



severn wye

2023/24 REPORT  
**Warm and Well**  
QUARTER 4



a fitter home for a healthy future





## **Warm and Well Progress Report, Quarter 4, 2023-24.**

17<sup>th</sup> April 2024

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 (2021) fuel poverty statistics compare the proportion of households in the area who suffer from fuel poverty:

- Gloucestershire: 11.3%
- South Gloucestershire: 8.4%
- Warm and Well region: 11%
- South West: 11.4%

These figures pre-date the current energy crisis and increase in the cost of living, which we expect to have had a dramatic impact.

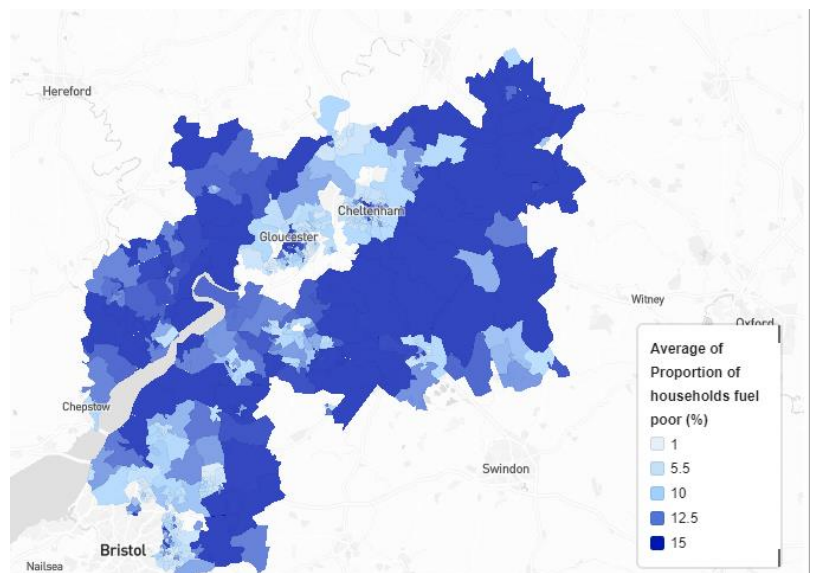


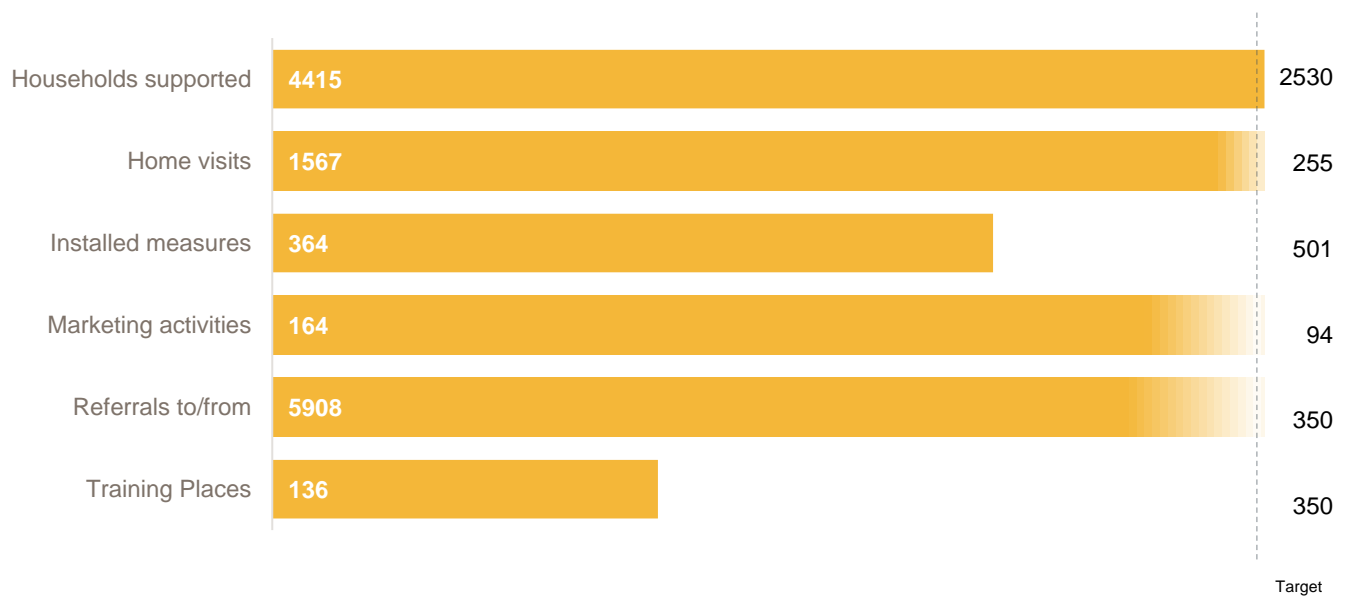
Figure 1: The spread of fuel poverty by LSOA using the 2021 sub-regional statistics

# Warm and Well key achievements

Since April 2023:

- 9314 contacts made supporting 4415 unique households
- Completed 1567 home visits across 1252 households
- Grants of over £2.01M provided to 1,971 households (installs & financial support)
- 364 measures installed benefitting 211 homes

## Progress against targets



# Executive Summary

The Warm and Well service has been experiencing high demand. Recent polling shows that three in ten British adults are finding it hard to pay energy bills. This quarter we have dealt with 2,427 enquiries from people who are struggling. We have unlocked over £379,476 of funding in the past three months alone, funding that has gone directly to improve the homes and daily lives of vulnerable people. This is no small achievement. Our team of talented and compassionate staff work tirelessly to ensure that the Warm and Well service reaches as many people as possible, providing a tailored and holistic approach. Through working with partner organisations, we are able to signpost additional support that goes beyond the scope of addressing immediate energy and heating issues.

We continue to expand our services and adapt our approach as we see opportunity, and a recent successful bid to Wales and West Utilities and Cadent is testament to this. This means that we are able to invest an additional £1.4M into providing support to households in the areas that we serve – in turn, helping people within your communities. Focusing on getting support to those who are harder to reach is a pivotal focus of this project, working with refugees and asylum seekers and houseboat and travelling communities using a combination of advocacy and education. The strong relationships that we have built with other organisations such as GARAS and Age UK will be key to the success of this project.

Increasingly we are finding that people who contact us for support are finding themselves in fuel poverty for the first time. This is no surprise. The Russian invasion of Ukraine almost 26 months ago caused food and energy bills to leap and sent inflation spiralling to its highest rate in 41 years in October 2022, when it reached 11.1%. Households are spending between 35 – 50% more for products, services and mortgages than they were in April 2022. Energy bills are more than double what they were two years ago. This, coupled with the cost of everything else going up, means that there is less resilience in the system and within individual households. Climate change is playing a part in escalating prices too. Excessive rains and chilly Spring temperatures are causing poor harvests. We've all seen the impact of flooding in our landscapes. Waterlogged fields are causing a reduction in yields and wheat production is down 15% since November. Livestock farming is struggling with a tragically bleak attrition rate for lambs born this year. All of these factors create dependency on imports that in turn push the prices in our supermarkets ever higher. We are caught in a vortex of dependency on others, both for our food and for our energy.

However, with your support we continue to do what we can on the frontline, keeping people warm and healthy. Educating. Empowering. Fuel poor households pay an average of £417 more a year for energy than if they lived in energy efficient homes, and the funding that we unlock directly improves the energy efficiency of homes, which in turn is an important stepping stone towards the resilience that is so badly needed if we are to break free of dependency on a volatile climate and the politics of war.

**Hannah Persaud**  
Director of Energy Advice

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# People we support

## Households supported

We continue to see high demand for support with 2427 individual enquiries from 1524 unique households in Quarter 4. January had the highest number of enquiries (892) with over 184% increase compared to last year (484). As fuel poverty crises worsen and many people struggle to manage their bill and energy consumption, we have been instrumental in supporting individual households to alleviate the devastating impact.

Since the start of the year, 9314 enquiries have been made across 4415 households.

We continue to see a range in the types of enquiries we receive, including residents accessing the service who find themselves in or at risk of fuel poverty for the first time.

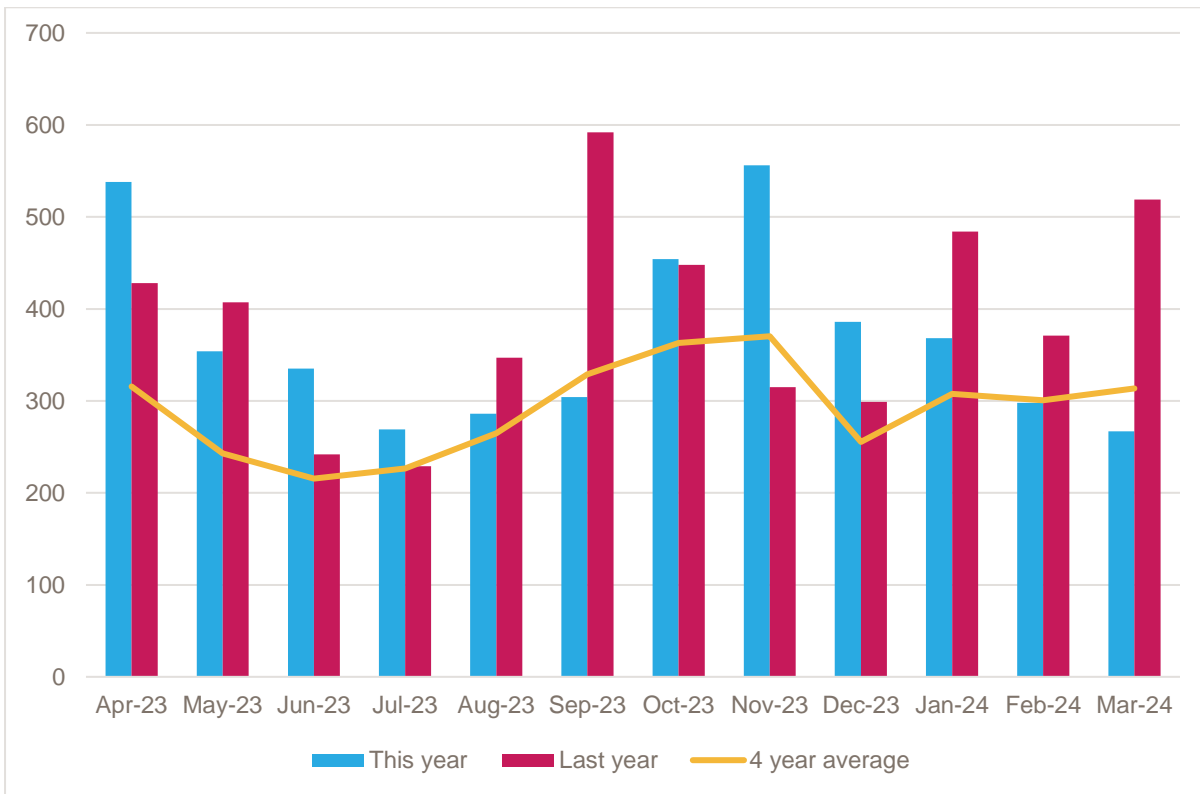


Figure 2: Households advised this year compared to the 4-year average

## Client characteristics

99% of all clients reported at least one vulnerability. There has been a 7% increase in each of our clients with health conditions who are over 65 years old and those receiving benefits. However, the percentage of clients with children reduced by 2% compared to the previous quarter. The overall makeup of this quarter shows that a higher proportion of our clients had more vulnerabilities compared to the previous quarter.

