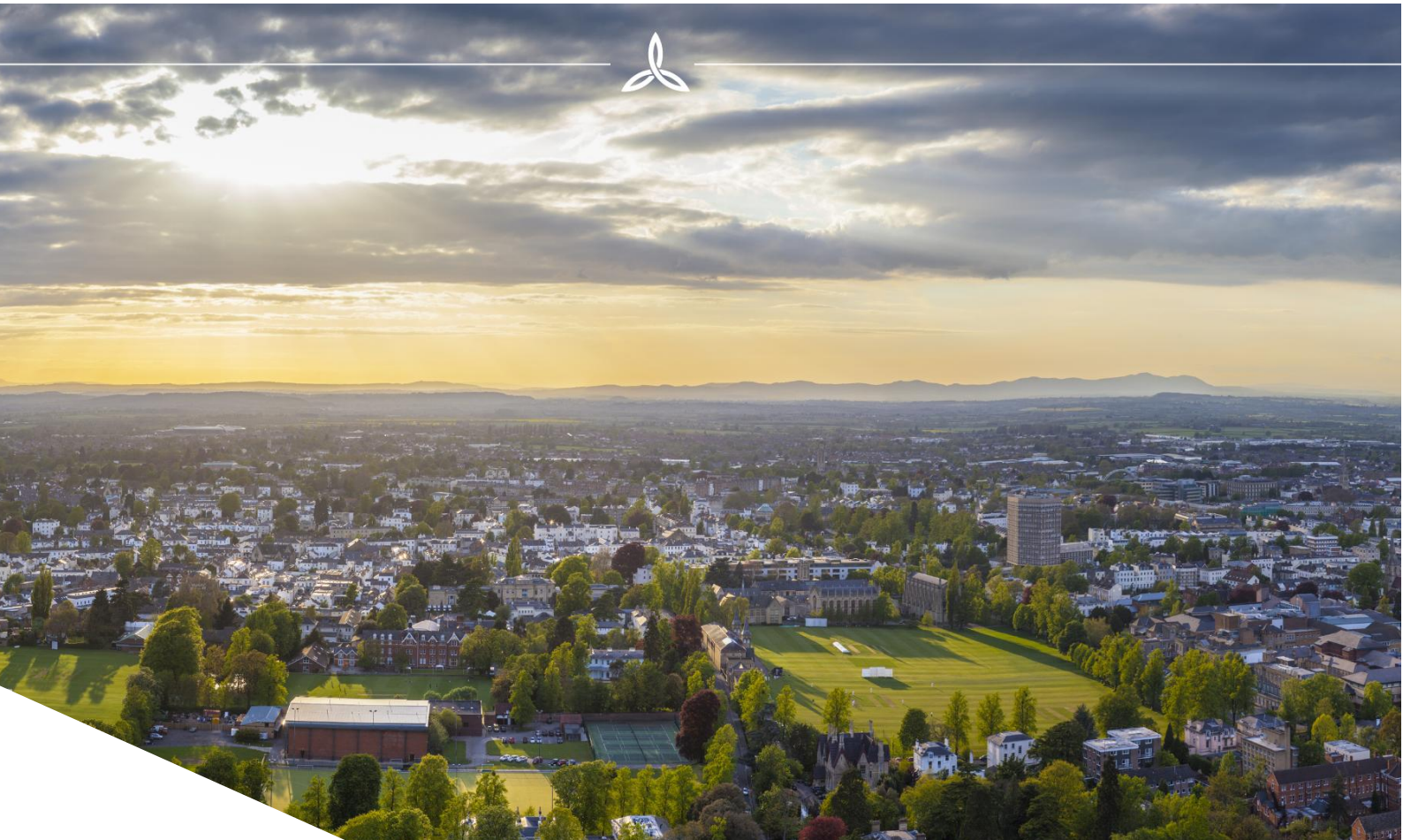


2025/26 REPORT

Warm and Well

QUARTER 4





Warm and Well Progress Report, Quarter 4, 2025-26

April 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 Warm Home Local Grant, 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.

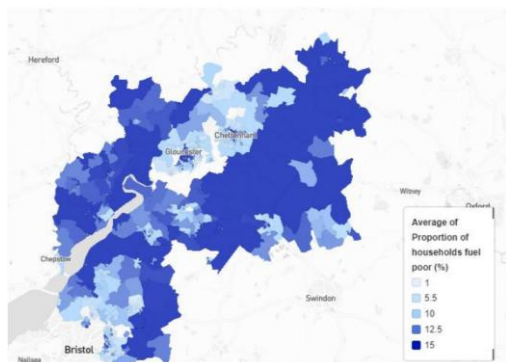
Current Fuel Poverty Rates

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 1: 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



Warm & Well key data

Q1–Q4 2025/26



8,858
Enquiries



4,018
Households



69.6%
with a health condition



£1,741,008
Funding unlocked



45.5%
in receipt of benefits



337 measures
installed to **191**
households



£1,277,808 lifetime
bill savings

Figure 1: Key Achievements 25/26

Progress against targets

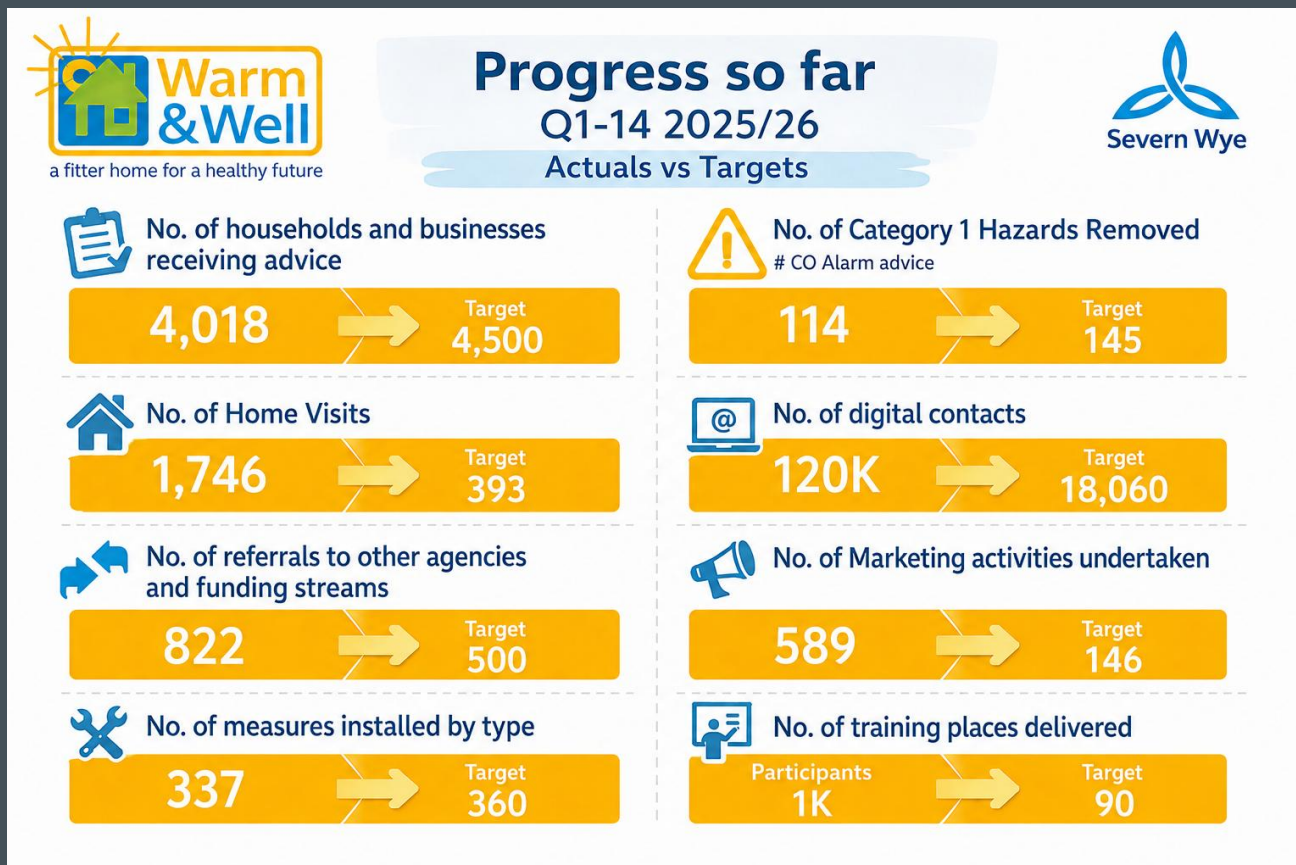


Figure 2: Progress against annual targets from Q1 to Q3, 25/26

Executive Summary

Quarter 4 represented another sustained period of high demand for the Warm & Well service across Gloucestershire and South Gloucestershire. Covering January to March 2026, the quarter reflected the continued impact of fuel poverty, affordability pressures and poor housing conditions on households across the region, despite the gradual transition out of the core winter months. Demand remained significantly above historic averages, demonstrating that many residents continued to experience financial hardship and vulnerability well beyond the coldest part of the year.

During Quarter 4, Warm & Well supported 1,465 households and responded to 2,598 enquiries across the Warm & Well footprint. Demand remained particularly strong in Gloucester City, South Gloucestershire, Forest of Dean and Stroud, with enquiry levels continuing to exceed the four-year average across most months. The sustained level of engagement highlights the continued reliance on Warm & Well as a trusted source of support for households struggling with energy affordability, heating issues and wider financial pressures.

The profile of households contacting the service remained highly vulnerable and broadly consistent with earlier quarters. Around 70% of households supported disclosed at least one health condition, while over 41% were in receipt of means-tested benefits. Families with children accounted for approximately 21% of households supported and around 20% included someone aged over 65. Only around 20% of households reported no identifiable vulnerability, demonstrating the continued concentration of need among residents accessing support.

Mental health conditions remained the most commonly reported primary health issue, affecting 188 households during the quarter, followed by limited mobility conditions including arthritis (109 households) and respiratory disease (100 households). These trends continue to reinforce the close relationship between fuel poverty, poor housing conditions and physical and mental health outcomes.

Affordability pressures remained the dominant issue presented to the service throughout Quarter 4. Across all districts, the majority of households reported struggling to pay their fuel bills, with the highest levels seen in Gloucester City, Cotswold District and South Gloucestershire. Damp and mould concerns also remained widespread, particularly within Forest of Dean and Stroud District, highlighting the ongoing prevalence of cold, inefficient housing stock and the associated health risks faced by residents.

The service also continued to support a diverse range of housing tenures and property types. Social housing tenants represented the largest tenure group supported, accounting for over 50% of households, while a significant number of owner-occupiers also required support, particularly those living in older housing stock. Properties built between 1950 and 1995 represented the largest age category supported, although a substantial number of households were also living in properties constructed prior to 1949, many of which are harder to heat and more prone to damp and disrepair issues.

Quarter 4 also marked a significant period of progress for retrofit and heating support pathways. A total of 34 households received installations during the quarter, including gas boilers, solar PV, air source heat pumps, insulation and battery storage measures. Approximately £273,000 of funding was secured across Warm Home Local Grant, Health Funding and emergency heating schemes, with Warm Home Local Grant accounting for the majority of retrofit investment delivered during the quarter. These interventions are expected to generate over £10,400 in annual bill savings and more than £232,000 in estimated lifetime bill savings for supported households.

Partnership working and referral activity remained central to delivery throughout Quarter 4. Over 1,100 referrals were received into the service, with the majority generated through partner organisations, previous client engagement and community-based referral pathways. Strong relationships with health services, housing providers, local authorities and voluntary sector organisations continued to ensure vulnerable households were identified and supported quickly and effectively.

Key highlights from Quarter 4 include:

- **1,465 households supported across Gloucestershire and South Gloucestershire**
- **2,598 enquiries handled during January–March 2026**
- **70% of households disclosing a health condition**
- **41% of households in receipt of means-tested benefits**
- **34 retrofit and heating installations completed during the quarter**
- **Over 1,100 referrals received through partner organisations and community pathways**
- **Estimated annual bill savings of over £10,400 generated through installed measures**

Overall, Quarter 4 demonstrated the continued importance of Warm & Well's integrated advice, advocacy and retrofit support model during a period of sustained affordability pressure and increasing complexity of need. Despite significant changes across the national funding landscape and continued pressure on vulnerable households, the service maintained strong delivery across frontline advice, advocacy, partnership working and practical interventions. Warm & Well enters 2026/27 in a strong operational position, with an increasingly embedded delivery model, strengthened partnership networks and a growing pipeline of funding and retrofit opportunities to support residents across the region.

