







QUARTERLY REPORT

Warm & Well

Quarter 2 · 2026/27

July – September 2026 · Gloucestershire and South Gloucestershire

Delivered by Severn Wye Energy Agency

QUARTERLY PERFORMANCE REPORT

Quarter 2 2026/27

July – September 2026

A report for Gloucestershire's district councils and South Gloucestershire Council. Warm & Well is delivered by Severn Wye Energy Agency, a sustainability charity working to overcome fuel poverty and act on climate change.

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Executive summary

Warm & Well is the energy advice service for Gloucestershire and South Gloucestershire, delivered by Severn Wye on behalf of the seven local authorities. This report sets out performance in Quarter 2 of 2026/27, with year-to-date figures for context.

Performance in Q2

The service supported **1,261 households** in Q2, 15% more than in the same quarter last year, and completed **415 home visits**. **81 energy-saving measures** were installed in 43 homes, almost all funded through Warm Homes: Local Grant (£605,238 across 42 homes). These improvements will save households an estimated £372k on energy bills and 1,859 tonnes of CO_2 over their lifetime. Intensive advocacy generated a further £163k of savings, including more than £5,200 of energy debt cleared through trust funds, and 142 people were helped to review their tariffs ahead of the October price cap rise.

Year to date the programme has supported 2,407 households and installed 411 measures, already exceeding the full-year target of 390, and home visits stand at 895 against an annual target of 393.

The service continues to reach households in vulnerable circumstances: 62.0% of households reported a health condition and 38.9% received a means-tested or disability benefit, rising to 87.5% and 68.9% among households visited at home.

Across the seven areas

South Gloucestershire supported the most households (231) and ran the most outreach, the Forest of Dean delivered the largest retrofit programme (£218k), Gloucester has the most financially stretched clients and Tewkesbury the highest health need. No installations were completed in the Cotswolds this quarter.

Wider Severn Wye work

Beyond Warm & Well, Severn Wye has secured £1m to deliver a similar project in Gwent in conjunction with Aneurin Bevan University Health Board (ABUHB), and a substantial multi-year retrofit programme with Two Rivers Housing in the Forest of Dean.

Areas for attention

Category 1 hazard removal (28 against an annual target of 160) and Priority Services Register sign-ups remain behind target. Advocacy capacity was reduced in September, and new advocates are being inducted to strengthen the team for winter.

Looking ahead

Health funding now covers boiler repairs in both counties, with replacements case by case alongside options such as LEAP. CRF mail-outs using LIFT data will bring new referrals, WHLG installations continue with a pipeline ready for 2027/28, and a strengthened Adviceline team will support households through the RTS switch-off; see the look-ahead section at the end.

Key figures

	Q2	YTD
Households supported	**1,261**	2,407
Enquiries	**1,817**	3,847
Home visits	**415**	895
Measures installed	**81**	411
Homes improved	**43**	176
Funding secured	**£608k**	£2.99m
Lifetime bill savings	**£372k**	£1.32m
Advocacy savings	**£163k**	£327k

80
WHLG measures in 42 homes this quarter

62%
of households with a health condition

+15%
households supported vs Q2 last year

Quarter 2 at a glance

Warm & Well helps residents across Gloucestershire and South Gloucestershire keep warm and well at home, through free, independent energy advice, home visits, advocacy and grant-funded home improvements.

1,261
households supported
from 1,817 enquiries

415
home visits
to 312 households

81
energy-saving measures
installed in 43 homes

£608k
installation funding secured
Warm Homes: Local Grant and health top-up

£372k
lifetime bill savings
£15,493 a year

1,859t
lifetime carbon savings
tonnes CO_2

£163k
savings from advocacy
advocacy, EEC and Step-Up

2,077
people reached at outreach
through 118 activities

Year to date	2,407	895	411	£2.99m	£1.32m	6,065t
April–September 2026	households supported	home visits	measures in 176 homes	installation funding	lifetime bill savings	lifetime CO_2 savings

Summary

Between July and September 2026 Warm & Well supported **1,261 households** across the seven local authority areas, from 1,817 enquiries. That is 15% more households than in the same quarter last year (1,097), even though September was affected by reduced advocacy staffing.

Advisers completed **415 home visits** to 312 households, keeping the service well ahead of its annual home-visit target. **81 energy-saving measures** were installed in 43 homes, led by solar PV, battery storage, storage heaters and loft insulation, unlocking **£608,463** of funding. These improvements will save households an estimated £372k on energy bills over their lifetime.

Six in ten households (62.0%) reported a health condition and 38.9% received a means-tested or disability benefit. Among households visited at home these figures rise to 87.5% and 68.9%. Almost a quarter (23.9%) had a child at home.

Key messages for local authorities

Price cap support delivered. Ahead of the 1 October price cap rise, tariff clinics ran across both counties and 142 people were helped to review or switch tariffs.

Retrofit delivery is ahead of target. Warm Homes: Local Grant funded £605,238 of work this quarter, with the Forest of Dean and South Gloucestershire seeing the largest programmes. Year to date, 411 measures have been installed against an annual target of 390.

Category 1 hazard removal needs attention. 28 hazards have been removed so far this year against an annual target of 160. Joint working with council housing and environmental health teams will be important.

Demand will rise in Q3. Last year monthly demand peaked at 685 households in November. New advocates will be working independently from mid-November.

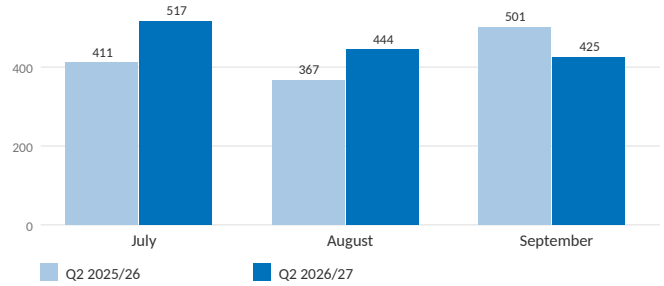
Local context

The average household in Gloucestershire and South Gloucestershire is estimated to spend £1,625 a year on fuel (Uswitch, 2024). In 2024, 12.1% of Gloucestershire households and 9.4% of South Gloucestershire households were in fuel poverty, and rural isolation and urban deprivation mean these figures may understate need.

