

2024/25 REPORT

Warm and Well

QUARTER 4



a fitter home for a healthy future



Warm and Well Progress Report, Quarter 4, 2024-25

April 2025

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 aims to improve energy efficiency in the home and reduce the risk of fuel poverty and associated health problems by:

- Raising public awareness of energy efficiency and fuel poverty
- Providing specific and appropriate advice by telephone, referrals from partner organisations and engagement at events
- Delivering home visits to vulnerable customers that include an energy survey and bespoke advice report
- Making referrals to grant and discount schemes

Fuel poverty in Gloucestershire and South Gloucestershire

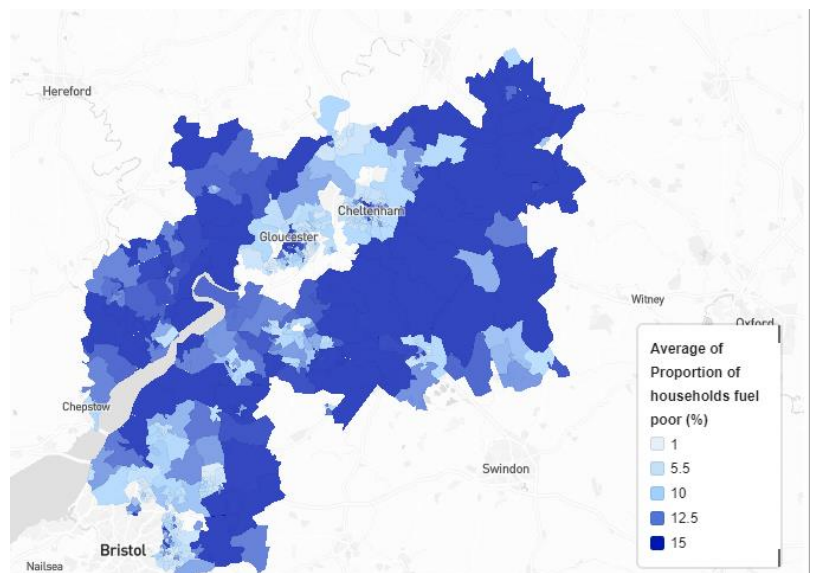
Gloucestershire and South Gloucestershire's mix of urban and rural communities means a wide variety of housing with distinct challenges to achieving energy efficiency and affordable warmth at home. The counties have a varied patchwork of housing stock, from the very rural off-gas properties in the Cotswolds and Forest of Dean, to the inner-city areas of Gloucester where we see hard-to-treat solid walled blocks of flats and terraced houses. The two counties have a significant number of park home sites which have shown to have poorer-than-average health outcomes.

Distribution of fuel poverty across the Warm and Well region

The latest (2024) fuel poverty statistics compare the proportion of households in the area who suffer from fuel poverty:

- Gloucestershire: 12.1%
- South Gloucestershire: 9.4%
- Warm and Well region: 11.9%
- South West: 12.9%

Figure 1: The spread of fuel poverty by LSOA using the latest available data on sub-regional statistics



Warm and Well key achievements

Since April 2024:

- 8,327 contacts made supporting 3,792 unique households
- Completed 1,454 home visits across 1,154 households
- Grants of £5.9M provided to 1,415 households
- 940 measures installed benefitting 419 homes

Progress against targets

Household Supported	3,792	Target 2,530
Home Visits	1,454	Target 255
Installed Measures	940	Target 501
Marketing Activities	419	Target 94
Referral To/From	3,179	Target 350
Training Places	30 (participants)	Target 350

Figure 2: Progress against annual targets during Q1, Q2, Q3 & Q4, 24/25

Executive Summary

As the colder months set in across the busy winter period, demand for the Warm and Well service naturally increased, with this quarter seeing 2647 enquiries to the adviceline and 1875 households advised. Although this remains below the peak experienced during the height of the energy crisis, these figures confirm the ongoing critical need for tailored support in our communities.

Since joining Severn Wye in January, I have seen first-hand the significant and varied challenges faced by households across Gloucestershire and South Gloucestershire. My experience working with vulnerable communities has reaffirmed the vital role of Warm and Well in addressing not just energy-related concerns but also broader social and health inequalities.

Thank you to all partners and stakeholders for their warm welcome, patience and knowledge sharing during this period of transition. The openness and honesty demonstrated within the steering group has been invaluable, solidifying strong collaboration and ensuring that we remain collectively focused on a single, vital objective: that people can access the right support at the right time.

It is also heartening to reflect on the growing recognition of the Warm and Well service, evidenced by increasing referrals and deeper partnership engagement. 694 partner referrals in Q4 shows the esteem in which Warm & Well is held and this continues to strengthen with new links into Health Teams in South Gloucestershire as just one example. This is hugely important given the majority of people enquiring and looking for support have a health condition.

The Boiler Replacement Scheme in South Gloucestershire continues to perform strongly, with the success of this initiative highlighting how the right funding mechanisms, delivered at the right time, can make a tangible difference to household resilience and wellbeing. Whilst we have seen applications to ECO4 increase the Boiler Scheme offers a quick solution to households struggling to keep their homes warm. Over Q4 £1.23m worth of funding was unlocked for households.

Looking ahead, while challenges remain including the ongoing search for replacement funding and funding extensions, the team remains proactive and optimistic. Efforts are underway to extend advocacy services through new partnerships, which we hope will unlock additional resources for the region in the future.

We are also delighted to have been chosen to continue delivering the Warm and Well service. This provides both stability and an exciting opportunity to build on what we have achieved so far. The recent learning and successes from programmes like Reach Out, Step Up South Gloucestershire, and Warmth on Prescription show what can be accomplished through partnership working and a community-focused, person-centred approach.

In an environment of financial uncertainty, the resilience of Warm and Well's delivery model underpinned by trusted partnerships and expert advocacy, ensures that we remain ready to support those most at risk from fuel poverty, health inequalities, and financial vulnerability. It creates a foundation on which we are building and delivering more innovative support solutions for individuals.

Everyone at Severn Wye would like to thank everyone involved for their continued partnership, collaboration, and belief in this work. Together, we remain committed to reducing fuel poverty and improving lives across our communities.

Claire Latham

Director of Energy Advice

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People we support

Households supported

Throughout the winter, we've continued to look after the clients that have contacted us – by working as a team to support advice and advocacy alongside our partners, we've continued to support clients in crisis both in the moment and looking ahead to future proof their homes. After a very busy February, things did calm down in March, but both months were busier this year than they were last year. Most of our enquiries have come from owner/occupiers in houses built in the latter half of last century.

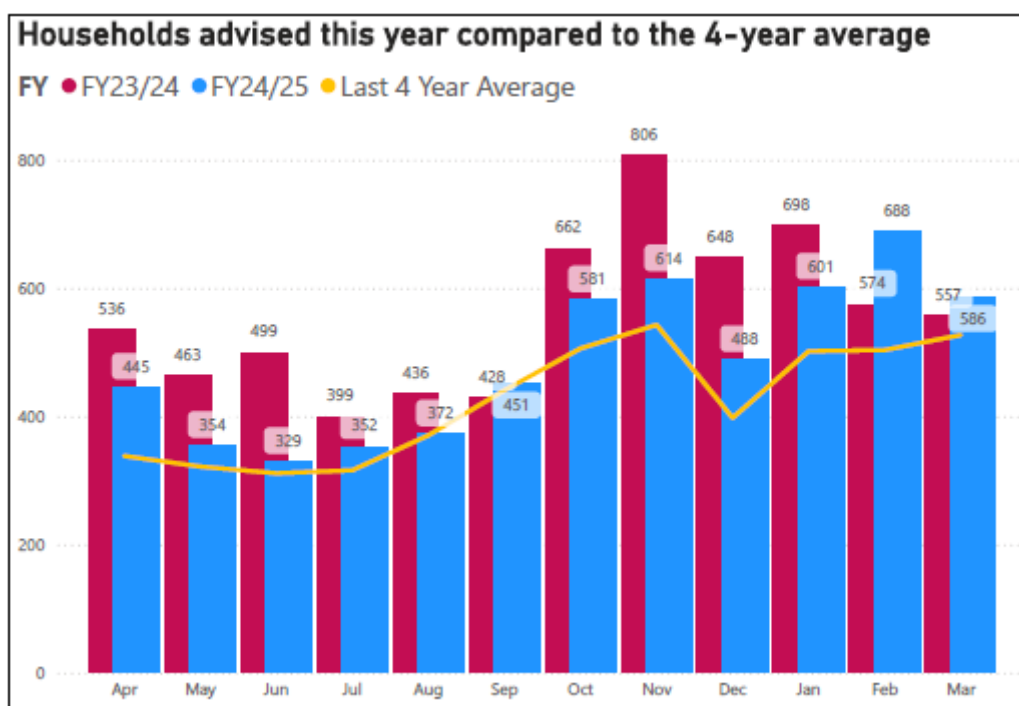


Figure 3: Households advised this year compared to the 4-year average

Client characteristics

Where we've been quieter this quarter we've had less contact with clients overall, but the types of clients that contact us have remained similar – we mostly hear from people with health conditions and those with a low household income, that are in receipt of benefits.

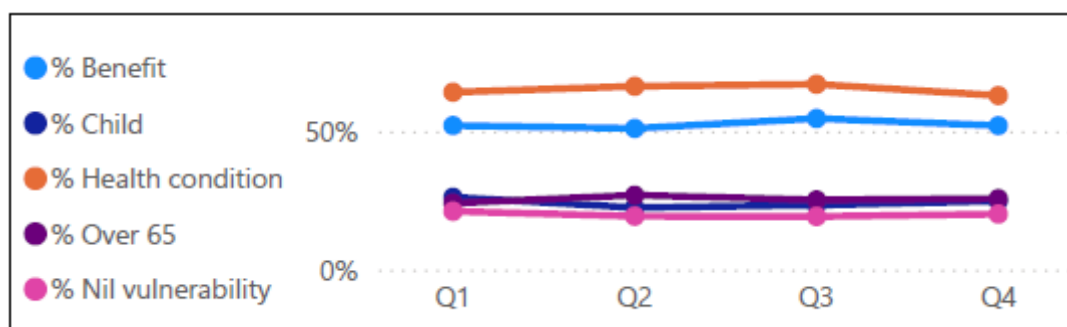


Figure 4: Proportion of clients declaring key vulnerabilities from Q1 to Q4 24/25

This quarter, 732 clients disclosed household health conditions. Similarly to last quarter, the main conditions mentioned were mental health (178 cases), and mobility issues (137 cases). As expected, respiratory disease was the third highest health condition stated again, but with 142 clients reporting this as an issue.

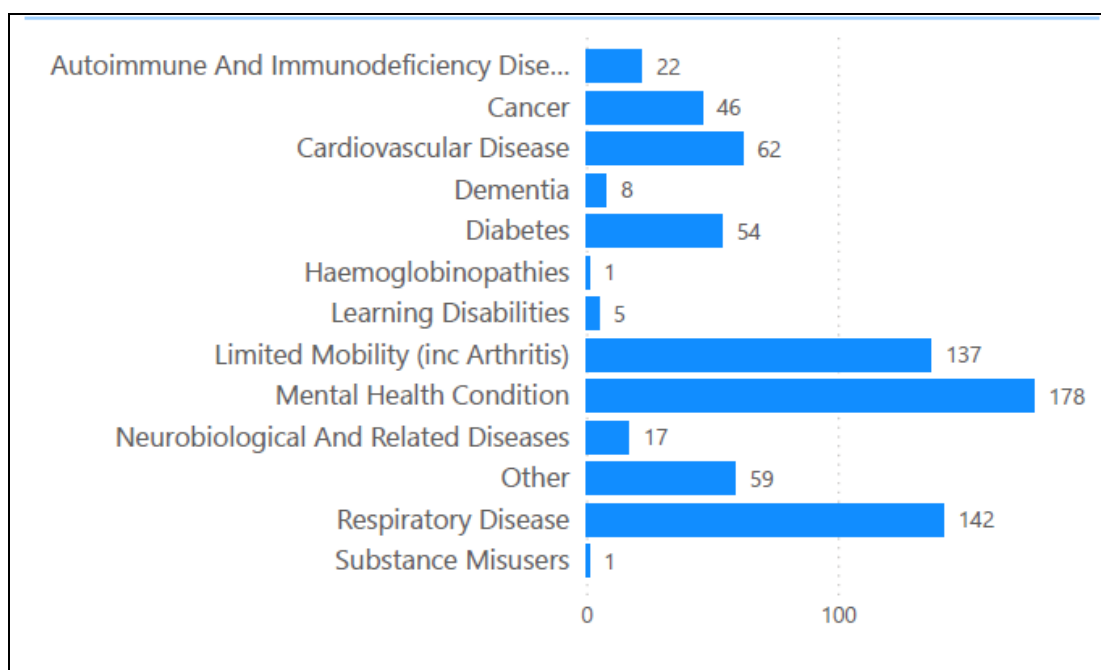


Figure 5: Primary health condition reported in Q4, 24/25

Where our clients live

Across Gloucestershire and South Gloucestershire, 5.6% of households are within the most deprived areas (decile 1 and 2 IMD). 32% of households supported by Warm and Well this quarter live in these areas. 65.3% of our clients live in areas where fuel poverty prevalence is higher than 10% in the region, and 31% live in areas where fuel poverty is over 14%.