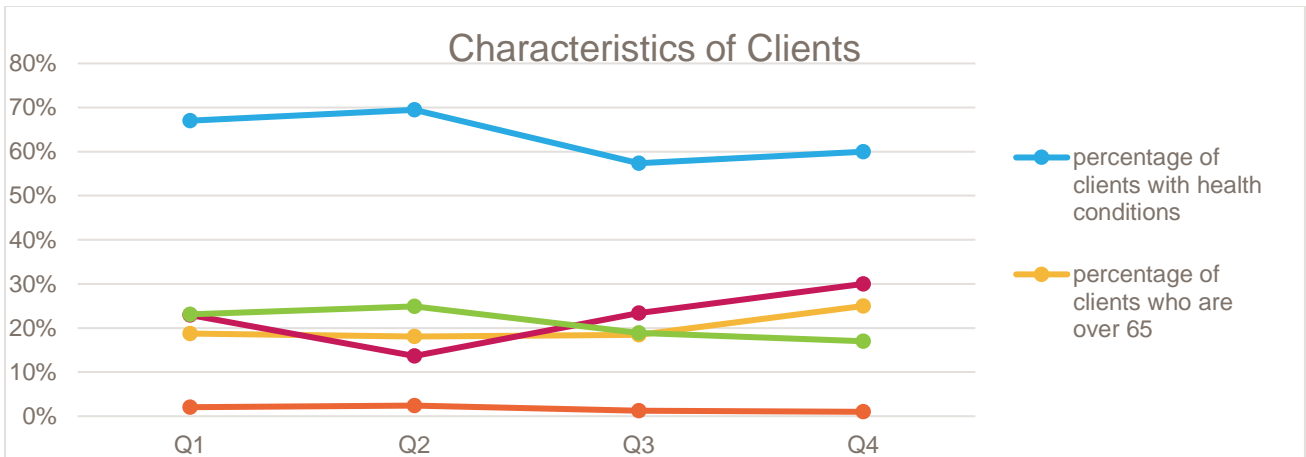


Figure 3: Proportion of clients declaring key vulnerabilities compared with compared for every quarter.

This quarter, 792 clients disclosed household health conditions (2263 this year), with a significant focus on mental health (194 cases), respiratory disease (158), and mobility issues (156) remained prominent in primary health concerns.

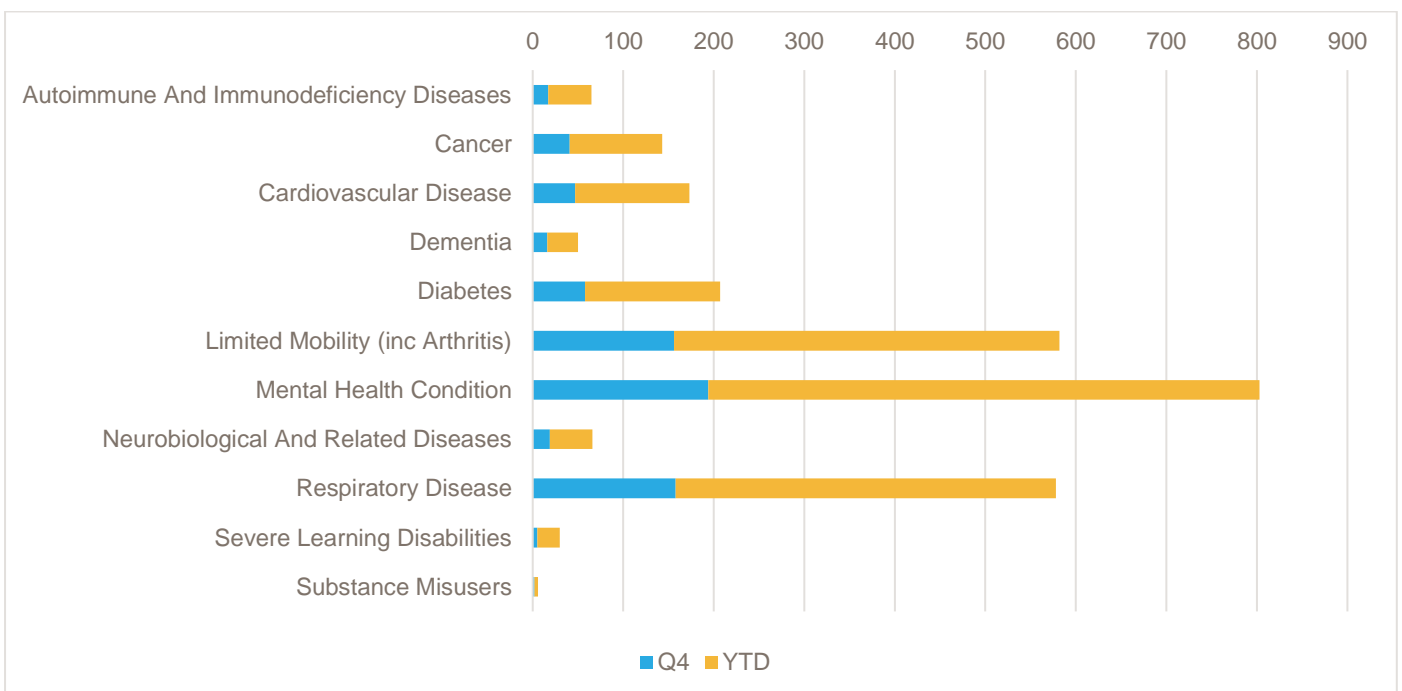


Figure 4: Primary health condition reported in Q4 and YTD



## Where our clients live

Across Gloucestershire and South Gloucestershire, 5.6% of households are within the most deprived areas (decile 1 and 2 IMD). 28% of households supported by Warm and Well this quarter live in these areas.

55% of our clients live in areas where fuel poverty prevalence is higher than 10% in the region (10%), and 27% live in areas where fuel poverty is over 14%.

## The properties our clients live in

Warm and Well clients are vulnerable homeowner-occupiers and social tenants. This quarter, there has been a notable 3% rise in owner occupier compared to the previous quarter, while the number of social and private tenants has remained relatively stable.

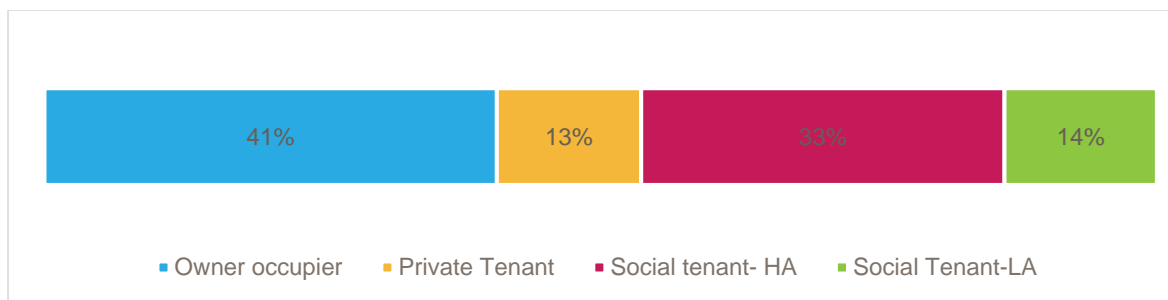


Figure 5: Client engagements by tenure in this year

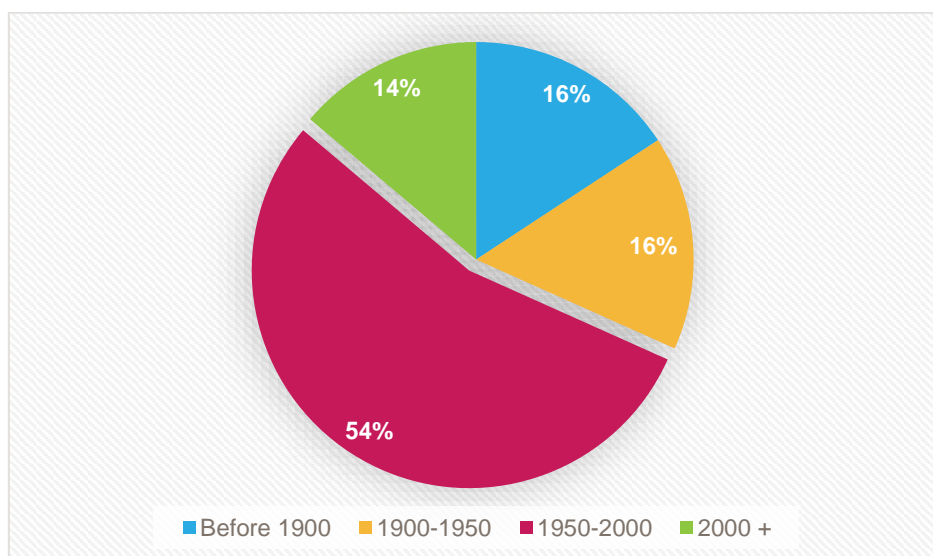
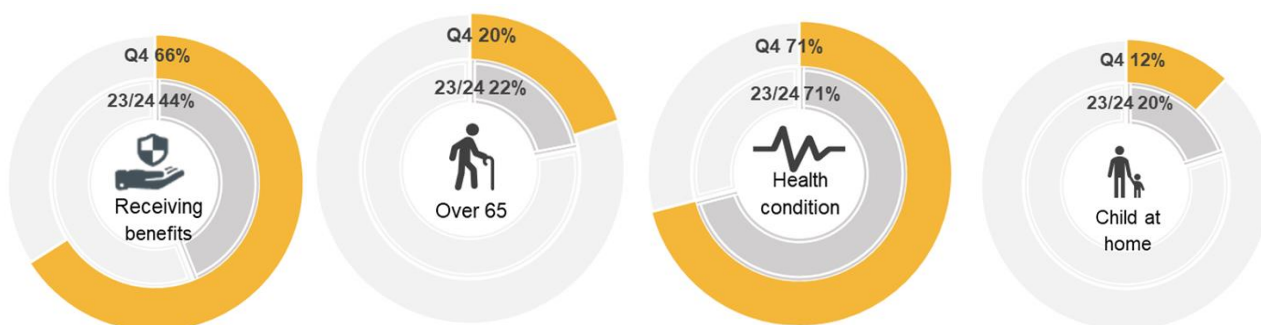


Figure 6: Age of property

# Home Visits

In total we have carried out **457 home visits** across 363 households (440 Advocacy visits and 17 Energy advice visits) across Warm and Well services this quarter, taking the total for the year to **1,567** across 1252 households (1522 Advocacy visits and 45 Energy advice visits). This is a significant increase on last year where a total of 581 home visits were completed across 2022-23.

Overall, 99% of all our clients visited at home had at least one of the following vulnerabilities.



