



SevernWye
ENERGY AGENCY

Gloucestershire and South Gloucestershire Warm and Well Scheme

2009/2010 End of Year Report

Report

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DISCLAIMER

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1 Project Summary

1.1 Background

Gloucestershire Warm and Well began its work in October 2001. Since then the scheme has; given energy efficiency advice to thousands of households, improved over 27,000 properties, been mentioned in several best practice guides and toolkits, and in June 2006, was awarded an "Ashden Sustainable Energy Award" in the Energy Efficiency category. Gloucestershire Warm and Well is managed by SWEA on behalf of seven local authorities including South Gloucester. The aims and objectives are:

The Gloucestershire Warm and Well scheme aims to improve energy efficiency in the home and reduce the levels of associated health problems in Gloucestershire 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, such as cardiovascular illness and condensation damp related respiratory illness

The target groups for the project are:

Households in Gloucestershire with members vulnerable to health problems associated with, or exacerbated by, low indoor temperatures.

Households in Gloucestershire likely to be living in fuel poverty, and unable to afford adequate heating.

The general public in Gloucestershire, to promote awareness of energy efficiency and the related issues of ventilation and the avoidance of condensation damp.

Gloucestershire Warm and Well is closely linked to the "Affordable Warmth Strategy for Gloucestershire and South Gloucestershire". This strategy was launched in October 2001 and signals a long term commitment to dealing with the problem of hard to heat homes throughout the county. During 2007/08 the strategy underwent a review process and was re-launched in early 2009.

In March 2009 the County's Health Overview Scrutiny Committee task group published a report on excess winter death rates in Gloucestershire. Recommendation 3 from the report is as follows:

The Gloucestershire Affordable Warmth Partnership ensure that all District Councils understand the value of the Gloucestershire Warm and Well Scheme and that it encourage all District Councils to provide funding to the Scheme that adequately reflects the level of need within their area.

1.2 Outline Methodology

The aims are achieved by working both directly with the target group, and indirectly through those that support them, including health/social care professionals, and agencies in the voluntary sector. The latter are encouraged to make referrals into the scheme, through the provision of information packs and briefing sessions.

Energy efficiency measures are financed through a bulk discount scheme (enhanced by Energy Efficiency Commitment funding from fuel suppliers) for those that can afford to pay, or; a combination of:

- a) Referrals to the government Warm Front scheme
- b) Local authority grants for vulnerable householders excluded from Warm Front

The local authorities of Gloucestershire and South Gloucestershire are committed to the eradication of fuel poverty and the provision of affordable warmth for all households by 2016. To ensure progress is made towards this objective the seven local authorities are working in partnership with the health sector and social services departments of Gloucestershire and South Gloucestershire, relevant services providers and the wider community.

1.3 Gloucestershire Local Area Agreement

The Gloucestershire Local Area Agreement (LAA) is an agreement between the government and a partnership of local public and voluntary organisations, led by Gloucestershire County Council through the Gloucestershire Conference.

1.3.1 Targets

Gloucestershire LAA has signed up to the Governments National Indicators 186 and 187:

186 - Per capita reduction in local area CO2 emissions

187 - Tackling fuel poverty - % of people on income based benefits living in homes with a low and high energy efficiency rating

For both these indicators targets have been set within the LAA. Full details of the targets can be seen on www.gloucestershire.gov.uk/ Warm and Well is an important part of the delivery plan for both of the 186 and 187 targets.

Gloucestershire Warm and Well is included in the agreement as a stretch target under the "More Resilient Homes" outcome in the Natural and Built Environment block. The target set was to install **8,229** heating and insulation measures between 2007 and 2010. This was successfully achieved resulting in reward payments.

1.4 Project Consortium

Gloucestershire Warm and Well is run by a consortium of seven local authorities and Gloucestershire Primary Care Trust. The consortium continues to be led by Stroud District Council. The other local authority members are Cheltenham Borough Council, Cotswold District Council, Forest of Dean District Council, Gloucester City Council, South Gloucestershire Council, and Tewkesbury Borough Council

1.5 Funding Bodies

When the Gloucestershire Warm and Well scheme began, it received funds from the government sponsored HECAAction (Home Energy Conservation Act) programme. Further funding for Warm and Well has come from:

Local authority: for grants for energy efficiency measures. These funds are managed as a single grant scheme known as Gloucestershire Energy Efficiency Grants (GEEG).