Claire Latham
Director of Energy Advice

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Adviceline & People we support

Households supported

Warm & Well continued to experience sustained and significant demand throughout Quarter 4, with enquiry levels between January and March 2026 remaining consistently above the four-year average across most months. Although demand reduced slightly compared to the peak winter months of October and November, overall household engagement remained exceptionally high, reflecting the continued affordability pressures facing residents following winter and the ongoing impact of high household costs, poor housing conditions and limited financial resilience.

During Quarter 4, household advice volumes remained particularly strong in January and March, with March 2026 seeing 633 households advised compared to a four-year average of 587. January also remained close to historic peak demand levels despite seasonal temperatures beginning to improve. This continued level of engagement demonstrates that financial hardship and fuel poverty pressures persisted well beyond the coldest winter months.

Affordability remained the dominant issue raised by households contacting the service. Across all districts, a significant majority of residents reported struggling to pay their fuel bills. Gloucester City recorded the highest proportion of households experiencing fuel bill difficulties at approximately 85%, followed by Cotswold District at 82% and South Gloucestershire at around 78%. Even in districts with comparatively lower rates, such as Forest of Dean and Stroud, around 70% of households reported difficulties affording fuel costs. These figures continue to reinforce the widespread impact of energy affordability pressures across both urban and rural communities.

Housing condition issues also remained highly prevalent throughout Quarter 4, particularly damp and mould concerns. Forest of Dean District recorded the highest proportion of households reporting damp and mould issues, affecting approximately 47% of households supported, followed by Stroud District at just over 40%. Across most other districts, around one third of households reported problems linked to damp and mould, highlighting the ongoing relationship between poor housing quality, cold homes and adverse health outcomes.

Financial pressures extended beyond energy costs alone. A notable proportion of households also reported struggling to pay wider household bills and living costs, particularly in Cotswold District, South Gloucestershire and Gloucester City. This reflects the increasingly complex financial situations being experienced by many residents, where energy affordability issues are often compounded by broader debt, low incomes and rising essential living costs.

Despite these challenges, Warm & Well continued to support a high number of vulnerable households throughout the quarter, providing tailored energy advice, advocacy and onward referrals into funding schemes and wider support services. Support focused not only on immediate crisis prevention, such as managing unaffordable bills and maintaining access to heating, but also on improving longer-term household resilience through energy efficiency improvements, income maximisation and intensive advocacy support.

Key issues reported:

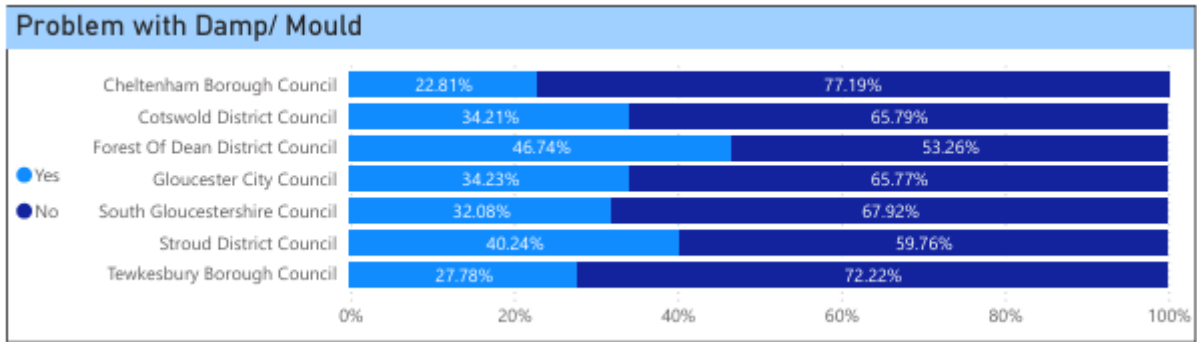


Figure 3: Damp/Mould Issues reported during Q4 25/26

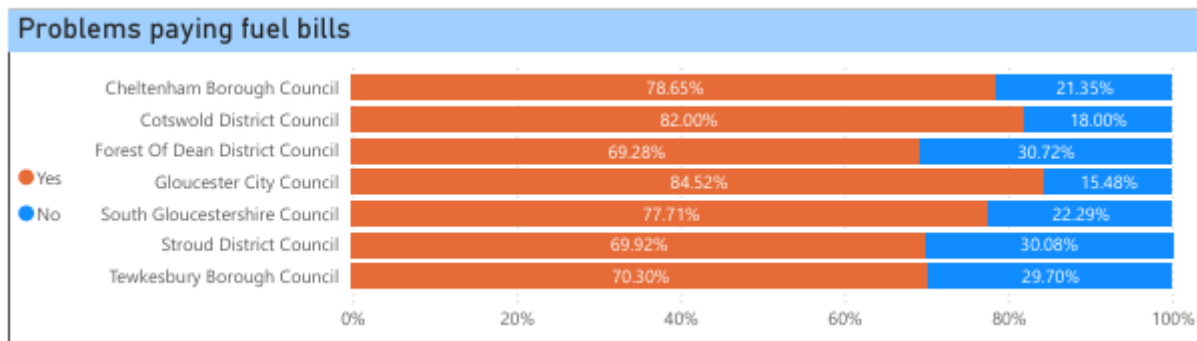


Figure 4: Problem paying fuel bills reported during Q4 25/26

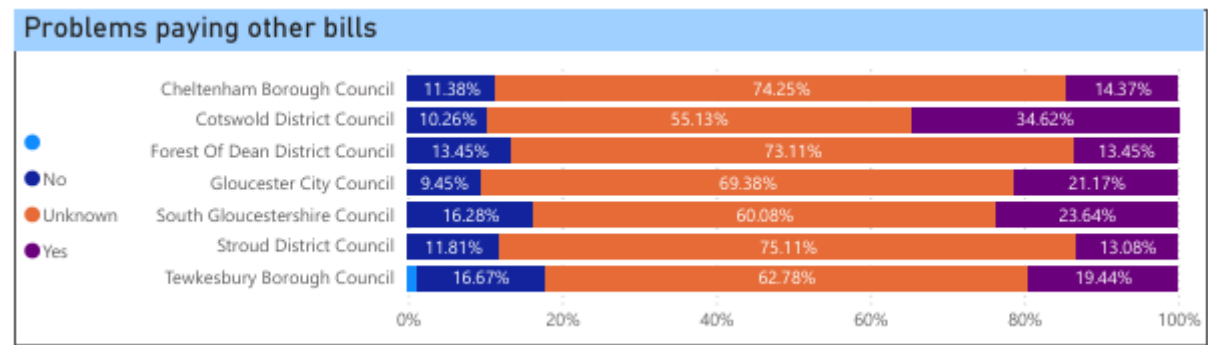


Figure 5: Problem paying other bills reported during Q4 25/26

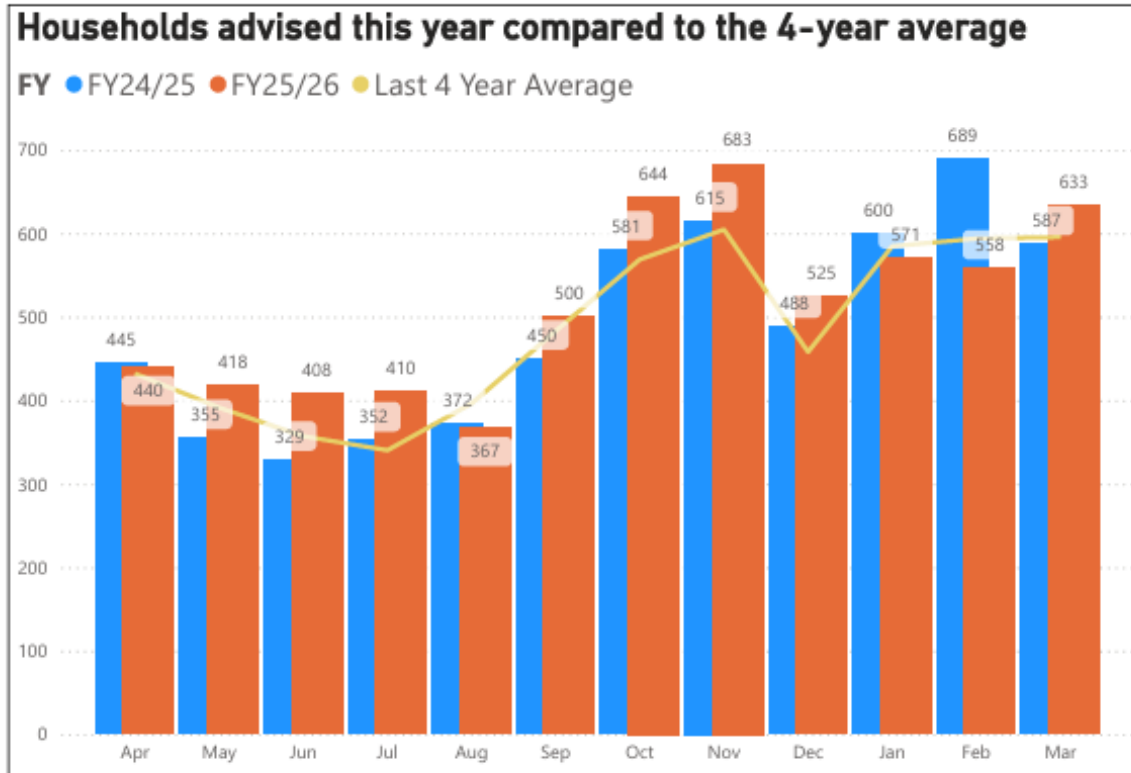


Figure 6: Households advised this year compared to 4-year average

The number of households supported during Quarter 4 was **lower than the same period last year** and dipped just **under the four-year seasonal average until March** when volume picked up again, largely to drop in households can be attributed to due to the closure of schemes such as ECO. While colder months typically bring an increase in enquiries, the scale and consistency of demand this year reflects the cumulative impact of ongoing cost-of-living pressures and uncertainty within the national energy efficiency landscape, we have seen more complex enquiries from households meaning each household has required more support.

Client characteristics

Client contact remained high throughout Quarter 4, reflecting continued demand for advice, advocacy and practical support as households faced ongoing affordability pressures alongside wider financial and health-related challenges. Although temperatures began to improve towards the end of the quarter, many residents continued to experience the lasting impacts of winter energy costs, debt accumulation and poor housing conditions, with demand for support remaining consistently strong across Gloucestershire and South Gloucestershire.

The profile of households reaching out to Warm & Well during Quarter 4 remained broadly consistent with previous reporting, with vulnerabilities continuing to be a defining feature of demand. Approximately 70% of households supported included someone living with a health condition, reinforcing the strong relationship between cold homes, energy affordability and health outcomes. Around 41% of households were in receipt of means-tested benefits, highlighting the ongoing financial pressures experienced by many residents and the limited financial resilience of households seeking support.

These figures demonstrate that Warm & Well continues to reach households experiencing multiple and overlapping vulnerabilities, many of whom remain at significant risk even beyond the peak winter months. The continued prevalence of health conditions, low incomes and wider vulnerability factors reinforces the importance of accessible advice, in-depth home visits and sustained advocacy support to prevent households from falling further into crisis and to support longer-term stability and wellbeing.

The proportion of households reporting no identifiable vulnerabilities increased to around 20%, that teamed with the reduction in households in receipt of benefits indicating that while the service continues to effectively target those with the greatest levels of need we are also supporting more people in the middle tier, those who don't earn enough to pay for their essential bills but earn too much to be able to seek support from the welfare state. Families with children accounted for approximately 21% of households supported during the quarter, while older adults aged 65 and over represented around 20%, underlining the breadth of vulnerability across different life stages and the ongoing impact that energy affordability and poor housing conditions can have on both families and older residents.

