

South Gloucestershire Council

HECA Report 2017

OVERVIEW

This report details the achievements concerning home energy efficiency and affordable warmth over the **past two years** and outlines future plans and ongoing projects taking place within South Gloucestershire.

Guidance issued by the Department for Business, Energy and Industrial Strategy (BEIS) in January 2017 under the Home Energy Conservation Act 1995 (HECA), required all English authorities with housing responsibilities to prepare a report by 31 March 2017 setting out the energy conservation measures undertaken that the authority considered practicable, cost-effective and likely to result in significant improvement in the energy efficiency of residential accommodation in its area.

This HECA report has regard to:

- measures that take advantage of financial assistance and other benefits offered from central Government initiatives, such as the Green Deal, ECO or other initiatives, to help result in significant energy efficiency improvements of residential accommodation;
- measures which an authority has developed to implement energy efficiency improvements cost-effectively in domestic properties, by using local schemes and area based/street by street roll out involving local communities and partnerships.

SECTION 1. LOCAL ENERGY EFFICIENCY AMBITIONS AND PRIORITIES

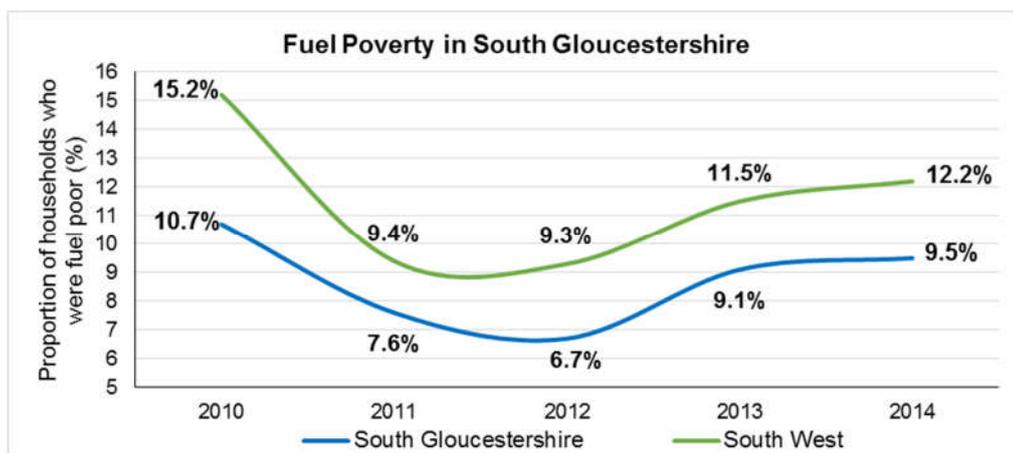
South Gloucestershire council is committed to energy efficiency issues within the domestic sector and ensuring its residents live in adequately heated properties. South Gloucestershire Council will continue to do this by:

- 1.1 Tackling fuel poverty by building on the successes of the local authority energy efficiency scheme.
- 1.2 Promoting renewable energy through a variety of technologies to a wide tenure of housing stock both on a local 'grouped' scheme (E.g. Local Heat network) as well as an individual basis.
- 1.3 Improving the energy efficiency rating (EPC) of 'F&G' rated properties by targeting privately rented properties.

- 1.4 Ensuring local residents are informed of national energy saving activities (E.g. Smart metering) as well as practical and financial help that is available at a local level. (Low cost energy efficiency loans, local installer's network).
- 1.5 Exploring other and '**ad-hoc**' funding opportunities as they arise, particularly looking at schemes that can be developed for hard to treat homes, particularly those in rural and 'off gas' areas, as well as to continue to work within the criteria local Public Health sector to secure funding for fuel poverty projects.
- 1.6 Promoting Best Practice methodology by strengthening information sharing on a regional/sub-regional basis through Association of Local Energy Officers (ALEO) and Carbon Action Network (CAN).

1.1 Fuel Poverty

The most recent fuel poverty figures from BEIS (2014) illustrates approximately 10,800 households in South Gloucestershire were considered to be 'fuel poor'. This equates to 9.5% of all households in the district, which is below the South West rate of 12.2%, but still 10,800 households that we prioritise to assist.



In order to assist those living in fuel poverty within the area South Gloucestershire Council aims to:

1.1.1 Continue its work within the South Gloucestershire and Gloucestershire Affordable Warmth Strategy and action plan.

The Affordable Warmth Partnership has been in place for the past fifteen years. The consortium consists of South Gloucestershire Council, The Severn Wye Energy Agency, the seven local Gloucestershire authorities and local organisations with a vested interest in helping vulnerable people at risk of fuel poverty. We will maintain a key role within our local Affordable Warmth consortium and continue to review and develop the following overall aims of the Affordable Warmth strategy:-

1. Co-ordinate delivery, work in partnership and influence policy

2. Improve energy efficiency across all housing tenures
3. Promote and provide advice and information
4. Identify and help people at risk of fuel poverty

A link to the full strategy is found below:

<http://www.southglos.gov.uk/documents/Affordable%20Warmth%20Strategy%202013-2018.pdf>

1.1.2 Review and develop the local NICE Guidance Implementation Plan (NG6) Excess winter deaths and illness and the health risks associated with cold homes, working with public health SGC has identified targets and outcomes in line with the NG6 Guidance. These targets will be reviewed and updated on annual basis.

1.1.3 Work closely with all faculties of the consortium such as local and regional health practitioners and the other local participating authorities.

A multidisciplinary approach will continue throughout our work at a local level to ensure that we are able to reach those in fuel poverty that hard to reach.

1.2 Renewable energy

Through our local energy advice line, SGC energy loan and any government financial assistance promotion of renewable energy will be completed, with specific focus in geographical areas that are 'off gas' or properties that are hard to treat.

1.3 Privately Rented Properties

In line with the new Minimum Energy Efficiency Standards for privately rented properties coming into force April 2018, work will be centred on assisting landlords with bringing their F and G rated properties to the rentable E rating. Work will coincide with the proposed new HMO licensing coming into force in 2017. Marketing will include an information stand at the West of England Landlord Expo. We will target those known with a rating of F and G by mail. We aim to work with local lettings and management agents to ensure they are aware of the new regulations.

Enforcement will be carried out under the Housing, Health and Safety Rating System through the councils Private Sector Housing Officers.

We are commissioning Building Research Establishment (BRE) to undertake a dwelling level stock modelling exercise in April 2017. The modelling should assist in identifying the presence of households in fuel poverty. The modelling will utilise SGC's EPC data plus data from English House Condition Survey plus expansion to predict the likely fuel type, boiler type, insulation levels and other key variables which are required to calculate levels of energy efficiency and carbon emissions. This along with tenure data will allow us to target action.

1.4 Smart Meters

To work with partners such as Centre for Sustainable Energy and Severn Wye Energy Agency to promote at key planned events. Establish static displays in Council buildings that are open to the general public including libraries, leisure centres and one stop shops. These will be staged on a revolving basis to ensure the whole area is covered.

1.5 Funding Opportunities

To continue to seek, source and apply for any national and regional funding available.

1.6 Best Practice

As the South Gloucestershire and Gloucestershire representatives for the ALEO, we are in a strong position to cascade information and best practise to other Local Authorities. We intend to produce case studies and lessons learnt for best practice.