The properties our clients live in

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

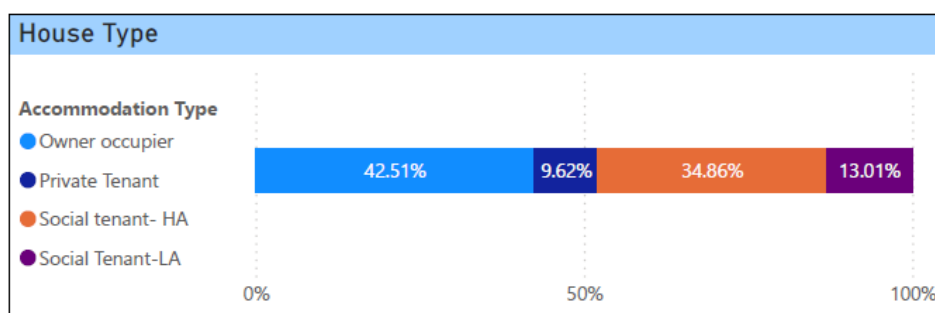


Figure 6: Client engagements by tenure in Q4, 24/25

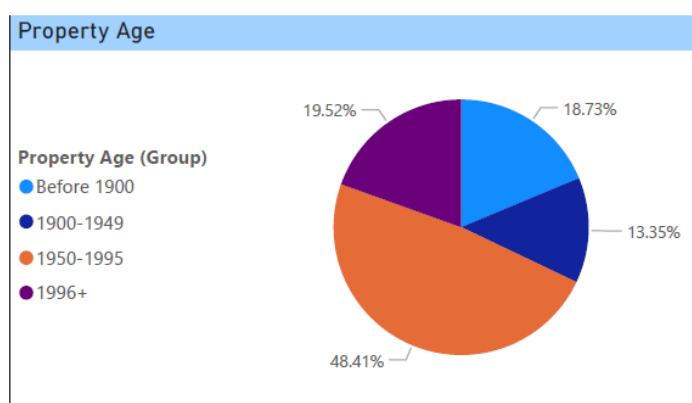


Figure 7: Age of property in Q4, 24/25

Home Visits

In total from Q1, Q2, Q3 & Q4, we have carried out 1,464 home visits. Most were to families with health conditions and/or receiving benefits – much the same as the calls we received. Fewest of our visits were to the elderly and those with young children.

Home visits

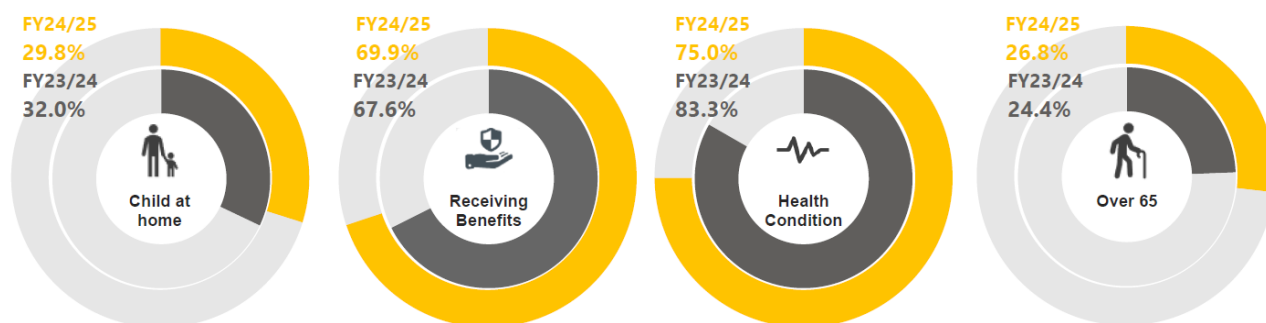


Figure 8: Total visits compared with FY24/25 and FY23/24

Partnership Working

Training for other support organisations

Our online, certificated CPD course, '*Introduction to Energy Use in The Home and Fuel Poverty Awareness*,' has continued to be offered as a resource frontline staff and volunteers in partner and support organisations. We have used Quarter 4 to review the CPD programme and redesign it ahead of the new Warm & Well commencing.

We have designed a new way of delivering the training to ensure it works for everyone and makes it much more accessible to a wider number of people. The training as it rolls out in the coming weeks will be delivered through via E-learning with the opportunity to engage further if professionals require it.

We are also currently working to redevelop are Events Programme again to maximise the potential and ensure the Warm & Well project is front on centre of the work Severn Wye do.

During Quarter 4 we also engaged with 173 professionals at networking events, giving talks on how to spot the signs of fuel poverty, and advising on how to make small adjustments to energy use to improve the energy welfare, and therefore the health and wellbeing, of their clients.

Referrals In and out of Warm and Well

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

694 referrals were received from partner organisations this quarter

261 clients were referred to charity partners for additional support after a conversation with a Warm and Well advisor or advocate