Total visits: **457 in Q4, 1,567 YTD**

# Partnership Working

## Training for other support organisations

Our online, certificated CPD course, *Introduction to Energy Use in the Home and Fuel Poverty Awareness*, continues to resource frontline staff and volunteers in partner and support organisations. During this quarter we have trained 55 participants, 29 of whom were from Gloucestershire and 26 were from South Gloucestershire. Participants included those working for local authority housing departments, the NHS, foodbanks, advisory services such as Age UK and Citizens Advice, local community groups, and councillors. We have also engaged with 22 professionals at networking events.

Rachael Hull, Training Officer for South Gloucestershire Council’s One Stop Shops, whose customer service team have taken part in the training, said *“We all found the course very helpful, with lots of new information, statistics, and advice that we were unaware of. We felt this course has given us the knowledge to support our customers and recognise the signs of fuel poverty. We feel confident in giving basic advice, and very confident to signpost our customers to Warm and Well for expert advice.”*

Demand for CPD training has varied substantially over the past few years, with uptake seeing a spike during the peak of the energy crisis during 2022-2023. Numbers this year have been down, which is likely a combination of some resignation about the state of the economy and rising costs generally, and potentially a saturation of the market with nearly 800 people receiving training since 2020. As we enter this next year we will be examining our marketing and lessons learned.

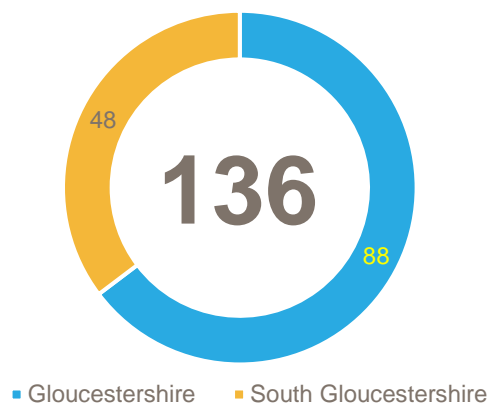


Figure 7 Split of CPD delegates this year in Gloucestershire and South Gloucestershire

“

I've recommended staff and volunteers complete this training as the information is very valuable to pass on to families.

The information given and tools are all helpful when talking to someone, a lot of this information is relevant to my patients.

”

”  
I have just been appointed and this training has provided me with useful knowledge to confidently meet and help 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:

- **1175** referrals were received from partner organisations in the quarter (4,981 this year)
- **231** clients were referred to partners for additional support after a conversation with a Warm and Well advisor or advocate, a total of 927 this year.

Throughout 2023-24 we've strengthened relationships with our partners. We have also collaborated with Barnardo's, Stroud and Cirencester Food Banks, Forest of Dean Salvation Army, Lendology and the South Cotswold Frailty Service, amongst others. During December we worked with Age UK Gloucestershire to distribute luxury Christmas hampers to vulnerable residents aged over 65.

Beyond these partnerships and referrals, our Adviceline also continue to play a crucial role in signposting households to additional sources of support. These organisations include Stepchange, MCS Website, We Care Home Improvements, and the National Grid Priority Services Register, among others.



## Organisations that refer clients to Warm and Well

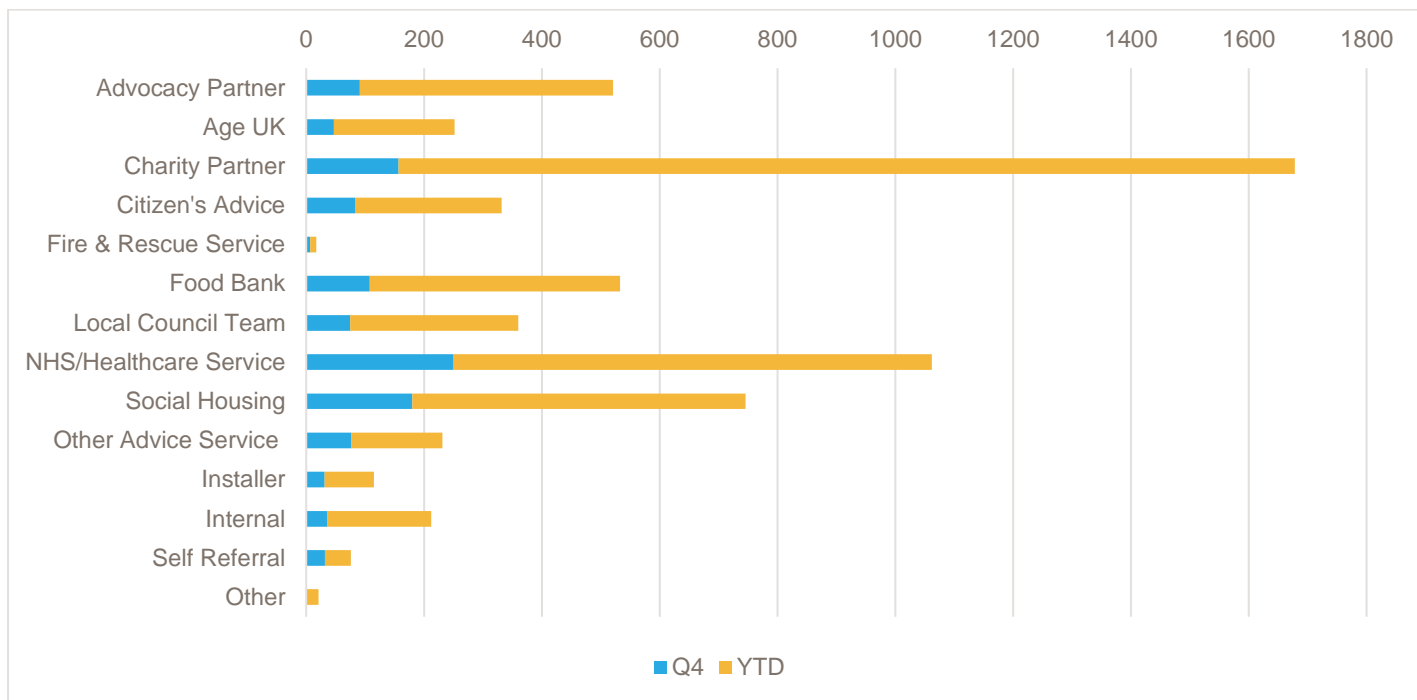


Figure 8: Referrals from partner organisations in Q4 and YTD

## Organisations that we referred or signposted clients to

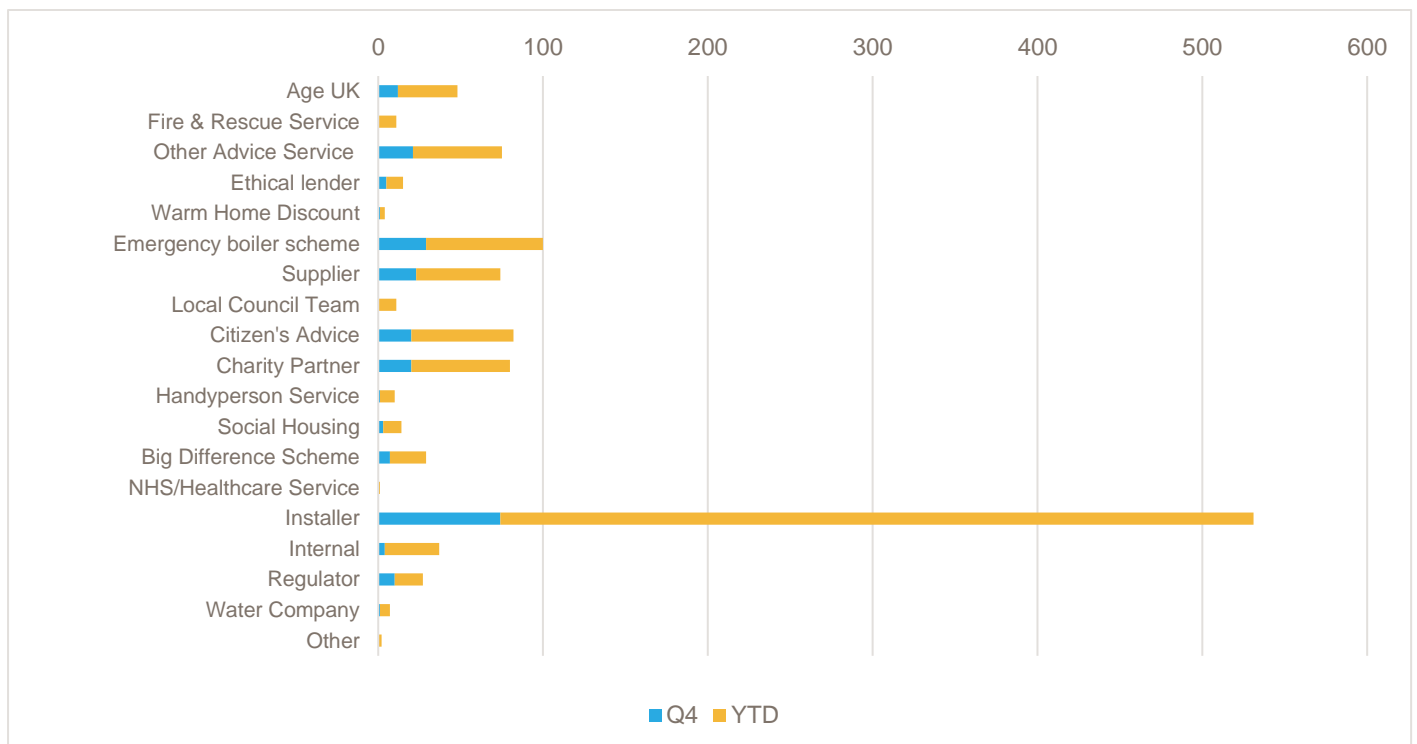


Figure 9: Referrals to partner organisations in Q4 and YTD

## Working with partners to reach new clients

This quarter we have attended 24 networking events and meetings with partners, engaging with 100 people from external organisations and households 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 run 20 drop-in 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 208 members of the public, who are at risk of struggling with their fuel bills.

