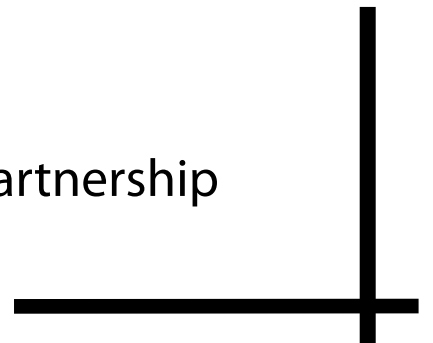


# Gloucestershire NI 187 Delivery Plan

Tackling fuel poverty – % of people receiving income based benefits living in homes with a low energy efficiency rating



Gloucestershire Affordable Warmth Partnership





## 1.1. Gloucestershire Affordable Warmth Partnership

The Gloucestershire Affordable Warmth partnership has been in existence since 2001 and is committed to the eradication of fuel poverty and achieving affordable warmth for all. This Delivery Plan has been developed by the Partnership whose main focus of work is National Indicator 187.

Full details of the Affordable Warmth Partnership and the Gloucestershire and South Gloucestershire Affordable warmth Strategy can be found at [www.swea.co.uk/AffordableWarmth/](http://www.swea.co.uk/AffordableWarmth/)

This Delivery Plan has been developed in line with the main aims and objectives of *Action for Affordable Warmth* the strategy produced for Gloucestershire and South Gloucestershire by the Partnership in 2008.

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## 2. Background

### 2.1. What is Affordable Warmth?

Affordable Warmth is the ability to heat your home to an adequate level for household comfort and health, without developing a debt as a result.

The lack of affordable warmth is known as “fuel poverty”. The Government accepts that households needing to spend 10% or more of income to achieve adequate warmth for health and comfort are experiencing fuel poverty. This is the case for between 4.3 and 6.9 million households in England (the lower figure is achieved when housing benefit received is included as “income”).



The impacts of fuel poverty can include discomfort, damp from condensation, fuel debt, ill health and social exclusion. Also strongly linked to poor thermal standards in housing is the complex issue of excess winter mortality, where there is an increase in the number of deaths in the winter months as compared with those in spring and autumn. Comparisons between England and other northern European countries show that the incidence of excess winter deaths is markedly higher in England. (Data from NEA).

Fuel poverty is clearly linked to general poverty and deprivation, but it has distinct characteristics and causes. Low income and multiple debt form part of the picture but additional factors are linked to the varying cost of heating different homes. These include; the condition of housing, access to, and the cost of, the fuels used for heating and the energy efficiency of a home. An analysis of home energy efficiency indicates that the main factors contributing to fuel poverty are low levels of thermal insulation, and the efficiency, or inefficiency, of appliances used for heating, hot water and other needs.

Another factor to consider is that certain households have a greater requirement for heat than others. This may be a need for higher indoor temperatures, or for longer hours of heating than the average household. Groups particularly affected include people that are at home during the day due to unemployment or long term sickness / disability, pensioners, families with young children and their carers. These households often have lower than average incomes, although they may not necessarily be in receipt of a benefit. These groups are also likely to have less access to capital to improve their situation through upgrades to the building or appliances.

By improving the energy efficiency of a property it is easier to ensure that the property becomes “fuel poverty-proof” – so that any future occupier can afford to heat the property to a satisfactory level, regardless of their particular circumstances.

## 2.2. Fuel Poverty and Affordable Warmth in Gloucestershire & South Gloucestershire

Fuel poverty results from the combined effect of low household income, the rising cost of fuel, inadequate and expensive forms of heating and poor insulation standards.

There are over 21 million households in the United Kingdom (Census 2001). Around 4.5 million are in fuel poverty (National Energy Action). When fuel prices rise, hundreds of thousands of additional households fall immediately into fuel poverty. Most at risk are older people, single parent families and people with poor health or disabilities who may have a higher than average need for warmth. Fuel poverty levels in Gloucestershire and South Gloucestershire are estimated to be over 20,000 homes (2003).

Individual households can move in and out of fuel poverty if their income or family circumstances change. We aim to help individual households in fuel poverty, but also to reduce the risk to everyone by improving all housing.