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



Organisations that refer clients to Warm and Well

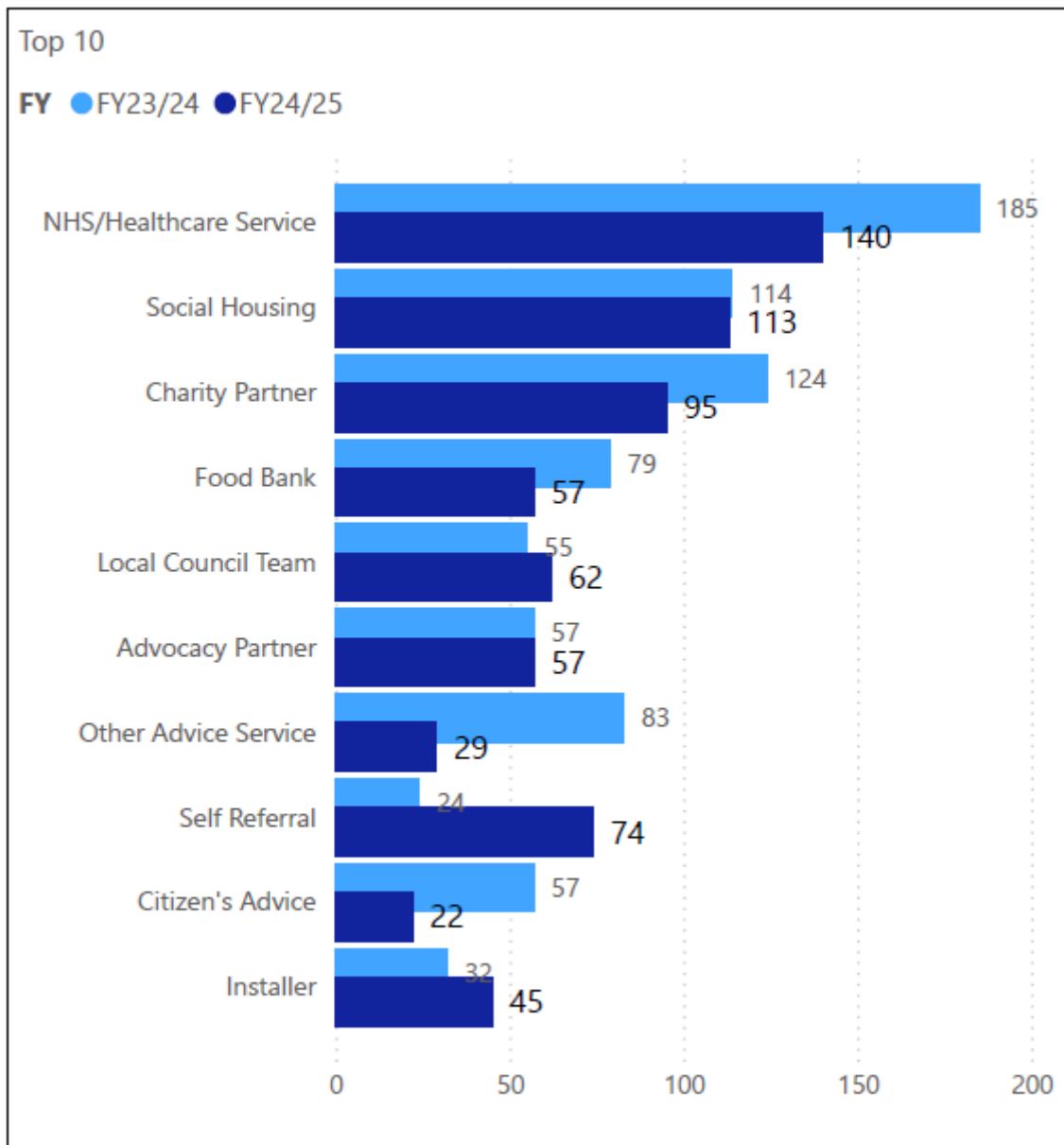


Figure 9: Referrals from partner organisations in Q4, 24/25 vs Q4, 23/24

Organisations that we referred or signposted clients to

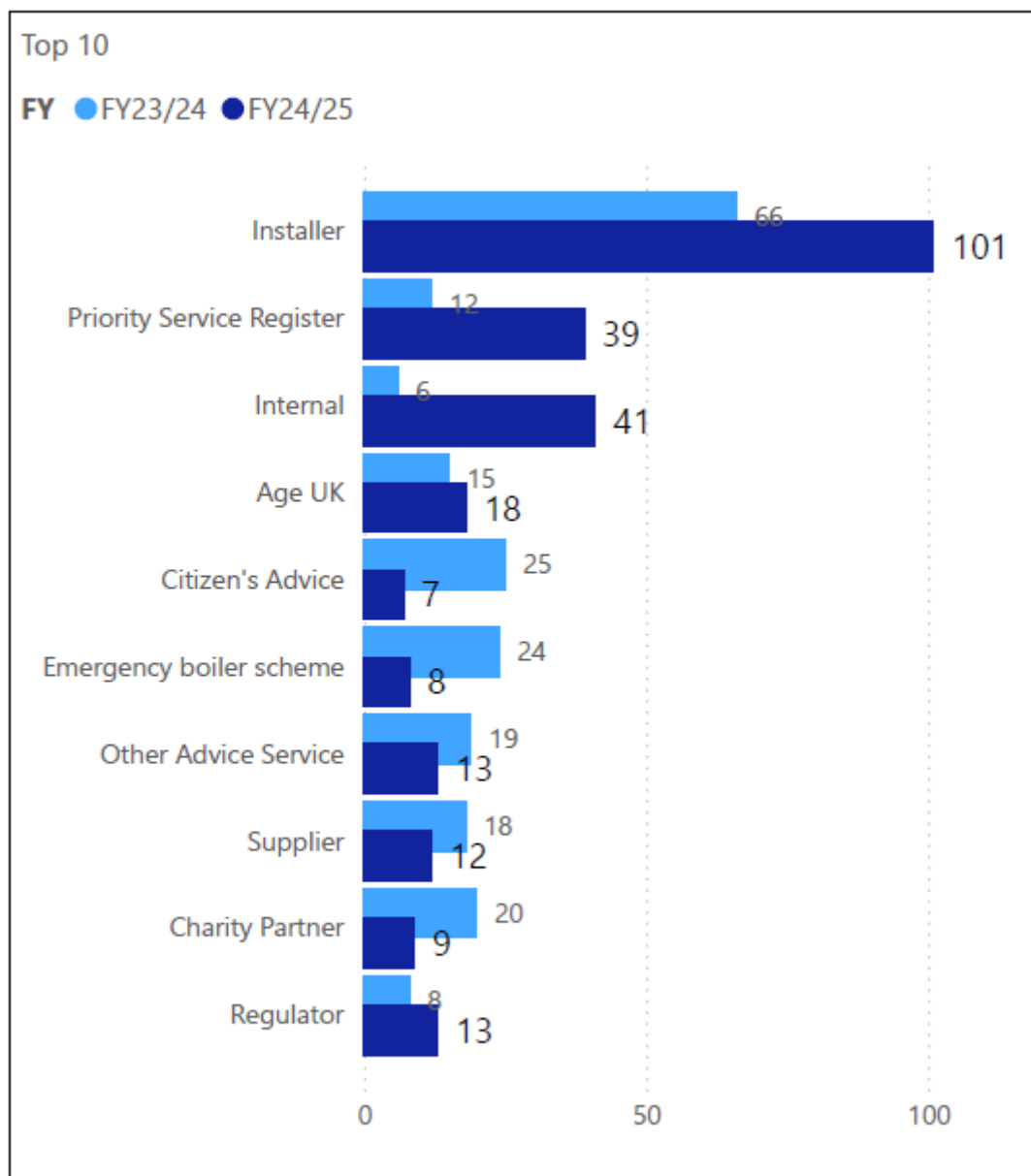


Figure 10: Referrals to partner organisations in Q4 24/25 vs Q4 23/24

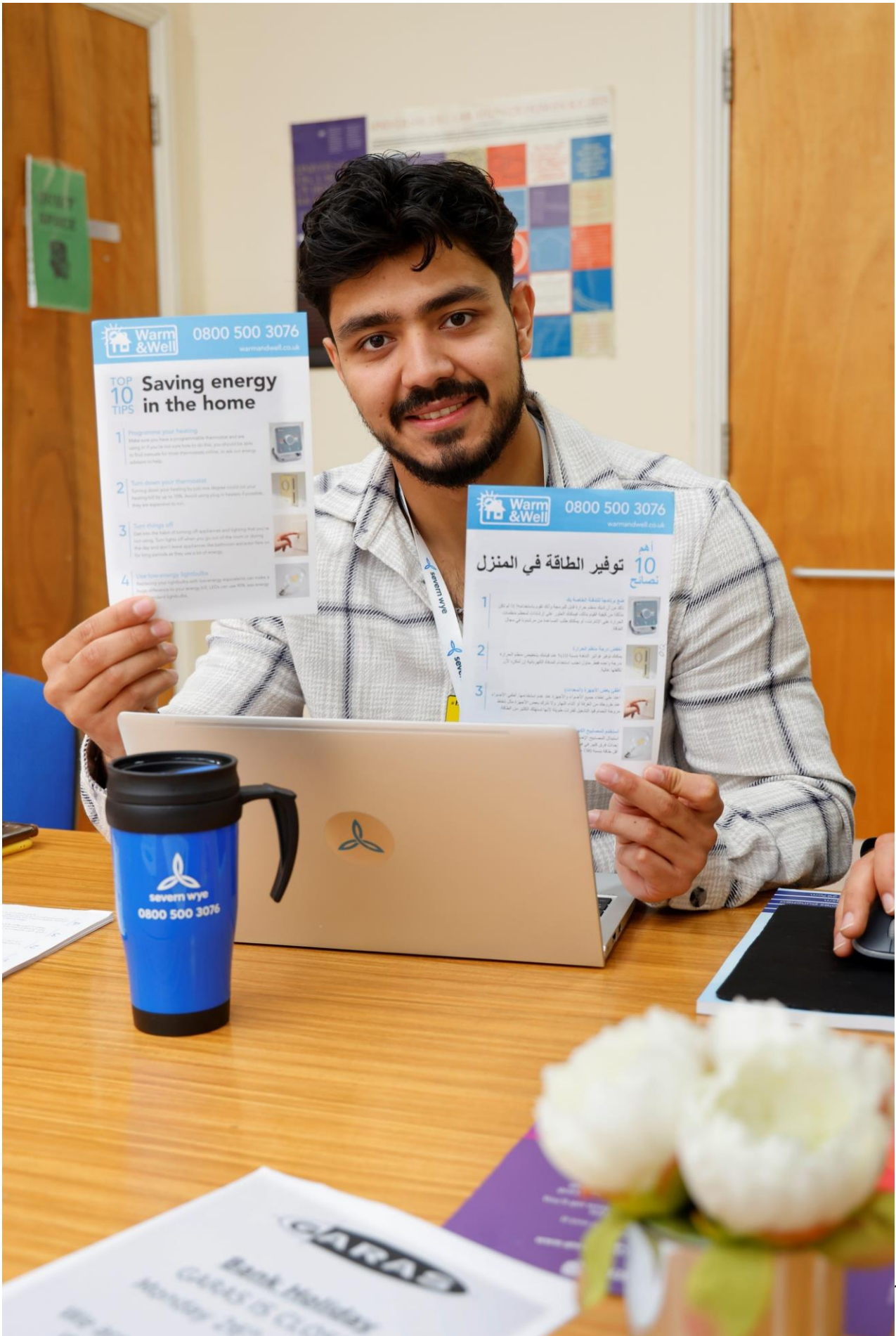
Working with partners to reach new clients

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

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

Activity Group	No. of Activities	No. of people engaged
⊕ Leaflet drop, email promotion, Newsletter Engagements	12	1026
⊕ Advice Event	45	392
⊕ External Organisation Update/Talk	11	118
⊕ Classroom Session	3	39
⊕ Networking Event	5	31
Total	76	1606

Figure 11: Working with partners to reach new clients (Grouping) in Q4, 24/25



Energy Advocacy

Through Gloucestershire (Social prescribers, GARAS, NHS, Social Housing Associations) and South Gloucestershire (Southern Brooks, One Stop Shops, Age UK), we work with many partners, teaching them how to recognise fuel poverty so they can refer the household to us for support. We then work with the household on reducing their energy costs, this reduces their outgoings as well as reducing their carbon footprint. We can offer home visits or over the phone support. We will advocate for them with energy issues that they have. These issues could be self-disconnection, meter recalibration, grant applications and repayment plans. We also offer general energy saving advice.

Gloucestershire Advocacy

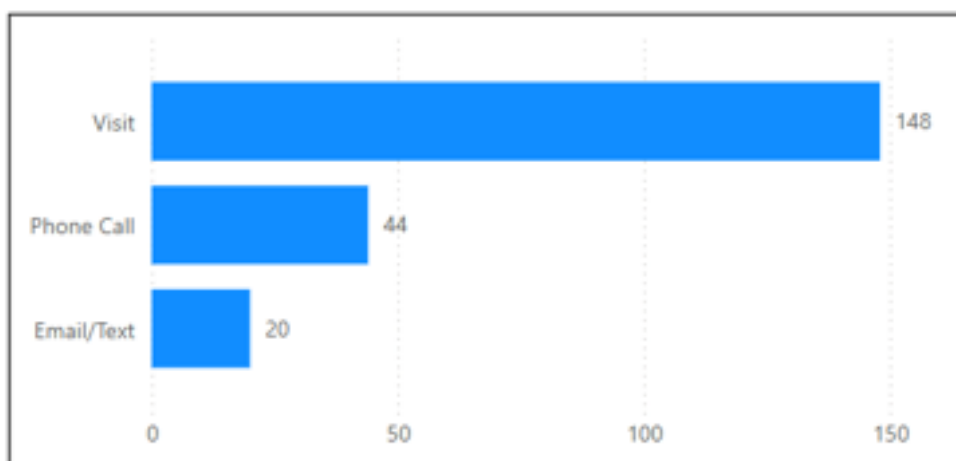


Figure 12: Gloucestershire Energy Advocate support services in Q4, 24/25



Figure 13: Gloucestershire financial savings identified and achieved through advocacy services in Q4, 24/25

One project delivering Advocacy advice in Gloucestershire finished at the end of Feb, it has been a two-year project which has support many households throughout the county. We have developed partnership working with GARAS, CCP, PP3, Age UK Gloucester and many others. This has enabled Severn Wye to be well embedded in the county. The report for Gloucestershire advocacy will not be included in the Reach out report going forward.

Case Study

1: A client approached Severn Wye Energy, seeking assistance after previously engaging with the organization. Her home is heated via an air source heat pump, and she utilizes a pre-payment electricity meter with limited remaining credit. Experiencing depression, she found herself perpetually in overdraft, restricting her ability to cover energy costs.

A range of tailored interventions was implemented to address her needs:

1. Priority Services Register (PSR): The client was added due to her mental health condition, ensuring additional support from her energy supplier.
2. Emergency Funds: Issued to alleviate immediate financial strain, enabling the reallocation of funds toward other essentials.
3. Energy Discounts and Resources: She was registered with British Gas Peak Save Sundays, offering half-price electricity during specified hours. Additionally, an electric underblanket and winter bag were provided for warmth.
4. Signposting and Referrals: The client received guidance to Citizens Advice, Severn Trent's Big Difference Scheme, social internet tariffs, and Gloucestershire County Council for white goods assistance. While she declined formal referrals, links were shared to encourage independent follow-up.
5. Energy Education: Guidance on energy-saving behaviours was offered to reduce long-term costs.

The emergency funds and interventions provided holistic support, addressing both immediate and long-term challenges. If utilised, the financial advice and social tariffs information could further improve her financial stability. Grateful for the multifaceted assistance, the client benefited from support that extended beyond financial aid to empower her through education and signposting.

Step-up South Gloucestershire

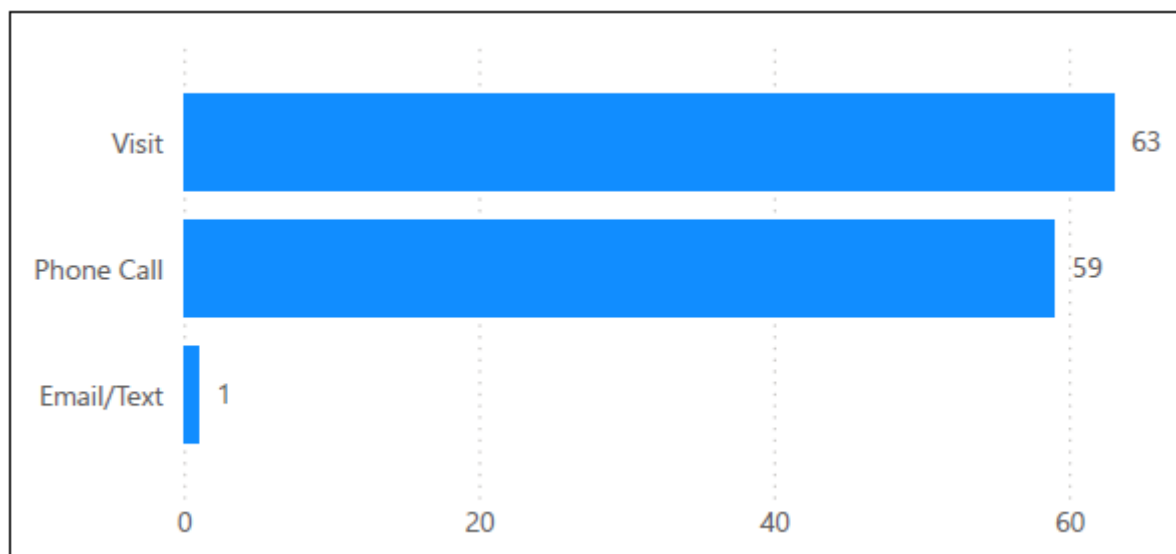


Figure 14: South Gloucestershire Energy Advocate support services in Q4, 24/25

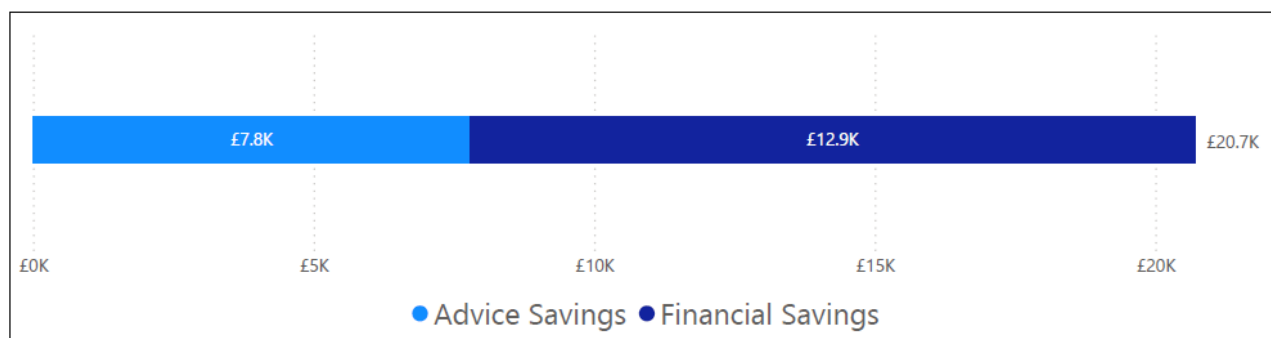


Figure 15: South Gloucestershire Financial savings identified and achieved through advocacy services in Q4, 24/25

The thermal cameras continue to be hired out through the last quarter and have been supported 3 times by the energy expert delivering up to 6 home visits in a day to help the householder understand the readings on the cameras. We have also delivered 2 more Greening your Home presentations with attendance of over 40 people. We will be sending surveys to those who agreed to receive it to ascertain what improvements and behavioural changes they have made on the back of attending the presentation, we do have difficulty getting this information back from households that have hired the thermal cameras, and we are looking at new ways of collecting this data going forward. The Green home video has been completed.

