digital presence and build momentum through public events and awareness campaigns. The lighter demands of spring were used to consolidate referral pathways, refresh outreach materials, and plan for the higher call volumes expected during colder months. The period also presented an opportunity for cross-sector learning, with partner talks and events helping to build shared understanding and stronger connections across frontline services.

Gloucestershire:

In Gloucestershire, the Reach Out project has demonstrated continued excellence in both direct support and broader community engagement. Advisors maintained a visible presence at a wide range of events, many of which targeted vulnerable or at-risk groups. One standout success was the team's involvement in the Stow Traveller Fayre, one of the largest of its kind in the UK. The event provided an important opportunity to connect with members of the traveller community, raise awareness about carbon monoxide safety, and promote the benefits of registering for the Priority Services Register.

The Gloucestershire team also delivered energy awareness sessions in schools, including a classroom workshop for 136 pupils aged 12–14 at Leckhampton School. This forward-looking approach not only educates young people about energy efficiency but also indirectly benefits families by encouraging changes in behaviour and awareness at home. Events such as The Big Health Day further enabled the team to engage with individuals living with long-term health conditions and neurodiverse needs, offering tailored advice and signposting to trusted support services.

Advisors were also present at the MS Society's Churchdown event, working alongside partner organisations to reach residents living with chronic illnesses. This targeted engagement helped raise awareness of energy-saving options and highlighted the importance of staying warm and safe at home, particularly for those who may be more vulnerable to the effects of cold or damp housing.

Partnership development has remained a strong focus in Gloucestershire. Engagement with the Safe and Well team at Gloucestershire Fire and Rescue has led to plans for joint visits to traveller sites and coordinated leaflet distribution. These collaborative efforts strengthen trust within harder-to-reach communities and ensure joined-up delivery between energy advisors and emergency services.

Further growth was seen in partnerships with statutory services, including DWP job centres. Job coaches are now actively referring clients to the Reach Out project, often resolving issues on the same day as appointments. Work with Young Gloucestershire is also gaining momentum, with new drop-in sessions developed for young people not in education, employment, or training (NEET). These initiatives reflect the flexibility and responsiveness of the Gloucestershire delivery model, which adapts well to community-specific needs.

South Gloucestershire:

Q1 saw an expansion of activity both in reach and depth. The project team embedded themselves further within the community, leveraging regular outreach points such as Patchway and Thornbury Foodbanks to build long-term relationships with local volunteers and residents. Advisors have offered on-the-spot advice, distributed information materials, and strengthened trust among residents who may be experiencing food and fuel insecurity.

What distinguishes the South Gloucestershire delivery this quarter is the breadth of engagement with migrant, refugee, and newly resettled families. Energy talks were delivered to groups including ACH (Refugee and Migrant Services), Julian House, and council-linked Ukrainian support initiatives. These sessions offered culturally aware guidance on energy tariffs, appliance use, billing systems, and how to manage UK household utilities, knowledge that is especially vital for those adjusting to life in a new country.

Partnership development continued through engagement with Bromford Housing, the area's largest social landlord. This has helped to streamline referral pathways and ensure tenants receive proactive support before reaching crisis point. Meanwhile, joint work with South Gloucestershire Council's Financial Security Team has enhanced coordination around income maximisation and energy support ensuring that residents are supported holistically.

Advice provision in South Gloucestershire continues to be deeply personalised. Support has ranged from trust fund applications and fuel debt advice to broader wellbeing interventions. While the volume of emergency referrals may have dropped with the season, the complexity of cases has remained high, highlighting the need for ongoing advocacy and long-term solutions to energy poverty.

The team also promoted local and regional retrofit offers, including Retrofit West and Lendology. These schemes, aimed at supporting low-carbon upgrades and affordable lending, were featured

prominently at public events and through one-to-one engagement, ensuring residents are aware of the pathways available to improve their home's efficiency over time.

REACH OUT PROJECT

Q3 (Apr–Jun 2025)

 **160** Clients Supported

 **82** Drop-In Sessions

 **10,677** Client Savings

 **25.13** Carbon Savings

The third quarter of the Reach Out project has reinforced its position as a vital support mechanism for vulnerable households across Gloucestershire and South Gloucestershire. As demand temporarily eased, the teams seized the opportunity to deepen trust, build partnerships, and prepare for the seasonal spike in need later in the year. With growing referral networks, inclusive outreach, and embedded community relationships, the project remains well-placed to meet both the immediate and long-term challenges of fuel poverty in the region.

Gloucestershire Case Study

The client was referred to our community-based energy advice service. She lives with her partner in the Forest of Dean and has significant health issues, including complex regional pain syndrome, fibromyalgia, and endometriosis. These conditions prevent her from working and necessitate a warm home environment to manage pain and mobility. The ongoing physical challenges have also impacted her mental health and self-worth. The referral was made following her receipt of an unexpectedly high energy bill, which caused considerable anxiety.

The situation required multiple home visits due to its complexity. During the initial visit, it became clear that the client was still on a dual-rate tariff, despite now having an air source heat pump (ASHP). The tariff had been inherited from the property's previous heating system, which used storage heaters. British Gas initially claimed the tariff could be changed remotely but later confirmed that a new meter was needed. Because the existing meter was mounted high on the wall and difficult for the client to read, we arranged for a smart meter installation instead.

Once the new meter was installed and enabled, the client was switched to a more appropriate single-rate tariff. We also provided detailed advice on the importance of submitting occasional meter readings, even with a smart meter, to ensure accurate billing. The client was unaware that missed readings had led to the high bill. We gave energy-saving advice, issued Emergency Fuel (EF) vouchers, and applied successfully to the British Gas Energy Trust, securing a grant of £426.89 to clear the account debt.

With the debt resolved, the client was then supported to switch to a fixed tariff, reducing her monthly payments. We also helped her register for British Gas's Peak Save scheme, which could help her save further during off-peak hours, something made possible thanks to the smart meter.

To ensure continued support, the client was registered on the Priority Services Register (PSR), ensuring her supplier is aware of her health needs and can prioritise her in emergencies or disruptions. In addition, we delivered carbon monoxide (CO) awareness advice. We also signposted her to additional support: Severn Trent Water's Big Difference Scheme to help with water bills, and Club Connect, a local peer support group for people with chronic pain. Though she cannot attend right now, she appreciated knowing that such support is available.