SECTION 2 ENERGY EFFICENCY IMPROVEMENTS THROUGH ADVICE AND NATIONAL GOVERNMENT FINANCIAL ASSISTANCE

2.1 Central Heating Project Fund (BEIS)

SGC was the leading authority and successfully secured funding from BEIS for first time central heating. Working in partnership with the six Gloucestershire local authorities and our delivery partner Severn Wye Energy Agency we successfully installed 241 first time central heating systems into owner occupied, privately rented and social housing across the districts.

Local authority	Owner occupier	Privately renting	Social housing	Total
Cheltenham Borough Council	21	4	1	26
Cotswold District council	7	2	9	18
Forest of Dean District Council	18	4	10	32
Gloucester City Council	27	18	1	46
South Gloucestershire Council	29	10	0	39
Stroud Council	31	7	23	61
Tewkesbury Borough Council	15	4	0	19
Total	148	49	44	241

By carrying out energy performance certificates we were able to identify those most in need and ensure that these properties were brought up to an adequate energy performance rating. Central Heating systems included gas and oil central heating as well as air source heat pumps. The data is in the process of being collated at the time of this report and will appear here when available.

Cost of scheme: £972,181.13 with £156,918.60 of that being spent in South Gloucestershire Council

The case study below highlights how the project has helped one of our local residents.

Case Study:

Mrs X resides at a park home site within South Gloucestershire and suffers from a respiratory condition affected by the cold. Her park home was being heated by electric heating. Park homes are typically constructed from poorly insulated timber frames with minimal insulation so when it is cold they struggle to maintain a comfortable temperature, and lose heat quickly when the heating goes off. The central heating fund replaced the electric heaters with gas central heating and the following improvements were identified:

- £891 estimated saving in fuel bills
- 52% reduction in carbon emissions
- EPC improvement from a rating of G to D

Maintaining an even temperature in the home is important for Mrs X's respiratory condition and with the new central heating system Mrs X expects to halve her heating bills.

The information provided regarding this pilot project is to date at the time of compiling this report, further details will be provided in the Appendix as a review after the end of this financial year as further data becomes available.

2.2 Warm Homes Discount

Four Warm Home discount events were carried out across the district in 2016 where residents were able to find out if they were eligible and apply online at the event with the help of one of our advisors.

A variety of locations, events and venues across the district were utilized in order to maximise client contact and to offer in depth advice:-

- Coniston Family Fun day
- Advice stand in Kings Chase Shopping Centre
- Family Fun Day at Kingsmeadow Community Flat, Kingswood
- Yate International Festival

96 recorded verbal contacts were recorded at these events.

2.3 Winter Fuel Payment

General advice given and signposted to relevant websites during events and through customer contacts.

2.4 Promotion of fuel switching

Residents were made aware of the benefits of fuel switching and home visits were offered to help those most vulnerable.

To date 90 enquiries regarding fuel/tariff switching have been handled by the Helpline in 2016-2017. Based on average savings statistics of £312, this has resulted in a cumulative saving of £28,080 across the district. The figures are for the first three quarters of 2016, the full yearly data will be provided when available. 84 home visits have been carried out in 2016-17 year.

2.5 Energy Company Obligation (ECO)

Since 2015 we have taken advantage of ECO and through our Warm and Well scheme in 2015/2016 we accessed £44.103 of available ECO funding in order to install measures such as heating and insulation.

Future Plans: To explore opportunities under the revised ECO scheme April 2017 - 2018 working as a consortium to take full advantage of the Flexible eligibility policy offered to LA's.

To ensure appropriate marketing and delivery mechanisms are in place as details of the new scheme are rolled out. This will involve use of the stock model data and to ensure we are targeting those that could be eligible for ECO funding.

2.6 Roll out of Smart Meter Scheme

In advance of the roll out, South Gloucestershire implemented a successful scheme where its residents could loan wireless metering equipment through the local library services.

The purpose of the South Gloucestershire project was to provide six monitors that were available on a rolling basis through the thirteen libraries in the South Gloucestershire area. The monitors were available to clients for a three week period and were 'booked out' in the same way as a library book. In addition to the monitors, residents were asked to complete a questionnaire regarding their experiences of the monitors and behaviour energy changes as the result. In total, 22 questionnaires were returned, the details of which are provided in the appendix. As this was successful with residents within libraries we plan to look into carrying out a similar project with smart meters.

In addition Warm & Well secured £10,000 funding from Smart Energy GB to further promote the smart meter rollout process. This funded a series of events, press releases, frontline staff training and mailshots (both postal and electronic).

SECTION 3 IMPROVEMENTS THROUGH LOCAL AUTHORITY ADVICE AND FINIANCIAL ASSISITANCE

3.1 Warm & Well Scheme:

Warm & Well was launched in October 2001 and partnering with the six local Gloucestershire authorities Severn Wye has delivered the programme on behalf of the consortium.

Since 2001 the scheme has given energy efficiency advice to thousands of households, improved over 41,500 properties, been highlighted as an example of good practice in several best practice guides and toolkits, and in June 2006, was awarded first prize for energy efficiency at the “Ashden Sustainable Energy Awards”. In 2014 Warm & Well was nominated for the EU Managenergy Award for local action, and awarded joint second prize with Severn Wye’s colleagues at the Andalucía Energy Agency. The Warm & 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
- Providing specific and appropriate advice to all householders
- Making referrals into grant and discount schemes
- The central issues addressed are the links between energy efficiency, affordable warmth, cold living conditions and health risks, such as cardiovascular illness and condensation damp related respiratory illness

The target groups for the project are:

- Households with members vulnerable to health problems associated with, or exacerbated by, low indoor temperatures
- Households likely to be living in fuel poverty, and unable to afford adequate heating
- The general public, to promote awareness of energy efficiency and the related issues of ventilation and the avoidance of condensation damp

Results for 2015-2016 for South Gloucestershire: 145 energy efficiency measures installed, 138 properties improved, 47 Category 1 hazards under HHSRS removed, 74.4 tonnes of CO₂ saved on an annual basis resulting in 2,790.7 tonnes Co₂ saved over lifetime of measures.

Installation results for Q1 –Q3 2016-2017 for South Gloucestershire: 55 cavity wall insulation measures, 56 Loft Insulation measures resulting in 111 properties improved.

Cost of GEEG (Gloucestershire Energy Efficiency Grant) to Warm & Well

During 2015-16, a total of £74,778 was spent on energy improvement measures for homes in the private sector through the local Warm & Well scheme in South Gloucestershire. Of this, £28,263 was the result of direct grant funding from the council, £26,930 from ECO and £2,412 was the result from the clients own contribution.

Assessment of the decrease in CO₂ emissions as a result of the measures

During the 15 years that Warm & Well has operated in South Gloucestershire, (2001-2016) a total of 8,435 properties have been improved with appropriate measures. This has resulted in an annual CO2 saving of 3,455.3 (tCO2/a) with a lifetime saving of 135,730.9 (tCO2) for measures installed.

Further details can be accessed through the Warm & Well Website: <http://www.warmandwell.co.uk/>

Link To Energy

Building on the success of Warm & Well, the Link To Energy database has been developed to allow local people to connect with local energy installers. Link To Energy is a charitable service, any income that is generated helps maintain the service, any surplus is re-invested into locally delivered energy efficiency schemes. Link to Energy uses local contractors helping support and grow local businesses through the delivery of energy efficiency improvements.