We have been allocated funds from South Glos council to continue this work for a further 12 months.

Case Study South Gloucestershire

1: A client referred to us by his local council was living alone in privately rented accommodation. A workplace injury rendered him unable to work, leaving him reliant on universal credit. His referral highlighted financial struggles, particularly managing energy bills and heating costs.

During an initial visit, the client shared he hadn't paid any energy bills for four years. His meter was in safe mode, displaying no data, but electricity supply remained active. While the client could identify his energy provider, he lacked account details (e.g., phone number, contract start date), complicating attempts to establish contact. Inspection of his heating system revealed his night storage heaters and hot water cylinder were operational.

The client had previously received support from the CAB and was currently being assisted by his adult social care team due to hoarding concerns. Collaboration with his letting agency provided the tenancy start date, a key detail required by the energy provider. Coordination with adult social care enabled a meeting room at the client's local library for a follow-up visit. During this meeting, we accessed the client's account, updated his contact information, and retrieved his account number—details absent for four years.

We confirmed the client was registered on the Priority Services Register (PSR) and scheduled a smart meter installation. The client was also ensured continuity on a dual-rate tariff, aligning with his heating setup. Discussions around back-billing confirmed the energy provider would invoice only for the past 12 months, adhering to regulations.

To further support the client, consent was obtained for a fire services referral, benefiting his property and neighbouring flats. Additionally, we assisted the client in filing a complaint regarding his meter's prolonged safe mode status. He revealed he had previously requested the meter be addressed upon moving in, but no action was taken—leading to years of missed bills, correspondence, and account tracking.

The combined efforts resulted in a positive outcome. Updated account details, scheduled smart meter installation, and complaint submission empowered the client to regain control over his energy use and expenses. Adult social care continued to support the client in managing household outgoings, fostering independence in financial decision-making.

Following smart meter installation, the energy provider will generate an invoice for the client's past 12 months of usage. We will continue assisting him in negotiating an affordable repayment plan. Additionally, Severn Wye will support an application to the energy supplier's trust fund.

The client expressed relief and gratitude for the comprehensive support provided. Having regained oversight of his energy account, he now has the tools to manage costs and foster independence in his household expenses—a significant step forward since 2020.

Reach Out for Gloucestershire

Over the past three months in Gloucestershire, numerous outreach activities were undertaken to support and engage diverse communities. Key efforts included three drop-in sessions with Aspire, which oversees children's centres in the region, including a young parents' group. These sessions facilitated advice, referrals, and raised awareness of Priority Services Register (PSR) and carbon monoxide safety among attendees.

Through close collaboration with the Traveller Support Team at the council, we have cultivated a strong and trusting relationship with the travelling community. Joint visits to over 30 traveller families on council sites registering many of them for the PSR and giving Carbon Monoxide advice have been instrumental in building this trust. Our recent invitation to the Stow Traveller Fayre in May reflects the growing acceptance and recognition of our efforts. We also have plans to join the NHS Bus that travels around these sites to offer advice and support.

Collaboration with Gloucester City Homes (continuation of the work conducted with the MP in the last report) resulted in a well-attended drop-in session at a housing complex with a communal heating system. Residents voiced various concerns, leading to referrals and the issuance of Household Support Fund grants to address debt. Follow-ups were conducted with Gloucester City Homes to liaise with the supplier and adjust emergency credit availability, reducing the risk of future debt accumulation.

Classroom sessions were also delivered, including one at an independent living scheme in Stroud district with 16 attendees. This session generated referrals into Severn Wye and led to on-the-spot PSR referrals. At Cirencester College, a classroom session was held, with additional sessions planned in educational establishments for April.

Continued engagement at Gloucestershire Action for Refugees and Asylum Seekers (GARAS) drop-ins yielded positive results.

Outreach extended to over 164 organizations, promoting classroom sessions and generating interest from Armed Forces support groups and an NHS Mental Health recovery college, ensuring wider engagement and impact.

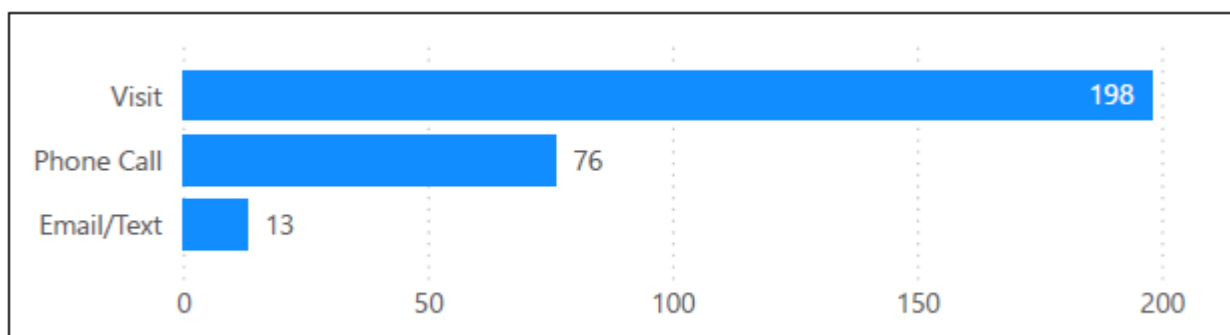


Figure 16: Gloucestershire Energy Advocate reach out in Q4, 24/25

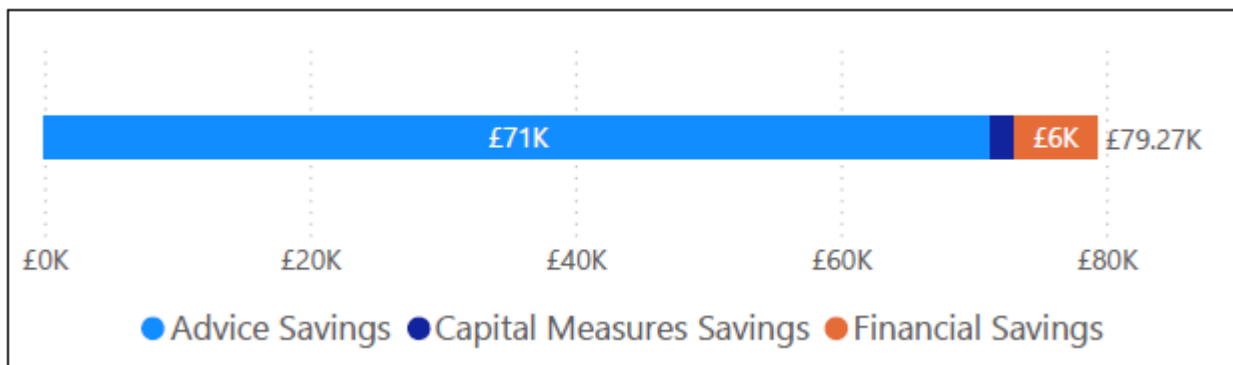


Figure 17: Gloucestershire Financial savings identified and achieved through advocacy reach out in Q4, 24/25

Reach Out for South Gloucestershire

A successful second quarter for Reach Out in South Glos. We have developed our partnership with the resettlement and delivered our first classroom sessions to Ukrainians in Thornbury which was very well received, and we now have plans for one in Yate.

We have further developed our partnerships with the Department for Work and Pensions (DWP) enabling us to attend three locations where we facilitated up to 16 pre-booked, face-to-face appointments. These appointments provided tailored support to individuals facing unemployment and energy-related challenges, with many cases leading to additional assistance through home visits.

We have developed strong ties with the Trussell Trust, which operates six foodbanks across the county. Through this partnership, we now regularly participate in drop-in sessions to support individuals who are faced with the difficult choice between eating or heating. These interactions have proved instrumental in addressing critical needs within the community.

We have feedback on the survey we did for the traveller community on their day's rooms:

"The Corporate Traveller Unit continue to carry out repairs and maintenance as requested from the tenants. We have replaced a number of extractor fans and heaters and have spoken to residents regarding the importance of using the fans and ensuring tumble dryers are used according to instructions to avoid a build-up of condensation. While we acknowledge that the structure of the day rooms means dampness and mould continues to be a problem, unfortunately, we have not been able to identify any extra funding for further improvements to insulation. However, we are in the process of looking at whether we can replace some of the wooden doors with UPVC, this is currently being costed by colleagues in Property Services. Meanwhile, the wooden doors are continually being repaired or replaced as required, including applying draught exclusion wherever possible. We have recently carried out a programme of work on all windows, ensuring every day room has windows that open and close properly.

The Corporate Traveller Unit are committed to improving the living conditions of the residents of the two sites and will continue to work with them and Property Services to address their needs and resolve

any outstanding issues. We are using the report to support a larger piece of work that is currently underway.”

Positive to hear that the report we completed will be used as part of a bigger piece of work to improve the sites but a shame that further funding couldn't be found for insulation.

Referrals have increased, partly due to colder weather conditions, and partly due to the growing recognition of our work. As we continue to build relationships and strengthen our presence, we remain committed to addressing the pressing issues faced by the local community, delivering impactful solutions, and extending our support to those in need.

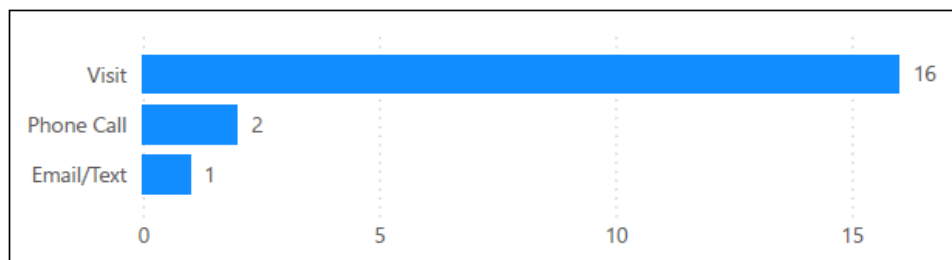


Figure 18: South Gloucestershire Energy Advocate reach out in Q4, 24/25



Figure 19: South Gloucestershire Financial savings identified and achieved through advocacy reach out in Q4, 24/25



Marketing and Communications

Digital marketing

We have continued to reach people through a variety of content on social media channels and paid-for editorial, alongside focused marketing activities for landlords accessing Accelerate funding.

Social media content relevant to Warm & Well has been shared through across Facebook, Twitter and LinkedIn, and covered advice on simple energy efficiency ideas, early alerts on Radio Telemeter Service switch off (due June), discounted home surveys via Retrofit West vouchers scheme, CPD opportunities and signposting support for those experiencing fuel poverty. February's 'Greening Your Home' evening webinar event was promoted on all channels.

Energy Savers Week (January 17-23) was an opportunity to expand our content on socials, and included a variety of films/gifs/imagery to capture energy saving tips and testimonials. The top performing post for Q4 highlighted the price cap rise from 1 April with Warm & Well advice line as call to action.

Social media data

Our Warm and Well messaging, which included Energy Savers Week (17-23 Jan) continues to attract web traffic from people wanting more information and to make direct contact.

Total views to the Warm and Well website were 14,949, which includes 7,591 views to the home page during Jan-Mar 2025.