Reach and the people we support

Demand compared with Q2 last year

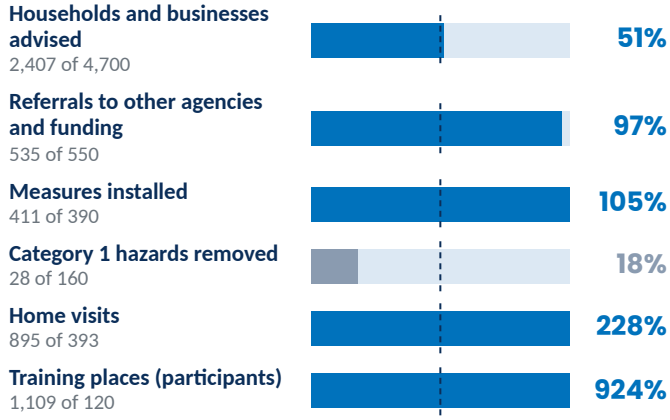
Households advised each month



July and August were particularly strong, with 517 and 444 households advised, both well above the same months last year. Demand eased in September, when advocacy capacity was temporarily reduced by advocates moving to other projects and annual leave; even so, the team completed 81 home visits that month, its highest monthly total of the quarter.

Year-to-date progress against annual targets

Position at the end of Q2 against full-year contract targets (marker shows the halfway point)



Households by local authority, Q2

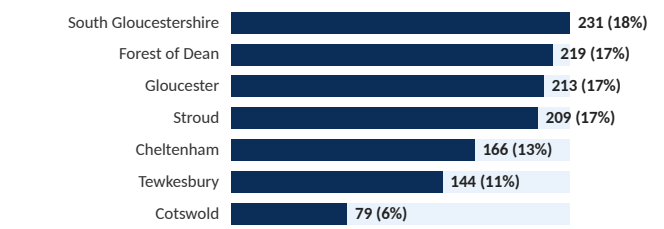
Area	Households	Enquiries	Home visits	Health condition	Benefits	Over 65	Child	Avg age
Cheltenham	166	225	36	60.2%	39.8%	16.9%	21.7%	51
Cotswold	79	113	10	62.0%	32.9%	22.8%	17.7%	57
Forest of Dean	219	311	80	65.8%	37.0%	33.8%	16.0%	59
Gloucester	213	307	71	57.3%	48.8%	12.2%	35.7%	49
South Gloucestershire	231	326	83	54.1%	33.3%	20.8%	24.2%	53
Stroud	209	315	81	65.6%	34.9%	20.1%	21.5%	54
Tewkesbury	144	220	54	72.9%	44.4%	25.0%	27.1%	55
Programme	**1,261**	**1,817**	**415**	**62.0%**	**38.9%**	**21.6%**	**23.9%**	**54**

Vulnerability profile

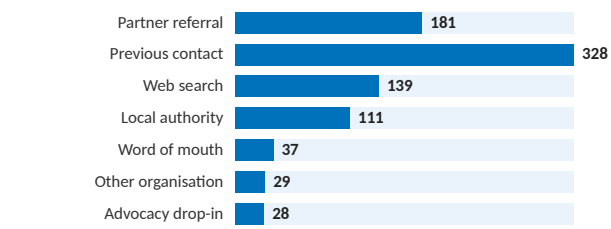
Households with…	Q2 25/26	Q2 26/27
Health condition	74.7%	**62.0%**
Receives benefits	52.9%	**38.9%**
Child at home	21.0%	**23.9%**
Over 65	29.9%	**21.6%**
No recorded vulnerability	12.3%	**26.4%**

More households now have no recorded vulnerability, partly because outreach is reaching a broader group and partly because benefits are now recorded by benefit type rather than a yes/no answer.

Share of households supported in Q2, by area

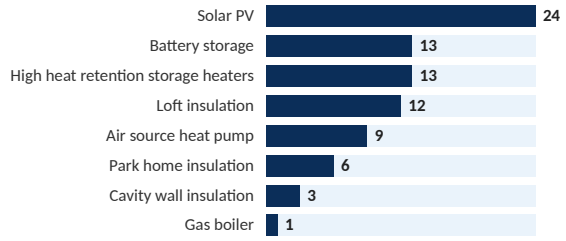


How households found us in Q2



Warmer homes: measures, funding and savings

81 measures in 43 homes



£608,463 of installation funding

Almost all installation funding this quarter (£605,238, 99.5%) came through Warm Homes: Local Grant (WHLG). A further £3,225 of health top-up funding replaced a gas boiler in Stroud for a household whose health was affected by a cold home, and £1,000 of emergency financial support was provided to two households.

£15,493
annual bill savings

£372k
lifetime bill savings

1,859t
lifetime CO_2 savings

Warm Homes: Local Grant in Q2

WHLG funded **80 of the 81 measures** installed this quarter, in **42 homes**, at an average of £14,410 per home. 25 of these homes received more than one measure, typically a heat pump or storage heaters combined with solar PV, battery storage or loft insulation, creating a whole-house package that cuts both bills and carbon. Installations peaked in August, with 19 homes completed (£303k), following 15 in July (£192k) and 9 in September (£110k). Gloucestershire districts received £416,267 and South Gloucestershire £188,971.

WHLG by local authority

Area	Homes	Measures	WHLG funding	Per home	Lifetime bill savings[1]	Lifetime CO_2 (t)[1]
Cheltenham	1	1	£9,672	£9,672	£4,506	38
Cotswold	0	0	£0	–	£0	0
Forest of Dean	13	29	£218,098	£16,777	£147,552	695
Gloucester	7	10	£59,138	£8,448	£39,785	188
South Gloucestershire	13	25	£188,971	£14,536	£117,181	566
Stroud	3	6	£44,650	£14,883	£32,403	163
Tewkesbury	5	9	£84,709	£16,942	£30,086	210
Programme	**42**	**80**	**£605,238**	**£14,410**	**£371,513**	**1,859**

WHLG by measure

Measure	No.	Funding	Average
Solar PV	24	£192,366	£8,015
Air source heat pump	9	£146,553	£16,284
High heat retention storage heaters	13	£103,209	£7,939
Park home insulation	6	£99,050	£16,508
Battery storage	13	£41,413	£3,186
Loft insulation	12	£13,948	£1,162
Cavity wall insulation	3	£8,699	£2,900
All WHLG measures	**80**	**£605,238**	**£7,565**

Heating support in Q3

Moving into Q3, health funding is available in both Gloucestershire and South Gloucestershire for **boiler repairs**. Boiler replacements will be carried out only where absolutely necessary, assessed on a case-by-case basis, and we will also use other funding options available, such as LEAP.