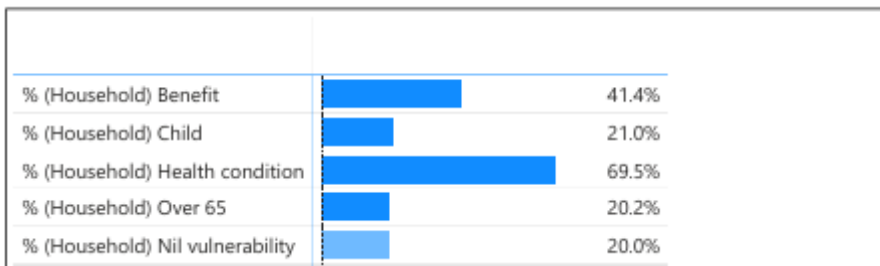


Figure 7: Proportion of clients declaring key vulnerabilities in Q4, 25/26

During Quarter 4, around 649 households disclosed at least one health condition, further reinforcing the close connection between fuel poverty, housing conditions and health outcomes. Mental health remained the most frequently reported primary condition, identified by approximately 188 households. Respiratory disease continued to account for a significant proportion of need, reported by 100 households, while limited mobility and arthritis affected around 109 households.

Other commonly reported health conditions included cancer (around 44 households), diabetes (approximately 40 households), alongside a broad range of additional long-term illnesses and disabilities. The prevalence and diversity of health conditions disclosed highlight the increasingly complex and overlapping needs of households accessing support, particularly where ongoing financial hardship and unsuitable housing conditions contribute to worsening physical and mental wellbeing.

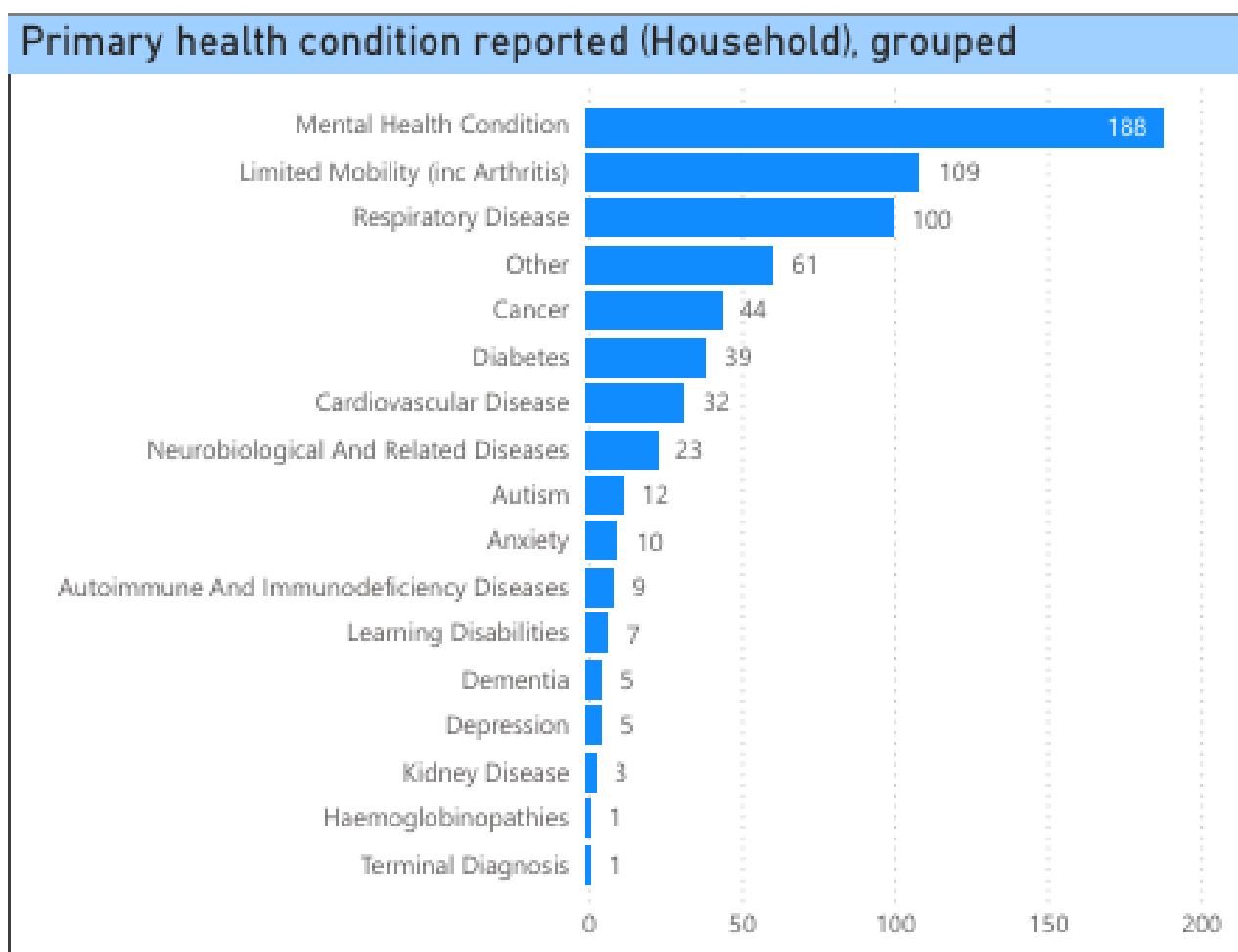


Figure 8: Primary health condition reported in Q4, 25/26

Below is a breakdown of the ethnic groups supported by Warm and Well during Q4. 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.

Ethnicity	
Ethnic Group	% to client base
White - English,Welsh,Scottish,Northern Irish Or British	74.29%
White - Gypsy Or Irish Traveller	5.26%
White - European	4.25%
Asian Or Asian British - Any Other Asian Background	3.24%
Black, Black British, Caribbean Or African - African	3.24%
Other Ethnic Group - Arab	2.02%
White - Irish	1.42%
Black, Black British, Caribbean Or African - Any Other	1.21%
Asian Or Asian British - Pakistani	0.81%
Mixed Or Multiple Ethnic Groups - White And Black Carribbean	0.81%
Asian Or Asian British - Bangladeshi	0.61%
Asian Or Asian British - Indian	0.61%
Black, Black British, Caribbean Or African - Caribbean	0.61%
White - Any Other White Background	0.61%
Asian Or Asian British - Chinese	0.40%
Do Not Wish To Disclose Ethnic Group	0.20%
Mixed Or Multiple Ethnic Groups - Any Other	0.20%
Mixed Or Multiple Ethnic Groups - White And Black African	0.20%
Total	100.00%

Figure 9: Ethnic Group reported in Q4, 25/26

Where our clients live

Across Gloucestershire and South Gloucestershire, 5.6% of households are located within the most deprived areas (IMD deciles 1 and 2). During Quarter 4, around one third of households supported by Warm & Well (approximately 33%) lived in these most deprived areas, demonstrating that the service continues to reach residents experiencing the highest levels of socioeconomic disadvantage.

Fuel poverty risk remained a defining feature of the households supported during the winter period. Approximately 65% of Warm & Well clients lived in neighbourhoods where fuel poverty prevalence exceeds 10%, while around 31% lived in areas with fuel poverty rates above 14%. This pattern highlights the concentration of demand within communities facing both financial pressure and higher exposure to cold homes during winter months.

These figures reinforce the targeted nature of Warm & Well delivery in Quarter 4, with support continuing to reach households in areas of entrenched deprivation and heightened fuel poverty risk, where the health and financial impacts of cold homes are most acute.

The properties our clients live in

During Quarter 4, around 36% of Warm & Well clients were vulnerable homeowner-occupiers, with a further 39% living in housing association properties and approximately 12% in local authority housing. Private tenants accounted for around 12% of households supported. While Warm & Well does not actively promote services to housing associations and is unable to refer housing association tenants into most funded retrofit schemes, residents are encouraged to engage with the Make Things Right campaign where appropriate. Where social tenants contact the service directly, advisors continue to provide general energy advice and signposting. Work is ongoing to strengthen links with private housing teams to improve targeting and expand reach among private renters, who often face additional barriers to securing energy efficiency improvements and we have seen a small increase in numbers. Numbers of owner occupiers has decreased due to the reduced retrofit offering currently.

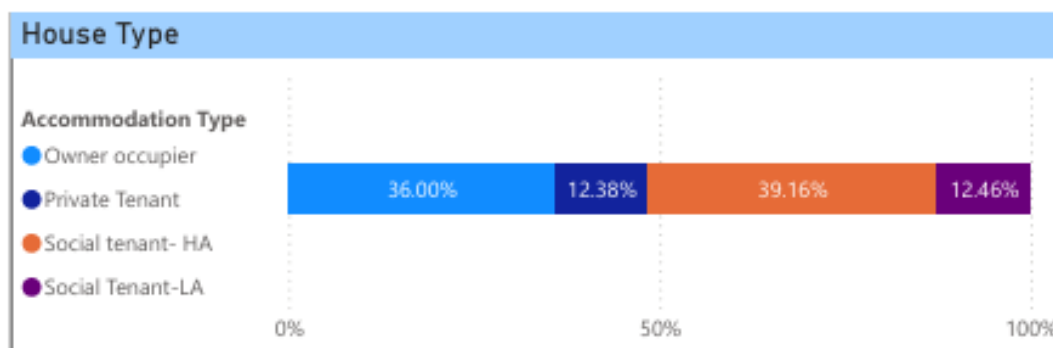
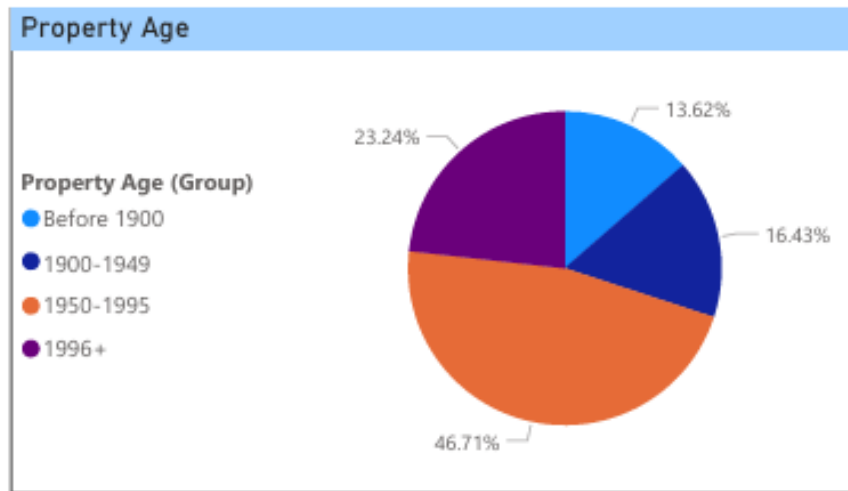


Figure 10: Client engagements by tenure in Q4, 25/26

Figure 11: Age of property in Q4, 25/26



The profile of properties supported through Warm & Well during Quarter 4 continued to reflect the concentration of need within older and less energy-efficient housing stock. Nearly half of all households supported (approximately 47%) lived in properties built between 1950 and 1995, while around 23% were living in homes constructed prior to 1900. Properties built between 1900 and 1949 accounted for approximately 16% of households supported, with newer properties built from 1996 onwards representing around 14% of cases.

The high proportion of households living in older housing stock is significant, as these homes are often more difficult and expensive to heat, more likely to experience issues relating to insulation, damp and disrepair, and can contribute to poorer health outcomes for residents. This continues to reinforce the close relationship between housing condition, fuel poverty and health vulnerability seen across the households accessing support through Warm & Well.

Primary fuel use patterns during Quarter 4 remained consistent with previous reporting. Gas continued to be the dominant heating fuel across both counties, though South Gloucestershire showed a slightly higher proportion of electrically heated homes, while Gloucestershire continued to have a greater reliance on oil, particularly in rural and off-gas areas. We have seen an increase in the number of households who rely on oil contact us as they struggle to manage the rising cost of fuel which has no capped protection.

Home Visits

Home visits continued to play a vital role in supporting households with the most complex and acute needs during Quarter 4. Throughout the quarter, more than 600 home visits were carried out, supporting households across Gloucestershire and South Gloucestershire with tailored, face-to-face advice and advocacy. Despite seasonal temperatures beginning to improve towards the end of the period, many residents continued to experience significant affordability pressures, ongoing fuel debt and health-related vulnerabilities, reinforcing the importance of intensive in-home support.

Vulnerability levels among households visited remained consistently high. Approximately 79.5% of households visited included someone living with a health condition, demonstrating the continued and significant link between poor housing conditions, energy affordability and health outcomes. Around 53.6% of households visited were in receipt of means-tested benefits, highlighting the continued financial pressures facing many residents and the limited financial resilience of those requiring more in-depth support.