- Our social media presence covered :
- 128 updates across Facebook, Twitter, and LinkedIn
- 330 engagements with these posts

Media relations

In January, we collaborated with the comms team at South Gloucestershire Council to source a client for a video testimonial ([view here](#)) speaking positively about their energy efficiency assessment and subsequent installation of solar PVs and loft insulation. In February, BBC Midlands filming featured our work with refugees and asylum seekers, with community-based energy adviser Ahmad Akram and an Afghan family interviewed at their home in Gloucester (broadcast 7 March).



Grant Funding Schemes

Summary of support provided this quarter

The Warm and Well service can support residents in accessing a number of key funding schemes. HUG has closed and WH: LG is on the horizon, but ECO is continuing to offer green technology and home improvement.

In addition to larger grant funding schemes, we have also supported residents to access other sources of funding where full retrofit is not suitable, for example through GBIS, Health Funding and the South Gloucestershire Household Support Fund Boiler Scheme. This last quarter we've helped to install over 100 boilers and replacement heating systems and over 80 insulation measures (primarily loft and cavity wall).

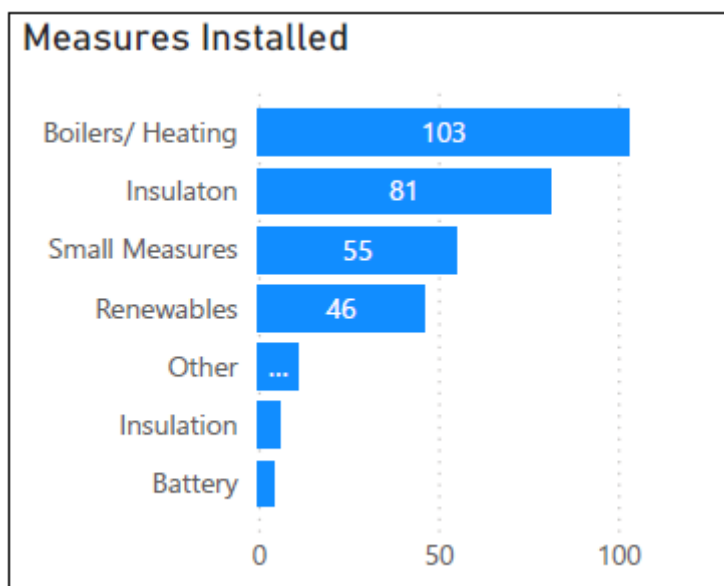


Figure 20: Measures Installed in Q4, 24/25

£1.62M

Total Grants (Install + HSF)

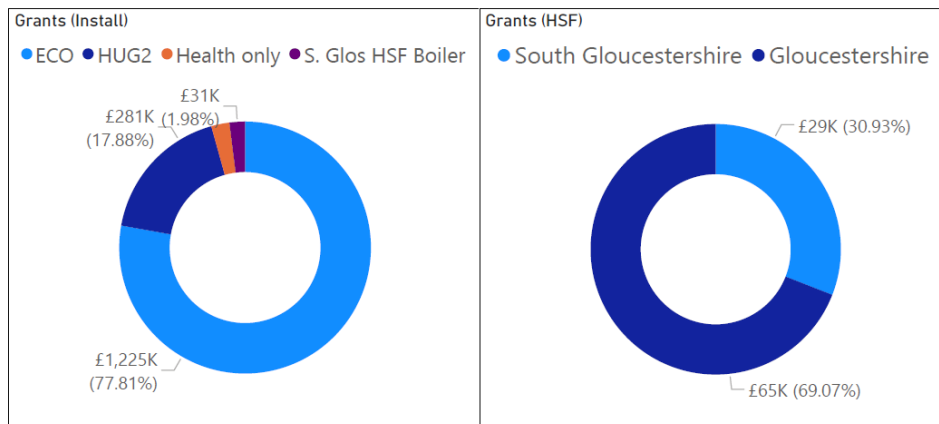
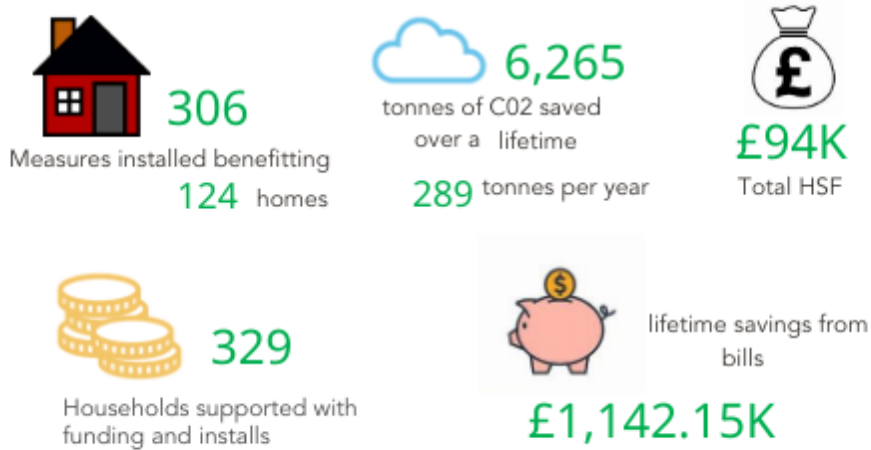


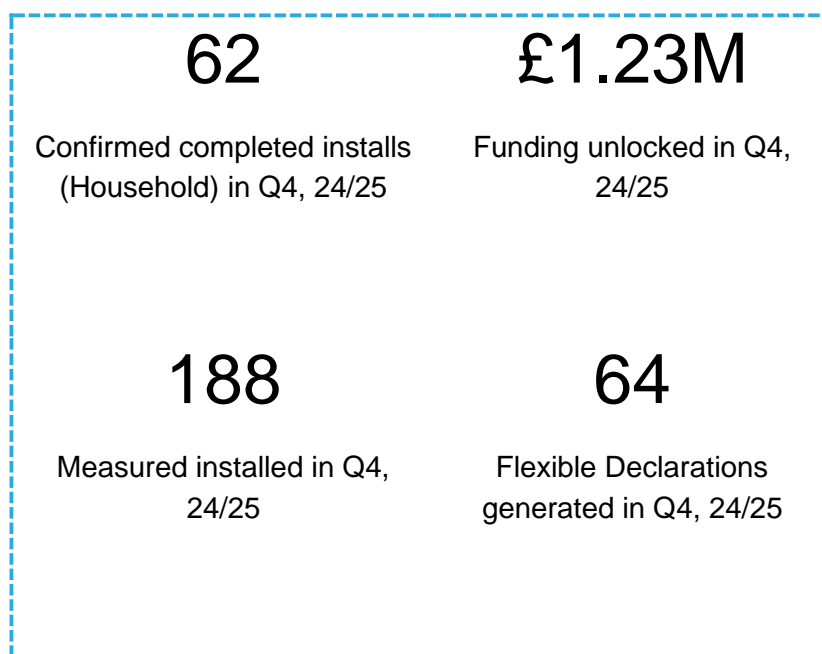
Figure 21: Grants (Install + HSF) in Q4, 24/25



289 tonnes of carbon have been saved per annum by the measures installed so far this quarter. This is equal to 262 homes' annual CO2 emissions in the region. This equals 6,265 tonnes over the lifetime of the measures – equivalent to growing 350,434 tree seedlings, enough to cover 141 football pitches.

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

Impact



Update

Q4 has seen a continuation of our new way of working with our 8 preferred partners, as well as reviews of newer installers who have recently onboarded with us. The number of flexible declarations we have generated has increased compared with Q3, showing that the reduction in installers has not led to a reduction in clients supported.

We have seen the number of completed installs remaining steady compared with Q3 which suggests the cuts to the funding available to installers across the board are still having an effect. This may also be reflected in the amount of funding unlocked, which has seen a decrease compared to Q3.

Q4 saw our total number of flexible declarations generated total 64.

ABOUT THIS SCHEME

What is ECO4?

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

Who is eligible for it?

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

What does it cover?

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

How much funding is available?

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

Do we have any targets?

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

Severn Wye leads:

Claire Latham

Energy Company Obligation (ECO4)

Case Study

Mrs Davies of Cinderford contacted Warm and Well having heard about us through a friend. She was worried about the cost of heating her home and the fact that despite her best efforts the temperature didn't seem to improve. She is on a low income and lives alone.

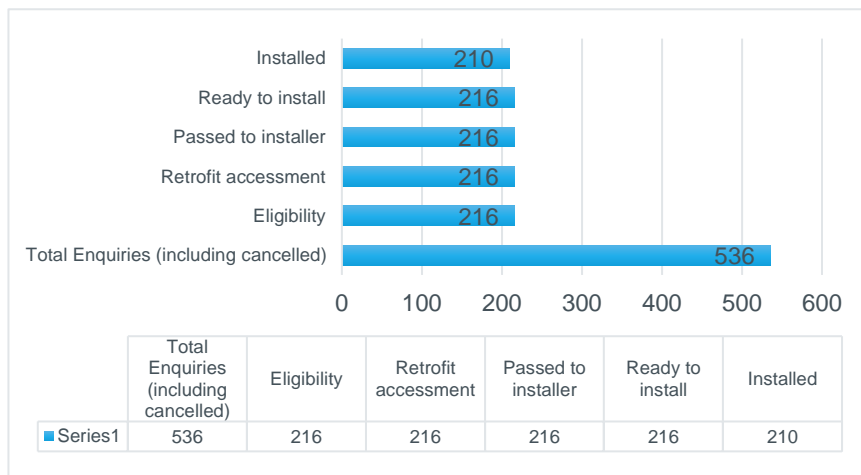
Mrs. Davies applied for ECO4 funding to help make her home warmer and more efficient. We talked about affordable ways to minimise draughts and insulate her windows, we also offered a benefits check, to refer her for a safe and well visit and for a LEAP home visit. We also advised she'd likely be eligible for some grant funded support through the ECO4 scheme.

After we helped her to complete the application and collate the necessary evidence, we referred her to the Eco Grants Team; they visited to survey the property and were able to install Cavity Wall Insulation, Loft Insulation, a new gas boiler and new Thermostatic Radiator Valves.

She's now much happier, warmer, and comfortable at home without the worry of being cold and the possibility of the original 22-year-old boiler breaking down.

Home Upgrade Grant: Phase 2

Progress



Update

This project began in April 2023 and will complete in March 2025. The scheme is split into Year 1 and Year 2 with targets to be met both years, with a target of 75 to be installed in the first year. 35 were installed in the first year due to the government batch system. A change request was approved based on anticipated installed at 216.

The Home Upgrade Grant team has taking learning from previous schemes and set up processes to ensure that clients are processed onto the scheme quickly and there is clear guidance for next steps. This means that we have been able to mitigate bottlenecks from previous schemes including cancellations late on in the scheme. The main reason for cancellation continues to be no response from the client. For HUG2 66% of cancelled applications were in the first stages.

This project is different to the previous projects as DESNZ are taking a more involved approach and approve batches of properties before they can be installed. However, this process is proving to be tricky with DESNZ being strict with pricing across archetypes and having to be reworked by installers and there is some drop out due to pricing issues. 64 Properties have been installed this last quarter alone with 6 remaining in Extenuating circumstances to be completed by 25th April.

ABOUT THIS SCHEME

What is HUG2?

Funded by DESNZ, as a follow on from Sustainable Warmth Competition looking at only off-gas homes.

Who is eligible for it?

D-G rated properties with a total gross household income below £36,000

What does it cover?

EWI, ASHP, GSHP, solar, batteries, storage heaters, and more

How much funding is available?

£6.2m for off-gas properties between April 2023 and March 2025.

Do we have any targets?

Supporting 300 homes

Severn Wye team:

Helen Curley

Household Support Fund

Impact



Figure 22: Grants (HSF) in Q4, 24/25

Update

Between January and March 2025, the Emergency Funds project has distributed a total of £94,380 across Gloucestershire and South Gloucestershire. As with most client contact this quarter, the majority of the households we supported had a disability or health condition and/or were in receipt of means tested benefits. Our main referrers have been the NHS, Citizen’s Advice, local councils, and food banks.

We’re still working hard to provide the funds to those in need – the most common issues that our clients are dealing with are debt and anxiety about winter energy usage.

Client Feedback

“Fantastic support, advice offered and peace of mind to know that helps available, thank you.”

“It was so very much appreciated to take some pressure of in my current situation.”

ABOUT THIS SCHEME

What is HSF?

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

Who is eligible for it?

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

What does it cover?

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

How much funding is available?

£42,500 for South Gloucestershire. No funding in Gloucestershire currently.