Increase in number of jobs relating to measures

Link To Energy consists of a database of over 100 accredited SME local companies specialising in all aspects of domestic home energy covering all aspects from the installation of renewable technologies, through to heating and insulation.

- 31 link to energy installs were undertaken during Q1 to Q3 of 2016-2017, generating £120, 812 worth of trade for local installers.

Further details can be found here: <http://www.linktoenergy.org.uk>

Future Plans -

Severn Wye Energy Agency has recently won the tender to deliver our local energy scheme Warm and Well though until March 2020. The new contract will begin from April 1st 2017, we are presently in negotiation with Severn Wye on improving our promotion and targeting techniques within each Local Authority Area.

We plan to work with all SME contractors on Link To Energy data base as opposed to tendering for a single main contractor in order to raise local economy within the area.

3.2 Allowable Solutions Project

Hanham Cosy Homes (Project ran from April 2015 – May 2016)

Hanham Cosy Homes was a pilot project that was funded through Allowable Solutions (Allowable Solutions was part of the Government's strategy for the delivery of mainstream zero carbon new homes from 2016). The primary objective was 'Through the mechanism of Allowable Solutions, the carbon emissions which cannot be cost-effectively off set on site will be achieved through nearby or remote carbon reduction measures.'

The Allowable Solutions pilot project in South Gloucestershire was set up to deliver carbon savings projects near Hanham Hall. As one of the pioneering Allowable Solutions projects in

the country, the South Gloucestershire project was originally seen as a pilot scheme for how an Allowable Solutions policy might be developed in the future. The pilot was jointly funded by Barratt Homes and the Homes and Communities Agency.

Results from the project:

- 36 loft insulation measures and 143 cavity wall insulation measures
- Cost of scheme £145,000
- Assessment of the decrease in CO2 emissions as a result of the measures -
118 124.5 tonnes of Co2 saved and 4,983 tonnes of carbon saved through measures

(A copy of the final report appears in the Appendix)

3.3 Warm Up South Gloucestershire.

Warm Up South Gloucestershire was a limited rented sector scheme designed to enable private landlords to access grants and loans to improve the energy efficiency of their rented properties that were below an E energy rating. Working with Bristol City Council and North Somerset Council funding was secured through DECC Green Deal Communities in order to offer landlords grants for windows, heating and insulation measures. Although the primary focus was within the Bristol City Council area, 7 energy efficiency measure installs took place in South Gloucestershire

3.4 Health through Heat

Health through Heat (Initiative with Public Health Funding) focuses on families who are suffering from fuel poverty or whose homes are hard to heat. A budget of £20,000 from Public Health has been secured, to date 21 energy saving measures installed.

- Cost of scheme £20,000 (ongoing)

Future Plans – We intend to continue to carry out work with Public Health for the next two years and in 2017-2018 aim to focus our efforts on the more rural ‘off gas’ areas within South Gloucestershire and offer residents financial assistance comprising of a mixture of grant, ECO funding and home energy loans.

3.5 Home Energy Loans.

Working in partnership with Wessex reinvestment trust SGC are able to offer residents of South Gloucestershire low cost loans (4.2 % interest) in order to complete energy efficiency improvements to their privately owned or privately rented properties.

We have currently completed:

- £4,560 gas central heating works
- £15,000 solar panels & external insulation works
- £1,865 general heating works
- £3,500 replacement boiler & associated works

- Four specific energy loans have been issued.

Future Plans – Our aim: To review the loan to ensure the maximum amount available is ‘fit for purpose’ in a changing financial climate, as well as to streamline the process of the customer journey. In addition, we aim to work closely with the marketing managers at Wessex Home Improvement Loans and Severn Wye Energy Agency in order to target specific ‘off gas’ areas that are in need of energy improvements and to ensure residents are aware of the help that is available. In order to further facilitate the process, we are able to access the fuel poverty maps and current EPC data to target specific homes. Using a combination of available funding sources such as public health funding and home energy loans, we aim to offer a scheme to improve individual private sector properties through solid wall insulation measures, renewable energy technologies and associated measures that are appropriate to ‘off gas’ areas.

A full synopsis of the projected targets of the Warm & Well scheme proposed by the Severn Wye Energy Agency are included in the Appendix.

We aim to build on the successes of the funding available through Public Health and to review the qualifying eligibility criteria, the progress and annual report on achievements will be published as they become available.

A specific Home Energy Loan has been formulated through our partnership with Wessex Resolutions CLC. The objective of the loan is to offer financial assistance at a low A.P.R. rate (4.2%) for energy efficiency improvements to local residents. There are several advantages to this form of assistance:

- An assessment is carried out on an individual basis, the loan can be tailored to the client’s particular financial circumstances
- The loan can be used as a single method of funding for a particular project, or as a ‘top-up’ where other funding is available to the client.
- The funding structure is based on a ‘revolving’ method. I.E. the assistance available grows as more loans are issued.

Further details can be found at: <http://www.wrcic.org.uk/loansDetail.php?Energy-Loans-3>

3.6 First Contact

First Contact is South Gloucestershire Councils own referral scheme. Working with other departments within the council and organisations such as the fire service, blind and deaf associations, Citizens Advice Bureau and Age UK, we offer a referral process for vulnerable clients aged over 65 years of age. Front line staff are able to advise the client of the service on visits and leave information in the form of a simple postcard for the resident to complete.

- 82 complex energy efficiency enquiries handled since 2015

The scheme is closely monitored and reviewed to ensure that the most appropriate local and national organisations are represented within the service.

3.7 Events and Information.

Working with the Bristol based charity Centre for Sustainable Energy we have carried out the following advice and outreach work in our district between April 2015 and March 2017.

Between 1st April 2015 and March 2017 through Service Level Agreement activity we advised:

- 162 people through outreach events
- 39 people through frontline worker training
- 364 children took part in a school workshop
- 50 people attended specific health talks

The Home Energy Team activity in South Gloucestershire includes:

- 125 people from South Gloucestershire contacted the home energy advice team and 38 of these were referred for more support under one of CSE's projects.
- 12 clients were referred to the Warm & Well scheme as a result of calling our Freephone number.
- £1252 was saved for people through applying for Warm Home Discount and 20% water discount for those receiving pension credits.
- £1400 was saved by local residents from tariff/supplier switch.
- £940 was saved by local residents from energy behavioural advice.
- 3 people were referred to the British Gas Energy Trust Fund for boiler replacements (after the Warm & Well heating scheme had closed).
- 67 people from South Gloucestershire contacted the home energy advice line, this is in addition to those directed straight to the SWEA line.
- 31 clients were referred to schemes for energy efficiency measures. This resulted in 9 energy efficiency measures being installed which were seven cavity wall insulation installs; one loft insulation install and one boiler install.
- 287 people were given energy efficiency advice through our WPD project.