Household composition also continued to demonstrate the importance of targeted, person-centred home visiting support. Around 28.3% of households visited included a child living at home, while approximately 23.7% included someone aged 65 or over. These groups remain particularly vulnerable to the impacts of living in cold or unsuitable homes and are more likely to experience poorer health and wellbeing outcomes where energy costs become unaffordable.

Home visits enabled advisors and advocates to identify issues that are often not visible through telephone or remote contact alone, including unsafe or inefficient heating systems, damp and mould, property disrepair, billing inaccuracies, unmanaged fuel debt and wider wellbeing concerns. They also provided opportunities to deliver tailored practical advice within the home environment and support direct referrals into emergency financial assistance, health-related schemes, retrofit pathways and wider local support services.

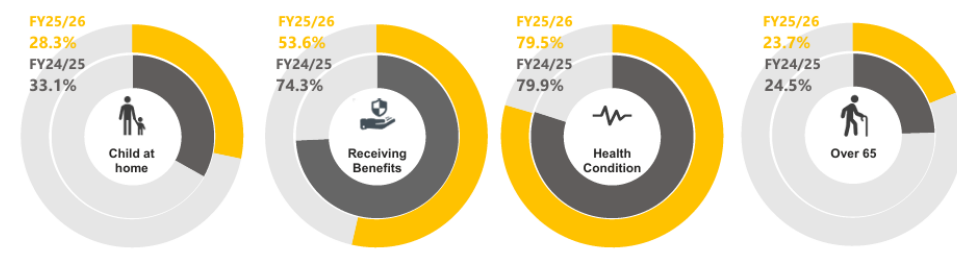


Figure 12: Total home visits Q4 compared with FY25/26 compared with FY24/25

Adviceline Case Study

A Gloucestershire resident contacted the Warm & Well Adviceline during Quarter 4 seeking support with rising fuel bills and difficulty managing ongoing energy costs. The client, who was living on a low income and managing a long-term health condition, explained that they had become increasingly worried about keeping up with bills following the winter period and were struggling to maintain a warm home affordably.

During the initial call, an advisor provided tailored energy advice to help alleviate immediate affordability pressures. This included discussing tariff options, providing guidance around reducing energy usage safely and exploring wider support available through Warm & Well. During the conversation, the client also disclosed that their boiler had not been functioning correctly for some time. They explained that the heating was unreliable and that they were frequently left without hot water, causing increasing stress and concern about the condition of the property.

Recognising the potential health and wellbeing risks associated with living without reliable heating and hot water, the advisor completed further eligibility checks with the client for additional support schemes available through Warm & Well. Following assessment, the client was found to qualify for the Gloucestershire Boiler Scheme due to their low income, vulnerability and the urgent nature of the heating issues.

Warm & Well arranged for a trusted installer to attend the property to assess the boiler and provide a quotation for the necessary works. Following inspection, it was identified that the boiler did not require full replacement but did require significant repair work to restore safe and reliable operation. The required repairs were approved and completed through the Gloucestershire Boiler Scheme, restoring consistent heating and hot water to the home.

Following completion of the work, the client shared:

“I honestly thought I was going to end up without heating completely. Every day the boiler seemed to get worse and I didn’t know how I’d afford to fix it. From the first phone call, I felt listened to and supported. Having the boiler repaired has taken such a huge worry away.”

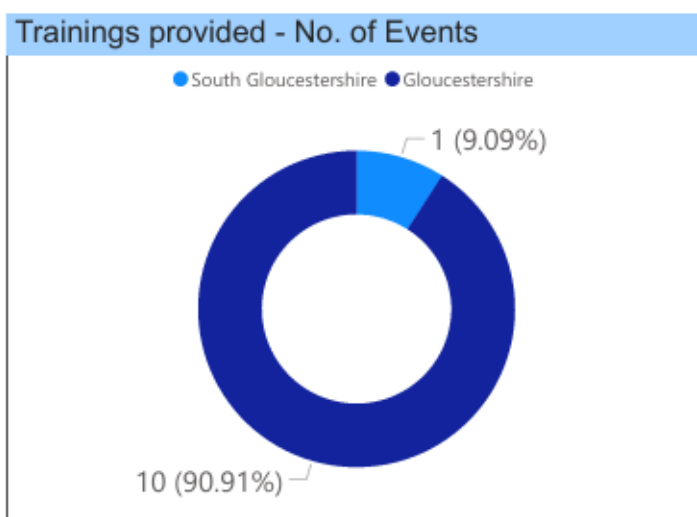
This intervention not only resolved the immediate heating issue but also reduced anxiety, improved household comfort and helped ensure the client could remain safely and warmly in their home.

Partnership Working

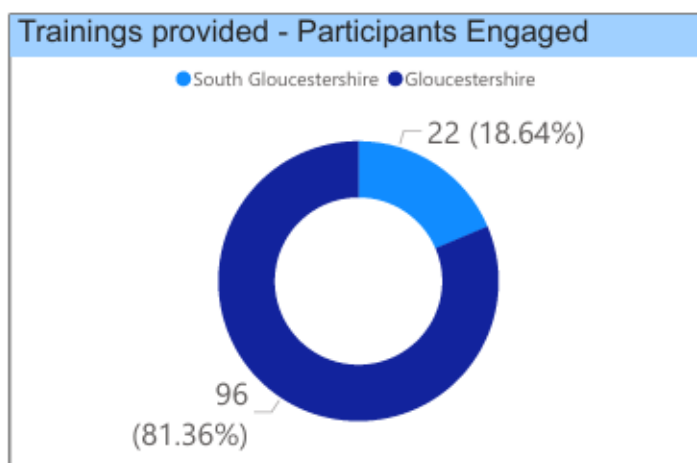
Training for other support organisations

As expected, Quarter 4 saw a reduction in training capacity compared to earlier quarters, as operational focus shifted increasingly towards frontline advice, advocacy and crisis support delivery. Demand for direct household support remained exceptionally high throughout the period, requiring advisor and advocate capacity to prioritise vulnerable residents experiencing immediate affordability, health and housing challenges. Despite this, Warm & Well continued to deliver targeted engagement and training activity where possible.

During Quarter 4, Warm & Well delivered 11 training events, including 10 sessions in Gloucestershire and 1 in South Gloucestershire, engaging a total of 118 participants (96 from Gloucestershire and 22 from South Gloucestershire). Sessions continued to be delivered to a range of frontline professionals and community organisations supporting vulnerable residents, including health, local authority, voluntary sector and community-based staff.



Training content remained focused on increasing awareness of fuel poverty, helping professionals recognise the signs of households struggling to heat their homes, and improving understanding of the links between cold homes, poor housing conditions and physical and mental health outcomes. Sessions also supported attendees to better understand local referral pathways and the practical support available through Warm & Well and partner agencies.



Although reduced in scale during the quarter, this engagement activity continues to provide important preventative value by strengthening frontline knowledge and supporting earlier identification of residents at risk, helping households access support before issues escalate further.

Figure 13: CPD delegates for Q4 25/26

Referrals In and out of Warm and Well

- 118 referrals were received from charity and community partners during Quarter 4, compared with 43 in the previous reporting period, demonstrating significant growth in community-based referral pathways.
- NHS and healthcare services remained the largest referral source into Warm & Well, generating 117 referrals during the quarter.
- Self-referrals increased to 85 households, highlighting growing public awareness and trust in Warm & Well as an accessible support service.
- 54 households were referred onto the Priority Services Register (PSR), strengthening protection and resilience for vulnerable residents.
- Referrals to Citizens Advice increased to 14 during Quarter 4, while referrals to Fire & Rescue Services rose significantly to 24, reflecting increased partnership working around safety and wider household vulnerability.



We continued to build and strengthen relationships with local organisations throughout Quarter 4 to ensure residents received holistic, joined-up support beyond their initial contact with Warm & Well. Partnership working and referral activity remained a critical part of delivery during the quarter, reflecting the continued complexity of household circumstances and the importance of coordinated multi-agency responses to fuel poverty, poor housing conditions and financial hardship.

Referral pathways into Warm & Well remained broad and diverse, demonstrating the growing visibility of the service across both statutory and community sectors. Health services continued to be the largest source of referrals during Quarter 4, with NHS and healthcare services accounting for 117 referrals. Strong referral activity also continued from social housing providers (87 referrals), local authority teams (62 referrals), advocacy partners (39 referrals), Citizens Advice (56 referrals) and wider advice services (47 referrals).

Notably, referrals from charity and community partners increased significantly during the quarter, rising to 118 referrals compared to 43 during the previous reporting period. This reflects Warm & Well's growing presence within community networks and the strengthening of relationships with organisations supporting vulnerable residents at a local level. Self-referrals also increased to 85 households, indicating increasing public awareness of Warm & Well as a trusted and accessible route for support.

Alongside incoming referrals, Warm & Well continued to make extensive onward referrals and signposting interventions to ensure households were able to access wider specialist support. Priority Services Register referrals increased to 54 during Quarter 4, highlighting the continued focus on safeguarding vulnerable households and improving resilience during periods of affordability pressure. Referrals to other advice services, Citizens Advice, charity partners and Fire & Rescue Services also increased compared with the previous reporting period, reflecting the complexity of issues being identified through both Adviceline and Advocacy delivery.

In contrast to earlier quarters, referrals into installer pathways reduced significantly during Quarter 4. This largely reflects the closure of ECO4 and the transition towards the Warm Home Local Grant (WHLG) pathway, where referrals are now progressing through more structured assessment and technical survey processes before installation. Despite this change, strong retrofit and heating referral pipelines remain in place through WHLG and associated funding routes.

The continued strength of referral activity across both inbound and outbound pathways demonstrates the importance of Warm & Well’s integrated delivery model and the value of strong partnership working across health, housing, voluntary sector and community services. Effective referral pathways continue to play a vital preventative role, enabling earlier intervention, reducing escalation into crisis and ensuring households experiencing multiple vulnerabilities are connected with the right support at the right time.

Organisations that refer clients to Warm and Well

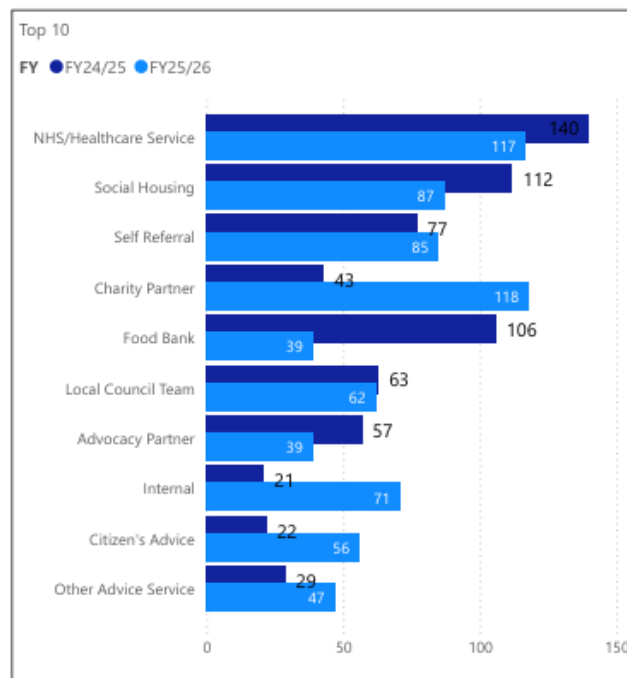


Figure 14: Referrals from partner organisations in Q4, 25/26 vs Q4, 24/25

Organisations that we referred or signposted clients to

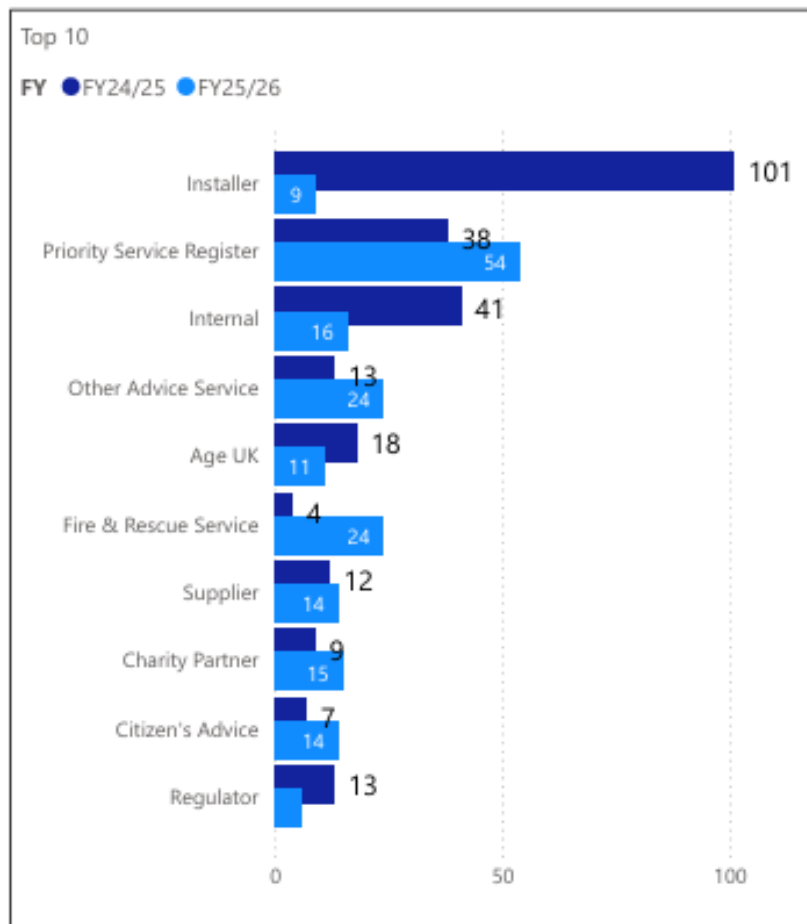


Figure 14: Referrals to partner organisations in Q4, 25/26 vs Q4, 24/25

Working with partners to reach new clients

During Quarter 4, Warm & Well continued to prioritise outreach and partnership engagement activity to strengthen awareness of the service and improve access to support for residents across Gloucestershire and South Gloucestershire. This work remains an important part of maintaining a strong referral network and ensuring households experiencing fuel poverty or wider vulnerability are identified and supported as early as possible.