Severn Wye leads:

Jacqui Harris

Additional Grant Funding

Health Top-up Funding

Funding is provided in Gloucestershire through the NHS Gloucestershire Integrated Care Board, and in South Gloucestershire through South Gloucestershire Council to support vulnerable owner occupiers who are on a low income and have a health condition, as identified by NICE NG6 guidance. This money is used to support clients whose ill health will be exacerbated by living in a cold home – from top-ups in cases where ECO alone doesn't cover the full cost of an install, and for boiler servicing and repairs or putting in additional radiators to rooms without heating. Because some of the full house retrofit schemes can take some time from application to installation, it's really helpful when clients are in a no heat situation to be able to use Health Funding (if they're eligible) to at least get their boiler up and running more quickly.

We're still working with GSR to promote the provision of Health Funding to cover the costs of boiler servicing and this has helped us to link in with carbon monoxide advice provision – if a client tells us they have an old boiler, we can ask a) if it's been serviced annually and b) if they have a working carbon monoxide alarm.

So far this year **£39,282** has supported vulnerable households with measures including gas boiler repairs and servicing, storage heater repairs/replacements, ventilation, installation of heating controls and additional radiators being installed to rooms that previously had no heat.

In Q4 we have seen the successful completion of 9 installs under Health Funding, with small measures such as heating controls and minor heating repairs being the most common measure, followed by major heating repairs and boiler replacements.

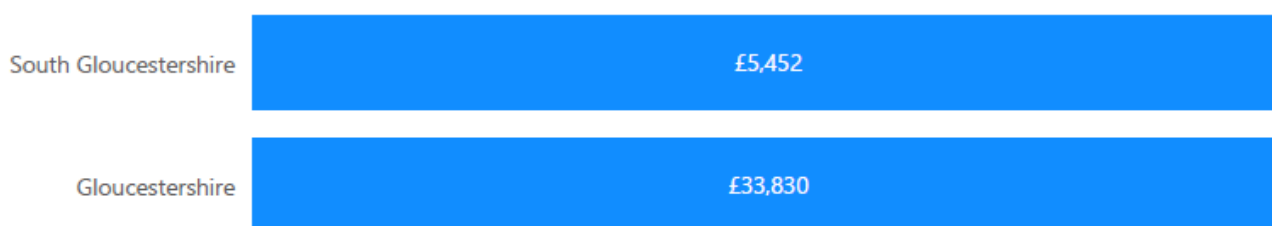


Figure 23: Health funding allocated in Q4, 24/25

South Gloucestershire Household Support Fund Boiler Scheme

This quarter has seen this scheme continue steadily, with more applications, surveys, and completed installs. We've managed to install a further 12 boilers this quarter, bringing the total to 33 completed installs under the scheme.

Home Energy Advice Report (known as Accelerate)

The aim of this scheme was to provide in person advice and support to 'Self-Funded' households in Gloucestershire and South Gloucestershire to facilitate improved take up in energy efficiency measures. We targeted both individual households as well as private rented properties and HMOs. The project is now complete in terms of its main aims; however, a small amount of additional funding has been made available to continue follow up work and data collection until end of June 2025. The scheme is funded by Department for Energy Security and Net Zero (DESNZ) with administration via the Southwest Net Zero Hub.

The project had 297 applications of which 55 are landlords. A number have been referred on to alternative schemes such as HUG2, but a large number met the eligibility criteria and have been accepted onto the scheme. Surveys are now complete with 185 carried out in total.



297

number of
applications to
date



185

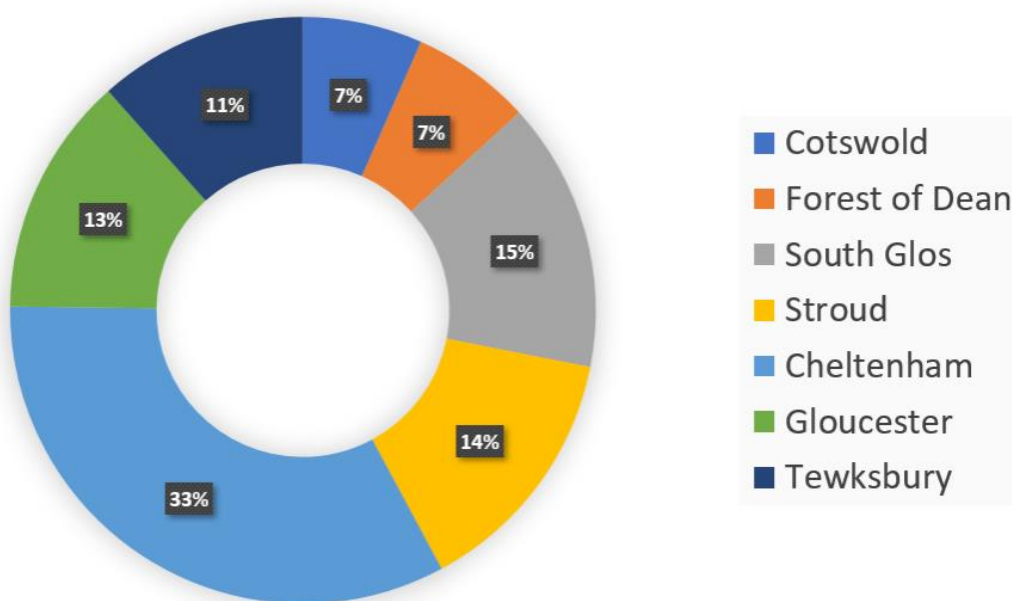
households who
have received
face to face
advice and a
survey



0

households
awaiting survey

Applicant Location by District



NHS Retrofit

The program is funded by Gloucestershire County Council and the Gloucestershire Housing Partnership, and it offers additional support to NHS patients who benefited from the Warmth on Prescription program. While the Warmth on Prescription program provided funding immediate economic relief to households where fuel poverty is worsening their health conditions, the NHS Retrofit program aims at improving their homes by installing energy efficiency upgrades to ensure the participants can keep their home sufficiently warm long term. The project goal is to improve the health and wellbeing of its beneficiaries in the long term, which in turn is likely to reduce their reliance on health services by improving the air quality and thermal comfort of their households.

Through the project 20 homes have been provided with a package of energy efficiency upgrades. All homes have occupants with health conditions made worse by the cold or damp. The additional one-to-one support and bespoke work to mitigate disruption is the key differential feature of this scheme.

62 measures are being installed with an average spending of £16k per property. Overall, the average annual net energy savings are predicted to be 45% across all the properties.

Low Carbon Communities: Stroud & Tewkesbury

Project Summary:

Low Carbon Communities (LCC) is run by Stroud District Council and Tewkesbury Borough Council and is funded by the UK Shared Prosperities fund (UKSPF) and consists of 125 people between the two areas. LCC aims to establish a community of retrofit enthusiasts who are able to take their shared knowledge of retrofit established over the duration of the project and apply it to their local communities. This is being facilitated by firstly providing them Bespoke Energy Efficiency Reports (BEERs) as well as running numerous community functions such as focus groups, online community groups and social / Q&A events.

Update:

The Low Carbon Communities project has now finished and has been successful in achieving its aims. The project has now provided 125 BEERs to clients throughout Stroud and Tewkesbury, with all clients receiving follow up support from their retrofit assessor. This resulted in the following long-term outputs:

- £150,000 worth of annual savings
- Co2 emission reductions totalling more than 425 tonnes per year
(If all measures are implemented)
- 100% (42 out of 42 responses) of respondents reporting “Very satisfied” or “Satisfied” when asked about how satisfied they are were with their report
- 93% (39 respondents of 42 total responses) Satisfaction rate with communication between client and LCC staff
- 4.86 / 5 average rating of advice and support given by on-site retrofit assessor
- 100% of respondents (39 out of 39 who completed question) would recommend Severn Wye services to friends / family.

During the project, primary data was collected from respondents through questionnaires and a set of focus groups, which culminated in the data presented in the baseline, interim and subsequent final report which is now proudly presented on the [Tewkesbury Council website](#). The report produced the following insights:

- Respondents were more likely to enact retrofit if they were knowledgeable of the benefits and savings of retrofit
- Key motivating factors for engaging with retrofit were cost of implementation / cost savings, reductions in carbon emissions and perceived benefits to the environment
- Communication from knowledgeable figures and local service providers is significant in decision making
- Confidence as derived from local and trustworthy figures (E.g. installers / retrofit assessors) was critical in ‘pushing people over the edge’ with implementing retrofit solutions.

Case studies were also produced for both councils, highlighting the successes, challenges and sentiments of clients who joined the LCC project.

Anecdotes:

*“The survey was brilliant and very informative”
“Thank you for your time and expertise”*

*“The Energy Efficiency Report was very useful.”
“Chris was very knowledgeable and really helpful.”*

Future Developments and Insights

We are delighted to have started the new Warm and Well contract and are looking ahead to how we can make the service and support offered through all the additional services that come from the foundation Warm & Well offers more accessible and reach more people. We are currently developing digital solutions such as a chat function on digitalised application forms. Alongside this we are exploring other digital platforms such as Fairer Warmth, Fairer Warmth is already being utilised across Gloucestershire and offers additional layers of accessibility for those who are either unable to use the Adviceline or needed a more flexible approach to asking for support.

We continue to seek new funding opportunities and develop the work we are doing to reach more people. This year is an important year for our Vulnerability and Carbon Monoxide Allowance (VCMA) funded project Reach Out. This year will see us present at the Gas Distribution Networks annual VCMA showcase, highlighting the fantastic work being undertaken, the timing of this is critical as we bid to have the funding renewed later in the autumn/winter.

We are currently working with National Energy Action to become delivery partner for one of their VCMA funded health programs, similar in aims to Reach Out. Although this falls outside of the geographic footprint of Warm & Well it is a key partnership that we are hopeful will bring additional funding to Gloucestershire and South Gloucestershire in 2026.

We are delighted that a number of projects have been refunded for a further year, notably NHS Retrofit, The South Glos Boiler Scheme, Warmth on Prescription and conversation is progressing well to renew Step Up South Glos. Alongside this it is fantastic news that HSF7 will be a 12month fund meaning that our support can be continuous across the most critical months of the year.

The data we collect is at Severn Wye always evolves; it offers incredible insight to identify need and inequality but also provides our stakeholders with invaluable data. We continue to build partnerships which help us target these communities more. In our next Warm & Well reporting we will deliver statistical information on the number of calls reporting mould and damp and can offer additional information on calls made by social tenants.

Now the colder winter months have passed we don't sit still; we continue to support households and flex towards supporting around overheating in the hottest months. We are also aiming to highlight the variety of funding streams available to households across the summer months in a more proactive way. We are ready for Warm Homes Local Grant and are confident of duplicating the success of HUG2 and work towards making more homes more energy efficient but critically make homes warmer for people,

Claire Latham

Director of Energy Advice



severn wye

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Charity No: 1083812

Quarter 1, 2, 3 & 4, 24/25, Table 1

Households and Demographics								
	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
Enquiries	1,036	375	1,395	1,728	1,675	1,181	937	8,327
Household	469	189	654	719	805	525	431	3,792
(Household) Health condition	315	124	416	454	466	332	259	2,366
% (Household) Health condition	67.2%	65.6%	63.6%	63.1%	57.9%	63.2%	60.1%	62.4%
(Household) Over 65	100	63	206	150	194	136	97	946
% (Household) Over 65	21.3%	33.3%	31.5%	20.9%	24.1%	25.9%	22.5%	24.9%
(Household) Benefit	261	89	226	415	399	270	229	1,889
% (Household) Benefit	55.7%	47.1%	34.6%	57.7%	49.6%	51.4%	53.1%	49.8%
(Household) Child	114	34	104	195	221	138	104	910
% (Household) Child	24.3%	18.0%	15.9%	27.1%	27.5%	26.3%	24.1%	24.0%
(Household) Nil vulnerability	95	43	149	146	187	115	108	843
% (Household) Nil vulnerability	20.3%	22.8%	22.8%	20.3%	23.2%	21.9%	25.1%	22.2%
Average of Age Now	54	61	58	51	54	54	54	54