Activity Type	Count of activities	Number of people engaged
Drop In/Surgery	20	208
Leaflet Drop	8	8
Networking Event	24	24
External Organisation Update/Talk	11	76
<b>Total</b>	<b>63</b>	<b>316</b>





# Energy Advocacy

Through Gloucestershire (Social prescribers, GARAS, NHS, Social Housing Associations) and South Gloucestershire (9 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

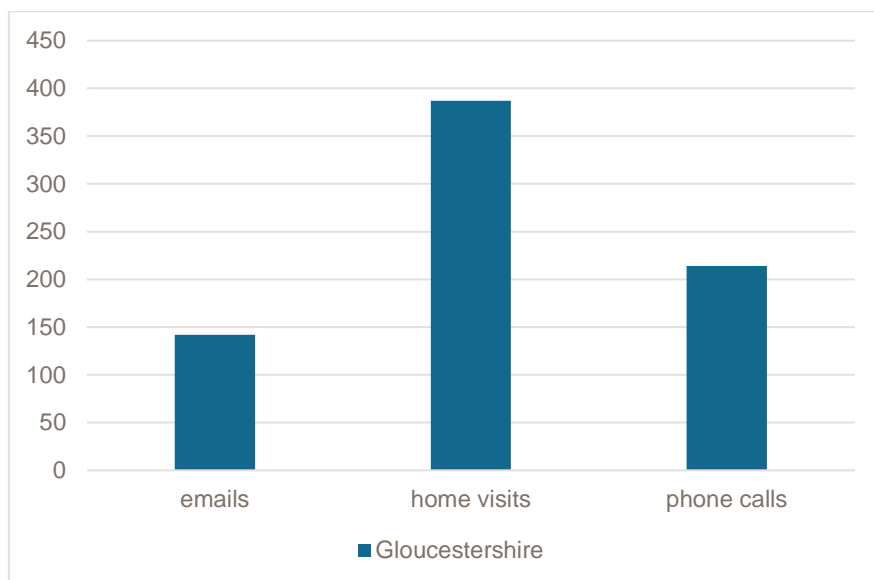


Figure 10: Gloucestershire Energy Advocate support services

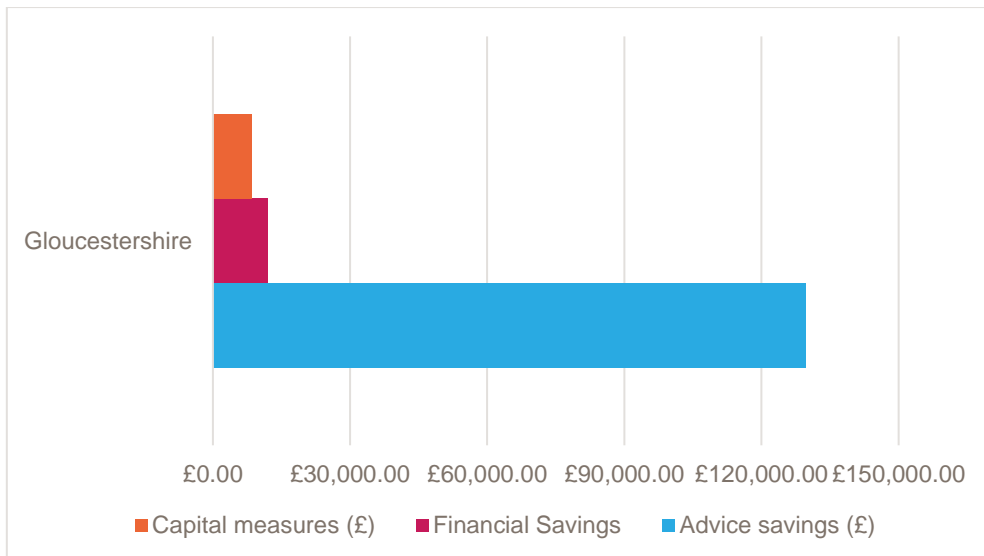


Figure 11: Gloucestershire financial savings identified and achieved through advocacy services

The advocates continue to be very busy through the winter period with the amount of home visits increasing as expected when the weather is colder. Becca and Ahmed have settled well into their new roles and are an asset to the team with their experience and bi-lingual skills. We have concentrated more on the home visit side of the project through the winter and are now looking to get back to completing drop-ins and events. We are supporting the NHS Bus across Gloucestershire through the next two months and have been working with Age UK and Dementia Awareness.

The work is still complex, and we have had a couple of case that have taken over 12 months to resolve where there have been meter issues and English is not their first language. We have also seen an increase in applications for trust funds highlighting how many more people are in debt with their energy.

### Case study Gloucestershire

An advocate visited a client where English was not their first language and they had a faulty Smart pre-payment meter, which could not be topped up. They were receiving frequent red letter bill demanding payments and the client was turning the heating off to save money.

The client also requested for the meter to be changed from a pre-payment meter to a credit meter and for this to happen the existing meter needed to be either repaired or replaced. For 11 months the advocate supported the client through calls that were often dropped, disconnect and hung up. Missed appointments where the engineer either rearranged or didn't turn up. This large supplier also promised

call back that didn't happen and deadlines that weren't adhered to. The advocate made numerous home visits and calls for the client.

It has taken from the 6th March 23 until 23 February 2024 – that's 50 weeks and 4 days - to have a working SMET2 pre-payment meter installed, which, after two more weeks, can then be changed to a credit meter.

The client is very pleased with the help and support they received, but very frustrated that it took so long to resolve.

[ Government stats Q3 state that at the end of September 2023, there were around 32 million smart & advanced domestic meters operating. So, taking reports of c.4 million as faulty, that's around 1 in 8 not working!]

## Step-up South Gloucestershire

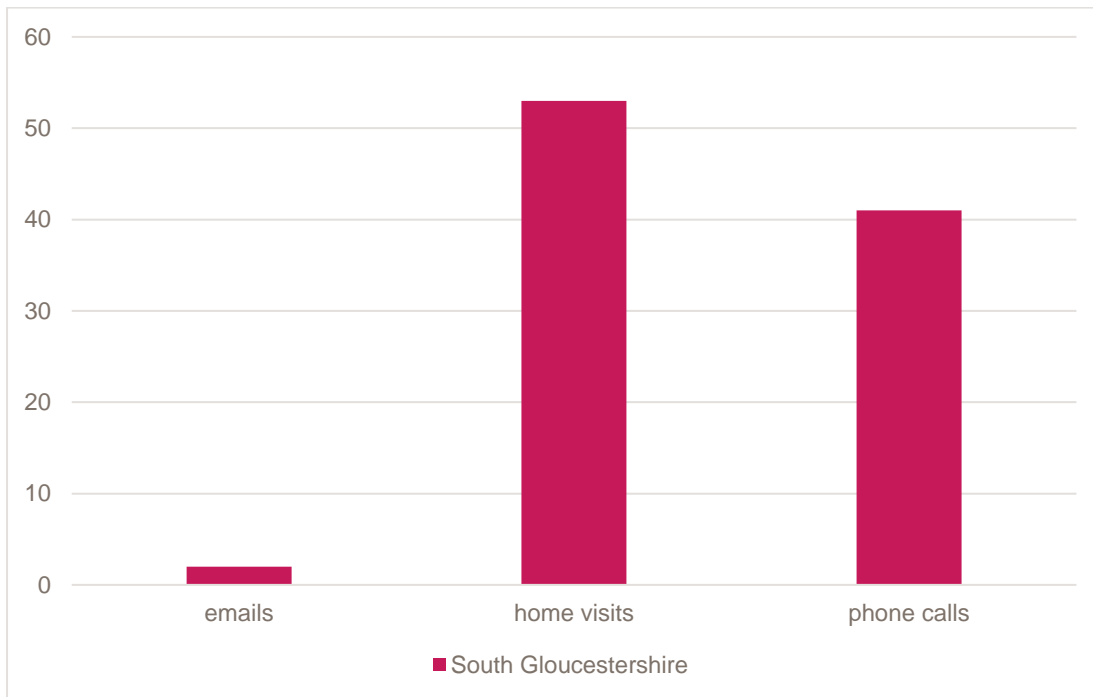


Figure 12: South Gloucestershire Energy Advocate support services

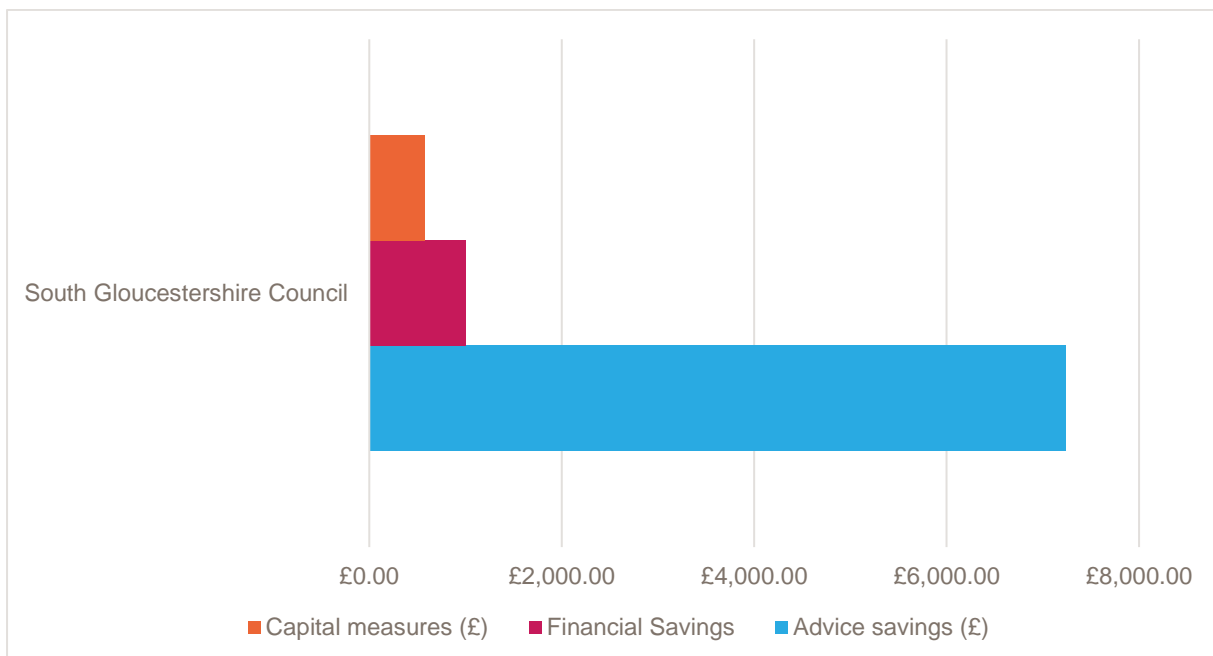


Figure 13: South Gloucestershire Financial savings identified and achieved through advocacy services



The work of our advocate Mike continues to be busy through the winter. He continues his regular drop in at The One Stop Shops and has attended 14 events over the quarter, engaging with 80 households. He has continued to work closely with the Financial Difficulties team this quarter doing joint drop in events aimed at people who should be receiving Pension Credit. Mike does all this alongside the individual home visit work that he continues to deliver.

The thermal cameras have continued to be hired out through the library network across South Gloucestershire. There has been keen interest and Severn Wye has supported this project through providing an energy expert who carries out up to 8 home visits a day to explain the findings of the cameras and what actions can be implemented to improve the energy efficiency of the properties. We have received feedback that some householders have used their findings to improve draughtproofing, improve loft insulation and used the advice line for more information grants available to them.

We have also delivered a Greening Your home presentation, available through [severnwey.org/webinars](http://severnwey.org/webinars). It will highlight;

- 1: How our homes matter on our journey to carbon neutral
- 2: An introduction to retrofit measures Low carbon heating options/renewables
- 3: Real-life examples of what other people have done
- 3: How to make and fund improvements

The film for keeping your home cooler in summer is now with the council and is ready for the next heatwave to be uploaded to their website. This should be uploaded in June.

### **Case Study South Gloucestershire**

A client was referred to usage 60 and lives completely off grid. They live in a log cabin, with no gas or electricity. They have been there for a number of years and this is now affecting their health. The client was quoted £60,000 for connection to the National Grid, as well as this is being above what they could afford, they also didn't want to leave their home. He's currently using an oil filled generator for electric, which they are finding hard to start due to health issues.

Thinking about the client requests to remain at the property we have referred him over to advice line to investigate if he was eligible for solar panels through the HUG scheme.

The advocate then arranged for the generator to be filled until the solar panel's investigation was completed.