Ongoing work:

- Our Affordable Energy project in South Gloucestershire offers in-depth advice on energy efficiency, benefits and switching tariffs to all households.
- Our Western Power Distribution (WPD) Project, this is where we contact people who are on WPD's priority services register to see if they would like any energy efficiency advice. This is a two way procedure as we also add people to the PSR where appropriate.
- Our Older and Disabled people project which offer in-depth advice including home visits and casework. This project was launched in October 2015. This has helped offer further support to people we met through our outreach events.
- Our Switching project - where we advise on switching and helping with fuel debt (Oct 15 – March 16)

From April 2015 – March 2017 we have carried out the following outreach events

Target Audience	Objective of Outreach work	No. of events
Older Persons	To advise people of fuel supplier services including the Priority Services Register and the Warm Home Discount and advise on financial assistance for home energy improvements	3
Families	To offer advice stand providing factsheets and information on energy efficiency and to also make people aware of fuel supplier services including the Priority Services Register as well as promoting local energy efficiency schemes and the Warm Home Discount. Also arranged activities for designed for children such as making solar panel boats	3
Front line staff/Key workers	To deliver a presentation on fuel poverty, cold homes and health to social housing and health professional team leaders, who cover the district	6
Children	To promote energy topics and engage children in Green Week to schools in fuel poverty areas	14
Miscellaneous	To engage a wider scope of local residents outside specific community events/programmes	4

Timeframe for delivery with national and local partners

Local work is procured and planned in advance on an annual basis, project work where funding deadlines/constraints such as local authority bids are prioritised to fit within the prescribed timeframe.

Statement of any policy that takes into the account the personal circumstances of any person

In brief, a five stage process under the Service Delivery Mechanism of the Warm & Well scheme has been implemented that addresses the following policies:-

- Equalities and Diversity Policy
- Data Management Protocol
- Data Security Policy
- Safeguarding Policy
- Health & Safety Policy

The five stages of procedure encompassing the above in relation to personal circumstances of any perspective person are as follows:-

- Stage 1 Data Protection
- Stage 2 Advice
- Stage 3 Cross advise of other services and offers
- Stage 4 Future Contact
- Stage 5 Customer Satisfaction

SECTION 4 SOUTH GLOUCESTERSHIRE CLIMATE CHANGE STRATEGY AND CARBON REDUCTION

The South Gloucestershire Climate Change Strategy (Low Carbon Plan) was published in April 2013 (<http://www.southglos.gov.uk/documents/climate%20strategyfinal.pdf>). It provides a strategic framework and short term action plans for reducing carbon emissions in South Gloucestershire and delivering the transition to a low carbon future. The Climate Change Strategy includes two overall targets (on reducing carbon emissions and increasing generation of renewable energy) and six priorities with action plans to deliver the targets, as follows:

- Low Carbon Council Reduce carbon emissions across the council estate and operations
- Low Carbon Homes Reduce carbon emissions and energy consumption in our homes
- Low Carbon Travel Reduce transport energy use and carbon emissions from transport
- Low Carbon Economy Promote business resource efficiency and help low carbon and local businesses grow in South Gloucestershire
- Low Carbon Energy Enable the development of secure supplies of renewable and low carbon energy
- Low Carbon Communities Support and promote neighbourhood energy planning and community action for low carbon living

The strategy is reviewed and updated on a periodic basis, this was last carried out in 2015 with the following observations relevant to the housing stock:- See review table below

Housing Strategy review table

Action	Measure:	Time-scale	Who	Progress
Homes –				
Review and analyse available data to provide a record of the energy condition of the housing stock and to enable targeting and monitoring of the plan including people in fuel poverty, vulnerable people, high energy users and hard to treat homes	Data set produced and maintained	2013	SGC with support from DECC Green Deal Pioneers funding and Affordable Warmth Partnership	Dataset is completed and is used to inform targeted approach to energy efficiency improvements. Report is available at http://www.southglos.gov.uk/council-anddemocracy/census/research-reports/ More granular information is being collated on a ward by ward basis to allow specific targeting. Profile completed for Filton and in progress for Yate. In addition EPC data has been collated for targeting new green deal funding to private rented sector
Make preparations and arrangements for the delivery of the Green Deal and Energy Company Obligation in South Gloucestershire and make sure local arrangements are in place for delivery	Partnership(s) with local green deal providers established Strategy for targeting and marketing green deal in place	Ongoing	SGC SWEA WoE Local Authorities	Current delivery arrangements are through the umbrella of the Warm & Well brand administered by Severn Wye Energy Agency who are a registered Green Deal Advice Organisation. They are able to signpost residents to the most appropriate schemes and are able to offer free Green Deal Assessments to vulnerable residents. Residents are able to make their own arrangements with a Green Deal provider if they choose to. However, regular changes to government policy and rules in relation to green deal and eligibility for subsidies for householders has created confusion and take up of installation of measures across the country fell by 62% for cavity wall insulation, 89% for loft insulation, 98% for solid wall insulation and 73% for boilers from 2012/13 to 2013/14. This was reflected locally with only 56 measures being delivered through the warm and well programme in 2013/14 compared with about 1,000 in previous years (a reduction of about 94%). Progress has been rated amber to reflect the low uptake of measures despite partnerships having been established. Plans are in place to review the Warm and Well programme and deliver a more targeted plan. Funding has been secured for a targeted programme in Hanham from the Hanham Hall Allowable Solutions fund.
Develop a low interest loan pilot scheme, 'Countdown' for funding housing retrofit measures (including renewable energy as an alternative Green Deal funding mechanism)	Pilot programme delivered and evaluated	2013	SGC Housing Team SWEA Wessex Reinvestment Trust	The local Low Cost Loan scheme was launched in September 2014 and provides low cost finance for homeowners (4%) to make the installation of energy efficiency measure more affordable and attractive.

Promote and provide energy efficiency information and advice	Provide a free local energy efficiency advice service and dedicated line available and published Deliver annual marketing plan	Ongoing	SGC and SWEA	Free local energy efficiency advice line is available through the Warm and Well programme funded by South Gloucestershire Council. 456 enquiries were received between April and December 2013. Of these 155 resulted in referrals to a scheme. Of the installations that were carried out in 2013/14 through Warm and Well 98% of people said the advice line was good or excellent Face to face advice was given to 1450 residents though various events throughout the year
Develop work that will reduce barriers to retrofitting existing homes	Installers Network – Link to Energy Project established Approach to retrofitting in conservation areas and listed buildings reviewed	2013 and ongoing 2013/14	SWEA/SGC Explore additional work with West of England Authorities SGC	The Link to Energy Network continues to grow with over 125 regional SME's now members of the network. The service aims to support the local economy and provide a more personal service through recognised local suppliers Work has not yet commenced on conservation areas or listed buildings.
Work with social housing providers to identify potential local schemes	Seek to include actions from social landlords in the next plan	By 2014	SG Housing Partnership	A range of new actions to improve the energy efficiency of social housing have been included in the revised Housing Strategy action plan.
Include energy efficiency in annual appraisal with social housing providers	Annual assessment of average SAP rating for social housing	Annual	SGC Housing	This approach has not proved effective. However, Merlin Housing have included commitments within the Housing Strategy: • A stepchange in average thermal efficiency of Merlin homes by 2019 • Merlin to work towards target to achieve average SAP rating of 74 and smart meters in 20% of homes by March 2017.
Develop a programme to bring the private rented housing stock up to the legal energy efficiency standard	Programme agreed and delivered	2014 – 2015	SGC Housing	Funding secured from Government to support improvements to privately rented homes that fall short of the proposed legal energy efficiency standard. The £2million scheme was launched in October 2014 across Bristol, South Glos and North Somerset with a target to improve 686 F or G rated properties from the three areas.
Work with community groups and Parish and Town Councils to help them deliver local community energy projects	Increased ownership and delivery of low carbon projects and wider roll out of Green Deal			See low carbon communities section
Homes – Enable the installation of micro renewables in existing homes				
Review energy needs and issues in 'off gas' areas and promote renewable energy solutions where viable	Review carried out and plan for implementation agree	2013/2014	SGC – commission project	Specific targeting of low cost home loan in 'off gas' areas has been undertaken. Merlin Housing has developed a number of innovative schemes in off-gas areas. Rated amber because further work is still required. This action will be further developed in 2015/16.