Quarter 1, 2, 3 & 4, 24/25, Table 2

Main Health Condition - Household								
(Group) Main Health Condition	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
☒ Autoimmune And Immunodeficiency Diseases	7	4	9	5	15	13	9	62
☒ Cancer	14	3	16	25	12	17	12	99
☒ Cardiovascular Disease	28	6	36	32	40	16	16	174
☒ Dementia	2	1	3	3	4	2	4	19
☒ Diabetes	10	7	30	32	26	14	11	130
☒ Haemoglobinopathies							1	1
☒ Learning Disabilities	3	2	2	6	3	7	5	28
☒ Limited Mobility (inc Arthritis)	46	24	59	57	98	67	43	394
☒ Mental Health Condition	75	16	74	102	94	76	48	485
☒ Neurobiological And Related Diseases	1	3	5	10	19	6	4	48
☒ Other	28	18	28	30	21	23	22	170
☒ Respiratory Disease	50	13	61	77	50	28	46	325
☒ Substance Misusers	2			1	3			6
Total	266	97	323	380	385	269	221	1941

Quarter 1, 2, 3 & 4, 24/25, Table 3

Property Details 1

Accommodation Type	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
Owner occupier	152	96	325	210	332	197	158	1,470
Private Tenant	39	12	49	100	52	62	28	342
Social tenant- HA	95	59	206	245	282	56	169	1,112
Social Tenant-LA	147	2	15	71	9	157	18	419
Total	433	169	595	626	675	472	373	3,343

Property Details 2

Property Age (Group)	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
⊕ Before 1900	19	19	66	22	27	40	9	202
⊕ 1900-1949	18	7	30	44	27	27	16	169
⊕ 1950-1995	88	26	126	103	111	75	74	603
⊕ 1996+	15	12	45	28	77	42	42	261
Total	140	64	267	197	242	184	141	1235

Property Details 3

Building Type	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
House	142	93	271	245	347	205	120	1423
Flat	149	23	48	162	140	66	60	648
Bungalow	25	10	96	37	54	51	36	309
Park Home	17	9	17	25	25	6	56	155
Total	333	135	432	469	566	328	272	2535

Quarter 1, 2, 3 & 4, 24/25, Table 4

Referral Sources (Household)								
Referral Source	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
Partner Referral	232	55	214	478	90	213	197	1479
Previous contact	98	45	160	136	340	131	110	1020
Other organisation	38	20	48	72	203	35	41	457
Local Authority	39	27	67	55	97	43	41	369
Installer	20	14	75	38	64	22	14	247
Google / Websearch	27	17	39	35	49	38	27	232
Word of Mouth	27	12	53	32	29	32	37	222
Advocacy Drop In	10	3	5	12	3	15	9	57
Social Media	1		4		2	3		10
W&W Flyer/Leaflet		2	2		4			8
Direct mail			1	3	1			5
Newspaper					2			2
Radio				1				1
Telephone box				1				1
Total	393	152	532	664	634	417	355	3147

Quarter 1, 2, 3 & 4, 24/25, Table 5

Measures Installed								
Measure	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
Loft Insulation	9	7	48	19	49	22	6	160
Small measures	20	11	31	24	44	14	14	158
Gas Boiler	14	5	14	26	74	16	7	156
Solar PV	6	12	80	9	23	14	8	152
ASHP	3	9	59	5	19	10	5	110
HHRSH	1	5	11	4	15	4	4	44
Cavity Wall Insulation		2	12	2	15	7	1	39
Park Home Insulation		1	1		9		12	23
Ventilation	2	1	5	4	4	3	2	21
Internal Wall Insulation		1	10		3	1	1	16
Room in Roof Insulation		4	4	2		1	2	13
Heating controls	1	1		2	3	3	1	11
Double/ Triple Glazing	3	1	2		2		2	10
Battery	2			2	1		1	6
Doors	1	1	2		1	1		6
External Wall Insulation			2		1		1	4
Flat Roof Insulation			4					4
Gas FTCH	1	1		2				4
Underfloor Insulation		1				1		2
LPG FTCH		1						1
Total	63	64	285	101	263	97	67	940

Install - No. of Household								
	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
	35	29	112	43	126	39	35	419

Quarter 1, 2, 3 & 4, 24/25, Table 6

Fundings								
	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
ECO £	£211,933	£214,000	£1,005,057	£417,657	£734,871	£301,005	£126,217	£3,010,739
WHF £								
Health top-up £	£12,761	£11,071	£14,078	£15,243	£14,103	£9,972	£8,192	£85,420
LEAP £								
HUG £								
HUG2 £	£57,857	£181,159	£1,176,866	£86,877	£490,795	£207,632	£278,533	£2,479,719
LAD £								
HSF (boiler) £			£3,150		£100,761			£103,911
Other £								
Total	£282,551	£406,230	£2,199,151	£519,777	£1,340,530	£518,609	£412,942	£5,679,789

Savings from installations								
	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
Annual carbon savings	37.4	74.9	353.3	72.9	215.3	82.0	54.8	890.6
Lifetime carbon savings	683.9	1,668.6	7,743.8	1,442.5	4,346.3	1,786.6	1,257.7	18,929.4
Annual bill savings	£5,762	£11,630	£60,881	£11,026	£31,327	£13,449	£7,878	£141,953
Lifetime Bill Savings	£133,823	£278,395	£1,464,319	£264,718	£772,163	£339,068	£198,181	£3,450,667

Quarter 1, 2, 3 & 4, 24/25, Table 7

Households referred by partners								
Category	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
▲								
⊕ Advocacy Partner	22		41	71	1	4	57	196
⊕ Age UK	5	2	4	10	5	2	3	31
⊕ Charity Partner	11	17	31	57	31	181	3	331
⊕ Citizen's Advice	22	17	48	46	54	27	15	229
⊕ Emergency boiler scheme			1					1
⊕ Ethical lender					1			1
⊕ Fire & Rescue Service	1	1	1	3	3	1		10
⊕ Food Bank	22	13	1		113	52	1	202
⊕ Installer	21	11	71	37	64	24	17	245
⊕ Internal	24	9	10	5	3	9	5	65
⊕ Local Council Team	39	14	30	32	36	19	18	188
⊕ NHS/Healthcare Service	63	6	63	89	7	31	87	346
⊕ Other			14		12			26
⊕ Other Advice Service	14	3	19	137	20	12	11	216
⊕ Self Referral	12	7	24	46	12	19	34	154
⊕ Social Housing	87	5	66	36	112	1	39	346
Total	316	94	367	484	446	333	256	2296

Quarter 1, 2, 3 & 4, 24/25, Table 8

Households SW referred to partners								
Category	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
⊕ Installer	17	10	54	32	51	30	17	211
⊕ Priority Service Register	5	9	25	19	28	22	4	112
⊕ Internal	9	2	13	17	11	19	7	78
⊕ Age UK	9	3	10	9	2	12	15	60
⊕ Other Advice Service	3	7	6	8	8	16	4	52
⊕ Emergency boiler scheme	9	1	8	5	7	2	4	36
⊕ Supplier	6	3	7	6	4	3	6	35
⊕ Charity Partner	6	5	6	1	1	13	2	34
⊕ Big Difference Scheme	3	1	11	2		7	6	30
⊕ Citizen's Advice	2		3	4	5	8	3	25
⊕ Fire & Rescue Service	2	2	4	4	2	3	7	24
⊕ Other	8	3		2	1	2	1	17
⊕ Regulator	2	2	1	2	4	2	3	16
⊕ Social Housing	10			1				11
⊕ Advocacy Partner	1		1			1	3	6
⊕ Local Council Team	1		2	1		1		5
⊕ Food Bank						3		3
⊕ Ethical lender				2				2
⊕ Warm Home Discount	2							2
Total	89	42	132	105	115	129	75	687

Quarter 1, 2, 3 & 4, 24/25, Table 9

Visits completed in the period								
Team	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
Adviceline								
No. of Visit				3	5		2	10
No. of Household Visit				3	5		2	10
Advocacy								
No. of Visit	196	43	210	324	273	194	204	1444
No. of Household Visit	164	41	162	244	232	146	158	1147
No. of Visit	196	43	210	327	278	194	206	1454
No. of Household Visit	164	41	162	245	236	146	160	1154

Vulnerability of households visited								
	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
(W&W) Health condition	140	37	131	184	166	120	132	910
(W&W) Over 65	31	12	47	53	45	33	36	257
(W&W) Benefit (New)	125	29	80	200	186	111	118	849
(W&W) Child	48	15	32	85	96	54	50	380
(W&W) Nil vulnerability (New)	5	1	12	7	10	4	7	46
% (W&W) Health condition	85.4%	90.2%	80.9%	75.1%	70.3%	82.2%	82.5%	78.9%
% (W&W) Over 65	18.9%	29.3%	29.0%	21.6%	19.1%	22.6%	22.5%	22.3%
% (W&W) Benefit (New)	76.2%	70.7%	49.4%	81.6%	78.8%	76.0%	73.8%	73.6%
% (W&W) Child	29.3%	36.6%	19.8%	34.7%	40.7%	37.0%	31.3%	32.9%
% (W&W) Nil vulnerability (New)	3.0%	2.4%	7.4%	2.9%	4.2%	2.7%	4.4%	4.0%

Quarter 4, 24/25, Table 10

Households and Demographics								
	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
Enquiries	273	111	440	610	507	404	302	2,647
Household	168	63	246	306	289	204	167	1,443
(Household) Health condition	111	38	167	192	170	130	100	908
% (Household) Health condition	66.1%	60.3%	67.9%	62.7%	58.8%	63.7%	59.9%	62.9%
(Household) Over 65	36	21	77	63	69	65	40	371
% (Household) Over 65	21.4%	33.3%	31.3%	20.6%	23.9%	31.9%	24.0%	25.7%
(Household) Benefit	89	29	91	182	157	106	97	751
% (Household) Benefit	53.0%	46.0%	37.0%	59.5%	54.3%	52.0%	58.1%	52.0%
(Household) Child	37	10	47	82	94	42	46	358
% (Household) Child	22.0%	15.9%	19.1%	26.8%	32.5%	20.6%	27.5%	24.8%
(Household) Nil vulnerability	37	13	45	59	57	45	34	290
% (Household) Nil vulnerability	22.0%	20.6%	18.3%	19.3%	19.7%	22.1%	20.4%	20.1%
Average of Age Now	54	60	58	50	54	57	52	54

Quarter 4, 24/25, Table 11

Households and Demographics			
	South Gloucestershire	Gloucestershire	Total
Enquiries	507	2,140	2,647
Household	289	1,154	1,443
(Household) Health condition	170	738	908
% (Household) Health condition	58.8%	64.0%	62.9%
(Household) Over 65	69	302	371
% (Household) Over 65	23.9%	26.2%	25.7%
(Household) Benefit	157	594	751
% (Household) Benefit	54.3%	51.5%	52.0%
(Household) Child	94	264	358
% (Household) Child	32.5%	22.9%	24.8%
(Household) Nil vulnerability	57	233	290
% (Household) Nil vulnerability	19.7%	20.2%	20.1%
Average of Age Now	54	54	54

Quarter 4, 24/25, Table 12

Main Health Condition - Household								
(Group) Main Health Condition	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
☒ Autoimmune And Immunodeficiency Diseases	2	1	4	2	6	5	2	22
☒ Cancer	7		10	16	3	6	4	46
☒ Cardiovascular Disease	6	3	16	11	15	6	5	62
☒ Dementia	1		1	2	2	1	1	8
☒ Diabetes		4	14	15	11	5	5	54
☒ Haemoglobinopathies							1	1
☒ Learning Disabilities		1	1	2			1	5
☒ Limited Mobility (inc Arthritis)	20	7	14	17	30	32	17	137
☒ Mental Health Condition	26	4	31	46	32	28	11	178
☒ Neurobiological And Related Diseases			4	5	5	2	1	17
☒ Other	10	3	14	11	6	5	10	59
☒ Respiratory Disease	23	3	30	32	22	13	19	142
☒ Substance Misusers					1			1
Total	95	26	139	159	133	103	77	732

Quarter 4, 24/25, Table 13

Main Health Condition - Household			
(Group) Main Health Condition	South Gloucestershire	Gloucestershire	Total
⊞ Autoimmune And Immunodeficiency Diseases	6	16	22
⊞ Cancer	3	43	46
⊞ Cardiovascular Disease	15	47	62
⊞ Dementia	2	6	8
⊞ Diabetes	11	43	54
⊞ Haemoglobinopathies		1	1
⊞ Learning Disabilities		5	5
⊞ Limited Mobility (inc Arthritis)	30	107	137
⊞ Mental Health Condition	32	146	178
⊞ Neurobiological And Related Diseases	5	12	17
⊞ Other	6	53	59
⊞ Respiratory Disease	22	120	142
⊞ Substance Misusers	1		1
Total	133	599	732