Year to date

411 measures installed in 176 homes (annual target 390), with £2.99m of funding secured across WHLG, ECO4 and NHS Retrofit, and Household Support Fund boilers, and £1.32m of lifetime bill savings.

[1] Savings cover all Q2 installations, including the health-funded boiler in Stroud.

Advice, advocacy and partnership

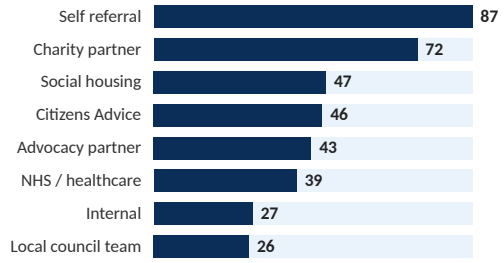
£163k
savings through advocacy
Advocacy £84k · EEC £71k · Step-Up £8k

142
people helped with tariffs
ahead of the October price cap rise

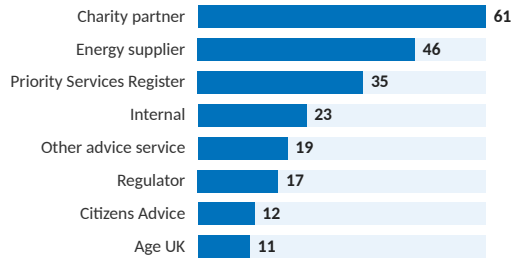
865
professionals and residents
trained or briefed at 27 events

138
carbon monoxide safety conversations
13 CO alarms provided

Referrals in from partners (404 households)



Referrals on to other services (267 households)



Partner referrals in Q3

In Q3 the Crisis and Resilience Fund (CRF) team is using LIFT data to carry out mail-outs across the county. Households identified as needing energy-related support through this work will be referred through to Warm & Well, so we expect partner referrals to increase over the winter.

Advocacy and financial outcomes

Intensive advocacy continues to resolve complex problems that advice alone cannot. This quarter, trust fund applications cleared more than £5,200 of energy debt for vulnerable clients, including older people living alone with health conditions and a client recovering from a stroke. One South Gloucestershire household had more than £4,800 of debt cleared through the EDF Trust Fund. Clients also received essential items such as a cooker, washing machine and electric blanket, and advocacy on damp, mould and electrical safety led to a housing complaint being upheld, repairs agreed and compensation awarded.

Because Severn Wye no longer administers the Household Support Fund, advisers now use HACT, Centre for Sustainable Energy and Fuel Bank vouchers for emergency help, particularly for households on prepayment meters.

Equality and inclusion

Of Q2 clients with a recorded ethnicity, 79.3% are White British, with Arab and White European residents the next largest groups (3.1% each). In Q2, the advocacy team supported 13 refugee or asylum-seeker households and 2 Gypsy, Roma or Traveller households, including through drop-ins at the Sandhurst Traveller site in Gloucester and ongoing work with GARAS.

What we have learned

Tariff clinics worked best where they were promoted by trusted partners, such as Two Rivers Housing in Lydney and Coleford; future clinics will be targeted accordingly. Priority Services Register sign-ups remain below target, so staff have completed in-person PSR training with Wales & West Utilities. The team has also identified gaps in support for clients affected by hoarding, including access to enablement support and fire safety checks, and is raising these through social care networks.

Looking ahead

Q3 is traditionally the busiest quarter of the year. Our priorities for the coming quarter are set out in the look-ahead section at the end of this report.

DATA ANNEX · GLOUCESTERSHIRE AND SOUTH GLOUCESTERSHIRE COMBINED

Warm & Well programme: data annex

severn wye

Q2 = July–September 2026. YTD = April–September 2026, counting each household once, so Q2 and YTD are not additive.

A. Activity

	Q2	YTD	Share[3]
Enquiries	1,817	3,847	100.0%
Households supported	1,261	2,407	100.0%
Home visits	415	895	100.0%
Households visited	312	620	100.0%
Outreach activities	118	197	100.0%
People reached at activities	2,077	3,886	100.0%

B. Household vulnerability

	Q2	%	YTD	%	Prog.
Health condition	782	62.0%	1,434	59.6%	59.6%
Receives benefits	491	38.9%	930	38.6%	38.6%
Over 65	272	21.6%	462	19.2%	19.2%
Child at home	301	23.9%	537	22.3%	22.3%
No recorded vulnerability	333	26.4%	692	28.7%	28.7%
Average age	54		54		54

C. Primary health condition

	Q2	%	YTD	%
Mental health condition	154	24.5%	281	26.9%
Limited mobility (inc. arthritis)	110	17.5%	183	17.5%
Respiratory disease	77	12.3%	129	12.4%
Diabetes	39	6.2%	63	6.0%
Cardiovascular disease	30	4.8%	54	5.2%
Cancer	32	5.1%	52	5.0%
Anxiety	29	4.6%	46	4.4%
Other conditions	157	25.0%	236	22.6%
Households disclosing a condition	**628**	**100.0%**	**1,044**	**100.0%**

D. How households found us[4]

	Q2	%	YTD	%
Partner referral	181	21.2%	533	33.1%
Previous contact	328	38.5%	504	31.3%
Web search	139	16.3%	234	14.5%
Local authority	111	13.0%	165	10.2%
Word of mouth	37	4.3%	69	4.3%
Other organisation	29	3.4%	59	3.7%
Advocacy drop-in	28	3.3%	48	3.0%

E. Households visited at home, referrals and conditions

	Q2	YTD
…with a health condition	87.5%	85.2%
…receiving benefits	68.9%	66.7%
…over 65	19.6%	18.2%
…with a child	30.1%	33.7%
Referred in by partners	404	900
Referred on to other services	267	471
Damp or mould reported	33.5%	–
Difficulty paying fuel bills	72.5%	–