Across the quarter, the team delivered a total of 59 outreach and engagement activities, directly engaging with 1,814 people through a range of community-based approaches. This included 34 drop-in and 'surgery-style' advice sessions, which engaged 215 residents and continued to provide accessible, face-to-face support for households seeking immediate advice around energy affordability, fuel debt and heating concerns.

Community visibility activity also remained significant during the quarter, with 8 leaflet drop campaigns reaching approximately 1,265 residents across targeted communities. In addition, Warm & Well attended 6 public events and information stands, engaging a further 216 people and helping raise awareness of available support services and referral pathways. Alongside direct public engagement, the team delivered 3 public talks and group sessions reaching 58 attendees, as well as 6 external organisation update sessions engaging 56 professionals and partner organisations. These sessions helped strengthen partnership awareness of Warm & Well services, improve referral pathways and support earlier identification of households at risk.

Networking and partnership development activity also continued throughout the quarter, supporting stronger collaboration across local authority, voluntary sector, housing and community organisations. This ongoing outreach and engagement work continues to play an important preventative role by improving visibility of support, building trust within communities and ensuring residents can access help before issues escalate into crisis situations.

Working with partners to reach new clients		
Activity Type	No. of Activities	No. of people engaged
Leaflet Drop	8	1265
Stand at Public Event	6	216
Drop In/Surgery	34	215
Public Talk/Group Session	3	58
External Organisation Update/Talk	6	56
Networking Event	2	4
Total	59	1814

Figure 15: Working with partners to reach new clients in Q4, 25/26



Warm & Well continued to be significantly strengthened by its Advocacy programmes throughout Quarter 4, with demand for in-depth support, complex casework and community-based engagement remaining consistently high across Gloucestershire and South Gloucestershire. Between January and March, advocates delivered extensive support through a combination of home visits, telephone casework, face-to-face engagement and partnership-led outreach activity, reflecting the growing complexity of household circumstances and the continued financial pressures facing residents following the winter period.

Home visits remained a critical element of delivery across all advocacy programmes, enabling advisors and advocates to identify issues that are often not visible through remote contact alone. These included unmanaged health conditions, severe fuel poverty, unsafe or inefficient heating systems, housing disrepair, damp and mould, social isolation and wider safeguarding or wellbeing concerns. The ability to provide tailored, in-person support continues to be central to achieving positive outcomes for households experiencing multiple and overlapping vulnerabilities.

Warm & Well's advocacy approach remains holistic and person-centred, with support shaped around individual household need rather than defined by funding streams or project boundaries. Residents experience the service as one integrated Warm & Well offer delivered by Severn Wye, allowing advocates to respond flexibly and coordinate a broad range of interventions including energy advice, supplier advocacy, debt support, grant applications, practical energy efficiency measures, carbon monoxide safety advice and referrals into wider health, housing and community services.

Three key Advocacy projects remained active throughout Quarter 4:

Reach Out continued to deliver locally embedded advice, outreach and community engagement activity across Gloucestershire and South Gloucestershire. The project maintained a strong focus on partnership working and engagement with communities that can face barriers to accessing mainstream support, including traveller communities, refugees and asylum seekers, narrowboat residents and households experiencing multiple vulnerabilities. Quarter 4 also marked the conclusion of the current Reach Out funding period, with the project successfully securing a further two years of funding from Wales & West Utilities at a reduced delivery capacity.

The **Empowering Energy Communities (EEC)** project was fully operational throughout Quarter 4 and delivered extensive advocacy and in-home support across both areas, particularly in Gloucestershire where case complexity and demand remained high. The project supported households through a combination of intensive advocacy, practical energy advice, supplier intervention, financial support and energy efficiency measures, while carbon monoxide awareness and household safety continued to form an important part of delivery.

Step-Up South Gloucestershire (SUSG) continued to provide targeted community-based support within South Gloucestershire, focusing on in-depth home visits, advocacy and improving financial resilience for vulnerable households. The project remains closely aligned with local authority priorities around prevention, public health and fuel poverty reduction, while continuing to strengthen partnership working and referral pathways across the area.

Together, these programmes demonstrate the value of Warm & Well's integrated advocacy model, bringing together multiple funding streams into a coordinated, flexible and preventative support offer. This approach continues to strengthen household resilience, reduce dependence on crisis interventions and ensure vulnerable residents receive the right support at the right time through trusted, locally embedded services.

Reach Out

The Reach Out project continued to deliver locally embedded energy advice, advocacy and community-based support across Gloucestershire and South Gloucestershire throughout Quarter 4. As the project moved through the final quarter of delivery, activity remained focused on reaching households experiencing fuel poverty, financial hardship and wider vulnerability, while continuing to strengthen trusted relationships within communities that can often face barriers to accessing mainstream support services.

Quarter 4 reinforced the value of the Reach Out model in providing flexible, community-centred support that is responsive to local need. Across both areas, advisors continued to deliver practical one-to-one advice, advocacy and in-depth support to households struggling with energy affordability, fuel debt, heating issues and broader cost-of-living pressures. Support extended beyond immediate energy concerns and frequently included wider referrals into financial assistance, health-related support, benefits advice and local community services.

A key strength of the project throughout the quarter remained its ability to engage with communities that are often underserved or less likely to access traditional advice routes. Delivery continued to focus on building trust and visibility through partnership working, outreach activity and consistent presence within community settings. This included ongoing work alongside traveller support services, refugee and asylum support organisations, foodbanks, housing providers, community hubs and wider voluntary sector partners.

In Gloucestershire, community-based engagement activity continued to expand through partnership-led drop-ins and outreach work, including targeted engagement with traveller communities and individuals living on narrowboats. These approaches have helped strengthen trust, improve visibility of support and create more accessible pathways for residents requiring advice and advocacy. The quarter also saw development work to establish additional community-based drop-in provision in partnership with local organisations, helping position the service for continued future engagement.

In South Gloucestershire, partnership working remained a central feature of delivery, with strong collaboration continuing across housing providers, health services, local authority teams and voluntary sector organisations. This integrated approach supported more joined-up pathways for residents experiencing multiple and overlapping challenges and ensured households were able to access a wider range of practical and preventative support.

As the Reach Out project concluded, Quarter 4 also provided an important opportunity to reflect on the wider learning and impact generated through the programme. Across both areas, the project has demonstrated the importance of long-term relationship building, culturally aware delivery approaches

and locally trusted partnerships in effectively engaging vulnerable and harder-to-reach communities. The learning generated through Reach Out will continue to inform future service development and community-based delivery approaches across Warm & Well and wider partnership activity.

Following the success and impact of the project, Reach Out has secured an additional two years of funding from Wales & West Utilities, enabling the continuation of targeted community-based support, although delivery will operate at a reduced capacity compared to the current programme.

Gloucestershire:

Work continued during Quarter 4 to strengthen targeted outreach and partnership activity across Gloucestershire, ensuring energy advice and heating support reached communities that can often experience additional barriers to accessing mainstream services. Activity during the quarter focused particularly on traveller communities, narrowboat residents, refugees and asylum seekers, rural households and financially vulnerable residents experiencing acute affordability pressures.

Traveller support drop-in sessions continued to be a significant area of success during the quarter. Delivered in partnership with the Traveller Liaison Officer, these sessions created a trusted and welcoming environment for members of the traveller community to access support around energy affordability, billing concerns and carbon monoxide awareness. Engagement remained consistently positive, helping strengthen relationships with communities who may otherwise have limited engagement with traditional advice services. Discussions are now underway regarding the potential development of a more permanent support hub on a Gloucester traveller site to improve accessibility and continuity of support further.

The team also continued targeted work with individuals living on narrowboats, where tailored support remained important due to the unique risks associated with this type of housing. Activity focused particularly on carbon monoxide awareness, heating safety and practical energy efficiency advice, alongside referrals into wider support where appropriate.

Alongside this outreach activity, a new partnership initiative was developed with CCP to establish a wider community-based energy advice drop-in service due to commence in April. Embedding support within existing community settings is expected to further increase accessibility and visibility of the service for residents experiencing multiple and complex challenges.

Advocacy activity across Gloucestershire remained substantial during Quarter 4, reflecting the continued complexity of cases being presented. A total of 921 advocacy contacts were delivered during the quarter, including 363 telephone contacts, 230 email or text interventions, 204 home visits, 106 cancellation-related interventions and 18 face-to-face contacts. This level of engagement demonstrates the intensive and ongoing support often required to resolve issues relating to fuel debt, supplier disputes, affordability concerns and vulnerability-related energy needs.

The financial impact of this advocacy and support activity was also significant. During Quarter 4, Warm & Well secured approximately £90,600 in total household savings for Gloucestershire residents. This included around £70,000 in advice savings through tariff support, debt resolution and income maximisation activity, approximately £11,000 linked to capital measures and just under

£10,000 in direct financial savings. These outcomes highlight the preventative value of in-depth advocacy support and the importance of sustained intervention in helping households improve affordability and reduce financial hardship.

Quarter 4 activity continued to reinforce a key learning from the wider Reach Out programme: that building trust with communities takes time, consistency and strong partnership working. The Gloucestershire delivery model has demonstrated the value of community-based engagement and holistic support, particularly when working with residents experiencing multiple and overlapping vulnerabilities.

South Gloucestershire:

Throughout Quarter 4, Warm & Well continued to maintain and strengthen positive working relationships with key partner organisations across South Gloucestershire to ensure residents received coordinated, timely and holistic support. Partnership working remains central to the delivery model, enabling households experiencing energy affordability issues, poor housing conditions and wider financial hardship to access joined-up support across multiple services.

Joint home visits continued to be delivered alongside Bromford Housing, supporting tenants experiencing a combination of housing, energy and financial challenges. These collaborative visits enabled issues to be identified and resolved more effectively, improving communication between agencies and supporting better outcomes for residents. The team also continued to work closely with the Improving Homes and Wellbeing team at Age UK South Gloucestershire, Sirona Health Care and Social Care practitioners at South Gloucestershire Council, strengthening referral pathways and ensuring residents with complex or overlapping needs were able to access appropriate support quickly.

Community engagement activity remained a key focus throughout the quarter. Warm & Well attended a range of drop-in sessions across South Gloucestershire, including the regular Patchway Foodbank drop-in, which continues to provide an important opportunity to engage with residents who may not otherwise seek advice or support. The team also supported the launch of ACH's new venue supporting recently arrived refugees, helping establish new referral routes and strengthen engagement with communities who can face additional barriers to accessing mainstream support services. Successful home visits also continued to arise from previous partnership activity, including referrals generated through the Kingswood Jobcentre drop-in sessions.