Quarter 4, 24/25, Table 14

Property Details 1

Accommodation Type	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
Owner occupier	65	32	120	83	108	77	54	539
Private Tenant	15	1	19	37	16	18	16	122
Social tenant- HA	33	20	86	106	119	25	53	442
Social Tenant-LA	43		4	33	3	69	13	165
Total	156	53	229	259	246	189	136	1,268

Property Details 2

Property Age (Group)	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
⊕ Before 1900	8	9	32	13	7	19	6	94
⊕ 1900-1949	10	3	12	17	9	9	7	67
⊕ 1950-1995	42	5	44	43	41	37	31	243
⊕ 1996+	7	3	15	14	30	16	13	98
Total	67	20	103	87	87	81	57	502

Property Details 3

Building Type	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
House	55	30	101	95	126	82	43	532
Flat	54	8	19	70	59	33	24	267
Bungalow	8	3	42	12	17	21	15	118
Park Home	8	2	10	21	11	2	27	81
Total	125	43	172	198	213	138	109	998

Quarter 4, 24/25, Table 15

Property Details 1			
Accommodation Type	South Gloucestershire	Gloucestershire	Total
Owner occupier	108	431	539
Private Tenant	16	106	122
Social tenant- HA	119	323	442
Social Tenant-LA	3	162	165
Total	246	1,022	1,268

Property Details 2			
Property Age (Group)	South Gloucestershire	Gloucestershire	Total
⊕ Before 1900	7	87	94
⊕ 1900-1949	9	58	67
⊕ 1950-1995	41	202	243
⊕ 1996+	30	68	98
Total	87	415	502

Property Details 3			
Building Type	South Gloucestershire	Gloucestershire	Total
House	126	406	532
Flat	59	208	267
Bungalow	17	101	118
Park Home	11	70	81
Total	213	785	998

Quarter 4, 24/25, Table 16

Referral Sources (Household)								
Referral Source	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
Partner Referral	58	20	87	210	41	86	81	583
Previous contact	39	9	53	43	115	49	38	346
Local Authority	14	6	17	19	33	16	26	131
Other organisation	13	9	15	20	52	9	8	126
Word of Mouth	10	5	15	24	5	10	16	85
Google / Websearch	11	1	15	12	19	13	9	80
Installer	5	4	21	7	15	7	4	63
Advocacy Drop In	1		1	8		1		11
Radio				1				1
W&W Flyer/Leaflet			1					1
Total	129	47	187	273	217	157	134	1144

Quarter 4, 24/25, Table 17

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

Quarter 4, 24/25, Table 18

Measures Installed								
Measure	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
Small measures	8	9	11	5	13	3	6	55
Gas Boiler	6	3	7	6	23	3	3	51
Loft Insulation	3	4	14	4	15	5	3	48
Solar PV	1	5	19	5	8	4	4	46
ASHP		3	14	2	11	3	1	34
Cavity Wall Insulation		2	7		10	5	1	25
HHRSH		3	4	4	2	1	2	16
Double/ Triple Glazing	2	1	1		2		1	7
Internal Wall Insulation		1	3				1	5
Room in Roof Insulation		1	2	1		1		5
Battery				2	1		1	4
Doors		1			1			2
External Wall Insulation					1		1	2
Ventilation		1	1					2
Flat Roof Insulation			1					1
Gas FTCH				1				1
LPG FTCH		1						1
Underfloor Insulation		1						1
Total	20	36	84	30	87	25	24	306

Install - No. of Household								
Fiscal Qtr	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
Q4	11	14	31	16	36	8	8	124

Quarter 4, 24/25, Table 19

Measures Installed			
Measure	South Gloucestershire	Gloucestershire	Total
Small measures	13	42	55
Gas Boiler	23	28	51
Loft Insulation	15	33	48
Solar PV	8	38	46
ASHP	11	23	34
Cavity Wall Insulation	10	15	25
HHRSH	2	14	16
Double/ Triple Glazing	2	5	7
Internal Wall Insulation		5	5
Room in Roof Insulation		5	5
Battery	1	3	4
Doors	1	1	2
External Wall Insulation	1	1	2
Ventilation		2	2
Flat Roof Insulation		1	1
Gas FTCH		1	1
LPG FTCH		1	1
Underfloor Insulation		1	1
Total	87	219	306

Install - No. of Household			
Fiscal Qtr	South Gloucestershire	Gloucestershire	Total
Q4	36	88	124

Quarter 4, 24/25, Table 20

Fundings								
	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
ECO £	£103,748	£128,349	£549,275	£124,084	£177,426	£107,852	£31,781	£1,222,515
WHF £								
Health top-up £	£6,580	£6,429	£5,602	£7,960	£5,452	£2,130	£5,129	£39,281
LEAP £								
HUG £								
HUG2 £	£5,900	£6,685	£83,657	£19,699	£96,680	£29,923	£38,920	£281,463
LAD £								
HSF (boiler) £					£31,252			£31,252
Other £								
Total	£116,228	£141,463	£638,534	£151,743	£310,809	£139,905	£75,830	£1,574,511

Savings from installations								
	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
Annual carbon savings	7.3	32.9	94.6	30.1	82.8	24.2	17.3	289.1
Lifetime carbon savings	112.4	725.9	2,114.5	611.0	1,728.6	588.1	384.3	6,265.0
Annual bill savings	£1,024	£4,943	£15,947	£4,826	£12,161	£4,084	£3,023	£46,008
Lifetime Bill Savings	£25,140	£122,556	£394,729	£110,809	£301,793	£109,487	£77,640	£1,142,154

Quarter 4, 24/25, Table 21

Fundings			
	South Gloucestershire	Gloucestershire	Total
ECO £	£177,426	£1,045,089	£1,222,515
WHF £			
Health top-up £	£5,452	£33,830	£39,281
LEAP £			
HUG £			
HUG2 £	£96,680	£184,784	£281,463
LAD £			
HSF (boiler) £	£31,252		£31,252
Other £			
Total	£310,809	£1,263,702	£1,574,511
Savings from installations			
	South Gloucestershire	Gloucestershire	Total
Annual carbon savings	82.8	206.3	289.1
Lifetime carbon savings	1,728.6	4,536.4	6,265.0
Annual bill savings	£12,161	£33,847	£46,008
Lifetime Bill Savings	£301,793	£840,361	£1,142,154

Quarter 4, 24/25, Table 22

Households referred by partners								
Category	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
▲								
⊕ Advocacy Partner	5		16	27			9	57
⊕ Age UK	2	2	1	3	3			11
⊕ Charity Partner	1	4	5	18	8	59		95
⊕ Citizen's Advice	1	5	4	3	9			22
⊕ Fire & Rescue Service	1	1	1	2				5
⊕ Food Bank	1	3			27	26		57
⊕ Installer	4	4	14	3	11	6	3	45
⊕ Internal	4	3	3	4		6	1	21
⊕ Local Council Team	6	7	5	11	16	8	9	62
⊕ NHS/Healthcare Service	32	3	24	42	1	12	26	140
⊕ Other			14		4			18
⊕ Other Advice Service			1	22	6			29
⊕ Self Referral	5		12	26	6	16	9	74
⊕ Social Housing	25		26	15	33		14	113
Total	86	31	120	170	121	121	67	716

Quarter 4, 24/25, Table 23

Households SW referred to partners			
Category	South Gloucestershire	Gloucestershire	Total
⊕ Installer	21	80	101
⊕ Internal	8	33	41
⊕ Priority Service Register	9	30	39
⊕ Age UK	1	17	18
⊕ Other Advice Service	2	11	13
⊕ Regulator	4	9	13
⊕ Supplier	1	11	12
⊕ Big Difference Scheme		10	10
⊕ Charity Partner		9	9
⊕ Emergency boiler scheme		8	8
⊕ Citizen's Advice	2	5	7
⊕ Other	1	5	6
⊕ Fire & Rescue Service		4	4
⊕ Advocacy Partner		2	2
⊕ Local Council Team		2	2
⊕ Social Housing		2	2
Total	46	223	269

Quarter 4, 24/25, Table 24

Households SW referred to partners								
Category	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
⊕ Installer	10	4	29	11	21	15	11	101
⊕ Internal	3	1	4	11	8	10	4	41
⊕ Priority Service Register	1	4	5	7	9	10	3	39
⊕ Age UK	1	2	6	1	1	3	4	18
⊕ Other Advice Service	1	1	2	3	2	2	2	13
⊕ Regulator	2	1	1	1	4	1	3	13
⊕ Supplier	2		2	3	1	1	3	12
⊕ Big Difference Scheme			8			1	1	10
⊕ Charity Partner	1	2	5	1				9
⊕ Emergency boiler scheme	2		4	1			1	8
⊕ Citizen's Advice			1	3	2	1		7
⊕ Other	1	1		2	1	1		6
⊕ Fire & Rescue Service	1		1	1			1	4
⊕ Advocacy Partner			1				1	2
⊕ Local Council Team			2					2
⊕ Social Housing	1			1				2
Total	25	15	66	43	46	42	32	269

Quarter 4, 24/25, Table 25

Households SW referred to partners			
Category	South Gloucestershire	Gloucestershire	Total
⊕ Installer	21	80	101
⊕ Internal	8	33	41
⊕ Priority Service Register	9	30	39
⊕ Age UK	1	17	18
⊕ Other Advice Service	2	11	13
⊕ Regulator	4	9	13
⊕ Supplier	1	11	12
⊕ Big Difference Scheme		10	10
⊕ Charity Partner		9	9
⊕ Emergency boiler scheme		8	8
⊕ Citizen's Advice	2	5	7
⊕ Other	1	5	6
⊕ Fire & Rescue Service		4	4
⊕ Advocacy Partner		2	2
⊕ Local Council Team		2	2
⊕ Social Housing		2	2
Total	46	223	269

Quarter 4, 24/25, Table 26

Visits completed in the period								
Team	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
Adviceline								
No. of Visit					2		1	3
No. of Household Visit					2		1	3
Advocacy								
No. of Visit	49	12	88	103	79	55	39	425
No. of Household Visit	46	12	80	87	76	50	39	390
No. of Visit	49	12	88	103	81	55	40	428
No. of Household Visit	46	12	80	87	77	50	40	392

Vulnerability of households visited								
	Cheltenham Borough Council	Cotswold District Council	Forest Of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total
(W&W) Health condition	38	10	67	63	45	40	31	294
(W&W) Over 65	12	4	27	25	15	14	8	105
(W&W) Benefit (New)	36	8	38	63	62	37	30	274
(W&W) Child	11	5	17	26	33	12	13	117
(W&W) Nil vulnerability (New)	2		1	3	3	2	1	12
% (W&W) Health condition	82.6%	83.3%	83.8%	72.4%	58.4%	80.0%	77.5%	75.0%
% (W&W) Over 65	26.1%	33.3%	33.8%	28.7%	19.5%	28.0%	20.0%	26.8%
% (W&W) Benefit (New)	78.3%	66.7%	47.5%	72.4%	80.5%	74.0%	75.0%	69.9%
% (W&W) Child	23.9%	41.7%	21.3%	29.9%	42.9%	24.0%	32.5%	29.8%
% (W&W) Nil vulnerability (New)	4.3%		1.3%	3.4%	3.9%	4.0%	2.5%	3.1%

Quarter 4, 24/25, Table 27

Visits completed in the period			
Team	South Gloucestershire	Gloucestershire	Total
Adviceline			
No. of Visit	2	1	3
No. of Household Visit	2	1	3
Advocacy			
No. of Visit	79	346	425
No. of Household Visit	76	314	390
No. of Visit	81	347	428
No. of Household Visit	77	315	392

Vulnerability of households visited			
	South Gloucestershire	Gloucestershire	Total
(W&W) Health condition	45	249	294
(W&W) Over 65	15	90	105
(W&W) Benefit (New)	62	212	274
(W&W) Child	33	84	117
(W&W) Nil vulnerability (New)	3	9	12
% (W&W) Health condition	58.4%	79.0%	75.0%
% (W&W) Over 65	19.5%	28.6%	26.8%
% (W&W) Benefit (New)	80.5%	67.3%	69.9%
% (W&W) Child	42.9%	26.7%	29.8%
% (W&W) Nil vulnerability (New)	3.9%	2.9%	3.1%