F. Tenure (known)

	Q2	%	YTD	%
Owner occupier	506	52.5%	820	46.0%
Private tenant	83	8.6%	183	10.3%
Social tenant – housing association	256	26.6%	558	31.3%
Social tenant – council	119	12.3%	222	12.5%

G. Property type and age (known)

	Q2	%	YTD	%
House	455	60.4%	813	60.2%
Flat	159	21.1%	294	21.8%
Bungalow	107	14.2%	182	13.5%
Park home	32	4.2%	61	4.5%
Before 1900	40	14.0%	80	15.1%
1900–1949	51	17.9%	87	16.4%
1950–1995	132	46.3%	236	44.6%
1996 onwards	62	21.8%	126	23.8%

H. Measures installed

	Q2	YTD
Solar PV	24	84
Small measures	0	61
Gas boiler	1	55
Loft insulation	12	50
Other measures[2]	44	161
Total measures	**81**	**411**
Homes improved	43	176

I. Funding and savings

	Q2	YTD
WHLG	£605,238	£890,162
ECO4 and NHS Retrofit[1]	£0	£2,038,570
HSF boiler funding	£0	£49,631
Health top-up	£3,225	£13,528
Total funding	**£608,463**	**£2,991,891**
Emergency financial support	£1,000	£37,169
Annual bill savings	£15,493	£52,902
Lifetime bill savings	£371,513	£1,323,695
Annual CO_2 savings (t)	83.7	280.4
Lifetime CO_2 savings (t)	1,859	6,065

J. Ethnicity (YTD, of recorded)

	%
White British	79.7%
Largest other group: Other ethnic group – Arab / White – European	3.0%
All other ethnic groups	17.2%
Prefer not to say	3.1%

[1] ECO4 and NHS Retrofit funding is recorded together in the delivery model. [2] Other insulation, heating, batteries, glazing, ventilation. [3] Share of programme YTD total. [4] % of all routes recorded (households may record more than one). Prog. = programme YTD. Damp/mould and fuel bills: Q2 only. Programme figures combine all seven local authorities; damp/mould and fuel-bill percentages are household-weighted averages of the area figures.

Cheltenham

Summary

Between July and September 2026, Warm & Well supported **166 households** in Cheltenham from 225 enquiries, 13% of all households helped across the programme this quarter. Advisers completed 36 home visits to 30 households, and 1 home received 1 energy-saving measure, securing £9,672 of installation funding. Year to date, 273 households in Cheltenham have been supported.

Who we supported

60.2% of households reported a health condition (below the programme average of 62.0%), 39.8% received a means-tested or disability benefit, 16.9% included someone over 65 and 21.7% had a child at home. The average client age was 51. The most common primary health conditions were mental health condition, respiratory disease and limited mobility (inc. arthritis). Of households with a known tenure, 50% were owner-occupiers and 45% social tenants. Among households who received a home visit, 86.7% had a health condition and 70.0% received benefits. 27% of clients reported damp or mould.

Warmer homes

1 measure was installed in 1 home. Funding of £9,672 came from Warm Homes: Local Grant. These improvements are expected to save households £225 a year on energy bills (£4,506 over their lifetime) and 38 tonnes of CO_2. Year to date, 99 measures have been installed in 40 homes in Cheltenham.

Partnerships and outreach

Advisers worked closely with Cheltenham Borough Homes and Hesters Way Community Resource Centre, both of which hosted tariff clinics in September ahead of the 1 October price cap rise. The team attended regular food bank and community drop-ins and networking events, and received referrals from partners including West Cheltenham Partnership, Citizens Advice and the NHS. During the quarter the team delivered 20 outreach activities in Cheltenham, reaching 433 people. 49 households were referred in by partners and 28 were referred on to other services.

Local priorities

Installation activity in Cheltenham was light this quarter after a strong Q1; WHLG installations continue through Q3 and a strong pipeline is already in place for 2027/28. Almost a third of known properties are flats and one in five known tenures is a council tenancy, so continued joint working with Cheltenham Borough Homes will be important as winter demand rises.

Quarter 2 at a glance

166
households supported

225
enquiries

36
home visits

1
measures in 1 homes

£10k
funding secured

£4,506
lifetime bill savings

38t
lifetime CO_2 savings

433
people reached at events

CASE STUDY · CHELTENHAM BOROUGH COUNCIL

A warmer, healthier home for Mrs W

Adviceline

Background

Mrs W is 77 and lives alone. Her health conditions affect her mobility and she has had to adapt her home so that she can continue living there. She contacted Warm & Well with her daughter for help managing her energy use, as her old, inefficient gas boiler was making her home hard to heat.

What we did

- Assessed her eligibility for funded support based on her health and low income.
- Helped her apply for funding to retrofit her home with insulation, a modern boiler, smart heating controls and better ventilation.
- Secured funds to help clear the energy debt that had built up because of her cold home and old heating system.

Outcome

Mrs W's home is now warmer and cheaper to run, with better air quality, meaning she can continue living independently in her home for longer.

> "Thank you so much for all your help, understanding and kindness. I am extremely grateful to you. I wish I could give you a hug to say thank you!"

Why it matters

Combining retrofit funding with debt support tackles both the cause and the consequences of a cold home.

Case at a glance

CLIENT
Aged 77, lives alone

HEALTH
Limited mobility

KEY SUPPORT
Insulation, boiler, controls, ventilation, debt support

RESULT
Warmer home, lower bills

Names and details have been changed or removed to protect client privacy.

Warm & Well in Cheltenham this quarter

166
households supported
from 225 enquiries

36
home visits
to 30 households

49
partner referrals in
28 referred on to other services

87%
of households visited
had a health condition; 70% received benefits

Cotswold

Summary

Between July and September 2026, Warm & Well supported **79 households** in Cotswold from 113 enquiries, 6% of all households helped across the programme this quarter. Advisers completed 10 home visits to 8 households. Year to date, 135 households in Cotswold have been supported.