The impact of this support on the client's finances has been significant. She is now paying less for her energy, is debt-free, and feels much more in control of her budget. More importantly, it has improved her mental wellbeing. She now feels more prepared for the winter, knowing she can afford to heat her home and manage her health conditions comfortably. She was incredibly grateful and said she couldn't thank us enough, describing the support as life changing.

Step-Up South Glos

The Step-Up South Gloucestershire (SUSG) programme has continued to deliver impactful, community-focused support throughout Q1 2025. This quarter, the project provided direct assistance to 43 clients, including 35 home visits, 24 phone calls, and 7 drop-in sessions. These engagements offered personalised energy advice, signposting to services, and help with accessing financial support such as the Household Support Fund, contributing to an estimated £11,558 in client savings and 17.15 tonnes of carbon savings.

SUSG is built on a long-standing partnership with South Gloucestershire Council, aligning with both climate and health strategies. The team participated in joint planning meetings and supported the Neighbourliness Summer Campaign, aimed at reducing social isolation and building resilience. A key outreach effort included the distribution of cool packs to vulnerable clients, alongside the promotion of the 'Keep Cool at Home' video, which reached 2,607 viewers through social media.

SUSG Q1 IMPACT (Apr–Jun 2025)

 **43** Clients Supported

 **35** Home Visits

 **24** Phone Calls

 **7** Drop-In Sessions

 **€11,558** Client Savings

 **17.15** Carbon Savings
tCO₂

While drop-in attendance has dipped slightly, prompting a review of frequency, engagement elsewhere has remained strong. Collaboration with community organisations, including One Stop Shops and Job Centres, continues to ensure residents can access trusted advice in familiar settings. The team also strengthened links with health and social care providers, supporting the project's longer-term aim to better integrate with services such as Community Practice Nursing.

This quarter sets the direction for the project 2025–26, which includes more inclusive advocacy efforts targeting veterans, the Deaf community, and residents facing complex or layered vulnerabilities. Thermal imaging remains a powerful engagement tool, and upcoming work will focus on expanding reach via the local library network, tailored advice, and enhanced data collection however there is no funding in place to offer detailed analysis to residents to interpret the thermal survey at present, we hope this will change across the year.

SUSG remains a vital bridge between advice and action empowering households to achieve warmer, greener, and healthier homes in South Gloucestershire.

Case Study South Gloucestershire

A 45-year-old female client approached our service directly, seeking urgent support with her energy debt, which had reached approximately £2,500. She was extremely anxious about her ability to repay this amount, as her sole income derives from Universal Credit. The client is supplied by Octopus Energy and had previously applied for support through the Octo Assist scheme. As a result, she had been offered a matched payment plan. She is currently making monthly payments of £100, a portion of which is applied toward her energy arrears under the matched scheme.

During our visit, we discussed practical energy-saving measures to help manage ongoing costs more effectively. A key focus was on the correct and efficient use of her night storage heaters. It was noted that her electricity tariff is a composite rate rather than Economy 7, meaning she does not benefit from cheaper off-peak rates. This insight enabled a more tailored conversation around when and how best to use her heating to avoid unnecessary charges. To help alleviate some of the immediate financial burden, we arranged a £500 payment from emergency hardship funds. If accepted by Octopus Energy as part of their matched payment scheme, this contribution will be doubled, significantly reducing her overall debt and accelerating the repayment timeline through her existing monthly payment structure.

We also explored further avenues of support, including the South Gloucestershire Council Household Support Fund. The client was encouraged to visit the One Stop Shop in Kingswood to seek additional assistance for both energy and food costs.

Through a combination of practical advice, financial intervention, and signposting to further resources, this intervention has helped to reduce the client's immediate stress, improve her confidence in managing her energy use, and create a pathway towards debt resolution.



Marketing and Communications

Digital Marketing

During Q1, we continued to engage audiences with a range of energy efficiency messaging and scheme updates across social media platforms, email communications, and regional media. Our marketing activity supported both general awareness of Warm and Well services and targeted campaigns for Accelerate, particularly aimed at landlords with poor EPC ratings.

Social media content was delivered across Facebook and LinkedIn (with Instagram to follow in future quarters). Posts covered a wide variety of themes, including:

- Retrofit and energy efficiency advice
- Grant funding for landlords through Accelerate
- Smart meter deadlines and advice updates
- CPD opportunities for professionals
- Fuel poverty support and signposting to Warm and Well services

Our **Reach Out** project video was also promoted across social channels, showcasing the impact of in-person energy advice visits and support for vulnerable residents. The video helped build awareness of our community-centred approach and received strong engagement across Facebook and LinkedIn.

Warm and Well's digital presence continues to act as a reliable gateway for referrals, interest in funding schemes, and direct access to energy-saving support.

Website traffic:

Warmandwell.co.uk homepage views in Q1: **17,667**

Email Marketing:

Partner Newsletter – 1 edition published in **May 2025**

We now produce a bi-monthly partner newsletter with scheme updates, case studies and funding information.

 [View the May 2025 edition](#)

Installer Newsletters will be issued later in the year when there are scheme updates or funding rounds that affect the wider installer network.

Social Media Data

Facebook Reach (Unique Views):

- **Severn Wye Facebook:** 14,889 unique views
 - *Top performing post:* Fully funded home improvements – 8.4K reach
 - *Second best:* Smart meter deadline – 942 reach
 - *Reach Out project video:* Widely shared and positively received
- **Warm & Well Facebook:** 1,928 unique views
 - *Top performing post:* Fully funded home improvements – 423 reaches
- **Combined Facebook reach: 16,817**

LinkedIn:

- **Total impressions:** 6,785
- **Engaged views (interactions):** 1,096

Note: LinkedIn impressions include repeat views from the same users. The Reach Out video also featured here, attracting engagement from partners and industry contacts.

Total Social Media Posts: **126**

(Facebook – Severn Wye & W&W, and LinkedIn)

Media Relations

We continued to build our presence across local and regional media to raise awareness of energy-saving support and fuel poverty services.