# Marketing and Communications

Our marketing campaign activities use a variety of paid channels, including advertising (online/print), direct mailing (print) and e-mailing, as well as organic social media (Facebook & Twitter). We also ‘piggy-back’ on shared networks (e.g. NHS, local authorities, parish councils, partner organisations) to promote the Warm & Well message, by providing ready-made social media posts (‘assets’) for them to use, and content to include in their newsletters.

In January, we supported newsletter mailings content and imagery issued by Glos & S.Glos town and parish councils, plus a library service mailing. Energy Savers Week in January was a useful hook with which to increase our messaging activity on Facebook and Twitter, with a series of clips of colleagues providing their top tips.

In February, a direct mailing campaign was repeated to 5,994 households in Gloucestershire to flag the home upgrade grant scheme. The Parity data was used to identify households in IMD areas 1-5, off-mains gas properties with an EPC D-G. Twenty-one calls into the advice line could be attributed directly to the mailing, and 103 QR code scans linking into the website.

During Q4, we completed our eight-month paid editorial campaign with SoGlos. The campaign concluded end January 2024 (example below)



## Website

Once again, we have had unseasonably high temperatures during Q4, plus endless rainfall. Our website received 8,378 hits (a fraction up on Q3), with 15,197 page views (a little down on Q3).

The three most viewed pages are below:

2	/grants-and-funding/home-upgrade-grant/	3,098
3	/grants-and-funding/	1,820
4	/articles/spray-insulation-scams-what-you-need-to-know/	1,118

## Google Ad Campaign

We have run Google ads for Gloucestershire only during Q4 to prompt website clicks and so generate enquiries. The ads, using a mix of keyword search terms, have produced 1.9K clicks through to Warm and Well. The ads produced 32,000 impressions (i.e. the number of times the ad is 'served' to users).

**Strongest search term:** 'Grant funding for heating' has proved to be our strongest search term by some margin (see below).

The screenshot shows the Google Ads interface. At the top, there's a 'Keywords' section with an 'Add keyword' button. Below it is a 'Summary of how your keywords are performing' table with columns for Cost, Clicks, and CTR. The table lists five keywords: 'grant funding for heating', 'home upgrade grant', 'heat pump', 'grant funding for insulation', and 'reduce my energy bill'. Below the table are tabs for 'Keywords' and 'Negative keywords', and a pagination indicator '< 1 / 3 >'. Underneath is a 'Main ad group' section showing a preview of an ad on a mobile device. The ad text includes 'Grant funding for home energy | Home Energy Efficiency Grants | Grants to save energy' and a link 'warmandwell.co.uk/upgrade'. Below the ad preview is a table with columns for Ad, Status, Impressions, Clicks, and CTR. The ad is 'Enabled', 'Eligible', has 32,030 impressions, 1,900 clicks, and a 5.93% CTR. At the bottom, there are 'All ads' and 'All assets' tabs and another pagination indicator '< 1 / 1 >'.
 

	Cost	Clicks	CTR
*grant funding for heating*	£402.59	881	20.28%
*home upgrade grant*	£263.61	350	16.49%
*heat pump*	£122.27	173	7.15%
*grant funding for insulation*	£49.39	45	9.93%
*reduce my energy bill*	£47.70	45	6.11%

Ad	Status	Impressions	Clicks	CTR
	Enabled	32,030	1,900	5.93%

**Best time :** The algorithms 'learn' their optimum day & time, and show the ads more frequently during these times:

Mondays appear to be the best day, from 4pm onwards, with 8-9pm the peak time for drawing attention & click throughs. Wednesday lunchtimes are also effective. We will start to tie in Facebook posts to these times to see if engagement rates correspond.

**Device :** Mobile phones rule for being seen, with 82.3% impressions delivered by mobile.

It shifts a little for click throughs, with most clicks to the website drawn from mobiles (61.2%) with 32.4% via tablets and the remainder from computers.

## Social media

Our organic social media presence covered :

- 28 updates across Facebook and Twitter
- 330 engagements and 4,285 reach with this posts
- 40 clicks through to the Warm and Well website from FB and Twitter (halved from Q3)

## Broadcast

### January

- ◇ BBC Radio Gloucestershire – prerecord on keeping warm over winter: Emma Price
- ◇ BBC Radio Hereford & Worcester – live interview on energy saving and ventilation (focus on clothes drying indoors): Sandy Ruthven
- ◇ SoGlos <https://www.soglos.com/news/property-interiors/gloucestershire-residents-could-save-thousands-on-energy-saving-home-improvements-for-cheaper-energy-bills/22419/>
- ◇ SoGlos <https://www.soglos.com/news/property-interiors/take-control-of-your-energy-bills-this-energy-savers-week/22414/>
- ◇ SoGlos <https://www.soglos.com/hot-list/property-interiors/top-tips-for-retrofitting-your-gloucestershire-home-for-energy-efficiency/22418/>

### February

- ◇ Greatest Hits Radio Gloucestershire – prerecord on energy efficiency solutions: Emma Price
- ◇ Greatest Hits Radio Gloucestershire – prerecord reaction to Ofgem price cap announcement: Sandy Ruthven
- ◇ BBC Radio Gloucestershire – live interview response to Ofgem price cap announcement: Dave Gittins

### March

- ◇ Fuel Poverty article, NEA *Focus* quarterly magazine: Adele Walker
- ◇ Forester coverage of Severn Wye presence at Energy Cafe in Sling
- ◇ SoGlos article [How heat pumps could save you up to £1100 off your annual energy bills \(soglos.com\)](#)



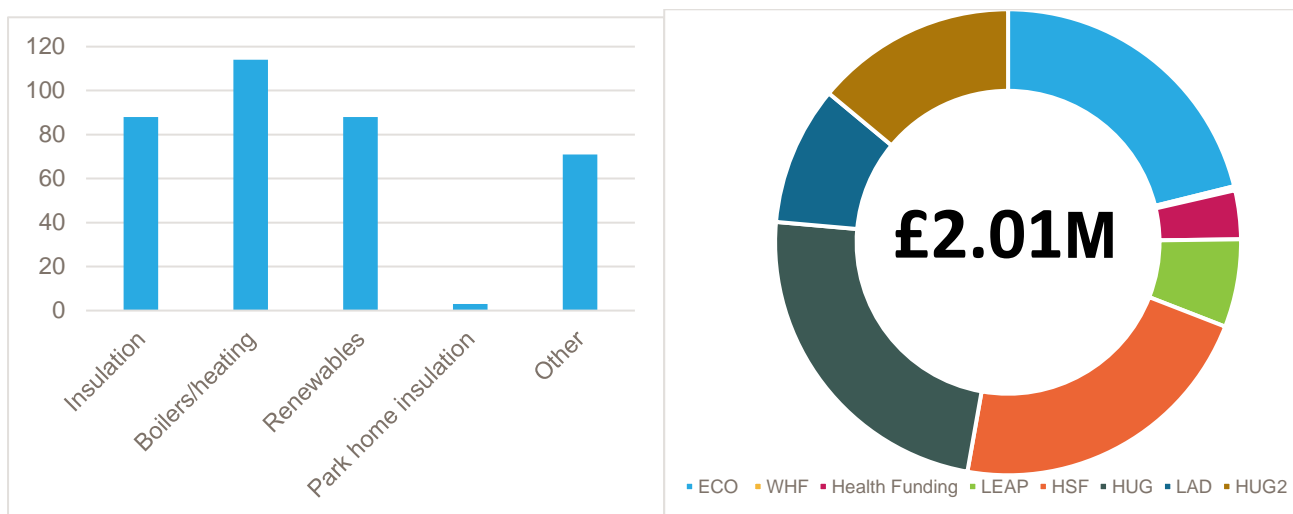
- YTD (Apr 23 - Mar 24) Home Energy Advice Visit Data





# Grant Funding Schemes

## Summary of support provided this year


The Warm and Well service is able to support residents in accessing a number of key funding schemes. Key schemes including HUG2 and ECO4 Flex are well underway. Sustainable Warmth (LAD3 and HUG1) are now fully closed down. Warm Homes Fund is no longer running due to complexities with ECO4. 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 the Connected for Warmth scheme, Health Funding or the LEAP winter boiler scheme.



 **364**  
measures installed  
benefitting **211** homes

 **5744**  
tonnes of CO<sub>2</sub> saved  
**285** tonnes per year

 **1607**  
households supported  
with emergency funding

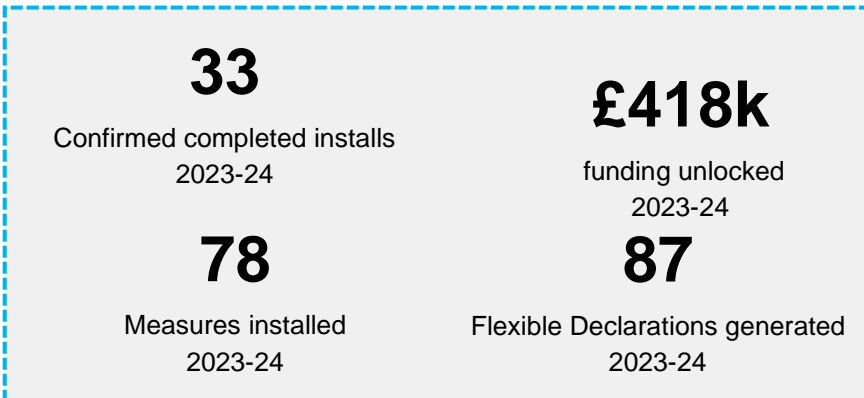
 **£1.2M**  
lifetime savings  
from bills

257 tonnes of carbon have been saved per annum by the measures installed so far this year. This is equal to 66 homes' annual CO<sub>2</sub> emissions in the region. This equals 5744 tonnes over the lifetime of the measures – equivalent to growing 115,835 tree seedlings, enough to cover 58 football pitches.



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

## Impact



## Updates

ECO is an obligation placed on energy companies to deliver energy efficiency measures to domestic properties. We now have 17 installers fully onboarded who can access funding from energy companies under ECO4.

Quarter 4 saw 20 Flexible Declarations generated in Gloucestershire and 10 in South Gloucestershire, giving a total of 30 declarations generated in Quarter 4 and 87 to date. The majority of households accessing funding through ECO4 Flex continue to use Route 1 however we are seeing an increase in Route 3 referrals.

The Great British Insulation Scheme (previously ECO+) officially launched in September 2023. GBIS is focussed on single insulation measures. During Quarter 4 we referred 8 households for GBIS surveys. Currently, funding under GBIS is only realistic for loft of cavity wall insulation.

## ABOUT THIS SCHEME

### What is ECO4?

Funding brought in from energy suppliers, regulated by DESNZ and 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?