Who we supported

62.0% of households reported a health condition (in line with the programme average of 62.0%), 32.9% received a means-tested or disability benefit, 22.8% included someone over 65 and 17.7% had a child at home. The average client age was 57. The most common primary health conditions were mental health condition, limited mobility (inc. arthritis) and respiratory disease. Of households with a known tenure, 59% were owner-occupiers and 34% social tenants. Among households who received a home visit, 100.0% had a health condition and 62.5% received benefits. 39% of clients reported damp or mould.

Warmer homes

No installations were completed in this quarter. Year to date, 17 measures have been installed in 7 homes, securing £127,250 of funding.

Partnerships and outreach

Engagement in the Cotswolds focused on health settings and wider awareness. Advisers recorded an interview with Cirencester Hospital Radio and made contact with the discharge planning team at Cirencester Hospital, opening a potential route to support patients returning to cold homes. A public talk in late August reached around 100 people, and the team is exploring work with visual-impairment charities and talking newspapers so that residents who struggle with written or online information can still get advice. During the quarter the team delivered 2 outreach activities in Cotswold, reaching 101 people. 16 households were referred in by partners and 8 were referred on to other services.

Local priorities

No installations were completed in the Cotswolds this quarter, and volumes remain the lowest of the seven areas, yet every household visited reported a health condition. Dispersed rural housing and high owner-occupation suggest that promotion through health, parish and community networks, alongside council referrals, is the most effective route to further reach, with Cotswold households able to benefit from the WHLG pipeline already in place for 2027/28.

Quarter 2 at a glance

79
households supported

113
enquiries

10
home visits

0
measures in 0 homes

£0
funding secured

£0
lifetime bill savings

0t
lifetime CO_2 savings

101
people reached at events

CASE STUDY · COTSWOLD DISTRICT COUNCIL

Protecting Mrs O from a confusing sales approach

Adviceline

Background

Mrs O is 83, lives alone and has cancer and a pulmonary embolism. She contacted Warm & Well to check the credentials of a company that had approached her about applying for ECO4 funding. She was upset by how she had been treated and unclear how to proceed. Her heating was working but very inefficient, and her home was not rising above 16°C, which was affecting her physical and mental wellbeing.

What we did

- Confirmed her eligibility for ECO4 on the basis of low income and complex health needs.
- Visited her at home to help her apply through Warm & Well and referred her to a trusted installer.
- Sent a heated throw to keep her warm in the meantime.
- Combined ECO4 and Health Top-Up funding to replace her old system with a new boiler and radiators.

Outcome

Mrs O now has a modern, efficient heating system and a warmer home, and the reassurance of support from a trusted, independent service.

Why it matters

Independent advice protects vulnerable residents from pressured or unclear approaches and makes sure they reach funding safely through trusted installers.

Case at a glance

CLIENT
Aged 83, lives alone

HEALTH
Cancer and pulmonary embolism

KEY SUPPORT
ECO4 + Health Top-Up: boiler and radiators

RESULT
Home now properly heated

Names and details have been changed or removed to protect client privacy.

Warm & Well in Cotswold this quarter

79
households supported
from 113 enquiries

10
home visits
to 8 households

16
partner referrals in
8 referred on to other services

100%
of households visited
had a health condition; 62% received benefits

Forest of Dean

Summary

Between July and September 2026, Warm & Well supported **219 households** in Forest of Dean from 311 enquiries, 17% of all households helped across the programme this quarter. Advisers completed 80 home visits to 56 households, and 13 homes received 29 energy-saving measures, securing £218,098 of installation funding. Year to date, 416 households in Forest of Dean have been supported.

Who we supported

65.8% of households reported a health condition (above the programme average of 62.0%), 37.0% received a means-tested or disability benefit, 33.8% included someone over 65 and 16.0% had a child at home. The average client age was 59. The most common primary health conditions were limited mobility (inc. arthritis), mental health condition and respiratory disease. Of households with a known tenure, 62% were owner-occupiers and 30% social tenants. Among households who received a home visit, 91.1% had a health condition and 67.9% received benefits. 36% of clients reported damp or mould.

Warmer homes

29 measures were installed in 13 homes, including 10 solar pv and 4 loft insulation. Funding of £218,098 came from Warm Homes: Local Grant. These improvements are expected to save households £6,136 a year on energy bills (£147,552 over their lifetime) and 695 tonnes of CO_2. Year to date, 117 measures have been installed in 44 homes in Forest of Dean. A further £500 of emergency financial support was provided to a household in crisis.

Partnerships and outreach

Tariff clinics delivered with Two Rivers Housing in Lydney and Coleford saw some of the strongest engagement in the programme, underlining the value of promotion through trusted housing partners. Community partners including Bream Church referred households into the service. During the quarter the team delivered 18 outreach activities in Forest of Dean, reaching 279 people. 73 households were referred in by partners and 35 were referred on to other services.

Local priorities

The Forest of Dean had the oldest client group this quarter (a third include someone over 65), the oldest housing stock in the programme and the most bungalows supported. It delivered the largest installation programme and the largest carbon and bill savings of any area in Q2. WHLG installations for low-income households in hard-to-heat homes continue through winter, with a strong pipeline already in place for 2027/28.

Quarter 2 at a glance

219
households supported

311
enquiries

80
home visits

29
measures in 13 homes

£218k
funding secured

£147,552
lifetime bill savings

695t
lifetime CO_2 savings

279
people reached at events

CASE STUDY · FOREST OF DEAN DISTRICT COUNCIL

Restoring safe heating for Mr and Mrs M

Adviceline

Background

Mr and Mrs M, both in their 70s, were referred to Warm & Well by the NHS. Mrs M is bedbound, with the living room converted into her bedroom, and Mr M has mental health difficulties and hearing loss. Their boiler had been condemned, leaving them without central heating. A coal fire in the living room was their only other heat source, but they rarely used it because of worries about carbon monoxide where Mrs M sleeps.

What we did

- Checked their eligibility for funded support based on their health and low household income.
- Referred them to a trusted gas engineer to replace the boiler, and visited them to help with the application.
- Dropped off a heated throw as an emergency measure.
- Referred them to Age UK, National Energy Action for benefits advice, the Fire Service for carbon monoxide and fire safety advice, and the Priority Services Register.