April

- **BBC Radio Gloucestershire:** CEO Sandy Ruthven featured live discussing standing charges and how residents can access energy debt support.
- **Stroud Community Radio:** Interview with Warm and Well advocate Jane Thomas on the health impact of cold homes.

May

- **Punchline Gloucester:** Coverage of Accelerate landlord scheme and community engagement in South Gloucestershire.
- **SoGlos:** Paid editorial on increasing property value and saving on bills through energy efficiency.

June

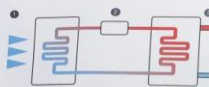
- **ITV West Country News:** On-location report with a Warm and Well client in South Gloucestershire, showing how retrofit work improved home warmth and wellbeing.
- **Forest Review:** Feature on park homes and Severn Wye's work in rural communities.
- **Reach Out project video:** Shared widely on social media and embedded in e-newsletters and internal partner comms, highlighting in-person home visits and real client impact.



How do air source heat pumps actually work?

Put simply, air source heat pumps use a similar technology to a household fridge, but in reverse. Rather than drawing in warm air and cooling it down to keep your food cool, they take the cold outside air and heat it into your heat to warm your home. This is what makes these pumps so efficient. They don't generate energy, they transfer energy that already exists.

Due to their sophisticated technology, air source heat pumps continue to make use of the energy in the air outside down to temperatures as low as -30°C.



How it works

1. Heat pumps convert a liquid refrigerant, just like your fridge. Outside air is drawn in to the coil. Heat is absorbed from the air, warming the refrigerant and turning it into a gas.
2. The gas is then compressed, increasing its pressure and causing the temperature to rise.
3. The now hot gas passes into a heat exchanger where the heat is transferred to the surrounding coil of air or water. This is then distributed throughout the home to provide heating and hot water.

guide to
INSULATION

Grant Funding Schemes

The Warm and Well service is able to support residents in accessing a number of key funding schemes. Warm Home Local Grant (WH: LG) has now commenced and in its early stages, but ECO4 is continuing to offer green technology and home improvement, and we are seeing ECO4 being used more as a funding stream as WH: LG has been slow to get off the ground. Here is a summary of support provided this quarter.

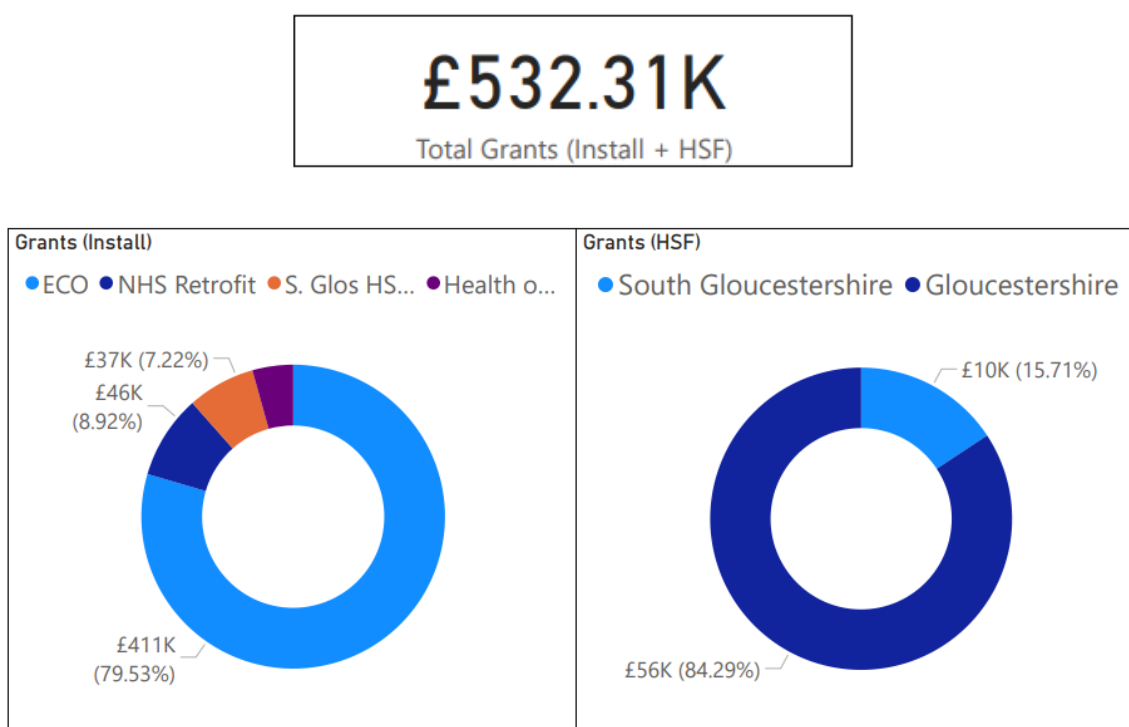
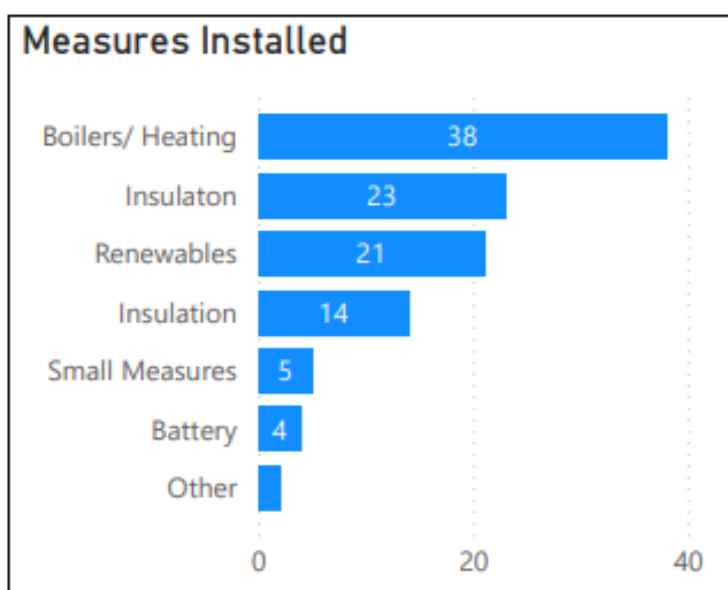