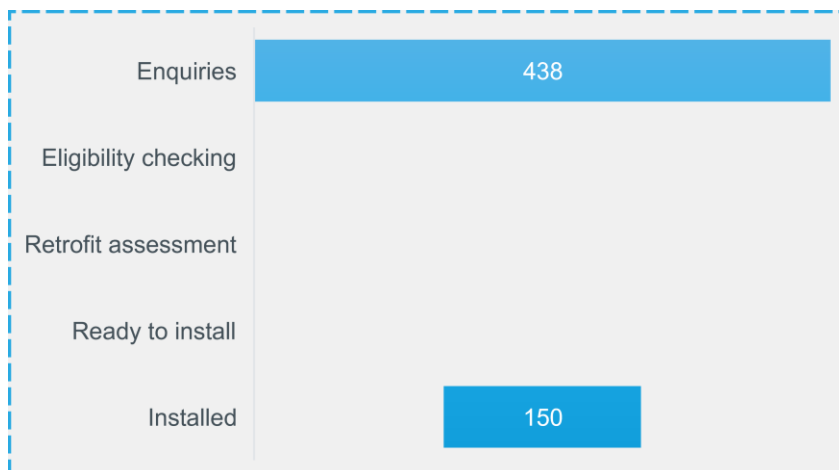
No targets other than helping as many as possible to access (runs until March 2026)

### Severn Wye leads:

Jade Craswell  
Tom Yuen

# Sustainable Warmth Competition: LAD3 and HUG1

## Progress



## Update

These projects are now at the close down stage, with final reports sent to DESNZ.

The project finished in June 2023. There have been 5 properties that have extenuating circumstances and were to be completed by 31 July and another by 31 October.

In this Quarter 3, 2 measures have been installed in 1 property in the extenuating circumstances area. Overall, this scheme sent out 438 applications and there were 200 cancellations or ineligible applications. The lessons learned from this have been factored into subsequent schemes, such as HUG2.

Final figures are 300 measures installed across 150 homes.

## ABOUT THIS SCHEME

### What is SWC?

Funded by DESNZ, blending Local Authority Delivery (LAD) phase 3 and the Home Upgrade Grant (HUG) to fund various measures

### Who is eligible for it?

D-G rated properties with a total gross household income below £30,000

### What does it cover?

ASHP, GSHP, solar, top-up insulation and storage heaters, among others

### How much funding is available?

£1m for on-gas properties (LAD) and £3.03m for off-gas properties between Jan 2022 and June 2023.

### Do we have any targets?

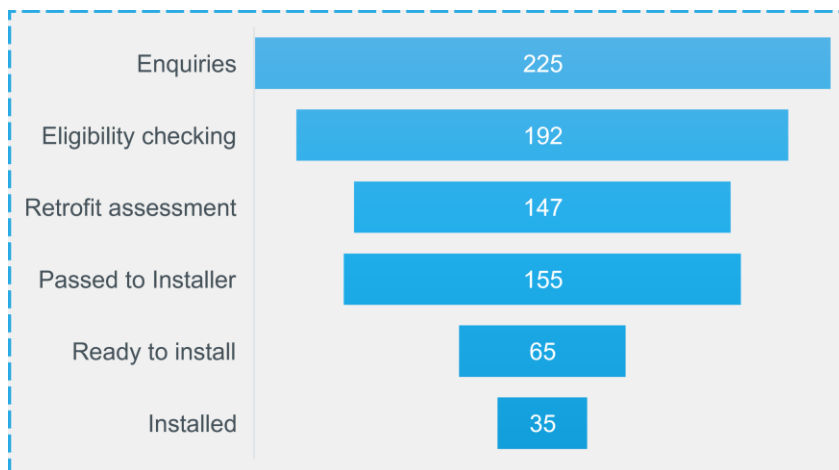
Supporting 220 homes

### Severn Wye team:

Helen Curley  
Rachael Wood

## Home Upgrade Grant: Phase 2

### Progress



### Update

This project is now live and began in April 2023 and will complete 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. This Year 1 target was changed at a Mid point review in March to 40 homes completed. At the end of March 2024 we completed 35 homes.

The Home Upgrade Grant team has onboarded eight installers for the variety of measures the project provides, all of whom are Trustmark registered. Our inhouse team are completed the majority of the Retrofit assessments and coordination but some retrofit and coordination has been passed to installers to mitigate bottlenecks in the process to ensure targets are met.

This project is different to the previous projects as DESNZ are taking a more involved approach and will be approving batches of properties before they can be installed. We have 65 properties approved by DESNZ currently and a further 4 awaiting approval. 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.

## 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 £31,000

### 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?

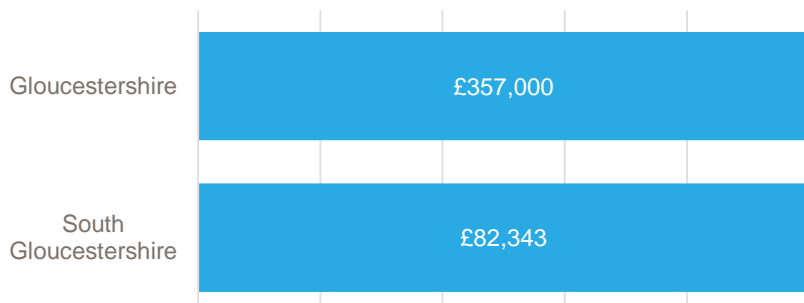
Supporting 300 homes

### Severn Wye team:

Helen Curley  
Rachael Wood  
Jo Neale

# Household support fund

## Impact



## Update:

Between January and March 2024, the Emergency Funds project has distributed a total of £87,811.83 across Gloucestershire and South Gloucestershire on grants which helped 354 clients. This quarter, 75% of the households we supported had a disability or health condition, 36% of clients had a child in the household and 77% were in receipt of means tested benefits. Referrals in this quarter came from Foodbanks, P3 Charity, Bromford Housing, Age UK Gloucestershire, The Salvation Army, Community Hubs, medical centres, SSAFA and local councils.

We received extra funding from Gloucestershire Council in January and further funding from Tewkesbury Borough Council in February which made a huge difference to our service. We distributed 4-times as much HSF in March compared to January and supported nearly double the number of households. In South Gloucestershire we had a more consistent distribution of funds that reflected the time of year, so more funds were distributed in January compared to February and less still distributed in March. We have a small amount of funds in South Glos to see us to the end of April. These funds will be distributed to clients that were referred to us in March with no new referrals being accepted from 1<sup>st</sup> April.

With the end of the HSF on 31 March, we are using the remaining funds into April and beyond while we wait to hear more about the much-welcomed extension to the Household Support Fund.

## 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?

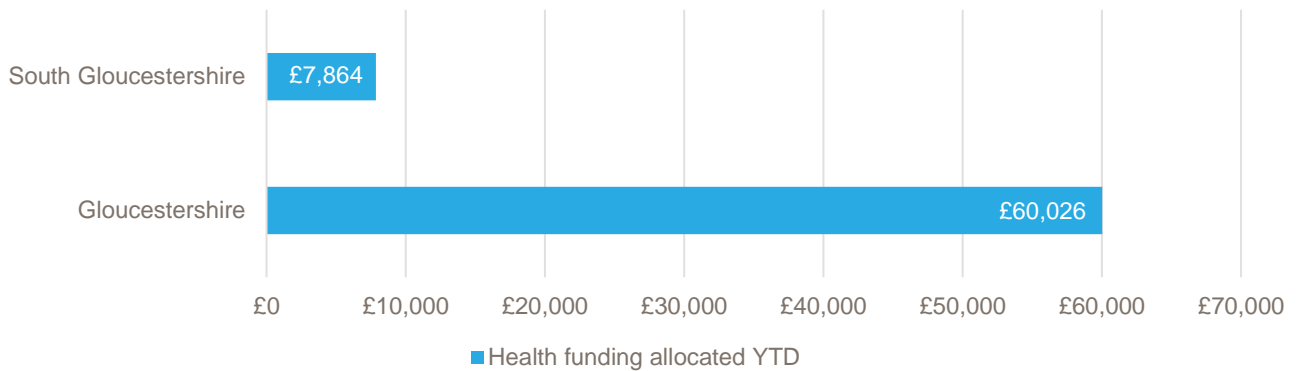
Just over £337k was provided initially for Gloucestershire and £85k for South Gloucestershire for this financial year. An additional £119,000 was provided for Gloucestershire in January 2024 and £15,000 for Tewkesbury in February 2024.

## 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. Funding can be used in circumstances where a resident's health is likely to be negatively affected because of living in a cold home. It can also provide a top-up for cases where ECO alone doesn't cover the full cost of an install and the client doesn't have the funds to pay the shortfall.

In total this year **£67,890** has supported 63 vulnerable households (51 across Gloucestershire, 12 South Gloucestershire). Measures include gas boiler repairs, ventilation, installation of heating controls and additional radiators being installed to rooms that previously had no heat. The fund has also been used to 'top up' funding schemes such as ECO and HUG2.



### Connected For Warmth

The 'Connected for Warmth' scheme was launched in January 2023. The programme installs heating and insulation measures into homes with an aim to reduce energy bills, reduce carbon emissions and make homes more comfortable. The programme is run by Agility Eco in partnership with Affordable Warmth Solutions.

Eligibility for insulation is broad and does not take income into account, therefore we have been able to use this programme to support the many residents whose household income is above the usual eligibility thresholds. Since its launch, this scheme has been hugely popular. These figures are not included as part of the overall grant funding figures.



**112**

households referred directly to installer



**38**

confirmed installs to date



**127**

households signposted to the scheme

## LEAP – Local Energy Advice Partnerships

The LEAP scheme includes a winter emergency boiler repair/replacement scheme and home visits to give energy advice in person and install easy measures.

Throughout the winter, this scheme has installed 48 gas boiler replacements (36 in Gloucestershire, 12 in South Gloucestershire) to vulnerable households, alongside energy advice and small measures.



**89**

households referred to LEAP partnership



**48**

total households received a confirmed install



**8**

households

## Home Energy Advice Report (formally known as Accelerate)

The aim of this scheme is to provide in person advice and support to 'Able to Pay' households in Gloucestershire and South Gloucestershire to facilitate improved take up in energy efficiency measures. We are targeting both individual households as well as private rented properties and HMO's. The project is now at the end of its first financial year and will be running until the end of March 2025. The scheme is funded by Department for Energy Security and Net Zero (DESNZ) with administration via the South West Net Zero Hub.

Since the marketing was launched, we have had over 140 applications. 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 ongoing with 38 completed to date and a further 69 households are awaiting their appointment.



**142**

number of applications to date



**38**

households who have received face to face advice and a survey



**69**

households awaiting survey

# Future Developments and Insights

The energy crisis shows no sign of abating. Indeed, the demand for the service that Warm and Well provides could surge depending on what happens next in the Middle East and in Ukraine. Oil and gas prices may leap once again, plunging ever more people into desperate situations. Preparation is key. We have learned a lot over the past two years and know only too well how valuable our support is when events beyond our control take a turn for the worse.

With a fundraising team now in place we are proactively identifying projects that will help us to expand our reach. In addition, we continue to bid for and secure funding from both local authorities and companies. Short-term and last-minute funding schemes prove challenging both for long term planning and staffing resource, but the commitment and longer-term support of you all through Warm and Well gives us confidence that as we weather increasing storms, we can continue to deliver our crucial and core support to those who need it the most.

Thank you.