Outcome

Mr and Mrs M can now heat their home safely and have accessed support well beyond their original request. They thanked everyone involved and gave lovely feedback about the gas engineer.

Why it matters

NHS referrals reach some of the most vulnerable households, where a cold home poses a direct risk to health and safety.

Case at a glance

CLIENT
Couple in their 70s

REFERRAL
NHS

KEY SUPPORT
Boiler replacement, heated throw, onward referrals

RESULT
Safe, working heating

Names and details have been changed or removed to protect client privacy.

Warm & Well in Forest of Dean this quarter

219
households supported
from 311 enquiries

80
home visits
to 56 households

73
partner referrals in
35 referred on to other services

91%
of households visited
had a health condition; 68% received benefits

Gloucester

Summary

Between July and September 2026, Warm & Well supported **213 households** in Gloucester from 307 enquiries, 17% of all households helped across the programme this quarter. Advisers completed 71 home visits to 56 households, and 7 homes received 10 energy-saving measures, securing £59,138 of installation funding. Year to date, 467 households in Gloucester have been supported.

Who we supported

57.3% of households reported a health condition (below the programme average of 62.0%), 48.8% received a means-tested or disability benefit, 12.2% included someone over 65 and 35.7% had a child at home. The average client age was 49. The most common primary health conditions were mental health condition, limited mobility (inc. arthritis) and respiratory disease. Of households with a known tenure, 45% were owner-occupiers and 44% social tenants. Among households who received a home visit, 76.8% had a health condition and 75.0% received benefits. 26% of clients reported damp or mould.

Warmer homes

10 measures were installed in 7 homes, including 3 solar pv and 1 loft insulation. Funding of £59,138 came from Warm Homes: Local Grant. These improvements are expected to save households £1,673 a year on energy bills (£39,785 over their lifetime) and 188 tonnes of CO_2. Year to date, 55 measures have been installed in 26 homes in Gloucester.

Partnerships and outreach

Working with Gloucestershire County Council, advisers delivered drop-in sessions at the Sandhurst Traveller site, offering energy advice in a familiar and accessible setting. The partnership with GARAS continues to give refugees and asylum seekers access to help with energy bills, debt and wider financial difficulty. Two networking events in September reached almost 80 professionals, and referrals came through Gloucester City Homes, Citizens Advice and the NHS. During the quarter the team delivered 15 outreach activities in Gloucester, reaching 329 people. 67 households were referred in by partners and 59 were referred on to other services.

Local priorities

Gloucester has the youngest, most diverse and most financially stretched client group: almost half of households receive benefits and over a third have children at home. Sustaining culturally accessible outreach and strong partner referral routes will be key through winter.

Quarter 2 at a glance

213
households supported

307
enquiries

71
home visits

10
measures in 7 homes

£59k
funding secured

£39,785
lifetime bill savings

188t
lifetime CO_2 savings

329
people reached at events

CASE STUDY · GLOUCESTER CITY COUNCIL

Helping a newly arrived family take control of their energy

Advocacy service

Background

A father who had recently moved to Gloucester with his family was referred to the community-based energy advice service. With limited English and no experience of the UK energy system, he did not know who supplied his energy, what tariff he was on or how to take and submit meter readings. The uncertainty was causing him considerable stress.

What we did

- Confirmed the household's energy supplier and that they were on a variable tariff.
- Arranged for the gas and electricity meters to be replaced with smart meters and an in-home display.
- Took the first meter readings, submitted them through the supplier's app and showed him how to do this himself.
- Worked with the supplier so a bill would be issued within five working days, and explained how to pay it.
- Registered the household on the Priority Services Register.
- Gave simple, culturally appropriate advice on reducing energy use and costs.

Outcome

The client now understands his supplier, tariff and billing cycle, and has the tools to track and manage his usage. Registration on the Priority Services Register gives the family extra protection, and the stress of navigating an unfamiliar system has eased. He told the adviser how relieved and grateful he was for clear, in-person support.

Why it matters

Clients facing language barriers and an unfamiliar system often need step-by-step support from first principles rather than one-off advice. This reflects the growing number of newly arrived and resettling households the service supports in Gloucester, including through the partnership with GARAS.

Case at a glance

CLIENT
Newly arrived family

BARRIERS
Language; unfamiliar energy system

KEY SUPPORT
Smart meters, billing, PSR registration

RESULT
Confidence to manage energy independently

Names and details have been changed or removed to protect client privacy.

Warm & Well in Gloucester this quarter

213
households supported
from 307 enquiries

71
home visits
to 56 households

67
partner referrals in
59 referred on to other services

77%
of households visited
had a health condition; 75% received benefits

South Gloucestershire

Summary

Between July and September 2026, Warm & Well supported **231 households** in South Gloucestershire from 326 enquiries, 18% of all households helped across the programme this quarter. Advisers completed 83 home visits to 57 households, and 13 homes received 25 energy-saving measures, securing £188,971 of installation funding. Year to date, 471 households in South Gloucestershire have been supported.

Who we supported

54.1% of households reported a health condition (below the programme average of 62.0%), 33.3% received a means-tested or disability benefit, 20.8% included someone over 65 and 24.2% had a child at home. The average client age was 53. The most common primary health conditions were limited mobility (inc. arthritis), mental health condition and respiratory disease. Of households with a known tenure, 61% were owner-occupiers and 28% social tenants. Among households who received a home visit, 86.0% had a health condition and 59.6% received benefits. 44% of clients reported damp or mould.

Warmer homes

25 measures were installed in 13 homes, including 8 solar pv and 4 loft insulation. Funding of £188,971 came from Warm Homes: Local Grant. These improvements are expected to save households £4,832 a year on energy bills (£117,181 over their lifetime) and 566 tonnes of CO_2. Year to date, 66 measures have been installed in 30 homes in South Gloucestershire.

Partnerships and outreach

South Gloucestershire was the most active area for community outreach. Highlights included the Ageing Better Festival at Yate Shopping Centre, the South Gloucestershire Summer Roadshows and a community advice drop-in hosted by Claire Hazelgrove MP in Patchway, which welcomed 25 residents. Tariff clinics ran at Patchway, Yate and Kingswood One Stop Shops, The Keepers in Charfield and Age UK, and advisers began contacting households referred through the council's Lightning Reach portal, many of them new to Severn Wye. During the quarter the team delivered 47 outreach activities in South Gloucestershire, reaching 602 people. 65 households were referred in by partners and 51 were referred on to other services.