Figure 17: Grants (Install + HSF) in Q1, 25/26



In addition to larger grant funding schemes, we have also supported residents to access other sources of funding where full retrofit is not suitable, for example through GBIS, Health Funding, NHS Retrofit and the South Gloucestershire Household Support Fund Boiler Scheme,

Figure 18: Measures Installed in Q1, 24/25

Key Outcomes from Grant Funding Schemes



61

HOUSEHOLDS
BENEFITED



107

MEASURES
INSTALLED



1,807

LIFETIME
CARBON SAVINGS



86 tCO₂

ANNUAL CARBON
SAVINGS



272

HOUSEHOLDS
BENEFITED



272

EMERGENCY
FUNDING



EMERGENCY
FUNDING
HOUSEHOLDS

€77k

TOTAL HSF

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

Impact

24	£410.81K
Confirmed completed installs (Household) in Q1, 25/26	Funding unlocked in Q1, 24/25
64	105
Measured installed in Q1, 25/26	Flexible Declarations generated in Q1, 25/26

Q1 has seen the continuation of our refined delivery model, working closely with our 8 preferred partners and continuing to assess and onboard new installers which has been incredibly busy for the whole quarter. We have generated 105 flexible declarations maintaining a healthy pipeline of eligible clients. We saw 24 completed installs this quarter; 21 in Gloucestershire and 3 in South Glos. This is below previous quarters due to installers not reliably updating us post install. Install figures will be rectified in Q2. It does impact our value for money figure in the short term.

A total of 64 energy efficiency measures were installed across these homes, with £410,810.76 in funding unlocked: £360,608.40 in Gloucestershire and £50,202.36 in South Gloucestershire. While this reflects a strong delivery effort, the overall funding secured remains lower than earlier in the year due to the reporting issues detailed above. We continue to monitor the impact of market pressures closely while working to improve throughput and maintain the quality of delivery under ECO4. We've seen a huge increase in ECO4 flex decs this quarter.

ABOUT THIS SCHEME

What is ECO4?

An obligation placed on energy companies to deliver energy efficiency measures to domestic properties, regulated by Ofgem

Who is eligible for it?

Those on means-tested benefits or covered by local authority flexible eligibility declarations

What does it cover?

Insulation, renewable heating systems and solar pv, first time central heating – whole house retrofit

How much funding is available?

A set amount is determined per measure which may or may not cover the full cost

Do we have any targets?

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

Severn Wye leads:

Claire Latham
Tom Yuen

ECO4 Case Study

Mrs S' son contacted us on behalf of his 88-year-old mum. She'd had 2 hip replacements, had broken a leg and had visual impairments. She lived independently with some home help but was very cold and struggling to look after herself living in an older, energy inefficient property.

We talked through her property and personal situation in detail and as well as providing advice on keeping warm and other charities that may be able to support her with other needs, we also recommended they apply for ECO4 funding for a full retrofit of the property as she had minimal insulation and an old, inefficient boiler. We passed their details to our trusted installer who assessed the property and recommended loft insulation, a new gas boiler, new smart heating controls and extra ventilation.

Mrs S is now warm and comfortable at home, ready for the winter ahead.

Client testimonial:

"I can't thank you enough for the help you gave my mum. At 88, she was really struggling to stay warm, and it was worrying to see how much it was affecting her health and independence. From the first phone call, your team listened and understood exactly what she needed. The support, advice, and care we received made such a difference and now her home is finally warm. She's so much more comfortable. We're so grateful."

— Mr T, son of Mrs S, South Gloucestershire

Warm Home Local Grant

Update

The DESNZ-funded retrofit programme is supporting homes in Gloucestershire and South Gloucestershire over a three-year period, targeting properties with EPC ratings D–G, incomes under £36k, residents in IMD areas 1–2, and those receiving means-tested benefits. Severn Wye is coordinating the retrofit journey up to installer engagement, with works delivered to PAS2035 standards.

In Q1, applications have been coming in steadily. Retrofit assessments are underway, with initial homes sent for technical surveys and five installer quotes already received and batched. However, the DESNZ reporting portal remains a challenge, with local authorities still required to complete reporting due to ongoing delays.

Delivery has been slower than expected due to early-stage issues with DESNZ systems, but momentum is building. There is a potential for increased funding at the end of year one. To support learning and improve delivery, regular roundtables have been scheduled across the scheme to share experiences and refine processes.

Household support fund

Impact

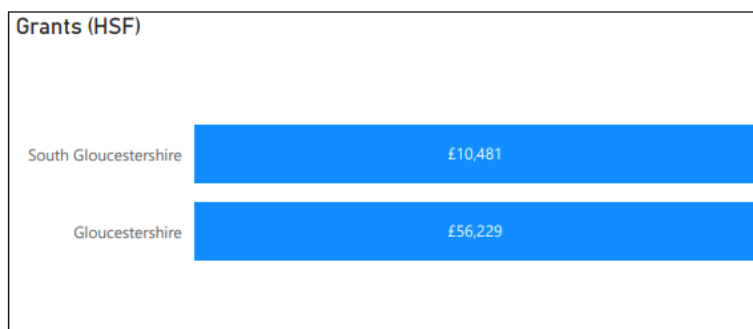


Figure 19: Grants (HSF) in Q1, 25/26

Update

Between April and June 2025, the Emergency Funds project distributed a total of £66,710 in Household Support Fund (HSF) grants across Gloucestershire (£56,229) and South Gloucestershire (£10,481). As with most client contact this quarter, the majority of the households supported were either managing a disability or health condition, or in receipt of means-tested benefits.

Referrals continued to come primarily from the NHS, Citizen's Advice, local councils and food banks, ensuring we reached those in most need. Debt and growing anxiety about future energy costs remain the most common issues raised by clients, and we continue to work hard to provide financial relief and practical support during these challenging times.

ABOUT THIS SCHEME

What is HSF?

Funded by the Gloucestershire County and South Gloucestershire Councils, this fund supports households referred by a trusted partner and not receiving other significant financial support towards energy

Who is eligible for it?

Priority goes to those with children, occupant(s) aged 65+, with a disability/health condition or receiving means tested benefits

What does it cover?