**Hannah Persaud**

Director of Energy Advice





**severn wye**

**Severn Wye Energy Agency Ltd**

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Charity No: 1083812

Table 1 - Quarter 4 (Jan 24 - Mar 24) Data for Warm and Well

Not for public distribution

	01/01/2024	31/03/2024						
q4 2023/24	Cheltenham Borough Council	Cotswold District Council	Forest of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total/Average
<b>Households and Demographics</b>								
Enquiries	302	76	450	511	546	298	244	2427
Number of households	180	51	274	320	346	202	151	1524
Count health conditions	112	34	166	198	188	127	95	920
Count over 65	48	19	74	72	95	35	35	378
Count receiving benefits	40	5	49	128	125	60	45	452
Count with child	28	8	33	55	59	44	27	254
Count no recorded vulnerabilities	3	1	4	2	5	4	1	20
% health conditions	62%	67%	61%	62%	54%	63%	63%	60%
% over 65	27%	37%	27%	23%	27%	17%	23%	25%
% receiving benefits	22%	10%	18%	40%	36%	30%	30%	30%
% with child	16%	16%	12%	17%	17%	22%	18%	17%
% No recorded vulnerability	2%	2%	1%	1%	1%	2%	1%	1%
Average age of caller	54	63	56	53	58	52	54	56
<b>Main Health condition per referral</b>								
Autoimmune And Immunodeficiency Diseases	0	0	1	3	6	6	1	17
Cancer	5	4	2	10	7	5	8	41
Cardiovascular Disease	6	3	12	12	9	0	5	47
Dementia	1	0	3	2	7	1	2	16
Diabetes	6	0	13	15	9	9	6	58
Limited Mobility (inc Arthritis)	16	8	32	21	48	24	7	156
Mental Health Condition	22	6	34	39	37	32	24	194
Neurobiological And Related Diseases	3	0	3	5	4	4	0	19
Respiratory Disease	23	1	30	44	22	19	19	158
Severe Learning Disabilities	1	0	3	1	0	0	0	5
Substance Misusers	0	0	0	1	1	0	0	2
Other	8	6	15	18	13	10	9	79
<b>Total</b>	<b>91</b>	<b>28</b>	<b>148</b>	<b>171</b>	<b>163</b>	<b>110</b>	<b>81</b>	<b>792</b>
<b>Property details</b>								
Owner occupier	70	28	146	102	158	67	46	617
Private Tenant	14	2	14	48	18	28	13	137
Social tenant- HA	28	15	84	104	104	23	71	429
Social Tenant-LA	55	1	8	26	4	58	8	160
House	70	29	130	123	139	77	46	614
Flat	44	5	27	67	51	20	20	234
Park Home	6	1	6	3	12	4	11	43
Bungalow	18	5	33	30	31	14	11	142
Before 1900	10	3	29	7	13	19	5	86
1900-1950	14	4	23	22	15	13	3	94
1950-2000	36	8	70	76	58	23	33	304
2000 +	5	1	7	12	17	13	14	69

2023/24 -Q4	Cheltenham Borough Council	Cotswold District Council	Forest of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total/Average
<b>Referral Souce by Local Authority</b>								
Local Authority	9	10	26	18	62	24	13	162
Google / Websearch	8	9	16	13	27	6	5	84
Partner referral	126	15	111	227	25	87	85	676
Other organisation	21	8	20	39	81	13	15	197
Word of Mouth	8	3	25	14	18	10	10	88
Previous contact	33	11	48	54	175	38	32	391
Installer	1	1	9	8	11	1	0	31
Social Media	0	0	0	0	2	2	0	4
<b>Total</b>	<b>206</b>	<b>57</b>	<b>255</b>	<b>373</b>	<b>401</b>	<b>181</b>	<b>160</b>	<b>1633</b>
<b>Measures installed by Local Authority</b>								
Cavity Wall Insulation	0	0	0	0	0	0	0	0
External Wall Insulation	0	0	0	0	1	0	0	1
Internal Wall Insulation	0	0	0	0	0	0	0	0
Loft Insulation	2	1	3	1	1	0	1	9
Underfloor Insulation	0	0	0	0	0	0	0	0
GSHP	0	0	0	0	0	0	0	0
ASHP	1	1	5	0	1	0	0	8
HHRSH	0	0	1	0	0	0	0	1
Solar PV	1	1	6	0	0	0	0	8
Solar Thermal	0	0	0	0	0	0	0	0
Ventillation	2	1	3	1	1	0	1	9
Doors	0	0	0	0	0	0	0	0
Park Home Insulation	0	0	0	0	0	0	0	0
Gas Boiler	8	3	2	24	12	4	5	58
Room in Roof Insulation	0	0	0	0	0	0	0	0
Gas FTCH	0	0	0	0	0	0	0	0
LPG FTCH	0	0	0	0	0	0	0	0
Oil/LPG boiler	0	0	1	0	0	0	0	1
Small measures	1	1	1	2	1	2	0	8
<b>Total</b>	<b>15</b>	<b>8</b>	<b>22</b>	<b>28</b>	<b>17</b>	<b>6</b>	<b>7</b>	<b>103</b>
Households supported	12	5	11	25	14	6	5	78
<b>Funding by Local Authority</b>								
ECO	£28,630.00	£0.00	£14,420.00	£11,412.00	£0.00	£28,544.00	£5,866.00	£88,872.00
WHF	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
Health Funding	£1,700.00	£1,732.50	£4,491.80	£4,970.55	£872.55	£2,266.95	£2,047.50	£18,081.85
LEAP	£17,500.00	£5,000.00	£2,500.00	£52,500.00	£30,000.00	£7,500.00	£7,500.00	£122,500.00
HUG	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
LAD	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
HUG2	£13,894.00	£26,076.00	£111,750.50	£0.00	£40,178.00	£0.00	£0.00	£191,898.50
HSF	£4,108.40	£312.80	£8,646.94	£14,585.44	£38,114.75	£12,833.36	£9,210.14	£87,811.83
<b>Total</b>	<b>£65,832.40</b>	<b>£33,121.30</b>	<b>£141,809.24</b>	<b>£83,467.99</b>	<b>£109,165.30</b>	<b>£51,144.31</b>	<b>£24,623.64</b>	<b>£509,164.18</b>
<b>Annual Carbon savings (tCO2)</b>								
Annual Carbon Savings	11.81	26.13	27.61	3.00	5.39	1.09	1.91	76.94
Lifetime Carbon Savings	192.30	111.82	561.98	41.91	130.97	12.63	29.28	1080.88
Annual Bill Savings	£1,617.00	£4,783.00	£4,652.00	£338.00	£675.00	£97.00	£241.00	£12,403.00
Lifetime Bill Savings	£35,979.00	£20,376.00	£105,213.00	£7,819.00	£17,156.00	£1,946.00	£5,873.00	£194,362.00
Equivalent Net Zero Homes	0.01	0.01	0.01	0.01	0.01	0.01	0.00	0.01
<b>Energy bill savings</b>								
Annual Bill Savings	£1,617.00	£4,783.00	£4,652.00	£338.00	£675.00	£97.00	£241.00	£12,403.00
Lifetime Bill Savings	£35,979.00	£20,376.00	£105,213.00	£7,819.00	£17,156.00	£1,946.00	£5,873.00	£194,362.00

2023/24 -Q4	Cheltenham Borough Council	Cotswold District Council	Forest of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total/Average
<b>Referrals broken down by referrer category</b>								
Advocacy Partner	27	0	13	26	0	3	22	91
Age UK	14	0	5	16	3	5	4	47
Charity Partner	2	4	25	14	19	88	5	157
Citizen's Advice	10	1	44	8	11	3	6	83
Fire & Rescue Service	0	1	0	3	0	3	0	7
Food Bank	24	4	9	1	55	14	1	108
Local Council Team	25	5	9	14	14	4	4	75
NHS/Healthcare Service	42	3	52	74	3	19	57	250
Social Housing	38	7	20	37	47	3	28	180
Other Advice Service	8	0	1	67	1	0	0	77
Installer	1	1	10	10	7	2	0	31
Internal	9	1	0	23	0	1	2	36
Self Referral	9	1	1	5	1	1	14	32
Other	0	0	0	0	0	0	1	1
<b>Total</b>	<b>190</b>	<b>25</b>	<b>178</b>	<b>260</b>	<b>153</b>	<b>142</b>	<b>127</b>	<b>1175</b>
<b>Referrals from W&amp;W to other services</b>								
Age UK	0	1	2	3	3	2	1	12
Advocacy Partner	0	0	0	0	0	0	0	0
Fire & Rescue Service	0	0	0	0	0	0	0	0
Other Advice Service	1	0	4	4	5	5	2	21
Ethical lender	0	0	0	1	4	0	0	5
Warm Home Discount	0	0	0	0	0	1	0	1
Emergency boiler scheme	6	0	3	10	8	1	1	29
Supplier	4	1	2	4	4	4	4	23
Local Council Team	0	0	0	0	0	0	0	0
Citizen's Advice	2	1	3	3	5	5	1	20
Charity Partner	4	0	0	2	0	8	6	20
Handyperson Service	0	0	0	1	0	0	0	1
Social Housing	3	0	0	0	0	0	0	3
Big Difference Scheme	3	0	0	0	0	2	2	7
NHS/Healthcare Service	0	0	0	0	0	0	0	0
Installer	11	4	10	19	22	5	3	74
Internal	2	0	0	0	1	1	0	4
Comparrison site	0	0	0	0	0	0	0	0
Regulator	0	2	1	1	4	1	1	10
Water Company	0	0	0	0	0	1	0	1
Other	0	0	0	0	0	0	0	0
<b>Total</b>	<b>36</b>	<b>9</b>	<b>25</b>	<b>48</b>	<b>56</b>	<b>36</b>	<b>21</b>	<b>231</b>

Table 2 - YTD (Apr 23 - Mar 24) Data for Warm and Well

	Year dates		01/04/2023	31/03/2024					
2023/24 -YTD	Cheltenham Borough Council	Cotswold District Council	Forest of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total/Average	
<b>Households and Demographics</b>									
Enquiries	1171	335	1427	2637	1632	1228	884	9314	
Number of households	537	177	709	1130	873	584	405	4415	
Count health conditions	350	120	428	666	475	362	259	2660	
Count over 65	120	57	193	168	213	116	93	960	
Count receiving benefits	98	28	117	361	269	128	107	1108	
Count with child	120	27	94	297	191	118	65	912	
Count no recorded vulnerabilities	14	3	7	16	22	13	3	78	
% health conditions	65%	68%	60%	59%	54%	62%	64%	60%	
% over 65	22%	32%	27%	15%	24%	20%	23%	22%	
% receiving benefits	18%	16%	17%	32%	31%	22%	26%	25%	
% with child	22%	15%	13%	26%	22%	20%	16%	21%	
% No recorded vulnerability	3%	2%	1%	1%	3%	2%	1%	2%	
Average age of caller	52	60	56	47	55	51	52	53	
<b>Main Health condition per referral</b>									
Autoimmune And Immunodeficiency Diseases	7	1	4	6	14	12	4	48	
Cancer	13	7	14	21	17	16	14	102	
Cardiovascular Disease	20	11	26	25	27	5	12	126	
Dementia	3	3	6	7	9	1	5	34	
Diabetes	15	6	27	35	26	24	16	149	
Limited Mobility (inc Arthritis)	49	30	76	76	104	60	31	426	
Mental Health Condition	77	18	90	161	107	100	56	609	
Neurobiological And Related Diseases	6	2	6	11	12	8	2	47	
Respiratory Disease	57	9	70	134	55	50	45	420	
Severe Learning Disabilities	4	1	7	8	3	1	1	25	
Substance Misusers	0	0	0	1	2	0	1	4	
Other	39	13	38	80	45	26	32	273	
<b>Total</b>	<b>290</b>	<b>101</b>	<b>364</b>	<b>565</b>	<b>421</b>	<b>303</b>	<b>219</b>	<b>2263</b>	
<b>Property details</b>									
Owner occupier	179	87	339	252	373	207	144	1581	
Private Tenant	53	11	57	237	53	59	35	505	
Social tenant- HA	103	57	217	393	261	74	165	1270	
Social Tenant-LA	154	3	21	125	15	191	23	532	
House	196	90	308	345	369	219	119	1646	
Flat	131	16	51	190	115	71	48	622	
Park Home	22	5	16	9	32	14	31	129	
Bungalow	35	12	82	60	72	43	35	339	
Before 1900	30	14	71	30	32	50	11	238	
1900-1950	26	13	52	65	46	28	11	241	
1950-2000	104	43	154	176	164	93	89	823	
2000 +	16	3	23	41	56	33	37	209	