Government Office Region	% Households in Group		Number (1,000) in group		Total Number of Households (1,000)	% Total fuel per group
	Not Fuel Poor	Fuel Poor	Not Fuel Poor	Fuel Poor		
North East	90.5	9.5	987	103	1,090	8.3
Yorks & Humber	92.3	7.7	1,944	163	2,107	13.2
North West	93.4	6.6	2,675	190	2,865	15.3
East Midlands	93.3	5.7	1,675	101	1,777	8.2
West Midlands	93.0	7.0	2,043	153	2,196	12.4
South West	93.8	6.2	2,033	134	2,166	10.8
East England	93.9	6.1	2,159	141	2,300	11.4
South East	96.1	3.9	3,257	133	3,390	10.7
London	96.1	3.9	2,922	119	3,041	9.6
<b>Total</b>	<b>94.1</b>	<b>5.9</b>	<b>19,695</b>	<b>1,236</b>	<b>20,931</b>	<b>100.0</b>

*From: Fuel Poverty in England 2004, BRE, published April 2006*

Individual households can move in and out of fuel poverty if their income or family circumstances change. We aim to help individual households in fuel poverty, but also to reduce the risk to everyone by improving all housing. People in fuel poverty suffer cold homes and often fuel debt as well. This affects health and well being and in extreme cases hypothermia is the result. More commonly, people experience ongoing illness made worse by a cold home. For example asthma, influenza pneumonia, bronchitis, heart complaints and poor mental health can all be exacerbated by living in a cold, damp home. A home affected by condensation and mould can also contribute to social exclusion, as the householder is less likely to invite visitors into their home because of the uncomfortable surroundings. Fuel poverty can also have impacts on children's education too. Cold, damp homes do not provide children with a comfortable environment conducive to learning and can result in the worsening of medical conditions such as

asthma, meaning they are sometimes unable to attend school. Those in fuel poverty may not regard investing in energy efficiency improvements as very high on their list of priorities. This can particularly be an issue for older people who don't want the perceived upheaval of, for example, having loft insulation installed, when they realise they may not personally benefit from it for very long.

The environmental impact of poor home energy efficiency is also great. Renewable energy systems have a role to play in tackling fuel poverty. The Government aims to cut UK emissions of carbon dioxide by at least 60% from 1990 levels by 2050. A good quarter of emissions come from household energy use. This Delivery Plan links directly with work carried out in the National Indicator 186 Delivery Plan - reduction in per capita CO2 emissions.

### **2.3. Gloucestershire and South Gloucestershire Affordable Warmth Partnership**

Members of the Partnership come from a range of organisations that are concerned with issues around affordable warmth and fuel poverty. The Partnership's work is most successful when members from the public, private and voluntary sectors work together. The Affordable Warmth Partnership works closely with the e SHARE Social Housing Forum and reports directly to the Gloucestershire Environment Partnership.

### **2.4. List of partner organisations**

- Gloucestershire Age Concern
- Citizens' Advice Bureaux
- Gloucestershire Primary Care Trust
- Home Improvement Agencies across Gloucestershire and South Gloucestershire
- Gloucestershire Rural Community Council
- Gloucestershire Strategic Partnership
- South Gloucestershire Local Strategic Partnership
- Gloucestershire Country Council
- Centre for Sustainable Energy
- South Gloucestershire Welfare Advice Partnership
- The Pension Service
- National Energy Action
- Cheltenham Borough Council
- Cotswold District Council
- Forest of Dean District Council
- Gloucestershire City Council
- South Gloucestershire Council
- Stroud District Council
- Tewkesbury Borough Council

### **2.5. Rationale**

To measure progress in tackling fuel poverty through the improved energy efficiency of homes, in particular those currently occupied by people claiming income-based benefits.

This indicator helps monitor progress on the issues within the more resilient homes outcome of the Natural and Built Environment Block of the Local Area Agreement. The

indicator is a useful way of measuring progress on tackling fuel poverty however it is agreed by all on the Affordable Warmth partnership it is only part of the picture

## 2.6. Definition

The indicator measures the proportion of households on income related benefits for whom an energy assessment of their housing has been carried out, living in homes with.

- (i) Low energy efficiency a SAP rating of less than 35**
- (ii) High energy efficiency a SAP rating of 65 or more.**

The energy efficiency of a house can be measured using the Standard Assessment Procedure (SAP). The procedure calculates a number between 1 and 100, low numbers generally indicate a house that has low levels of insulation and an inefficient heating system whereas numbers closer to 100 indicate a very energy efficient house. SAP is the Government's recommended system for energy rating of dwellings. SAP is being used as a proxy for fuel poverty in households of people claiming income based benefits, given the link between income poverty and fuel poverty.