Care packages, energy debt relief, fuel vouchers for prepayment meters, oil tank refills

How much funding is available?

.

Severn Wye leads:

Ceri Jackson

Additional Grant Funding

Health Top-up Funding

Health-related funding continues to be delivered in Gloucestershire through the NHS Gloucestershire Integrated Care Board, and in South Gloucestershire through South Gloucestershire Council, targeting vulnerable owner-occupiers on low incomes with a health condition as defined by NICE NG6 guidance.

In Q1, a total of £22,386 allocated was £14,285 in Gloucestershire and £8,101 in South Gloucestershire. This funding has been vital in supporting households whose health could be significantly worsened by cold or damp homes. It has been used to top up ECO installations, repair or service gas boilers, add heating controls, and provide additional radiators or insulation where needed. During this quarter, we successfully completed 13 installs under the Health Funding stream. The majority of measures delivered included gas boiler works and insulation improvements, helping clients achieve faster, targeted support when waiting for full retrofit installations would take too long.

We continue to work closely with GSR to promote health funding access for boiler servicing, linking this with carbon monoxide awareness. Where clients report old or faulty boilers, we ask if the appliance has been serviced recently and whether a carbon monoxide alarm is in place, ensuring both immediate safety and long-term health outcomes.

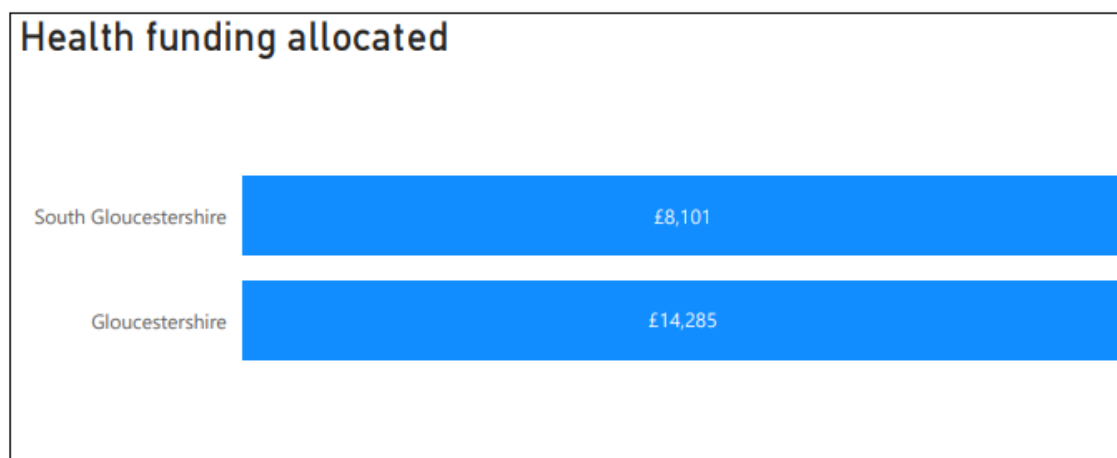


Figure 20: Health funding allocated in Q1, 25/26

South Gloucestershire Household Support Fund Boiler Scheme

This quarter has seen this scheme continue steadily, with more applications, surveys, and completed installs. We've managed to install 10 boilers this quarter using funds from HSF6. HSF 7 comes into effect for the remainder of 2025/26 with funding for a further 22 installs.

Accelerate

Severn Wye is delivering tailored support to private landlords in South Gloucestershire, offering in-person advice, a free property survey, a retrofit action plan, and ongoing follow-up support. The project aims to upgrade 10 G- or F-rated properties by March 2025, with the deadline now extended to September 2025 to allow for full delivery.

All outstanding reports have now been issued to clients, and we require just three more landlords to join the scheme. A key challenge has been identifying suitable landlords with eligible properties who are willing to participate. Continued promotion and direct engagement are helping to overcome this barrier.

Despite initial delays, progress has been steady, and participating landlords have responded positively to the support and information provided. The extension provides additional time to ensure that retrofitting measures can be implemented effectively and that the full target can be achieved, improving energy efficiency and tenant wellbeing.

NHS Retrofit

The NHS Retrofit programme, funded by Gloucestershire County Council and the Gloucestershire Housing Partnership, continues to provide vital long-term support to NHS patients previously assisted through the Warmth on Prescription scheme. While the Warmth on Prescription programme focused on delivering immediate relief from the effects of fuel poverty, the retrofit programme aims to improve the energy efficiency and thermal comfort of participants' homes, helping reduce avoidable health issues linked to living in cold, damp environments.

By the end of Q1 2025, a total of 13 energy efficiency measures were installed across 9 properties. These included a combination of solar PV systems, batteries, loft and cavity wall insulation, and double/triple glazing. The installations were delivered across multiple districts, including Cheltenham, Gloucester, Tewkesbury, Cotswold, Stroud, and the Forest of Dean, demonstrating the breadth of the programme's reach.

The project has closed for NHS Retrofit 1 and will run again though the remainder of 2025/26 as new project working alongside our Warmth on Prescription scheme the focus now is now identifying more properties suitable for the scheme. We anticipate a minimum of 15 properties will benefit from the scheme with numerous install measures. The scheme aims to support individuals in need but aren't eligible for support through Warm Home Local Grant or ECO4 for example. By helping households maintain safer, warmer homes, the programme is not only expected to improve residents' long-term health and wellbeing, but also to reduce pressure on local NHS services through better indoor air quality and more stable indoor temperatures.

Future Developments and Insights

Forward Look: Autumn/Winter 2025–26

As we approach the 2025–26 winter period, the Warm & Well programme is entering a pivotal stage. Long-range forecasts indicate a colder-than-average winter ahead, raising concerns about increased household energy use and affordability. This projection coincides with unprecedented demand on our services: current call volumes are the highest we have recorded since 2022, with 74% of all callers reporting difficulties paying their energy bills. This trend reflects the continued cost-of-living pressures experienced across the region, particularly among vulnerable households and those living in non-traditional housing.

Rising Demand and Immediate Challenges

The combination of colder weather predictions, fluctuating energy prices, and the enduring impacts of inflation are creating heightened anxiety for many households. Call data highlights a growing need for both emergency advice and longer-term energy-efficiency solutions. The anticipated strain on households is likely to persist throughout the winter months, we are planning for further peaks in demand during severe cold spells.