Disseminate information on Government and Industry incentives	Targeted information delivered according to communications plan	Ongoing	SWEA/SGC	Promotional activity is carried out by the private sector housing team in partnership with SWEA
Provide free planning advice for householders and apply permitted development rules	Free reliable advice available	Ongoing	SGC – Development Control Team	Ongoing
Provide independent advice on domestic installation of renewables, run installers network and administer the low interest loan scheme (via Severn Wye Energy Agency)	Trusted information and suppliers available	Ongoing	SWEA Wessex Reinvestment Trust SGC	Independent advice provided through energy efficiency advice line and through targeted local marketing. Trusted local suppliers can be accessed through Link to Energy Network
Homes – Enable the development of low carbon new communities				
Adopt the Core Strategy and implement the policies in the Local Development Framework for all development	Policy framework in place for delivering low carbon communities	Adoption expected early 2013	SGC – Strategic Planning	The final version of the Core Strategy was adopted in December 2013. The policies in the Core Strategy relating to low-carbon communities are being implemented (CS1, CS3, CS4). The Policies Sites and Places DPD will be progressing to Proposed Submission (Reg19) stage in May 2015 with additional policies relating to onsite renewable and low carbon energy and embedding climate change adaptation and mitigation into land use planning.
Work with development partners through master planning, planning application and delivery process to achieve low carbon new communities in the growth area	Low carbon solutions included in master plans for major schemes Low carbon assessments included in design statement for planning applications	Ongoing	SGC – Strategic Planning	This work is ongoing through negotiations with developers. Energy strategies are required with each planning application. We are now starting to see some developers trying to implement more innovative solutions. The outline proposals for Cribbs Causeway presented by the Mall, BAE and Skanska have taken on board the principles in the SPD and the recommendations from various research studies. However developers are often unwilling to go over and above current legal requirements, and legal requirements are slower to change (nationally) than originally proposed. Funding has been secured from DECC to assess how the ambition for a nodal heat network can be achieved and the results of this work should move things on further. In addition UWE are now laying pipes for the first heat network in South Gloucestershire Progress has been rated amber because we are starting to see low carbon assessments and solutions for some but not all sites. We will continue to try and influence developers.

SECTION 5 INSTALLATION REGULATIONS AND REQUIREMENTS

How are Authorities ensuring Building Control is fit for purpose and how are they ensuring boiler installations meet building regulations

Local Authorities (LA) are subject to competition and inherently have to compete in the marketplace and cover their own costs. Furthermore Local Authorities are subject to audit procedures and financial statements have to be published. Any technical issues are discussed at team, regional and national level to try to ensure consistency. In addition a system called Building Control Performance Standards is used to demonstrate adequacy.

In terms of boiler installations, we receive certification from a competent person working under a competent person scheme. The system works in the respect that the person carrying out the work provides the occupier a certificate confirming they are satisfied that the work in question meets with relevant standards. A copy is also sent to the LA, a notice confirming that they have given this certificate to the occupier of the premises or they can provide a copy of the certificate itself directly to the LA They have 30 days to do this. The LA are authorised to accept these certificates.

Essentially this allows the LA to store this information centrally. The Authority therefore is able to check on the central system after the 30 days.

There is scope to work within Approved Document J.

If the LA were satisfied with this then the completion certificate would be issued. If it was felt there were any issues then the Authority could potentially engage its own expert for advice. The LA does not employ any experts within the Council and so would need to go outside for this service. The responsibility for compliance would still rest with the installer.

Appendix

Appendix Ref 2.1 Central Heating Fund

Report to be added when available

Appendix Ref 2.6 Results of Smart Metering Questionnaire:

Energy Saving Monitor Feedback Form Results – 22 responses

Q1 Monitors available

- On request - 2 Waiting list– 20

Q2 Instructions Useful

- Yes – 20 No - 0
- Didn't answer – 2

Q3 Monitor Easy to Install

- Yes – 20 No - 2
- Didn't Answer

Q4 Monitor easy to programme

- Yes – 19 No – 3

Q5 Monitor Easy to Use

- Yes – 18 No – 4

Q6 Made you more energy conscious

- Yes – 17 No – 5

Q7 Examples to reduce energy consumption:

- None given
- Already energy efficient
- Turn off Standby
- Kettle fill to right amount
- Reduce use of oven
- Turn off light
- Turn off computer
- Turn towel rail off
- Replace old appliances with A rated when need changing

Q8 Any other comments

- Three weeks not long enough as monitor works out usage over a month
- Good to see which appliances are the most energy consuming
- Would like a device that could be plugged directly into a single appliance
- Would like a monitor for gas consumption
- Library should have these monitors for sale
- Layout of instructions and installation could be better
- Excellent scheme and good talking point with friends

Appendix Ref 3.2 Hanham Cosy Homes Project:- SevernWye Report



SevernWye
ENERGY AGENCY

Report

Contents

1	Project Summary	21
1.2	Headline figures	21
1.3	Background	21
1.4	Outline Methodology	21
1.5	Scheme funding	22
1.6	Eligibility	23
1.7	Marketing and promotion	23
2	Results	24
2.1	Measures installed	24
2.2	Scheme expenditure	25
2.3	Customer Satisfaction Survey	26
2.4	CO ₂ savings	28
3	Conclusion	30
3.1	Pilot review	30
3.2	Phase 3	31

DISCLAIMER

While reasonable steps have been made to ensure that the information in this report is accurate and complete, Severn Wye Energy Agency cannot be held liable for any direct, indirect or consequential loss or damage that may result. Nothing in this report is intended to be, or should be interpreted as an endorsement of, or recommendation for, any supplier, service or product.

1 Project Summary

1.1 Headline figures

- **117** measures installed through Hanham Cosy Homes
- **80** tonnes of CO₂ saved annually from measures installed
- **3,225** tonnes of CO₂ saved over lifetime of measures installed

1.2 Background

Hanham Cosy Homes is a pilot project funded through Allowable Solutions. Allowable Solutions is part of the Government's strategy for the delivery of mainstream zero carbon new homes from 2016. Through the mechanism of Allowable Solutions, the carbon emissions which cannot be cost-effectively off-set on-site will be achieved through nearby or remote carbon reduction measures.

The Allowable Solutions pilot project was set up to deliver carbon saving projects near to Hanham Hall. As one of the first Allowable Solutions projects in the country, the South Gloucestershire project is being seen as a pilot scheme for how an Allowable Solutions policy might need to develop in the future. The pilot was funded by Barratt Homes and The Homes and Community Agency.