## 2.7. Survey

The survey is based on an annual, random sample SAP survey of households inhabited by people claiming income based benefits.

## 2.8. Targets (2009/11)

Targets	Baseline 2008/9	2010	2011
1% Reduction of vulnerable people living in homes with SAP less than 35	16.26%	16.17	16.09
1% improvement of vulnerable people living in homes SAP greater than 65	30.78%	30.94	31.10

*Based on Annual Survey carried out January*



# Gloucestershire LAA NI 187 Delivery Plan

## 2.9. Aim 1: Partnerships and Strategies

Action	Target	Lead Officer	Delivery Partners	Resources	Delivery Date
<b>1.1 To ensure our partnership involves all relevant organisations and engages with other partnerships.</b>					
1.1.1 Organise meetings annually of the Affordable Warmth Partnership (AWP) and of the Social Housing Action to Reduce Energy Consumption (SHARE)	6 meetings annually (4 AW meetings and 2 SHARE meetings)	Chair of the AWP (Di Billingham)	Members of AWP and members of SHARE forum	Affordable Warmth Coordinator Debbie Hewitt (Sustainable Energy Officer Stroud District Council) SWEA LA/RSL SLA	March 2010 March 2011
<b>1.2 To ensure all relevant strategies acknowledge issues that relate to affordable warmth</b>					
1.2.1 Encourage all AWP partners to annually review their business plans to ensure due regard is given to NI 187 issues	Annual review by all partners of their corporate business plans	NI 187 Lead Officer (Maria Hickman)	Members of AWP	Officer time SWEA LA/RSL SLA	March 2010 March 2011
1.2.2 Review the AWP delivery plan annually and amend as appropriate	Annual review of the AWP delivery plan	Chair of the AWP (Di Billingham)		Officer time SWEA LA/RSL SLA	March 2010 March 2011
<b>1.3 To access funding and other resources from key partners</b>					
1.3.1 Private Sector Housing Managers Strategic Group will make a bid to the SW Regional Housing Body (through GOSW) Update: Bid was successful.	To obtain funding for 2010-11 to continue fuel poverty related activity in County	Maria Hickman (Chair Private Sector Housing Managers Group)	Cheltenham Borough Council Cotswold District Council Forest of Dean District Council Gloucester City Council Stroud District Council Tewkesbury Borough Council	Officer Time, Regional Specified Capital Grant Funding for Private Sector Housing Renewal	October 2009 October 2010 Ongoing
1.3.2 Deliver exemplar homes project focussing on hard to treat homes Update: Successful bid	Submit a bid to SWRIEP for £360,000 capital to fund Target 2050 exemplar homes	Maria Hickman Private Sector Housing Manager Stroud	SWEA Cheltenham Borough Council	Officer time in kind, plus £360,000 from SWRIEP, SWEA project time	October 2009 March 2011

	project to be established across the County. 20 exemplar homes within the 4 councils of Gloucestershire	District Council	Cotswold District Council Forest of Dean District Council Gloucester City Council Stroud District Council Tewkesbury Borough Council	£10,500 Cheltenham Borough Council £10,500 Cotswold District Council £10,500 Gloucester City Council £10,500 Stroud District Council		
1.3.3	Working with SHARE forum to identify social housing providers who are allocating funds for stock improvement and to promote the installation of energy efficient measures as part of the improvements.	Record information carried out and Report on Activity to AW partnership. Encourage future links between AW Partnership and SHARE forum	David Steels Private Sector Housing Manager Tewkesbury Borough Council	Members of SHARE forum	Officer Time, Social Housing Providers Funding. SWEA RSL SLA	February 2010 Ongoing
<b>1.4 To encourage others to use the principle that homes must be affordable to run, not just to buy or rent</b>						
1.4.1	To present the NI 187 delivery plan to the 5 themed partnerships of the Gloucestershire Conference.	5 presentations /stands /actions to encourage effective links to the priorities of other partnerships and groups	Kaye Welfare /Maria Hickman		Officer time SWEA LA SLA	March 2011 Ongoing
1.4.2	To attend the Core Housing Strategy Group meeting to update the group on NI 187 delivery plan –	1 meeting. AW Partnership to review the strategy and make a formal response during consultation period. AW Partnership to task Core Housing Strategy Group with specific actions for inclusion	David Steels Private Sector Housing Manager Tewkesbury Borough Council		Officer time	December 2009 Ongoing
1.4.3	Each AWP district representative to disseminate presentation to members /district LSP's	Presentations to 8 meetings per annum	NI 187 Lead Officer (Maria Hickman)	SWEA Cheltenham Borough Council Cotswold District Council Forest of Dean District Council Gloucester City Council Stroud District Council Tewkesbury Borough Council	Officer and member time SWEA LA SLA	March 2010 March 2011