Strategic Context: Funding and Sustainability

This period also coincides with a critical funding milestone. We are entering a rebid phase for a core funding stream that underpin Warm & Well delivery. Securing these resources will be essential to maintain current capacity and scale up support in response to demand. While competition for funding remains strong, our established track record, demonstrable impact, and robust partnership with the funder positions us well to secure the necessary investment. Our focus will be on evidencing the need for the additional support we offer, supported by evidence from our stakeholders across the Warm & Well steering group and evidence of outcomes. The funding is key to future-proof the advocacy service beyond this winter.

Key Priorities for the Coming Months

Our forward strategy this winter is framed around four key priorities:

1. Expanded outreach to rural and park-home communities

Fuel poverty in rural and park-home settings often presents unique challenges, including higher off-grid heating costs and limited access to retrofit measures. We will intensify outreach in these areas through targeted engagement, community events, and home visits, ensuring advice and interventions are tailored to local circumstances.

2. Integration with ECO4 and future government schemes

Aligning with national energy-efficiency initiatives remains a core objective. We are actively updating our processes within ECO4 and preparing to adapt to successor schemes anticipated in 2026. We are currently developing a plan to further maximise client access to available funding and strengthen

the overall value of our support offer and more importantly improve the energy efficiency of housing stock and make homes warmer.

3. Strengthened partnerships with health and community organisations

The link between cold homes and health outcomes continues to drive our collaborative approach. We will continue to deepen partnerships with health services, voluntary organisations, and local authorities to improve referral pathways, reach at-risk households earlier, and deliver holistic support addressing both energy and health needs. A longer-term aim is to develop Warm on Prescription and NHS Retrofit across the whole of the Warm & Well footprint.

4. Enhanced monitoring, mapping, and impact measurement

By refining our data monitoring we can identify priority areas, track outcomes, and demonstrate the tangible benefits of interventions to funders, partners, and policymakers. This evidence base will be central to both improving delivery and supporting future funding bids. I am keen to delve even further into the wealth of data we collect and share that with the steering group so we can more accurately track the value of work being done beyond the current metrics. Equally, it is important for the Steering Group to have further opportunities to feedback current trends in each region, to support our ability to shape future funding bids more effectively and accurately.

While the coming winter presents significant challenges; colder conditions, increased demand, and financial pressures on households we remain confident in our ability to respond effectively. Our delivery model, established partnerships, and evidence-led approach place us in a strong position to maintain high-quality support and secure the resources required for the next phase of the programme.

The months ahead will be demanding, but they also represent an opportunity to strengthen the service, extend its impact and deliver more support for those in need across the region.

A handwritten signature in black ink, appearing to read 'Claire Latham', with a stylized, cursive script.

Claire Latham

Director of Energy Advice



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Charity No: 1083812



severn wye

Data Annex Quarter 1 25/26

Quarter 1, 25/26 Table 1

W&W Table1 (Households and Demographics)								
	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
Enquiries	244	93	289	416	272	227	211	1,752
Household	154	50	179	227	172	131	125	1,038
(Household) Health condition	102	34	119	152	111	97	98	713
% (Household) Health condition	66.2%	68.0%	66.5%	67.0%	64.5%	74.0%	78.4%	68.7%
(Household) Over 65	46	16	64	51	41	31	41	290
% (Household) Over 65	29.9%	32.0%	35.8%	22.5%	23.8%	23.7%	32.8%	27.9%
(Household) Benefit	79	19	71	150	102	65	74	560
% (Household) Benefit	51.3%	38.0%	39.7%	66.1%	59.3%	49.6%	59.2%	53.9%
(Household) Child	34	13	29	65	54	31	30	256
% (Household) Child	22.1%	26.0%	16.2%	28.6%	31.4%	23.7%	24.0%	24.7%
(Household) Nil vulnerability	31	8	31	31	26	22	14	163
% (Household) Nil vulnerability	20.1%	16.0%	17.3%	13.7%	15.1%	16.8%	11.2%	15.7%
Average of Age Now	55	61	60	50	55	52	59	55

Quarter 1, 25/26, Table 2

Main Health Condition - Household								
(Group) Main Health Condition	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
☒ Autoimmune And Immunodeficiency Diseases	2	1	3		4	3	2	15
☒ Cancer	4	1	4	12	1	1	3	26
☒ Cardiovascular Disease	12	4	11	4	9	4	7	51
☒ Dementia		1	2		1	1	1	6
☒ Diabetes	8	1	9	13	6	6	6	49
☒ Learning Disabilities	2		1	4	1			8
☒ Limited Mobility (inc Arthritis)	19	4	15	24	22	17	14	115
☒ Mental Health Condition	21	6	14	37	18	26	9	131
☒ Neurobiological And Related Diseases	1		3	2	6	3	2	17
☒ Other	6	6	9	13	7	1	12	54
☒ Respiratory Disease	14	3	28	16	14	12	22	109
Total	89	27	99	125	89	74	78	581

Quarter 1, 25/26, Table 3

Property Details 1								
Accommodation Type	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
Owner occupier	67	28	89	56	62	52	55	409
Private Tenant	14	1	12	49	10	13	8	107
Social tenant- HA	28	15	61	87	65	20	48	324
Social Tenant-LA	36		2	15	7	37	9	106
Total	145	44	164	207	144	122	120	946

Property Details 2								
Property Age (Group)	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
Before 1900	4	4	24	11	2	11	1	57
1900-1949	7	2	5	11	9	6	10	50
1950-1995	29	6	29	19	19	25	26	153
1996+	10		14	7	16	9	10	66
Total	50	12	72	48	46	51	47	326

Property Details 3								
Building Type	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
House	45	25	74	80	70	57	53	404
Flat	37	3	21	60	36	17	15	189
Park Home	21	2	6	18	7	4	21	79
Bungalow	6	5	22	9	12	11	11	76
Total	109	35	123	167	125	89	100	748