There are 109,500 domestic dwellings in South Gloucestershire of which 77% are owner occupied, 13% are privately rented and 10% are owned by housing associations. Of the privately owned homes 6330 dwellings need loft insulation and 32410 dwellings need cavity wall insulation (Private Sector Housing Stock Condition Survey 2011). The scheme is a loft and cavity wall insulation grant scheme which will be administered by Severn Wye Energy Agency and managed by South Gloucestershire Council.

1.3 Outline Methodology

Using the infrastructure already in place, South Gloucestershire Council was able to utilise its Warm and Well scheme that is managed by the Severn Wye Energy Agency who are a registered educational charity who have ran the scheme in South Gloucestershire for more than 10 years. The scheme consists of a telephone energy advice line, the Link to Energy installer network, well as a mechanism for accessing and then installing energy efficiency measures funded through the Energy Company Obligation.

Link to Energy is a network of local insulation, heating and renewables installers. Many of which are based in South Gloucestershire and these installers could be used for the installation of measures in the Hanham area, supporting the installer as well as the local economy.

The advice line was able to provide telephone advice, home visits, and handholding for vulnerable clients as well as making referrals into the scheme. It can act as the first contact point for Hanham residents interested in making the home energy improvements, but then supporting them through the entire process from initial enquiry to installation. The Warm and Well advice team can work with local community organisations to generate referrals and to promote the funding on a local level, using their expertise and knowledge of the area to maximise the reach of the pilot.

Severn Wye has close working relationships with several of the Energy Company Obligation (ECO) funders as well as active ECO contractors which ensured that households that were eligible for ECO funding were able to access it, to compliment the Allowable Solutions funding that was on offer.

Phase 1

The first phase of Hanham Cosy Homes was in operation between April 2015 – June 2015. During phase one, all activity was focused within the Hanham ward area of South Gloucestershire.

Phase 2

The second phase of Hanham Cosy Homes was in operation between August 2015 – November 2015. During phase two, as well as being in the Hanham ward, the project also focused its activities within the neighbouring wards, including Kingswood and Oldlands.

1.4 Scheme funding

The total value of the pilot was £100,000. The funding available through the Allowable Solutions pilot was split into two batches. Severn Wye were awarded the second batch of funding when funding had been exhausted from batch one.

Phase 1 – Total amount of funding £58,000

Funding for measures =	£50,000
Severn Wye management fee =	£5,000
Marketing =	£3,000
TOTAL	£58,000

Phase 2 – Upon successful delivery of stage 1 an additional £42,000 was released.

Funding for measures =	£38,000
Severn Wye Management Fee =	£3,000
Marketing =	£1,000
TOTAL	£42,000

Total cost of project (Including phase 1 and 2) = £100,000

The Hanham Cosy Homes pilot had a grant cap of £1,000 per property. This cap was agreed as ECO funding (grant funding available to householders through the Largest energy suppliers) was not able to be used alongside the Allowable Solutions funding. As it was a pilot that was being partially funded through central Government, the funding streams could not be blended.

A set pricing structure for each of the measures being installed (cavity wall and loft insulation) was agreed with the installers. This pricing structure was identical to the structure used in the Warm and Well scheme in South Gloucestershire.

1.5 Eligibility

The eligibility for phase one allowed for all owner occupiers within the Hanham ward of South Gloucestershire to potentially qualify for loft and cavity wall insulation. There was no stipulation for the home owner to be in receipt of benefits or on a low income in order for the pilot to have maximum impact in the area.

Loft insulation top ups were eligible providing the existing insulation levels were 100mm or less. Private Landlords and privately renting tenants were not eligible as they had access funding for energy improvements through 'Warm Up South Glos'.

Adjustments were made to the qualifying criteria for phase two of the pilot. After completing the calculations for the CO₂ savings for the measures installed, it was identified that the CO₂ saved from topping up a loft compared to insulating a virgin loft was considerably lower (0.4tCO₂ per annum difference) but the cost was marginal due to the time it takes to insulate the loft. Therefore, partial loft insulation was removed from the scheme and only virgin lofts (less than 60mm existing insulation) were eligible.

1.6 Marketing and promotion

A variety of marketing and promotional activities took place throughout phase one and two. The allocated budget for marketing and promotion for phase one was £3,000 and £1,000 for phase two. Severn Wye led on all activities but these budgets were managed directly by South Gloucestershire Council.

Launch event:

Severn Wye set up the Launch event as an energy advice drop in clinic. It was held at the Hanham Community Centre in May 2015. Local partner organisations were invited to attend with a variety of South Gloucestershire based agencies such as Bluebird Care and The South Gloucestershire Care Forum manning stands and providing information on their services.

The event was well attended with more than 25 local residents attending and being provided with information on the scheme as well as other energy efficiency advice.

Mail outs:

Two mail outs have been produced and sent out directly to households. The first was during phase one and was sent to all private residents in the Hanham ward. 75 referrals were generated through the mail out. The first mail out wasn't a complete success due to the housing stock in Hanham, there were several speculative applications from clients who were unaware that their properties had solid walls so were unfortunately unable to take advantage of the grant funding.

The second mail out was at the beginning of phase two. This mail out focused on the newly expanded area coverage which included Kingswood which has a large number of un-insulated cavities and virgin

lofts. The mail out resulted in more than 100 enquiries being received by the Hanham Cosy Homes advice line.

Hanham Cosy Homes Leaflet:

A leaflet was designed and agreed with the Allowable Solutions board. The design consisted of an eye catching title explaining that grants were available in Hanham. It also included images of the local area and a brief explanation of the Allowable Solutions pilot.

Briefings and events:

Members of the Severn Wye advice team provided briefings for a variety of organisations on the funding available through Hanham Cosy Homes. The team also attended several South Gloucestershire wide events such as the South Gloucestershire County Show and the 2015 Engage Festival of Culture.

Social media:

A Hanham Cosy Homes Twitter account was set up (@HanhamCosyHomes) which was a really effective platform for connecting with relevant organisations in the area who were in contact with vulnerable clients who could potentially benefit from having their home insulated through the scheme.

2 Results

2.1 Measures installed

Tables 1 - 3 show all measures installed as a result of the Hanham Cosy Homes pilot.

Table 1: Total number of measures installed during phase one

Measure	No. of installations	Original target
Cavity Wall Insulation	46	60
Full Loft Insulation	15	35
Partial Loft Insulation	10	23
TOTAL	71	118

A total of 71 measures were installed in phase one. The number was lower than expected due to the average install cost being higher than anticipated when the initial proposal was submitted to the Allowable Solutions board.

Table 2: Total number of measures installed during phase 2

Measure	No. of installations	Original target
Cavity Wall Insulation	38	45
Full Loft Insulation	8	29
TOTAL	46	74

Partial loft insulation was removed from the scheme in phase two. Properties that required cavity wall insulation were targeted.

Table 3: Total number of measures installed during phase 1 and 2

Measure	No of installations	Original target
Cavity Wall Insulation	84	105
Full Loft Insulation	23	64
Partial Loft Insulation	10	23
TOTAL	117	192

Hanham Cosy Homes was able to reach 80 % of the overall cavity wall insulation target for the pilot. It was found that loft insulation was in considerably less demand which may be due to a variety of reasons.