## 2.10. Aim 2: Improve Energy Efficiency in all Housing

Action	Target	Lead Officer	Delivery Partners	Resources	Delivery Date	
<b>2.1</b>	<b>To work together to collect and make use of data on the energy efficiency of homes</b>					
2.1.1	Establish a start and finish group to develop recommendations on data collection and analysis. Link to Warm and Well, Warm Front, Social Housing data and 186 data collection	Report on data collection methods for Gloucestershire	David Steels Private Sector Housing Manager Tewkesbury Borough Council	Members of AWP	Officer time, SWEA Warm and Well and LA and RSL SLA	March 2011
<b>2.2</b>	<b>To improve energy efficiency in existing housing</b>					
2.2.1	Install Energy Efficient Retrofit measures through Warm and well scheme <i>(186 delivery Plan Action 2)</i>	To report on the number of homes improved under the Warm and Well scheme  <b>2009/10</b> 2,929 homes improved <b>2010/11</b> 3,500 homes improved	Kaye Welfare/Alex Baxter Warm & Well Scheme Manager SWEA	SWEA Cheltenham Borough Council Cotswold District Council Forest of Dean District Council Gloucester City Council Stroud District Council Tewkesbury Borough Council Domestic & General Insulation Contractors	Officer time SWEA Warm and Well	March 2011 Quarterly progress reports to Steering Group
2.2.2	Develop a project to work with private sector tenants to improve energy efficiency awareness and reduce energy costs	Develop 1 project	Maria Hickman (Chair Private Sector Housing Managers Group)	Cheltenham Borough Council Cotswold District Council Forest of Dean District Council Gloucester City Council Stroud District Council Tewkesbury Borough Council SWEA	Staff time £1,000 from Countywide Landlords forum SWEA LA SLA	March 2011

2.2.3	Deliver exemplar homes project focussing on hard to treat homes	Submit a bid to SWRIEP for £360,000 capital to fund Target 2050 exemplar homes project to be established across the County. 20 exemplar homes.	Maria Hickman Private Sector Housing Manager Stroud District Council	SWEA Cheltenham Borough Council Cotswold District Council Forest of Dean District Council Gloucester City Council Stroud District Council Tewkesbury Borough Council	Officer time in kind, plus £240,000 from SWRIEP SWEA project time £10,500 Cheltenham Borough Council £10,500 Cotswold District Council £10,500 Gloucester City Council £10,500 Stroud District Council	October 2009 March 2011
<b>2.3 To involve private landlords</b>						
2.3.1	Review Rent Warm Rent Well activity - Warm and Well steering Group	Improve 30 private rented homes per annum through Rent Warm Rent Well  09/10 56 properties improved	Chair Warm & Well Steering Group (Maria Hickman)	Cheltenham Borough Council Cotswold District Council Forest of Dean District Council Gloucester City Council Stroud District Council Tewkesbury Borough Council SWEA	Warm & Well funding	Ongoing
2.3.2	Attend the annual Gloucestershire Landlords Forum to promote Rent Warm Rent Well activity grants	Engage with 30 landlords give information on Rent Warm Rent Well	Kaye Welfare/Alex Baxter Warm & Well Scheme Manager SWEA	Cheltenham Borough Council Cotswold District Council Forest of Dean District Council Gloucester City Council Stroud District Council Tewkesbury Borough Council SWEA	Warm & Well funding	September 2009 September 2010 Ongoing
2.3.3	Develop an accreditation scheme for Landlords with emphasis on upgrading property EPCs. Accreditation scheme will be launched at Landlord's Forum.	Improve 30 Private rented sector homes	Mark Nelson Private Sector Housing Manager Cheltenham Borough Council	Cheltenham Borough Council Cotswold District Council Forest of Dean District Council Gloucester City Council Stroud District Council Tewkesbury Borough Council	Project bid submitted to Regional Housing Body for Private Sector Renewal funding for 2010/11. Bid successful	March 2011

