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

Stroud: data annex

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	315	624	16.2%
Households supported	209	375	15.6%
Home visits	81	177	19.8%
Households visited	67	130	21.0%
Outreach activities	10	14	7.1%
People reached at activities	115	279	7.2%

B. Household vulnerability

	Q2	%	YTD	%	Prog.
Health condition	137	65.6%	241	64.3%	59.6%
Receives benefits	73	34.9%	147	39.2%	38.6%
Over 65	42	20.1%	72	19.2%	19.2%
Child at home	45	21.5%	80	21.3%	22.3%
No recorded vulnerability	52	24.9%	96	25.6%	28.7%
Average age	54		53		54

C. Primary health condition

	Q2	%	YTD	%
Mental health condition	37	33.9%	65	36.9%
Limited mobility (inc. arthritis)	18	16.5%	31	17.6%
Respiratory disease	7	6.4%	10	5.7%
Diabetes	5	4.6%	7	4.0%
Cardiovascular disease	4	3.7%	8	4.5%
Cancer	6	5.5%	8	4.5%
Anxiety	7	6.4%	9	5.1%
Other conditions	25	22.9%	38	21.6%
Households disclosing a condition	**109**	**100.0%**	**176**	**100.0%**

D. How households found us[4]

	Q2	%	YTD	%
Partner referral	31	22.5%	91	35.8%
Previous contact	51	37.0%	77	30.3%
Web search	24	17.4%	35	13.8%
Local authority	20	14.5%	30	11.8%
Word of mouth	5	3.6%	11	4.3%
Other organisation	4	2.9%	7	2.8%
Advocacy drop-in	3	2.2%	3	1.2%

E. Households visited at home, referrals and conditions

	Q2	YTD
…with a health condition	92.5%	92.3%
…receiving benefits	70.1%	63.8%
…over 65	13.4%	16.9%
…with a child	22.4%	30.0%
Referred in by partners	84	158
Referred on to other services	54	93
Damp or mould reported	39.0%	–
Difficulty paying fuel bills	75.0%	–

F. Tenure (known)

	Q2	%	YTD	%
Owner occupier	69	41.8%	102	35.4%
Private tenant	13	7.9%	29	10.1%
Social tenant – housing association	21	12.7%	50	17.4%
Social tenant – council	62	37.6%	107	37.2%

G. Property type and age (known)

	Q2	%	YTD	%
House	63	52.1%	114	55.1%
Flat	37	30.6%	62	30.0%
Bungalow	21	17.4%	30	14.5%
Park home	0	0.0%	1	0.5%
Before 1900	6	13.3%	13	15.3%
1900–1949	6	13.3%	13	15.3%
1950–1995	22	48.9%	36	42.4%
1996 onwards	11	24.4%	23	27.1%

H. Measures installed

	Q2	YTD
Solar PV	2	6
Small measures	0	10
Gas boiler	1	10
Loft insulation	1	6
Other measures[2]	3	8
Total measures	**7**	**40**
Homes improved	4	20

I. Funding and savings

	Q2	YTD
WHLG	£44,650	£120,557
ECO4 and NHS Retrofit[1]	£0	£89,858
HSF boiler funding	£0	£3,570
Health top-up	£3,225	£3,855
Total funding	**£47,875**	**£217,840**
Emergency financial support	£500	£6,602
Annual bill savings	£1,417	£4,496
Lifetime bill savings	£32,403	£106,786
Annual CO_2 savings (t)	8.0	27.6
Lifetime CO_2 savings (t)	163	528

J. Ethnicity (YTD, of recorded)

	%
White British	88.1%
Largest other group: Mixed – any other	2.4%
All other ethnic groups	10.3%
Prefer not to say	1.6%

[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.

Stroud

July – September 2026 · Stroud District Council



- Health condition **65.6%**
- Receives benefits **34.9%**
- Over 65 **20.1%**
- Child at home **21.5%**

Average client age **54**

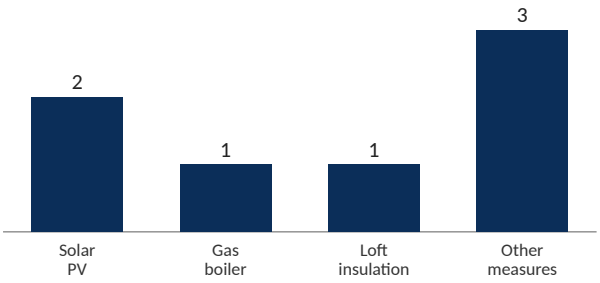
315
enquiries handled

81
home visits to 67 households

115
people reached at 10 outreach activities

84
referred in by partners · 54 referred on

7 energy-saving measures in 4 homes



Funding secured

£47,875

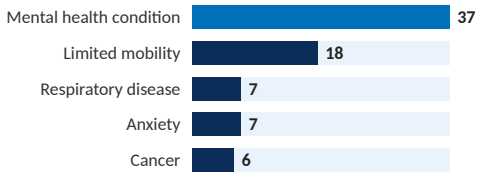


WHLG **£45k** · Health top-up **£3k**

39% of clients reported damp or mould

75% had difficulty paying fuel bills

Main health conditions



Homes we supported



Owner occupier **42%** · Private tenant **8%**
Social – housing association **13%** · Social – council **38%**

63	37	21	0
houses	flats	bungalows	park homes

£32,403
lifetime financial savings · £1,417 a year

163t
lifetime carbon savings

- 17% of all households supported by Warm & Well in Q2 lived in Stroud.
- Among households visited at home, 92% had a health condition and 70% received benefits.
- Year to date: 375 households supported and 40 measures installed in 20 homes.