Quarter 1, 25/26, Table 4

Referral Sources (Household)								
Referral Source	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
Partner Referral	39	19	59	158	27	63	41	406
Previous contact	36	10	39	20	55	26	31	217
Other organisation	11	7	14	14	16	9	14	85
Installer	27	3	20	6	15	7	4	82
Local Authority	5	7	8	6	12	14	11	63
Google / Websearch	6		6	5	9	7	4	37
Word of Mouth	8	2	11	4	3	7	1	36
Advocacy Drop In	2	2		10	1		3	18
W&W Flyer/Leaflet	2	1	2	1	1	2		9
Bus advert							1	1
Direct mail					1			1
Evolve Community Based Energy Advisers			1					1
Social Media				1				1
Total	124	42	141	198	123	121	100	849

Quarter 1, 25/26, Table 5

Measures Installed								
Measure	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
Gas Boiler		1	2	6	13	1	1	24
Solar PV	5	2	9	1	2		2	21
Park Home Insulation	3	1	8				1	13
Loft Insulation		2	4	1	1	2	2	12
Underfloor Insulation	2		5				1	8
Gas FTCH			1	3	2			6
HHRSH	1	2			2			5
Small measures			3			1	1	5
Battery	2			1			1	4
Cavity Wall Insulation			1			1	1	3
ASHP			2					2
Double/ Triple Glazing							1	1
Internal Wall Insulation				1				1
Oil/LPG boiler					1			1
Ventillation					1			1
Total	13	8	35	13	22	5	11	107

Install - No. of Household								
Fiscal Qtr	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
Q1	6	5	15	7	18	4	6	61

Quarter 1, 25/26, Table 6

Fundings								
	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
ECO £	£78,237	£33,044	£199,512	£27,904	£50,202		£21,911	£410,811
NHS Retrofit £	£8,666	£534	£679	£7,857		£4,440	£23,898	£46,074
WHF £								
Health top-up £		£3,082	£1,494	£4,282	£8,101	£1,888	£3,540	£22,386
LEAP £								
HUG £								
HUG2 £								
HSF (boiler) £					£37,303			£37,303
Other £								
Total	£86,903	£36,660	£201,685	£40,042	£95,607	£6,328	£49,349	£516,574

Savings from installations								
	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
Annual carbon savings	6.1	7.0	21.5	19.1	25.3	2.0	4.8	85.8
Lifetime carbon savings	151.9	154.1	541.5	357.7	417.4	55.2	129.2	1,807.0
Annual bill savings	£1,578	£1,291	£4,344	£2,921	£3,719	£318	£1,120	£15,291
Lifetime Bill Savings	£40,214	£31,685	£113,718	£63,602	£78,503	£11,249	£32,182	£371,153

Quarter 1, 25/26, Table 7

Households referred by partners

Category	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
⬆								
+ Advocacy Partner	8		7	16	1	1	8	41
+ Age UK				3	1		1	5
+ Charity Partner	4	8		19	3	29	3	66
+ Citizen's Advice	5	5	2	3	5	1	6	27
+ Fire & Rescue Service	1			1			1	3
+ Food Bank		3			20	17		40
+ Installer	28	4	11	6	4	3	3	59
+ Internal	9	5		20	1	3	7	45
+ Local Council Team	8	6	7	17	2	1	9	50
+ NHS/Healthcare Service	1		9	8		4	3	25
+ Other	1		14				1	16
+ Other Advice Service	2	2	3	14	2		3	26
+ Self Referral	7		9	15	10	7	4	52
+ Social Housing	5		14	18	16		11	64
Total	74	31	72	135	65	64	60	501

Quarter 1, 25/26, Table 8

Households SW referred to partners								
Category	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
☒ Installer	33	7	26	9	22	16	13	126
☒ Priority Service Register	4	1	10	8	8	5	8	44
☒ Age UK	2	1	4	4	1	2	1	15
☒ Internal	4	1	3	1	2	2	1	14
☒ Other Advice Service	3	1	2	1	3	2	1	13
☒		5	2		1	1	1	10
☒ Citizen's Advice	1		1	2	2		1	7
☒ Regulator	1		1	1	2	1	1	7
☒ Fire & Rescue Service	2	1	1				2	6
☒ Big Difference Scheme	2		2	1				5
☒ Emergency boiler scheme			1		1	1	1	4
☒ Other	1	3						4
☒ Charity Partner	3							3
☒ Supplier			1		1		1	3
☒ Advocacy Partner	1						1	2
☒ Local Council Team			2					2
☒ Ethical lender				1				1
☒ Social Housing	1							1
☒ Water Company		1						1
Total	54	17	54	28	40	29	30	252

Quarter 1, 25/26, Table 9

Visits completed in the period								
Team	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
Advocacy								
No. of Visit	37	11	38	87	53	23	29	278
No. of Household Visit	33	11	34	82	49	23	25	257
No. of Visit	37	11	38	87	53	23	29	278
No. of Household Visit	33	11	34	82	49	23	25	257

Vulnerability of households visited								
	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
(W&W) Health condition	26	11	24	65	38	22	19	205
(W&W) Over 65	2	6	8	19	9	3	5	52
(W&W) Benefit (New)	27	4	20	63	37	21	20	192
(W&W) Child	15	1	7	26	19	12	10	90
(W&W) Nil vulnerability (New)			2	2	1			5
% (W&W) Health condition	78.8%	100.0%	70.6%	79.3%	77.6%	95.7%	76.0%	79.8%
% (W&W) Over 65	6.1%	54.5%	23.5%	23.2%	18.4%	13.0%	20.0%	20.2%
% (W&W) Benefit (New)	81.8%	36.4%	58.8%	76.8%	75.5%	91.3%	80.0%	74.7%
% (W&W) Child	45.5%	9.1%	20.6%	31.7%	38.8%	52.2%	40.0%	35.0%
% (W&W) Nil vulnerability (New)			5.9%	2.4%	2.0%			1.9%

Quarter 1, 25/26 Table 10

Households and Demographics

	South Gloucestershire	Gloucestershire	Total
Enquiries	272	1,480	1,752
Household	172	866	1,038
(Household) Health condition	111	602	713
% (Household) Health condition	64.5%	69.5%	68.7%
(Household) Over 65	41	249	290
% (Household) Over 65	23.8%	28.8%	27.9%
(Household) Benefit	102	458	560
% (Household) Benefit	59.3%	52.9%	53.9%
(Household) Child	54	202	256
% (Household) Child	31.4%	23.3%	24.7%
(Household) Nil vulnerability	26	137	163
% (Household) Nil vulnerability	15.1%	15.8%	15.7%
Average of Age Now	55	55	55