Action	Target	Lead Officer	Delivery Partners	Resources	Delivery Date	
<b>2.4 To involve Registered Social Landlords</b>						
2.4.1	Reduce the instance of fuel poverty in social rented sector and identify potential for cross tenure projects	Produce a report on the activity carried out under RSL Service level agreement with SWEA.	Kaye Welfare/Gilda Costley SWEA	Members of SHARE forum	Officer time SWEA RSL SLA	March 2011 - ongoing
2.4.2	Work with SHARE Housing forum to develop opportunities for them to deliver on NI 187 and Affordable Warmth targets	Private Sector Housing officer attend two SHARE forums per annum.	David Steels Private Sector Housing Manager Tewkesbury Borough Council	Members of SHARE forum	Officer time	March 2011
		AWP instigate feedback from and to SHARE Housing Forum permanent representative attend	Kaye Welfare/Gilda Costley SWEA		SWEA RSL SLA	
<b>2.5 To promote a high standard of energy efficiency in newly built homes</b>						
2.5.1	Develop a working relationship between the AWP and the Housing Strategy Group regarding the Group's activities.	Improve energy efficiency in new built affordable homes for vulnerable groups. Identified need of 2504 per annum	Chair AWP (Di Billingham))	Maria Hickman (Chair Private Sector Housing Managers Group) Pippa Stroud (Chair Housing Strategy Group)	Officer time, SWEA local authority SLA	March 2011
2.5.2	Develop the potential of AWP working with CHSG (Core Housing Strategy Group)	Develop 1 joint project	Chair AWP (Di Billingham)	Maria Hickman (Chair Private Sector Housing Managers Group) Pippa Stroud (Chair Housing Strategy Group)	Officer time, SWEA LA SLA	April 2011
2.5.3	Ensure Affordable Warmth included in the Gloucestershire Housing Opportunities Strategy	Affordable Warmth Partnership responds to consultation on Gloucestershire Housing Opportunities Strategy	Chair AWP (Di Billingham)	Maria Hickman (Chair Private Sector Housing Managers Group) Pippa Stroud (Chair Housing Strategy Group)	Officer time, SWEA LA SLA	March 2011

## 2.11. Aim 3: Provide Advice and Information

	Action	Target	Lead Officer	Delivery Partners	Resources	Delivery Date
<b>3.1</b>	<b>To maintain a co-ordinated approach to energy advice provision relevant to local needs</b>					
3.1.1	To ensure the continued delivery of the LA's energy advice annual SLA with SWEA. No funding currently identified for 10/11	36 manned stands 60 presentations 12 training sessions 60 home visits to private home owners 4 Affordable Warmth meetings Library monitors project Strategic support for AWP	Kaye Welfare/Barbara Moreton SWEA	Cheltenham Borough Council Cotswold District Council Forest of Dean District Council Gloucester City Council Stroud District Council Tewkesbury Borough Council	£10,000 per annum per each of the six Gloucestershire authorities (SWEA LA SLA)	March 2009 March 2010 March 2011
3.1.2	To ensure the continued delivery of the RSLs energy advice annual SLA with SWEA.	100 home visits to tenants 30 manned stands 30 presentations 30 training sessions for staff 3 case studies 4 SHARE forum meetings	Kaye Welfare/Gilda Costley SWEA	Gloucester City Homes Stroud District Council Cheltenham Borough Homes Fosseway Living Severnvale Housing Society Gloucestershire Housing Association	SWEA RSL SLA £53,000 per annum	March 2009 March 2010 March 2011
<b>3.2</b>	<b>To integrate income maximisation and energy advice services</b>					
3.2.1	Undertake briefings sessions for frontline staff in LA's advising on benefits	2 sessions per annum	Kaye Welfare/Alex Baxter SWEA	Cheltenham Borough Council Cotswold District Council Forest of Dean District Council Gloucester City Council Stroud District Council Tewkesbury Borough Council SWEA	Officer time SWEA Warm & Well funding, LA SLA ,	March 2010 March 2011