Warm & Well also remained an active member of the South Gloucestershire Bridging the Gap network, supporting stronger collaboration across the voluntary and community sector. Participation in this network has continued to strengthen referral pathways, improve awareness of available support and help reduce duplication across services, ensuring residents are able to access the most appropriate support for their circumstances.

Advocacy activity in South Gloucestershire remained significant during Quarter 4, reflecting the complexity of issues being experienced by many households. A total of 237 advocacy contacts were delivered during the quarter, including 94 telephone contacts, 65 email or text interventions, 47 home

visits, 18 face-to-face contacts and 13 cancellation-related interventions. These interactions provided residents with ongoing support around fuel debt, billing issues, supplier communication, affordability concerns and vulnerability-related energy needs.

This advocacy work generated approximately £12,550 in total household savings for residents in South Gloucestershire during the quarter. Of this, around £11,700 was secured through advice-related savings, including tariff support, debt resolution and wider affordability interventions, alongside approximately £850 linked to capital measures savings. These outcomes demonstrate the continued value of intensive advice and advocacy support in helping residents reduce financial pressures and improve longer-term household resilience.

Empowering Energy Communities (EEC)

Following mobilisation earlier in the year, the project was fully established and operational throughout Quarter 4, delivering targeted energy advice, advocacy and in-home support across Gloucestershire and South Gloucestershire. The project is now supporting a broad range of households experiencing fuel poverty, affordability pressures and wider vulnerability, with delivery increasingly focused on intensive advocacy and tailored support for more complex cases.

In Gloucestershire, advocacy activity remained consistently high during the quarter, with a total of 1,210 contacts delivered. This included 432 telephone contacts, 393 email or text interventions, 232 home visits, 137 cancellation-related interventions and 16 face-to-face contacts. The scale of activity reflects both the complexity of household circumstances being presented and the importance of sustained engagement to resolve issues relating to energy affordability, debt, supplier disputes and vulnerability-related needs.

Through tailored advice, advocacy and practical interventions, the project secured a total of £77,956 in household savings for Gloucestershire residents during Quarter 4. This included approximately £64,500 in advice savings linked to tariff support, debt resolution and wider affordability measures, alongside around £8,000 in capital measures savings and approximately £5,400 in direct financial savings.

Delivery in South Gloucestershire also continued to expand during the quarter as the project became more embedded locally. A total of 182 advocacy contacts were delivered, including 85 telephone contacts, 38 email or text interventions, 36 home visits, 21 cancellation-related interventions and 2 face-to-face contacts. This support provided residents with practical assistance around billing issues, fuel debt, affordability concerns and access to wider support services.

In South Gloucestershire, the project secured a total of £10,447 in household savings during Quarter 4, including approximately £9,400 in advice savings and around £1,000 linked to capital measures. These outcomes demonstrate the continued value of preventative advice and advocacy support in helping residents reduce financial pressures and improve longer-term household resilience.

Across both areas, the project has now developed strong operational pathways and referral networks, enabling support to reach a wide range of households, including those experiencing multiple and overlapping vulnerabilities. Delivery continues to demonstrate the value of combining practical energy advice, advocacy and in-home support to improve affordability, household stability and overall wellbeing.

Step-Up South Glos

The Step-Up South Gloucestershire (SUSG) programme continued to deliver targeted, community-based support throughout Quarter 4, helping residents improve energy affordability, manage household costs and access practical support to remain warm and safe at home. The project continues to focus on providing accessible, person-centred advice to households experiencing financial hardship, vulnerability and wider wellbeing challenges.

During Quarter 4, the SUSG team delivered a total of 72 advocacy and support interventions across South Gloucestershire. This included 35 home visits, 19 telephone contacts, 12 cancellation-related interventions, 4 email or text interventions and 2 face-to-face contacts. Home visits continued to form a significant part of delivery, enabling advisors to provide tailored in-depth support to households with more complex needs and identify issues that may not be apparent through remote contact alone.

The project secured a total of £5,841 in household savings during the quarter, including approximately £5,195 through advice-related interventions such as tariff support, billing resolution and affordability advice, alongside around £646 in savings linked to installed energy efficiency measures. These outcomes demonstrate the continued value of combining practical advice, advocacy and targeted interventions to support longer-term household resilience.

SUSG continues to benefit from strong partnership working with South Gloucestershire Council and a range of local community organisations, helping ensure support is embedded within trusted local settings and accessible to residents most in need. The programme remains aligned with wider local priorities around fuel poverty reduction, public health and community wellbeing, while continuing to strengthen referral pathways with voluntary sector, housing and health partners.

The project continues to support a wide range of households experiencing complex or layered vulnerabilities and plays an important role in bridging the gap between advice, advocacy and practical action within the community.

The current SUSG funding programme is confirmed to run until May 2026. However, based on the positive outcomes achieved, strong partnership engagement and continued demand for support, it is anticipated that the project will continue for a further year beyond the current funding period.

Case Studies South Gloucestershire

Case Study 1: The client, a single parent living in a housing association property in South Gloucestershire, was referred by her local foodbank for support with energy costs. Her home, a relatively new and well-insulated twelve-year-old build, had an EPC rating of B, significantly higher than the national average of D. Despite this, the client was struggling financially due to recent benefit reductions and the ongoing challenges of caring for her school-aged child with additional needs while managing her own anxiety-based mental health condition. During the initial phone conversation, the client expressed feeling overwhelmed by her situation and agreed to a home visit.

The adviser completed two immediate referrals, one to a local debt support centre and another to Mental Health UK and offered ongoing help with a benefits check. Together, they reviewed her energy accounts. Her electricity meter and payments were up to date and in credit, but her gas bills had been based on inflated estimates since January. After taking actual readings and contacting her supplier, her bill was recalculated, revealing she was in credit, much to her relief. The adviser also supported the client to switch to a fixed electricity tariff, saving her £12 per month, and applied for Household Support Funds to help her maintain a positive balance through winter. The client was highly engaged, asking insightful questions and regaining confidence in managing her energy accounts. She expressed deep gratitude for the calm, supportive approach and shared that she finally felt back in control. She also intended to recommend the service to her neighbours.

Case study 2: The advisor attended a local foodbank session to provide energy-related advice and support to individuals experiencing financial hardship. Many of those attending were struggling with rising energy costs, debt, and uncertainty about how to keep their homes warm and safe during winter. Several were unfamiliar with key forms of support such as the Priority Services Register (PSR), smart meters, and available grants. During the session, the advisor offered practical, accessible guidance tailored to the clients' needs. This included simple energy efficiency tips to help reduce bills, explanations of how smart meters can help monitor and manage usage, and information on registering for the PSR to receive extra assistance during power cuts or emergencies. The importance of carbon monoxide (CO) alarms for home safety was also discussed, alongside advice on debt support and grants to relieve financial pressure. Leaflets with contact details for ongoing help were distributed to ensure continued access to advice. The session had an immediate and lasting impact. Clients reported feeling less anxious and more informed about managing their energy costs. Several expressed gratitude for the clear, non-judgemental information. Others planned to request smart meters to better track their usage. This outreach session highlighted the value of community-based energy advice. Engaging directly with vulnerable households in trusted local spaces like foodbanks ensures that vital information reaches those most in need, empowering them to take control of their energy use and improve their wellbeing.

Gloucestershire Case Studies

Case Study 1: We delivered an energy advice stand at a GP surgery in Gloucestershire, reaching clients who might not usually access energy related support or even know if there was such a service. Many visitors were older, living with health conditions, or on low incomes making them particularly vulnerable to rising energy costs. Awareness of available support - such as grants, bill management, CO alarms/awareness and priority services register registration was often limited. The surgery provided a familiar, trusted environment, allowing clients to engage comfortably and ask questions they might not raise via a helpline. Advice covered was energy savings measures, smart meters, PSR awareness, grants, debt support and CO awareness. One client received a referral directly from the stand, enabling immediate, tailored support. Staff collaboration facilitated further referrals and strengthened the partnership. Clients left equipped with practical strategies to reduce energy use and bills. Those referred on gained access to grants, tariff options and debt relief reducing financial pressures and supporting warmer, safer homes. The presence of our advice stand highlighted the value of partnership working and health setting in reaching vulnerable individuals. By providing accessible, trusted support in a familiar setting, we improved both financial and physical wellbeing and demonstrated the importance of embedding energy advice in community health environments.

Case study 2: The client, who lives alone in a bungalow in the Forest of Dean, was referred by CCP for support in understanding an energy bill he believed to be incorrect. Having previously contracted meningitis, the client has some brain damage and learning disabilities but remains fiercely independent and capable of making his own decisions. Confident that he had been overcharged, he sought help after receiving a bill from British Gas for £1,421.04 covering the period from September 2024 to April 2025.

The client had a smart meter installed in January 2025 and had been taking regular monthly readings, which showed low energy use consistent with his lifestyle. His property is heated with solid fuel, and his electricity consumption is minimal. Upon review, the advisor identified that the bill had been based on estimated readings from an old meter that had since been replaced. Resolving the issue required significant persistence, including raising and appealing a complaint with British Gas. After a full investigation, the supplier recalculated the charges using accurate readings, resulting in a £1,002.16 reduction.

The client also received a meter key to help him access and record his readings independently. A referral was made to Gloucestershire Fire and Rescue for a Safe and Well check due to the client's use of solid fuel and minor hoarding concerns. The client expressed deep gratitude, describing the support as "brilliant" and "outstanding." The outcome not only eased his financial strain but restored his confidence in managing his energy account and strengthened his sense of independence.



Marketing and Communications

Digital Marketing

During Quarter 4, marketing and communications activity continued to focus heavily on advice, support and accessibility messaging, alongside promotion of retrofit, health-based and community support programmes across the Warm & Well footprint. Communications activity supported increasing demand for the service while helping strengthen awareness of the wider preventative and health-related impact of Warm & Well delivery.

Campaign activity throughout the quarter focused primarily on:

- Fuel poverty advice and signposting to Warm & Well services
- Warm Home Local Grant lead generation and retrofit awareness
- Warmth on Prescription and NHS Retrofit promotion
- Energy affordability and household resilience messaging
- Community engagement and Energised Communities activity

The quarter also saw significant recognition for Warm & Well and wider Severn Wye partnership activity. Warmth on Prescription and NHS Retrofit activity received:

- **Health Service Journal Award** – Winner, Best Non-Profit Partnership with the NHS
- **South West Energy Efficiency Awards** – Winner, Vulnerable Client Support Category
- **Edie Awards** – Recognition as named partner in Powys County Council’s “Warm Powys” submission

Digital activity supported Warm Home Local Grant lead generation through social media campaigns, targeted digital advertising and local authority communications, including leaflet distribution through council tax mailings. Marketing support was also provided for Energised Communities consultation events in Coleford and Sharpness, alongside promotion of landlord engagement events across Gloucestershire and South Gloucestershire.

Tailored monthly newsletters continued to be distributed to referral partners across Gloucestershire, South Gloucestershire and Herefordshire, with feedback helping refine and improve content and accessibility.

Looking ahead, Warm & Well and Severn Wye will exhibit at Housing 2026 in Manchester for the first time, helping strengthen relationships with local authorities, housing associations, funders and commercial partners while promoting Warmth on Prescription, NHS Retrofit and retrofit delivery nationally.

Social Media Data

Social media activity remained focused on advice, support and accessibility content throughout Quarter 4, with continued promotion of Warm Home Local Grant, retrofit opportunities and community support services. Facebook and LinkedIn remained the primary channels used during the quarter.

Posts covered a wide variety of themes, including:

- Warm & Well advice and support services
- Energy affordability and fuel poverty advice
- Warm Home Local Grant case studies and retrofit promotion
- Warmth on Prescription and NHS Retrofit success stories
- Carbon monoxide awareness and household safety
- Community engagement and outreach activity

Facebook Reach (Unique Views)

- **Severn Wye Facebook:**
 - 72 posts
 - Estimated reach: 41,800 views
 - Top performing content: Warmth on Prescription NHS award announcement and WHLG retrofit case study reel
- **Warm & Well Facebook:**
 - 46 posts
 - Estimated reach: 33,400 views
 - Top performing content: “Struggling with energy bills?” advice and support video promoting the Adviceline
- **Combined Facebook Reach:**
 - Approximately 75,200 unique views

LinkedIn

- 36 posts
- Approximately 6,200 impressions
- Content focused primarily on partnership working, awards, retrofit delivery and health-related programmes

Total Social Media Activity

- Approximately 154 social media posts delivered across Warm & Well related services during Quarter 4

Warm & Well's digital presence continues to act as a trusted gateway for referrals, funding scheme interest and direct access to advice and support services.