Quarter 1, 25/26 Table 11

Main Health Condition - Household			
(Group) Main Health Condition	South Gloucestershire	Gloucestershire	Total
☒ Autoimmune And Immunodeficiency Diseases	4	11	15
☒ Cancer	1	25	26
☒ Cardiovascular Disease	9	42	51
☒ Dementia	1	5	6
☒ Diabetes	6	43	49
☒ Learning Disabilities	1	7	8
☒ Limited Mobility (inc Arthritis)	22	93	115
☒ Mental Health Condition	18	113	131
☒ Neurobiological And Related Diseases	6	11	17
☒ Other	7	47	54
☒ Respiratory Disease	14	95	109
Total	89	492	581

Quarter 1, 25/26 Table 12

Property Details 1			
Accommodation Type	South Gloucestershire	Gloucestershire	Total
Owner occupier	62	347	409
Private Tenant	10	97	107
Social tenant- HA	65	259	324
Social Tenant-LA	7	99	106
Total	144	802	946

Property Details 2			
Property Age (Group)	South Gloucestershire	Gloucestershire	Total
⊞ Before 1900	2	55	57
⊞ 1900-1949	9	41	50
⊞ 1950-1995	19	134	153
⊞ 1996+	16	50	66
Total	46	280	326

Property Details 3			
Building Type	South Gloucestershire	Gloucestershire	Total
House	70	334	404
Flat	36	153	189
Park Home	7	72	79
Bungalow	12	64	76
Total	125	623	748

Quarter 1, 25/26 Table 13

Referral Sources (Household)			
Referral Source	South Gloucestershire	Gloucestershire	Total
Partner Referral	41	542	583
Previous contact	115	231	346
Local Authority	33	98	131
Other organisation	52	74	126
Word of Mouth	5	80	85
Google / Websearch	19	61	80
Installer	15	48	63
Advocacy Drop In		11	11
Radio		1	1
W&W Flyer/Leaflet		1	1
Total	217	927	1144

Quarter 1, 25/26 Table 14

Measures Installed			
Measure	South Gloucestershire	Gloucestershire	Total
Gas Boiler	13	11	24
Solar PV	2	19	21
Park Home Insulation		13	13
Loft Insulation	1	11	12
Underfloor Insulation		8	8
Gas FTCH	2	4	6
HHRSH	2	3	5
Small measures		5	5
Battery		4	4
Cavity Wall Insulation		3	3
ASHP		2	2
Double/ Triple Glazing		1	1
Internal Wall Insulation		1	1
Oil/LPG boiler	1		1
Ventilation	1		1
Total	22	85	107

Install - No. of Household			
Fiscal Qtr	South Gloucestershire	Gloucestershire	Total
Q1	18	43	61

Quarter 1, 25/26 Table 15

Fundings			
	South Gloucestershire	Gloucestershire	Total
ECO £	£50,202	£360,608	£410,811
NHS Retrofit £		£46,074	£46,074
WHF £			
Health top-up £	£8,101	£14,285	£22,386
LEAP £			
HUG £			
HUG2 £			
HSF (boiler) £	£37,303		£37,303
Other £			
Total	£95,607	£420,968	£516,574

Savings from installations			
	South Gloucestershire	Gloucestershire	Total
Annual carbon savings	25.3	60.6	85.8
Lifetime carbon savings	417.4	1,389.6	1,807.0
Annual bill savings	£3,719	£11,572	£15,291
Lifetime Bill Savings	£78,503	£292,650	£371,153

Quarter 1, 25/26 Table 16

Households referred by partners			
Category	South Gloucestershire	Gloucestershire	Total
⊕ Advocacy Partner	1	40	41
⊕ Age UK	1	4	5
⊕ Charity Partner	3	63	66
⊕ Citizen's Advice	5	22	27
⊕ Fire & Rescue Service		3	3
⊕ Food Bank	20	20	40
⊕ Installer	4	55	59
⊕ Internal	1	44	45
⊕ Local Council Team	2	48	50
⊕ NHS/Healthcare Service		25	25
⊕ Other		16	16
⊕ Other Advice Service	2	24	26
⊕ Self Referral	10	42	52
⊕ Social Housing	16	48	64
Total	65	436	501

Quarter 1, 25/26 Table 17

Households SW referred to partners			
Category	South Gloucestershire	Gloucestershire	Total
☒ Installer	22	104	126
☒ Priority Service Register	8	36	44
☒ Age UK	1	14	15
☒ Internal	2	12	14
☒ Other Advice Service	3	10	13
☒	1	9	10
☒ Citizen's Advice	2	5	7
☒ Regulator	2	5	7
☒ Fire & Rescue Service		6	6
☒ Big Difference Scheme		5	5
☒ Emergency boiler scheme	1	3	4
☒ Other		4	4
☒ Charity Partner		3	3
☒ Supplier	1	2	3
☒ Advocacy Partner		2	2
☒ Local Council Team		2	2
☒ Ethical lender		1	1
☒ Social Housing		1	1
☒ Water Company		1	1
Total	40	212	252

Quarter 1, 25/26 Table 18

Visits completed in the period

Team	South Gloucestershire	Gloucestershire	Total
Advocacy			
No. of Visit	53	225	278
No. of Household Visit	49	208	257
No. of Visit	53	225	278
No. of Household Visit	49	208	257

Vulnerability of households visited

	South Gloucestershire	Gloucestershire	Total
(W&W) Health condition	38	167	205
(W&W) Over 65	9	43	52
(W&W) Benefit (New)	37	155	192
(W&W) Child	19	71	90
(W&W) Nil vulnerability (New)	1	4	5
% (W&W) Health condition	77.6%	80.3%	79.8%
% (W&W) Over 65	18.4%	20.7%	20.2%
% (W&W) Benefit (New)	75.5%	74.5%	74.7%
% (W&W) Child	38.8%	34.1%	35.0%
% (W&W) Nil vulnerability (New)	2.0%	1.9%	1.9%