3.2.2	Develop referral mechanisms between Warn and Well and benefit maximisation	50 referrals to relevant organisations	Home <a href="#">Improvement Agencies eg Care &amp; Repair and other partners eg CAB</a>	AW Partnership SWEA Department of Work and Pensions	Officer time, Warm & Well funding, Energy Ambassadors project, GLOUCESTERSHIRE NHS	March 2010 March 2011
<b>3.3 To train key people to provide advice</b>						
3.3.1	Undertake training sessions for key people- e.g. village agents, CAB, Age Concern and other relevant staff.	8 training sessions	Affordable Warmth Coordinator Debbie Hewett (Sustainable Energy Officer Stroud District Council)	Members of AWP, SHARE Housing Forum	Officer time, Energy Ambassadors project, GLOUCESTERSHIRE NHS, SWEA LA and RSL SLA	March 2011
3.3.2	Work with the NHS Gloucestershire in training key community workers in areas of deprivation in Gloucester and Cheltenham	20 health and social care workers trained This number has already been exceeded	Di Billingham GLOUCESTERSHIRE NHS	Gloucestershire NHS, SWEA, Gloucester City Council, Cheltenham Borough Council	SWEA Energy Ambassadors project, NHS,	March 2011
<b>3.4 To make advice accessible to all</b>						
3.4.1	Promoting the use of EST freephone number and website by marketing activities in partnership with Warm and Well, EST and LA SLA's.  <i>(Links to NI 186 delivery plan action 1 and target).</i>	<b>2009/10</b> 12,500 households advised 120 home visits <b>2010/11</b> 17,500 households advised 150 home visits	Kaye Welfare SWEA	Cheltenham Borough Council Cotswold District Council Forest of Dean District Council Gloucester City Council Stroud District Council Tewkesbury Borough Council SWEA EST	Officer time, Local Authority SLA, Warm & Well, EST Advice Service	March 2010 March 2011
<b>3.5 To communicate national data and campaigns locally</b>						
3.5.1	Identify opportunities to promote national campaigns locally, i.e. Warm Front and EST and NEA.	2 campaigns per annum promoted locally	Chair of AWP (Di Billingham)	Members of AWP	Officer time, ESTAC, Warm Front, Warm & Well, SWEA LA SLA	March 2010 March 2011

## 2.12. Aim 4: Identify and help people at risk of fuel poverty

Action	Target	Lead Officer	Delivery Partners	Resources	Delivery Date
<b>4.1</b>	<b>To maintain and develop existing Gloucestershire Warm and Well referral systems</b>				
4.1.1	Ongoing Warm & Well marketing and management via the Warm & Well Steering Group	Develop annual marketing plan to encourage 5% increase on 2008/9 figures (8,713 enquires to scheme) <b>2009/10</b> referrals to W&W 9,150 <b>2010/11</b> referrals to W&W 9,600	Kaye Welfare/Alex Baxter Warm & Well Scheme, SWEA	Cheltenham Borough Council Cotswold District Council Forest of Dean District Council Gloucester City Council Stroud District Council Tewkesbury Borough Council SWEA AW Partnership	Warm & Well March 2010 March 2011
<b>4.2</b>	<b>To identify those at risk of fuel poverty</b>				
4.2.1	Analyse survey data to identify opportunities to target homes at greatest risk and report back to the AWP the outcome	Carry out annual sample survey of those on means tested benefit to establish SAP rating. Report results to CLG, GOSW and AWP	NI 187 Lead Officer (Maria Hickman)	Cheltenham Borough Council Cotswold District Council Forest of Dean District Council Gloucester City Council Stroud District Council Tewkesbury Borough Council SWEA via partnership referral form	Local Authority March 2010 March 2011
<b>4.3</b>	<b>To target the homes which present the greatest risk of fuel poverty</b>				
3.3.1	Improve the SAP rating in line with 187 target	1% Reduction of vulnerable people living in homes with SAP less than 35 from 2009 Baseline	NI 187 Lead Officer (Maria Hickman)	Cheltenham Borough Council Cotswold District Council Forest of Dean District Council Gloucester City Council Stroud District Council	Local Authority SWEA LA and RSL SLA Warm and Well Gloucestershire NHS AW Partnership members March 2010 March 2011

**4.4 To provide the enhanced support and information required to help those in most need**

4.4.1	Annual review of the NI 187 and AWP delivery plan to ensure all actions support those at greatest risk and in most need	Annual review	Chair AWP (Di Billingham)	Members of AWP	Officer time	June 2010 June 2011
	Attend flu clinics and community based events	10 per annum	Kaye Welfare/Alex Baxter Warm & Well Scheme SWEA	SWEA	Local Authority SLA, Gloucestershire NHS, Warm & Well	March 2010 March 2011