Media Relations

Warm & Well and Severn Wye continued to strengthen visibility across local, regional and sector media throughout Quarter 4, helping raise awareness of fuel poverty, retrofit support and the wider links between cold homes and health outcomes.

Media coverage during the quarter included:

- 3 broadcast interviews on BBC local radio discussing energy affordability, the impact of global events on energy prices and smart meters
- Coverage in the **NEA Fuel Poverty Magazine** highlighting Warm & Well and health-related delivery
- Welsh media coverage promoting the new Warmth on Prescription pilot in Gwent
- A Newbury Building Society online case study featuring Severn Wye retrofit pilot activity

Award recognition also generated significant profile-raising opportunities for Warmth on Prescription and NHS Retrofit delivery during the quarter, further strengthening Warm & Well's reputation nationally as an innovative and preventative fuel poverty and health partnership model.

Grant Funding Schemes

The Warm & Well service continues to play a key role in supporting residents to access energy efficiency, heating and home improvement funding aimed at improving the warmth, safety and affordability of their homes. During Quarter 4, a total of approximately £389,000 in grant funding was secured and delivered across Gloucestershire and South Gloucestershire through a combination of retrofit, health and emergency heating schemes.

The Warm Home Local Grant (WHLG) programme became significantly more established during the quarter, with a stronger operational pipeline now in place following a slower mobilisation period earlier in the year. During Quarter 4, WHLG accounted for the majority of installation-based funding delivered, with approximately £224,000 of retrofit investment unlocked through the programme, representing over 82% of all installation grant funding during the quarter. A total of 17 installations were completed, with a substantial pipeline of assessed households now progressing towards installation during 2026/27.

Alongside WHLG, Warm & Well continued to utilise health-related funding and targeted emergency boiler schemes to address urgent heating needs for vulnerable households who either required immediate intervention or were unsuitable for larger-scale retrofit pathways. Approximately £29,000 of Health Funding was allocated during the quarter to support essential heating interventions linked to medical vulnerability, while the South Gloucestershire Household Support Fund Boiler Scheme delivered around £19,000 of additional emergency heating support.

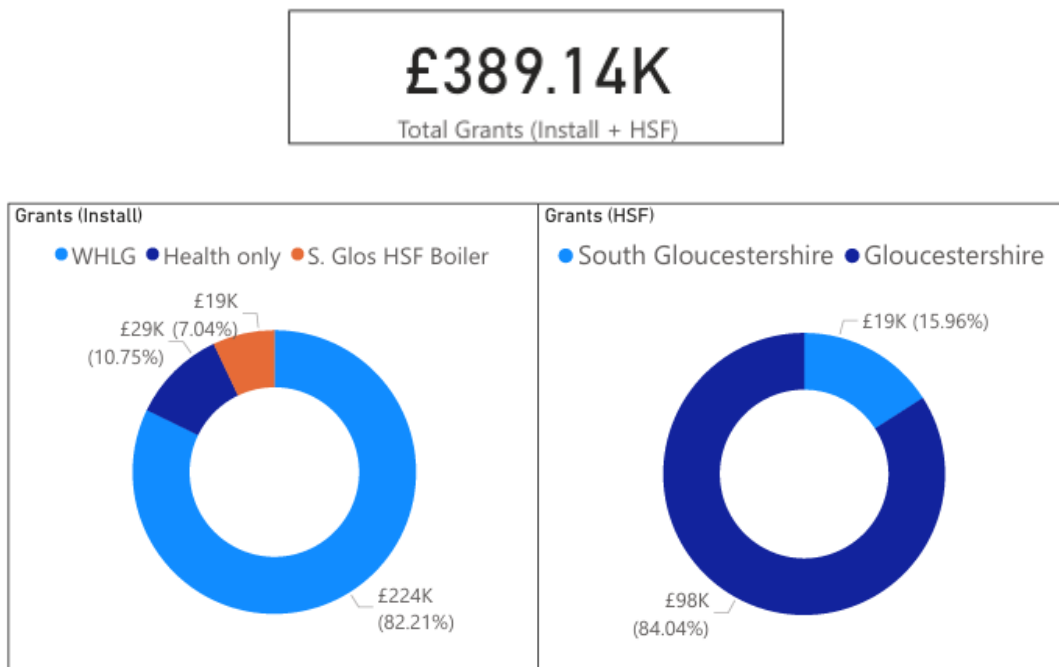


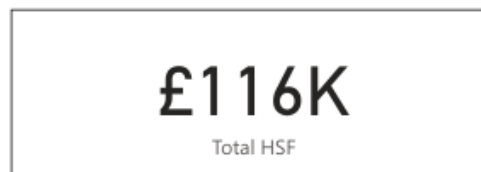
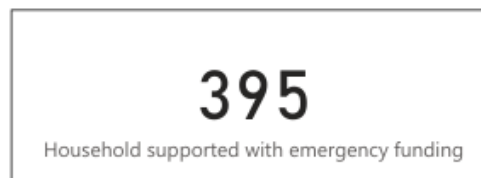
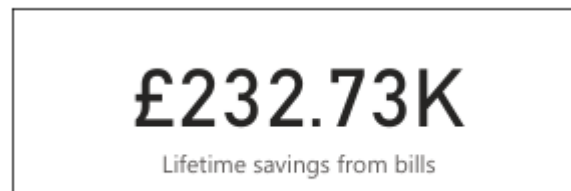
Figure 17: Grants (Install + HSF) in Q4, 25/26

The closure of ECO4 during the year has significantly altered the external funding landscape. Unlike earlier quarters, ECO4 is no longer available as an alternative route for households requiring energy efficiency improvements or heating upgrades. As a result, WHLG has become the primary mechanism for delivering larger-scale retrofit measures, increasing pressure on available funding and reinforcing the importance of maintaining effective referral pathways and strong partnership working across the area.

Alongside direct referrals into funding schemes, Warm & Well continued to provide intensive practical support to households navigating complex eligibility processes, evidence requirements and installer engagement. Advisors and advocates played a key role in identifying suitable funding pathways, supporting vulnerable residents through application processes and ensuring households requiring urgent support were able to access appropriate interventions as quickly as possible.

The growth of the WHLG pipeline and the level of grant funding unlocked during Quarter 4 represents a significant achievement for the service and demonstrates the increasing maturity of the retrofit pathway locally. However, demand for support continues to rise rapidly, particularly among residents living in older, energy-inefficient housing and experiencing multiple vulnerabilities. Based on current pipeline activity and referral levels, it is anticipated that available WHLG funding is likely to be fully allocated during the next financial year, further highlighting the need for continued investment in energy affordability and housing support programmes.

Key Outcomes from Grant Funding Schemes



Warm Home Local Grant

The DESNZ-funded Warm Home Local Grant (WHLG) retrofit programme continued to progress during Quarter 4, supporting eligible households across Gloucestershire and South Gloucestershire through the retrofit journey from initial assessment through to installation. The programme targets households living in properties with EPC ratings D–G, with incomes below £36,000, households living within IMD areas 1–2 and residents in receipt of means-tested benefits. Severn Wye continues to coordinate customer engagement, assessments and progression through the retrofit pathway, with installations delivered in line with PAS2035 standards.

Quarter 4 marked a significant period of progress for the programme following earlier mobilisation challenges, with a much stronger operational pipeline now established. During the quarter, 17 installations were completed, unlocking £224,422.98 of retrofit investment into homes across the area. Measures delivered included a range of energy efficiency and heating improvements designed to improve warmth, reduce energy consumption and support longer-term affordability for vulnerable households.

All programme targets for the financial year were successfully achieved, supported by the significant increase in retrofit assessments undertaken and the strengthening of installer and technical survey pipelines throughout the year. While delivery was initially slower than anticipated due to national system and reporting challenges associated with the scheme rollout, momentum increased substantially during Quarter 4 as processes became more embedded and referral pathways strengthened.

A strong pipeline of households has now been created moving into 2026/27, with a high volume of retrofit assessments already completed and a significant number of installations anticipated during the next financial year. Demand for the scheme continues to be exceptionally high, reflecting both the scale of need across Gloucestershire and South Gloucestershire and the reduction in alternative funding routes following the closure of ECO4.

Given the current rate of demand and pipeline growth, it is anticipated that available WHLG funding is likely to be fully allocated during the next financial year. This further reinforces the importance of maintaining strong partnership working, efficient progression pathways and clear communication with households as the programme continues to scale up delivery.

Although some challenges remain nationally around DESNZ systems and reporting processes, the programme is now in a significantly stronger position operationally than earlier in the year. Regular partnership and learning discussions across the scheme continue to support service improvement, process refinement and the sharing of best practice to maximise delivery outcomes for residents.

Household support fund

Impact

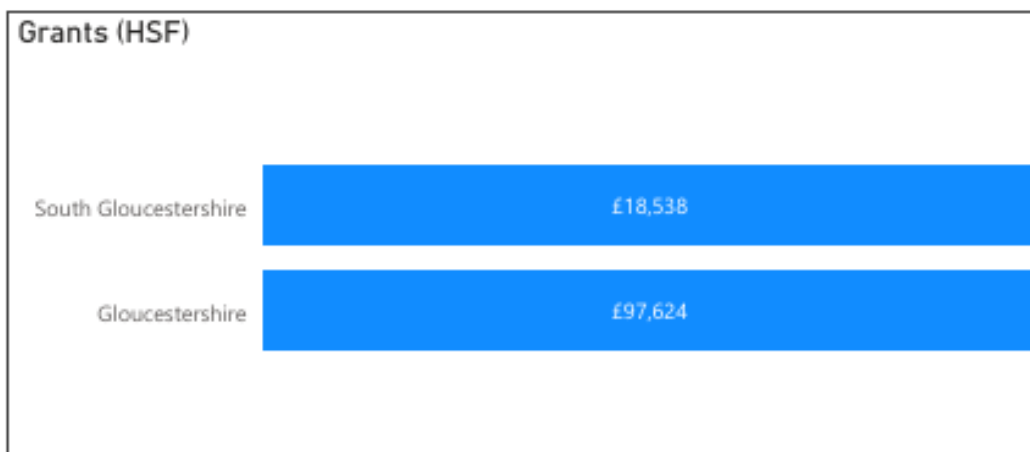


Figure 19: Grants (HSF) in Q4, 25/26

Update

During Quarter 4, the Emergency Funds project continued to provide vital crisis support to households across Gloucestershire and South Gloucestershire, with approximately £18,500 distributed in South Gloucestershire and £97,600 across Gloucestershire through the Household Support Fund (HSF). Demand for support remained high throughout the quarter, reflecting the ongoing affordability pressures faced by many residents following the winter period and continued increases in wider household costs.

As in previous quarters, the majority of households supported through HSF were living with long-term health conditions, disabilities and/or were in receipt of means-tested benefits, reinforcing the concentration of need among residents experiencing multiple and overlapping vulnerabilities. Referrals continued to come primarily through NHS services, local authorities, Citizens Advice, food banks and wider community partners, ensuring support remained targeted towards households facing the greatest financial hardship.

Alongside direct emergency financial support, Warm & Well continued to focus on preventative and stabilisation-based interventions wherever possible. Many households were supported through advocacy, supplier negotiation, tariff reviews, debt management, Priority Services Register applications and practical energy advice, helping to resolve issues before they escalated further.

This integrated approach continues to reduce reliance on repeated emergency payments and supports longer-term household resilience.

During Quarter 4, Gloucestershire County Council identified an underspend within the HSF allocation, creating an opportunity for Warm & Well to develop and deliver an emergency boiler repair and replacement scheme targeted at vulnerable households with no access to heating or hot water. Through this additional funding, a further 13 households were supported with essential boiler repairs or replacements at a total cost of approximately £41,000.

This intervention provided immediate and significant impact for residents experiencing acute hardship, many of whom included older adults, families with children or individuals managing serious health conditions. In several cases, the repairs and replacements prevented households from being left without heating for prolonged periods and reduced the risk of worsening health outcomes linked to cold homes.

Quarter 4 also saw continued discussions with Gloucestershire County Council and South Gloucestershire Council regarding the forthcoming Crisis and Resilience Fund (CRF), which is expected to replace the Household Support Fund. The learning, data and outcomes generated through Warm & Well's emergency funding and advocacy activity continue to provide a strong evidence base for the development of future preventative and resilience-focused support models, centred around early intervention, intensive support and reducing long-term dependence on crisis funding.