2.2 Scheme expenditure

The table below shows how much funding was allocated to the pilot and for what function. It also shows the actual spend by Severn Wye.

Table 5: Expenditure on Hanham Cosy Homes (phase one & two)

		Expenditure (£)	
		Total funding agreed	Total funding spent
Funding on measures	Cavity wall insulation	£52,500	£67,295
	Full loft insulation	£25,600	£13,269

	Partial loft insulation	£10,600	£4,928
Management fees		£8,516	£8,000
Marketing and promotion		£4,000	£3,000
TOTAL		£101,216	£96,492

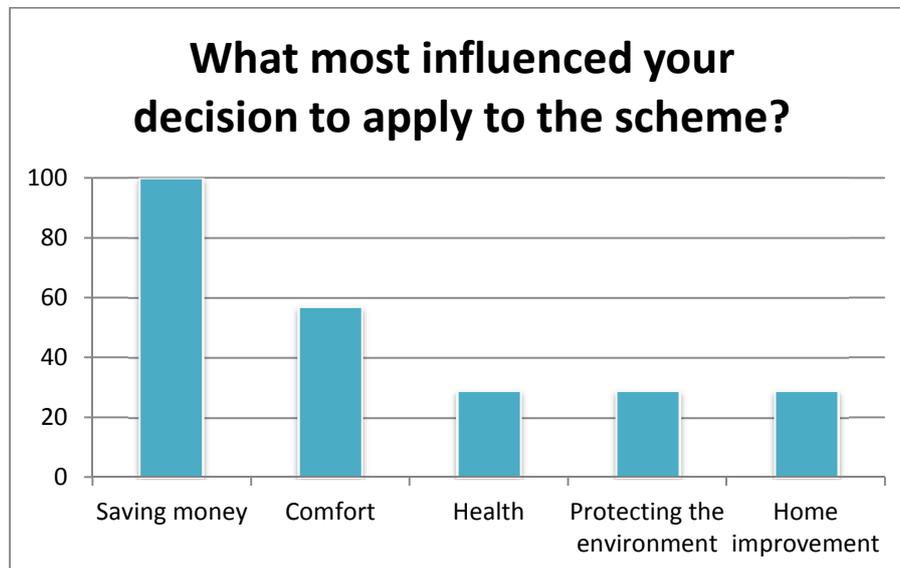
More funding was spent on cavity wall insulation than what was originally allocated but this was agreed because of the increased demand and larger CO₂ saving per measure installed.

2.3 Customer Satisfaction Survey

Hanham Cosy Homes has improved 117 properties. A customer satisfaction survey was sent to all clients who were provided with a grant during phase one. A response rate of 15% was achieved.

The questionnaire covered a range of areas ranging from why the client applied, how happy they were with the service provided by Severn Wye and also the company that installed the insulation. Below are the highlights from the customer satisfaction findings:

Why did households apply:



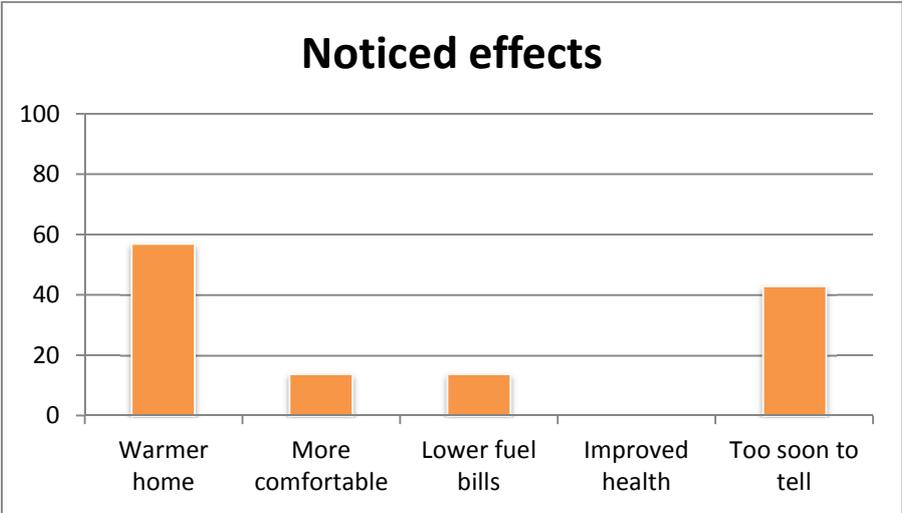
Question one on the questionnaire provided details on why the client applied for the scheme and notable results were that 100% of respondents applied as they wanted to save money on their fuel bills.

Speed of scheme service:



71% of respondents thought that the Hanham Cosy Homes service speed was either Excellent or Good. This reflects the amount of time from when the initial enquiry is taken to either loft or cavity wall insulation being installed.

Noticed effects after having the insulation installed:



Over half (57%) of respondents felt that their homes were already feeling warmer after having insulation installed. 14% of clients had already noticed lower energy bills but 43% of respondents thought that it was too soon to notice any positive effects.

Other notable results:

- 100% of respondents felt that the service provided by the Link to Energy installers who insulated their home was either Excellent (43%) or Good (57%).
- 100% of respondents felt that the advice they were given after ringing the Hanham Cosy Homes advice line was either Excellent (25%) or Good (75%).
- 100% of respondents said that they would recommend the scheme to family and friends.

There was also the opportunity for the respondent to provide the scheme with comments on their experiences with Hanham Cosy Homes. Below are some of the quotes gathered during customer satisfaction (anonymous):

“The installers were polite and tidy and the surveyor explained things well”

“Very happy, thank you!”

2.4 CO₂ savings

The total CO₂ savings for Hanham Cosy Homes (phase one and two combined):

- **3,224.96** tonnes of CO₂ saved over the lifetime of measures that were installed
- **80.6** tonnes of CO₂ saved each year from measures installed

Table 13: CO₂ saved from measures installed by Hanham Cosy Homes – Phase one

Measure	No. of measures installed	Annual CO ₂ saving (tCO ₂ /a)	Lifetime CO ₂ saving (tCO ₂)
Cavity Wall Insulation	46	37.22	1,448.8
Loft Insulation – full	15	7.7	307.88
Loft insulation – partial	10	1.117	44.68
TOTAL	71	46.04	1,801.36

Table 14: CO₂ saved from measures installed by Hanham Cosy Homes – Phase two

Measure	No. of measures installed	Annual CO ₂ saving (tCO ₂ /a)	Lifetime CO ₂ saving (tCO ₂)
Cavity Wall Insulation	38	31.13	1,285.2
Loft Insulation – full	8	3.46	138.4
Loft insulation – partial	0	0	0
TOTAL	46	34.59	1,423.6

Table 14: CO₂ saved from measures installed by Hanham Cosy Homes – Overall

Measure	No. of measures installed	Annual CO ₂ saving (tCO ₂ /a)	Lifetime CO ₂ saving (tCO ₂)
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Cavity Wall Insulation	84	68.35	2,734
Loft Insulation – full	23	11.16	446.28
Loft insulation – partial	10	1.117	44.68
TOTAL	117	80.63	3,224.96

The carbon savings figures that were agreed at the start of the Hanham Cosy Homes pilot were taken from the 2013 CERT Scheme Submission spreadsheet and the Carbon Emission Reduction Target Carbon Reduction Matrix, both found on the Ofgem website.