Local priorities

Intensive casework continues to deliver results: one household had more than £4,800 of energy debt cleared through the EDF Trust Fund, and the Step-Up South Gloucestershire service completed 29 home visits and generated £8.1k of savings in Q2. Damp and mould were reported by 44% of clients, the highest of any area. A local Traveller group that advisers previously visited has lost its funding, so the team is seeking new ways to reach this community.

Quarter 2 at a glance

231
households supported

326
enquiries

83
home visits

25
measures in 13 homes

£189k
funding secured

£117,181
lifetime bill savings

566t
lifetime CO_2 savings

602
people reached at events

CASE STUDY · SOUTH GLOUCESTERSHIRE COUNCIL

Advocating with a landlord to unlock cheaper EV charging

Advocacy service

Background

A couple and their teenage son met a community energy adviser at an energy advice talk hosted by the local council and referred themselves for a home visit. There had been a language barrier on the phone, but in person their son helped to translate. As private tenants, they believed they needed their landlord's permission for smart meters. Their electricity costs were unusually high: they charged an electric vehicle overnight, assuming, as in their country of origin, that night-time electricity would automatically be cheaper, but they were not on a time-of-use tariff.

What we did

- Reviewed the household's energy account, noting a small debt alongside good habits such as regular meter readings.
- Confirmed with the supplier that a time-of-use tariff would be available once smart meters were installed.
- Wrote to the landlord explaining that smart meters cost the landlord nothing, replace existing meters easily, end estimated bills and open up cheaper tariffs.
- Gave tailored energy-saving advice and helped clear the small energy debt through emergency support funding.

Outcome

With their options clear and the landlord informed, the family can now pursue smart meter installation and a time-of-use tariff, with the potential for substantial savings on vehicle charging and overall energy costs. They were very grateful for the advice and for the letter to their landlord.

Why it matters

Council-hosted community talks are an effective route to households who would not otherwise seek help, and private tenants often need an adviser to speak up for them with landlords.

Case at a glance

CLIENT
Family, private tenants

REFERRAL
Council-hosted energy talk

KEY SUPPORT
Tariff review, landlord advocacy

RESULT
Route to cheaper EV charging

Names and details have been changed or removed to protect client privacy.

Warm & Well in South Gloucestershire this quarter

231
households supported
from 326 enquiries

83
home visits
to 57 households

65
partner referrals in
51 referred on to other services

86%
of households visited
had a health condition; 60% received benefits

Stroud

Summary

Between July and September 2026, Warm & Well supported **209 households** in Stroud from 315 enquiries, 17% of all households helped across the programme this quarter. Advisers completed 81 home visits to 67 households, and 4 homes received 7 energy-saving measures, securing £47,875 of installation funding. Year to date, 375 households in Stroud have been supported.

Who we supported

65.6% of households reported a health condition (above the programme average of 62.0%), 34.9% received a means-tested or disability benefit, 20.1% included someone over 65 and 21.5% had a child at home. The average client age was 54. The most common primary health conditions were mental health condition, limited mobility (inc. arthritis) and respiratory disease. Of households with a known tenure, 42% were owner-occupiers and 50% social tenants. Among households who received a home visit, 92.5% had a health condition and 70.1% received benefits. 39% of clients reported damp or mould.

Warmer homes

7 measures were installed in 4 homes, including 2 solar pv, 1 gas boiler and 1 loft insulation. Funding of £47,875 came from £44,650 of Warm Homes: Local Grant and £3,225 of health top-up funding. These improvements are expected to save households £1,417 a year on energy bills (£32,403 over their lifetime) and 163 tonnes of CO_2. Year to date, 40 measures have been installed in 20 homes in Stroud. A further £500 of emergency financial support was provided to a household in crisis.

Partnerships and outreach

Advisers engaged residents at Dursley Summer Fair, Stroud Foodbank and The Keepers in Wotton-under-Edge, alongside networking events with local professionals. Stroud has the strongest charity-partner referral route in the programme, with 54 households referred by charity partners this quarter. During the quarter the team delivered 10 outreach activities in Stroud, reaching 115 people. 84 households were referred in by partners and 54 were referred on to other services.

Local priorities

Stroud's client group has a high level of health need: 93% of households visited reported a health condition, and mental health is the most common primary condition. Over a third of known tenures are council tenancies, reflecting the district council's own housing stock and creating a clear opportunity for joint work with the council's housing team, including on Category 1 hazards.

Quarter 2 at a glance

209
households supported

315
enquiries

81
home visits

7
measures in 4 homes

£48k
funding secured

£32,403
lifetime bill savings

163t
lifetime CO_2 savings

115
people reached at events

CASE STUDY · STROUD DISTRICT COUNCIL

Helping Ms M manage her energy bills

Adviceline

Background

Ms M is 69, lives alone and has limited mobility and a mental health condition. Her income is very low, made up of the state pension and a disability benefit, and she was struggling to keep on top of her energy bills. She cannot reduce her usage much, as a cold home affects both her physical and mental health. She found out about Warm & Well from a flyer sent with her council tax bill.

What we did

- Talked through her energy use and offered efficiency tips where appropriate.
- Checked that the meter readings on her bills were accurate.
- Explained the debt relief schemes that energy suppliers offer and discussed how she manages her other utility bills.
- Agreed an affordable monthly payment and referred her for debt support from the Severn Wye Communities Team.

Outcome

Ms M now has a clearer picture of her bills, an affordable plan and ongoing debt support. She was thankful for the time taken and pleased she had heard about the service.

Why it matters

Council communications, such as flyers with council tax bills, are an effective way to reach residents in financial difficulty.

Case at a glance

CLIENT
Aged 69, lives alone

HEALTH
Limited mobility; mental health

REFERRAL
Flyer with council tax bill

RESULT
Affordable payment plan and debt support

Names and details have been changed or removed to protect client privacy.