Additional Grant Funding

Health Top-up Funding

Health-related funding continued to be delivered during Quarter 4 through NHS Gloucestershire Integrated Care Board in Gloucestershire and South Gloucestershire Council in South Gloucestershire, supporting vulnerable owner-occupiers on low incomes with a health condition, in line with NICE NG6 guidance. This funding, distributed through the Disabled Facilities Grant framework, remains an important route for delivering timely interventions where cold, damp or unsafe homes present a direct risk to health and wellbeing.

During Quarter 4, approximately £23,800 of health funding was allocated in Gloucestershire and around £5,500 in South Gloucestershire. Funding continued to support urgent and targeted heating interventions, including boiler repairs and replacements, heating controls and other essential heating improvements aimed at reducing immediate health risks for vulnerable households.

Demand for this type of support remained high throughout the quarter, reflecting the continued prevalence of residents living in older, inefficient homes alongside increasing affordability pressures and complex health needs. As seen earlier in the year, many households supported required rapid interventions that could not wait for longer-term retrofit pathways or wider energy efficiency schemes.

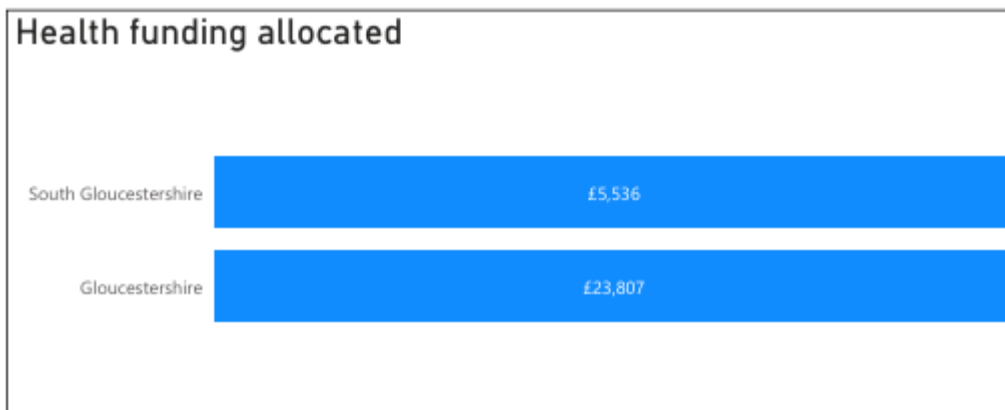


Figure 20: Health funding allocated in Q4, 25/26

The continued use of health funding demonstrates the importance of having flexible, responsive funding streams available to address immediate risks linked to cold homes and poor housing conditions. Interventions funded through this route provided significant preventative value, helping residents remain safely in their homes, reducing the likelihood of worsening health outcomes and alleviating pressures on wider health and care services.

Warm & Well also continued to work closely with GSR to promote funded boiler servicing and safety checks, consistently linking this activity with carbon monoxide awareness and wider home safety messaging. Where households reported faulty or ageing heating systems, advisors routinely explored servicing history, heating safety and the presence of carbon monoxide alarms, ensuring interventions supported both immediate safety and longer-term health outcomes.

Alongside the core health funding allocation, Quarter 4 also saw the successful delivery of the emergency boiler repair and replacement scheme funded through a Household Support Fund underspend in Gloucestershire. This additional funding enabled urgent support for households who would otherwise have faced prolonged periods without heating or hot water, further strengthening the range of interventions available to protect vulnerable residents during periods of continued high demand.

Health Funding Case Study

An elderly homeowner in Gloucestershire was referred to Warm & Well after experiencing ongoing problems with her heating system during the winter period. Living alone in an older property and managing several long-term health conditions, including arthritis and a cardiovascular condition, she was struggling to keep her home warm and had become increasingly anxious about the condition of her boiler. Several radiators within the property were no longer functioning properly, leaving parts of the home consistently cold and difficult to heat.

Initially, the household had been identified as potentially suitable for support through ECO4. However, due to the urgent nature of the heating issues and the timescales involved, it quickly became clear that waiting for a retrofit route would leave the client at significant risk during the colder months. Warm & Well therefore explored alternative options and completed a full Health Funding eligibility assessment.

The client qualified for support as an owner-occupier on a low income with savings below the funding threshold and medically evidenced health conditions that were being negatively impacted by living in a cold home. Advisors supported her throughout the process, helping gather documentation, liaising with health professionals where required and managing communication with installers to reduce stress and ensure the work progressed as quickly as possible.

Following inspection by a trusted heating contractor, it was confirmed that the existing boiler was beyond economical repair and that multiple radiators throughout the property also required replacement due to age and poor condition. Through Health Funding, Warm & Well was able to fund a full boiler replacement alongside the installation of new radiators, restoring safe and effective heating throughout the home.

Following completion of the work, the client said:

“I’d got to the point where I was frightened the heating would stop altogether. I was only heating one room because I couldn’t cope with the cost and half the radiators barely worked anyway. The house feels completely different now, warm, comfortable and safe again. It’s honestly changed my day-to-day life.”

The intervention significantly improved the warmth and usability of the property, reduced the client’s anxiety around heating and affordability, and ensured her home environment better supported her health and wellbeing during the winter period.

South Gloucestershire Household Support Fund Boiler Scheme

The South Gloucestershire Household Support Fund Boiler Scheme continued to provide critical, targeted support during Quarter 4 to low-income households whose heating systems had failed and who were unable to afford replacement or major repair works. The scheme remained focused on residents facing immediate heating risk, ensuring vulnerable households were not left without access to safe and reliable heating during periods of continued affordability pressure and colder weather conditions earlier in the quarter.

The programme continues to play an important role for owner-occupiers who do not qualify for larger retrofit schemes such as the Warm Home Local Grant but require urgent intervention to maintain a warm and habitable home environment. Demand for boiler support remained high throughout the quarter, particularly among older residents and households managing long-term health conditions where loss of heating presents a significant risk to wellbeing.

During Quarter 4, five full boiler installations were completed through the scheme, providing households with new, efficient heating systems and restoring reliable access to heating and hot water. These interventions not only addressed immediate crisis situations but also improved longer-term affordability by replacing inefficient or failing systems with more energy-efficient alternatives.

The continuation of this targeted boiler support remains an important preventative measure, helping households avoid unsafe heating practices, worsening health conditions and escalating financial hardship. By ensuring vulnerable residents can remain warm, safe and well within their homes, the scheme continues to deliver significant health and wellbeing benefits alongside practical energy support.

Warmth on Prescription

Warmth on Prescription (WoP) continued to form an important part of Warm & Well's health-focused support offer during Quarter 4, helping residents whose health is being negatively impacted by living in a cold or unsuitable home environment. The scheme recognises the strong link between housing, fuel poverty and health outcomes, providing targeted support to households where cold homes are contributing to or exacerbating existing medical conditions.

Through the Gloucestershire Warmth on Prescription pathway, 175 households were supported during the year. Referrals were received through a range of health and community professionals, including NHS services, social prescribers and frontline support organisations, helping identify residents most at risk from the effects of living in cold homes.

The scheme provides a holistic package of support tailored to individual household need. This includes in-depth energy advice, advocacy with energy suppliers, support accessing grants and emergency funding, heating and energy efficiency interventions, income maximisation support and onward referrals into wider health, housing and wellbeing services. In many cases, households supported through WoP are living with complex and overlapping vulnerabilities, including respiratory illness, cardiovascular disease, limited mobility, mental health conditions and long-term financial hardship.

Warmth on Prescription is designed not only to address immediate heating and affordability concerns but also to reduce longer-term health risks and improve overall wellbeing. By helping residents maintain safe indoor temperatures, access appropriate support and reduce the stress associated with unaffordable energy costs, the scheme plays an important preventative role in reducing the likelihood of worsening health outcomes and avoidable pressure on health and care services.

The continued demand seen through the WoP pathway during the year further reinforces the importance of integrated health and housing approaches and demonstrates the value of partnership working between energy advice services, healthcare providers and local support agencies in addressing the wider determinants of health.

NHS Retrofit

The NHS Retrofit programme, funded by Gloucestershire County Council and the Gloucestershire Housing Partnership, continues to provide longer-term, preventative support to NHS patients previously assisted through the Warmth on Prescription pathway. While Warmth on Prescription focuses on immediate relief from the impacts of fuel poverty, NHS Retrofit is designed to deliver deeper, whole-house energy efficiency improvements that address the underlying causes of cold, damp homes and reduce avoidable health deterioration over time.

During Quarter 4, the programme remained in a pipeline development and mobilisation phase. Over the quarter, 20 referrals were received, with 10 households successfully onboarded into the scheme. At this stage, no installations have yet been approved or booked, reflecting the complexity and scale of works being progressed and the longer lead-in times associated with whole-house retrofit delivery.

NHS Retrofit operates as a whole-house, preventative intervention, rather than a rapid-response funding route. Each property must progress through multiple technical and governance stages to ensure measures are safe, effective and deliver sustained health outcomes. These stages typically include eligibility checks, in-home assessment, whole-house design in line with PAS2035, technical surveys, cost modelling, installer engagement and final approvals.

Many households entering the scheme also present with complex health needs and hard-to-treat properties, requiring additional design work and coordination. While this results in longer lead-in times, it ensures that installations deliver durable improvements, reducing the likelihood of repeat intervention, crisis support or ongoing health impacts linked to cold and damp homes.

The NHS Retrofit programme aligns closely with ICS prevention and population health priorities, shifting delivery away from crisis response and towards early, upstream intervention. By addressing housing conditions that contribute to respiratory illness, cardiovascular strain, poor mental health and the exacerbation of long-term conditions, the programme tackles key wider determinants of health before issues escalate into clinical need.

Running alongside Warmth on Prescription, NHS Retrofit provides a critical second step for patients whose health continues to be affected by cold or inefficient homes. It supports individuals who are not eligible for mainstream schemes such as the Warm Home Local Grant or ECO4, ensuring that those with high health need and complex housing challenges are not excluded from support.

By improving indoor temperatures, air quality and thermal comfort, NHS Retrofit contributes to greater health stability, improved self-management of long-term conditions and reduced winter exacerbations. In doing so, it supports the ICS ambition to reduce avoidable demand on primary and secondary care services and to deliver more sustainable, preventative health outcomes over the longer term.

The programme won a prestigious Health Service Journal Award for the work we have done with the Gloucester County Council and the ICB.

Future Developments and Insights

As Warm & Well moves into 2026/27, the service enters a period of significant transition, development and opportunity. Demand for support remains consistently high across Gloucestershire and South Gloucestershire, with affordability pressures, poor housing conditions and health-related vulnerabilities continuing to drive sustained need for both crisis intervention and longer-term resilience support. Alongside maintaining frontline delivery, the coming year will focus on strengthening accessibility, expanding funding opportunities and preparing the service for continued growth ahead of winter 2026/27.

Key priorities and developments for 2026/27 include:

- **Introduction of new digital accessibility tools**, including a live chat system and FlowBot-style referral and grant pathway tool, designed to improve access to support, streamline customer journeys and strengthen data insight and reporting. This will substantially increase the number of enquiries through Warm & Well
- **Development of the new Crisis and Resilience Fund (CRF)** in partnership with local authorities. While delivery arrangements are still emerging, Warm & Well is expected to play a key role in delivering the resilience and advocacy support around households receiving crisis funding, complementing any direct emergency payments administered by councils. We do have concerns about ongoing support through the winter when need will be high however we are well placed to support.
- **Rebuilding and strengthening the Energy Advice and Advocacy teams** following the recent restructure period. Alongside embedding the new structure, there will be a continued focus on staff development, collaboration and securing additional external funding to strengthen future delivery capacity. The team has now settled into a new way of working.
- **Expansion of available grant and retrofit opportunities** across the region, including onboarding additional funding pathways such as solar and battery storage schemes alongside the continued rollout of the Warm Home Local Grant programme. Concern about WH:LG funding which, currently we will run out of capital funds by end of Q2 and are creating a reverse list of households eligible.

The coming year presents an important opportunity not only to respond to ongoing demand, but also to modernise delivery, strengthen resilience and expand the impact of Warm & Well across the region. While the external funding and policy landscape continues to evolve, the service remains well positioned through its integrated delivery model, strong partnership network and increasingly preventative, person-centred approach to energy advice and advocacy.



Claire Latham

Director of Energy Advice