Table 14: Lifetime carbon savings of individual measures (Ofgem)

Property Details	Number of beds	Cavity Wall Insulation Thermabead Carbon Saver (kgco ₂ /a)	Loft Insulation - Full (Less than 60mm - 270mm) (kgco ₂ /a)	Loft Insulation - Partial (More than 60mm - 270mm) (kgco ₂ /a)
Flat	1	259	388	111
Flat	2	312	563	161
Flat	3	377	822	234
Mid terrace	2	331	282	82
Mid terrace	3	370	353	103
End terrace	2	579	300	88
End terrace	3	649	376	111
Semi-det bungalow	2	442	604	179
Semi-det bungalow	3	477	704	208
Detached bungalow	2	545	628	189
Detached bungalow	3	588	731	220
Detached bungalow	4	632	843	254
Semi-detached	2	631	363	107
Semi-detached	3	679	420	124
Semi-detached	4	727	481	142
Detached	2	1,027	433	132
Detached	3	1,104	500	153

Detached	4	1,185	577	177
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N.B Loft insulation top up savings are for top ups where more than 60mm already exists whereas full loft insulation is where a virgin loft has been topped up to 270mm. Cavity wall insulation and loft insulation has a lifetime of 40 years. tCO₂ = tonnes of Carbon Dioxide.kgCO₂/a = kilograms of Carbon Dioxide per year.

3 Conclusion

3.1 Pilot review

Hanham Cosy Homes improved the energy efficiency of **115** properties, installing **117** measures throughout the two phases.

The continued excellent partnership working between South Gloucestershire Council, Severn Wye, and the Link to Energy installers has been paramount in the successful delivery of the pilot.

There are have been several challenges throughout the pilot. All project partners have needed to remain flexible throughout and make changes where appropriate to ensure its success. Below are some of the main issues that were faced during phase one and two:

The use of Energy Company Obligation funding – Grant funding from energy suppliers was not used throughout the pilot. The result of this is that the average grant provided to each household was considerably higher than originally stated in the project proposal meaning that it was difficult for the project to reach its installation target.

The cost of installation – Linked to the point above, the average cost of installation was considerably higher than estimated in the initial proposal that was submitted. Energy Saving Trust figures were used and actual installation costs have been considerably more expensive. One of the main reasons for this is that the majority of measures being installed by Hanham Cosy Homes have been on large, detached properties. An explanation for this could be that these are the properties that have not been insulated previously due to the high cost or lack of grant funding available through other schemes such as CERT or ECO (both fuel supplier schemes).

Mail outs – These have been key to the success of the project and as these letters have then been followed up by door to door canvassing by Link to Energy installers, funding has been spent very quickly at certain times. In order for these schemes to be successful in the future, a marketing budget does need to be included and tracked by the delivery team.

3.2 Phase 3

£45,000 of funding has recently been agreed for Hanham Cosy Homes phase three. The third phase of the project will run across the whole South Gloucestershire District and will target properties requiring cavity wall insulation and those without any loft insulation. A new marketing letter is being produced which will be provided to Link to Energy installers who will work with Severn Wye on the promotion of the project. The funding will be spent by May 1st 2016.



Registered Charity No. 1083812

Appendix Ref 3.5 Future targets of Warm & Well

This appendix lays out the assumptions made in the projection of future outputs from the Warm & Well scheme.

Website

We have utilised the data from our existing Severn Wye website over the last 12 months to estimate the number of hits for the Warm and Well website. We believe given the local marketing of the scheme that we will at least meet the same levels of traffic as our parent site. We then anticipate the number of hits to increase by 10% per year due to promotion and further use of online platforms.

This information will be gathered for the Warm and Well website and can be broken down to highlight the impact of our marketing and the general awareness and usage of the website.

- Activity
- Audience
- Traffic
- Popular Content

Activity	Year 1	Year 2	Year 3	Total
No. of hits to website	7,000	7,700	8,470	23,170

Measures installed

One of the significant drivers for clients to call the advice line is the grants available. Therefore we have modelled the number of install measures to then work out the enquiry volumes. The number of measures installed include GEEG funded (including GEEG Health) measures and ECO funded measures. A projection has been made based on £250K available for GEEG and GEEG health measures, and the number of measures installed projected from the grant maximums and installs from the past year. The number of ECO installations has been projected based on the numbers of installations over the past three years as a similar level of ECO funding is anticipated in the future. The reduction in numbers across the contract is related to the impact of the new ECO targets with each of the big six having to deliver a minimum of 21,000 solid wall insulation jobs and with the general across the board target of 15% of all measures being delivered in rural areas we believe the number of solid wall measure will increase as we move through the contract.

Activity	Year 1	Year 2	Year 3	Total
No of measures by installed type	650	586	501	1737

Cavity Wall Insulation	330	270	228	828
Loft Insulation	220	181	133	534
Heating	50	50	40	140
Solid Wall Insulation	25	60	80	165
Other (Controls, Draught Proofing etc)	25	25	20	70

Households and businesses receiving advice

The number of enquiries and households receiving advice closely links with the grants available for the scheme. In order to project these numbers we've taken the last years data from the Warm and Well scheme and the projected installations to estimate the number of enquiries in the first year. From that we have estimated that although the number of grants will decrease, due to the complex nature of solid wall insulation we expect a slight increase of enquiry numbers year on year.

Activity	Year 1	Year 2	Year 3	Total
No of households and businesses receiving advice	2600	2700	2800	8100

Referrals to partner organisations Severn Wye is focussed on ensuring vulnerable clients are referred to partner organisations for additional support/funding. With the implementation of NetSuite this will allow referrals to partners to be processed quickly and effectively. Severn Wye has modelled the potential referrals to partner organisations over the past three years and worked this out as a percentage of the enquiries. This has then be modelled for future calls and allowing an increase of 20% due to the focussed efforts on this area of work.

Activity	Year 1	Year 2	Year3	Total
No. of referrals to other agencies	325	337	350	1012

Marketing

A full marketing plan will be provided on confirmation of the contract but in essence we would be looking to undertake 8 activities per month including but not limited to:

- Events
- Presentations

- PR activity and press releases
- Direct Mailing campaigns
- Email campaigns
- Adverts
- Poster and flyer campaigns
- Training sessions

Activity	Year 1	Year 2	Year 3	Total
No of marketing activities undertaken	94	94	94	282

Home visits

Based on activity over the last two years and the budget that we have available to deliver the service we estimate that we will achieve 255 home visits. This roughly equates to 85 days at 3 visits per day

Activity	Year1	Year 2	Year 3	Total
No Of Home Visits	255	255	255	765

Category One Hazards

Based on historical data over the past three years the percentage of installations resulting in removal of category one hazards was modelled against installs. We are content that there is still enough scope to continue this ratio throughout the contract albeit the overall numbers will fall in line with the falling installation numbers. However, Severn Wye understands the workings to establishing if a category one hazard has been removed is due to be updated and this could have a an effect on the figures

Training

Severn Wye are working with their education team to cross refer opportunities and therefore increase the number of training places delivered.

Activity	Year 1	Year 2	Year 3	Total
Number of training places delivered	350	350	350	1050