2023/24 -YTD	Cheltenham Borough Council	Cotswold District Council	Forest of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total/Average
<b>Referral Source by Local Authority</b>								
Local Authority	39	32	74	63	156	75	39	478
Google / Websearch	47	20	56	43	85	25	17	293
Partner referral	479	83	425	1253	80	420	350	3090
Other organisation	55	17	57	111	222	30	43	535
Word of Mouth	32	8	59	45	43	36	38	261
Previous contact	117	46	153	179	451	138	77	1161
Installer	10	2	20	18	27	8	5	90
Social Media	0	1	5	3	7	3	1	20
<b>Total</b>	<b>779</b>	<b>209</b>	<b>849</b>	<b>1715</b>	<b>1071</b>	<b>735</b>	<b>570</b>	<b>5928</b>
<b>Measures installed by Local Authority</b>								
Cavity Wall Insulation	1	1	4	6	3	2	3	20
External Wall Insulation	0	0	1	0	4	0	0	5
Internal Wall Insulation	0	0	0	0	0	0	0	0
Loft Insulation	9	3	10	10	10	4	9	55
Underfloor Insulation	0	0	2	0	3	2	0	7
GSHP	0	0	0	0	0	0	0	0
ASHP	1	2	11	1	5	1	3	24
HHRSH	3	1	1	3	1	3	2	14
Solar PV	8	5	18	4	11	13	5	64
Solar Thermal	0	0	0	0	0	0	0	0
Ventilation	3	4	8	3	10	5	5	38
Doors	1	0	1	0	0	1	0	3
Park Home Insulation	0	0	0	0	1	0	2	3
Gas Boiler	18	3	3	34	17	5	11	91
Room in Roof Insulation	0	0	0	1	0	0	0	1
Gas FTCH	1	0	0	2	0	1	1	5
LPG FTCH	0	0	0	0	0	0	0	0
Oil/LPG boiler	0	0	3	0	0	1	0	4
Small measures	7	2	2	8	4	5	2	30
<b>Total</b>	<b>52</b>	<b>21</b>	<b>64</b>	<b>72</b>	<b>69</b>	<b>43</b>	<b>43</b>	<b>364</b>
Households supported	36	10	32	48	37	28	20	211
<b>Funding by Local Authority</b>								
ECO	£112,925.00	£15,210.00	£14,420.00	£123,694.00	£14,677.00	£56,604.00	£86,638.00	£424,168.00
WHF	£0.00	£0.00	£5,635.78	£0.00	£0.00	£0.00	£0.00	£5,635.78
Health Funding	£18,984.74	£2,732.50	£10,051.95	£9,837.70	£7,863.71	£16,291.79	£2,127.50	£67,889.89
LEAP	£17,500.00	£5,000.00	£2,500.00	£52,500.00	£30,000.00	£7,500.00	£7,500.00	£122,500.00
HUG	£36,425.92	£15,980.00	£137,537.44	£20,280.82	£149,166.06	£70,108.20	£44,152.00	£473,650.44
LAD	£38,132.07	£6,538.00	£10,248.00	£43,823.10	£35,043.27	£56,039.95	£3,775.00	£193,599.39
HUG2	£13,894.00	£26,076.00	£148,502.30	£0.00	£55,154.00	£4,970.00	£31,605.00	£280,201.30
HSF	£47,036.86	£10,701.81	£48,836.18	£144,925.74	£82,343.21	£63,221.08	£42,404.25	£439,469.13
<b>Total</b>	<b>£284,898.59</b>	<b>£82,238.31</b>	<b>£377,731.65</b>	<b>£395,061.36</b>	<b>£374,247.25</b>	<b>£274,735.02</b>	<b>£218,201.75</b>	<b>£2,007,113.93</b>
<b>Annual Carbon savings (tCO2)</b>								
Annual Carbon Savings	37.20	35.56	67.35	38.92	43.27	27.86	34.56	284.71
Lifetime Carbon Savings	687.71	331.11	1477.02	845.43	1043.34	616.68	742.43	5743.72
Annual Bill Savings	£6,437.00	£6,879.00	£12,477.00	£6,180.00	£8,037.00	£6,541.00	£5,572.00	£52,123.00
Lifetime Bill Savings	£153,146.00	£73,197.00	£303,192.00	£159,467.00	£210,685.00	£162,459.00	£138,326.00	£1,200,472.00
Equivalent Net Zero Homes	0.01	0.01	0.01	0.01	0.01	0.00	0.01	0.01
<b>Energy bill savings</b>								
Annual Bill Savings	£6,437.00	£6,879.00	£12,477.00	£6,180.00	£8,037.00	£6,541.00	£5,572.00	£52,123.00
Lifetime Bill Savings	£153,146.00	£73,197.00	£303,192.00	£159,467.00	£210,685.00	£162,459.00	£138,326.00	£1,200,472.00

2023/24 -YTD	Cheltenham Borough Council	Cotswold District Council	Forest of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	Total/Average
<b>Referrals broken down by referrer category</b>								
Advocacy Partner	131	3	36	166	3	12	79	430
Age UK	45	14	25	72	12	22	15	205
Charity Partner	45	60	108	742	54	433	79	1521
Citizen's Advice	33	8	119	35	31	11	12	249
Fire & Rescue Service	2	1	0	3	0	3	1	10
Food Bank	83	37	26	1	221	54	3	425
Local Council Team	77	9	49	68	45	25	12	285
NHS/Healthcare Service	126	3	191	264	9	56	163	812
Social Housing	131	16	58	117	154	9	81	566
Other Advice Service	35	5	3	80	8	14	9	154
Installer	7	2	17	23	26	4	5	84
Internal	25	6	7	123	4	5	6	176
Self Referral	13	1	2	8	2	1	17	44
Other	3	0	8	8	0	0	1	20
<b>Total</b>	<b>708</b>	<b>156</b>	<b>615</b>	<b>1548</b>	<b>537</b>	<b>639</b>	<b>454</b>	<b>4981</b>
<b>Referrals from W&amp;W to other services</b>								
Age UK	5	4	3	8	7	8	1	36
Advocacy Partner	0	0	0	0	0	0	0	0
Fire & Rescue Service	2	2	1	3	0	2	1	11
Other Advice Service	5	0	8	10	14	15	2	54
Ethical lender	0	0	1	1	8	0	0	10
Warm Home Discount	0	0	0	1	0	2	0	3
Emergency boiler scheme	13	1	5	20	16	9	7	71
Supplier	9	1	2	10	18	6	5	51
Local Council Team	0	0	0	1	8	1	1	11
Citizen's Advice	7	2	6	12	19	13	3	62
Charity Partner	13	3	1	20	2	12	9	60
Handyperson Service	2	2	3	1	1	0	0	9
Social Housing	9	0	0	1	0	0	1	11
Big Difference Scheme	10	0	0	4	0	5	3	22
NHS/Healthcare Service	0	0	0	1	0	0	0	1
Installer	64	32	62	97	105	64	33	457
Internal	4	3	5	6	7	3	5	33
Comparrison site	0	0	0	0	0	0	0	0
Regulator	0	2	2	3	5	3	2	17
Water Company	1	0	0	3	0	1	1	6
Other	0	0	0	1	0	0	1	2
<b>Total</b>	<b>144</b>	<b>52</b>	<b>99</b>	<b>203</b>	<b>210</b>	<b>144</b>	<b>75</b>	<b>927</b>



Table 3 - Quarter 4 (Jan 24 - Mar 24) Home Energy Advice Visit Data

Quarter dates	Jan-24	31/03/2024						
q3 2023/24	Cheltenham Borough Council	Cotswold District Council	Forest of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	<b>Total/Average</b>
<b>Energy Advice Home Visits</b>								
Households visited	71	5	45	103	49	43	47	<b>363</b>
Adviceline Home Visit	3	2	2	1	5	1	3	<b>17</b>
Advocacy Home Visit	85	4	53	129	53	56	60	<b>440</b>
Count health conditions	53	4	40	83	38	32	38	<b>288</b>
Count of over 65	21	1	8	21	13	9	11	<b>84</b>
Count receiving benefits	58	3	37	80	39	30	35	<b>282</b>
Count with child	11	1	5	12	4	8	5	<b>46</b>
Count with no recorded vulnerability	1	1	1	1	1	1	1	<b>7</b>
% health conditions	62%	100%	75%	64%	72%	57%	63%	<b>71%</b>
% over 65	25%	25%	15%	16%	25%	16%	18%	<b>20%</b>
%receiving benefits	68%	75%	70%	62%	74%	54%	58%	<b>66%</b>
%with child	13%	25%	9%	9%	8%	14%	8%	<b>12%</b>
% No recorded vulnerability	1%	25%	2%	1%	2%	2%	2%	<b>5%</b>

Table 4 - YTD (Apr 23 - Mar 24) Home Energy Advice Visit Data

Year dates	Apr-23	31/03/2024						
2023/24	Cheltenham Borough Council	Cotswold District Council	Forest of Dean District Council	Gloucester City Council	South Gloucestershire Council	Stroud District Council	Tewkesbury Borough Council	<b>Total/Average</b>
<b>Energy Advice Home Visits</b>								
Households visited	187	25	158	393	188	162	139	<b>1252</b>
Adviceline Home Visit	7	3	6	7	9	4	9	<b>45</b>
Advocacy Home Visit	220	28	175	528	204	201	166	<b>1522</b>
Count health conditions	153	19	141	313	156	133	123	<b>1038</b>
Count of over 65	44	9	41	61	47	40	35	<b>277</b>
Count receiving benefits	102	9	94	213	100	79	79	<b>676</b>
Count with child	44	6	40	110	39	40	29	<b>308</b>
Count with no recorded vulnerability	1	1	1	1	1	1	1	<b>7</b>
% health conditions	70%	68%	81%	59%	76%	66%	74%	<b>71%</b>
% over 65	20%	32%	23%	12%	23%	20%	21%	<b>22%</b>
%receiving benefits	46%	32%	54%	40%	49%	39%	48%	<b>44%</b>
%with child	20%	21%	23%	21%	19%	20%	17%	<b>20%</b>
% No recorded vulnerability	0%	4%	1%	0%	0%	0%	1%	<b>1%</b>