Warm & Well in Stroud this quarter

209
households supported
from 315 enquiries

81
home visits
to 67 households

84
partner referrals in
54 referred on to other services

92%
of households visited
had a health condition; 70% received benefits

Tewkesbury

Summary

Between July and September 2026, Warm & Well supported **144 households** in Tewkesbury from 220 enquiries, 11% of all households helped across the programme this quarter. Advisers completed 54 home visits to 38 households, and 5 homes received 9 energy-saving measures, securing £84,709 of installation funding. Year to date, 270 households in Tewkesbury have been supported.

Who we supported

72.9% of households reported a health condition (above the programme average of 62.0%), 44.4% received a means-tested or disability benefit, 25.0% included someone over 65 and 27.1% had a child at home. The average client age was 55. The most common primary health conditions were mental health condition, respiratory disease and limited mobility (inc. arthritis). Of households with a known tenure, 50% were owner-occupiers and 42% social tenants. Among households who received a home visit, 89.5% had a health condition and 73.7% received benefits. 20% of clients reported damp or mould.

Warmer homes

9 measures were installed in 5 homes, including 1 solar pv and 2 loft insulation. Funding of £84,709 came from Warm Homes: Local Grant. These improvements are expected to save households £1,210 a year on energy bills (£30,086 over their lifetime) and 210 tonnes of CO_2. Year to date, 17 measures have been installed in 9 homes in Tewkesbury.

Partnerships and outreach

A public talk on 31 July reached around 200 people, and advisers delivered briefings to external organisations and networking events through July and August. The team also attended Churchdown Food Bank and Armed Forces events, including the Imjin Barracks freshers' fair, which generated direct referrals. During the quarter the team delivered 6 outreach activities in Tewkesbury, reaching 218 people. 50 households were referred in by partners and 32 were referred on to other services.

Local priorities

Tewkesbury's clients have the highest level of health need of any area (73% report a health condition) and the lowest share of households with no recorded vulnerability. The borough also has the most park-home residents supported, a property type that is often hard to heat, so park-home insulation should remain part of the local offer.

Quarter 2 at a glance

144
households supported

220
enquiries

54
home visits

9
measures in 5 homes

£85k
funding secured

£30,086
lifetime bill savings

210t
lifetime CO_2 savings

218
people reached at events

CASE STUDY · TEWKESBURY BOROUGH COUNCIL

Simple changes make a big difference for Mr D

Adviceline

Background

Mr D is 81, lives alone and has COPD, which is made worse by living in a cold home. He contacted Warm & Well after receiving a letter sent by the council as part of partnership work. He lives in a leasehold property and was worried about what improvements he would be allowed to make.

What we did

- Checked his home's Energy Performance Certificate rating and talked through his home and energy use.
- Identified that help understanding the controls of his high heat retention storage heaters would make a big difference, and provided this during a home visit.
- Referred him to the Priority Services Register, the Fire Service for a Safe and Well visit, and National Energy Action for a benefits check.

Outcome

Mr D can now use his heating effectively, has extra protection in case of a power cut and is checking whether he can claim additional income.

> "If I hadn't called, I wouldn't have known any of this!"

Why it matters

Not every household needs new measures: expert advice on existing heating, combined with onward referrals, can transform comfort and safety.

Case at a glance

CLIENT
Aged 81, lives alone

HEALTH
COPD

REFERRAL
Council letter

RESULT
Heating used effectively; PSR, fire safety and benefits referrals

Names and details have been changed or removed to protect client privacy.

Warm & Well in Tewkesbury this quarter

144
households supported
from 220 enquiries

54
home visits
to 38 households

50
partner referrals in
32 referred on to other services

90%
of households visited
had a health condition; 74% received benefits

OCTOBER – DECEMBER 2026

Looking ahead to Q3

Our priorities for the coming quarter, as winter demand rises.

1 · Winter demand and capacity

Q3 is traditionally the busiest quarter: last year 1,466 households were advised between October and December, with demand peaking at 685 in November. New advocates are completing their induction and will be working independently in the community by mid-November, increasing capacity for home visits, community sessions and referrals.

2 · Heating support

Health funding is available in both Gloucestershire and South Gloucestershire for boiler repairs. Boiler replacements will be carried out only where absolutely necessary, on a case-by-case basis, and we will also use other funding options available, such as LEAP, to keep vulnerable households warm.

3 · Partner referrals

The Crisis and Resilience Fund (CRF) team is using LIFT data to carry out mail-outs across the county. Energy-related support identified through this work will come through to Warm & Well, and we will continue to strengthen referral routes with housing providers, the NHS, Citizens Advice and community organisations.

4 · Retrofit installations

Warm Homes: Local Grant installations will continue through the winter, with a focus on completing work before the coldest months. A strong pipeline is already in place for 2027/28 funding.

5 · Targets

We will work with council housing and environmental health teams to accelerate Category 1 hazard removal (28 of 160 so far) and embed recent Priority Services Register training into everyday casework. Around 2,300 more households need to be advised in the second half of the year to meet the annual target of 4,700.

6 · Adviceline restructure

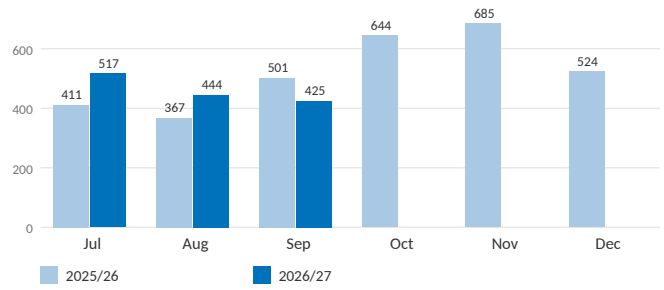
We are making a slight restructure to the Adviceline team, bringing in more resource to deliver a programme we have secured to support households through the Radio Teleswitch Service (RTS) switch-off, which affects homes whose electricity meters and heating rely on the radio teleswitch signal. The additional capacity will also enable us to support social tenants and to provide that data as an add-on to Warm & Well reporting moving forward.

How local authorities can help

Share Warm & Well with frontline housing, benefits, environmental health and customer service teams; refer households with damp, mould or broken heating; and help us reach more residents.

Winter demand: households advised each month

Last year's Q3 compared with this year's Q2



Where we stand against annual targets

Year-to-date position at the end of Q2 (marker shows the halfway point)