The NHS: This support has aided the development of promotional materials and funded home visits to vulnerable households.

Fuel supplier: The funding to be used under their Carbon Emissions Reduction Target (CERT) towards the cost of measures under GEEG and the bulk discount scheme.

1.6 Managing Agent

Gloucestershire Warm and Well is managed on behalf of the consortium by Severn Wye Energy Agency Ltd, a Gloucestershire based not-for-profit organisation and registered charity (No: 1083812) for the promotion of sustainable energy and affordable warmth.

Severn Wye Energy Agency has successfully managed the day to day running of the project since 2001 when a management agreement was set up with the original 6 Local Authorities. The Managing agents are guided by the Warm and Well Steering Group which meets 4 times per year and is currently chaired by Stroud District Council. Severn Wye Energy agency also has regular contact and annual meetings individually with each of the local Authorities.

1.7 Duration

The pilot scheme ran from 2001-2003, and received funding from the Energy Saving Trusts HECAAction scheme. Gloucestershire Warm and Well has been extended through a continuation of the project partnership since that time. The development of a sustainable approach is a prime objective of HECAAction funding, and this has been achieved through the payment of a referral fee for each major measure installed, paid by the contractor to the managing agent. This enables the scheme to remain self-sustaining provided the level of installed measures can be maintained.

2 Results

2.1 Decent Homes

The Department for Communities and Local Government require local councils to increase the proportion of private housing in 'decent' condition occupied by vulnerable people. Gloucestershire Warm and Well is able to assist with this work and in many cases the installation of loft and/or cavity wall insulation is enough to make a 'non-decent' home 'decent', but where this is not the case the local authorities can contact householders to offer further assistance in the form of grants or low interest loans to bring the property up to standard. In the year 2009/2010 a total of **4305** homes were surveyed in this way. Of those, **420** vulnerable households were improved from fail to pass and **1084** non vulnerable households were improved from a fail to a pass and made 'decent' from previously being 'non decent'.

Table 1: Number of vulnerable homes that were made 'Decent' through W&W – 09/10

	No. made decent subsequent to measures installed			TOTAL No. passed
	GEEG	Warm Front	Priority Group	
Cheltenham	13	2	55	70
Cotswold	7	0	27	34
Forest of Dean	7	0	29	36
Gloucester	16	2	94	112
South Gloucestershire	10	0	71	81
Stroud	3	3	46	52
Tewkesbury	2	0	33	35
Total	58	7	355	420

Table 1a: Number of non-vulnerable homes that were made 'Decent' through W&W – 09/10

	No. made decent subsequent to measures installed			TOTAL No. passed
	GEEG	ATP	CERT 70	
Cheltenham	153	89	11	253
Cotswold	57	25	7	89
Forest of Dean	53	13	2	68
Gloucester	122	47	15	184
South Gloucestershire	226	73	12	311
Stroud	44	58	9	111
Tewkesbury	43	20	5	68
Total	698	325	61	1084

2.2 Activity and development during 2009/2010

Throughout 2009/2010 the success of the joint local authority grant scheme (GEEG) continued. The common application procedure and criteria made it easier to promote the scheme across Gloucestershire. Within this we maintained flexibility to deal with various situations including:

Amendments to the eligibility criteria, in line with the changes to benefits

Amendments to the eligibility criteria to accommodate increases in the available budget part-way through the year and to maximise referrals

Consulting each local authority independently on special cases where the measures required were marginally outside of those offered (such as additional heating works).

The Warm and Well website was launched in February 2010. This allows both existing and potential clients the opportunity to learn more about the scheme, download energy efficiency information as well as apply to the scheme if they have not already. www.warmandwell.co.uk

Table 2: Number of enquiries: client entry to scheme – 09/10

	TOTAL
Local Authority	1312
*Health/social care profs	144
ESTAC referral	722
Self Referral	438
W&W Website	11
**Unknown	114
TOTAL	2741

The figures above show all leads generated directly through Warm and Well and the Energy Saving Trust advice centre but not through Domestic and General Insulation Ltd.

* Health and social care professionals may be indirectly responsible for more referrals when they inform clients about the scheme but let the client make their own contact.

**Clients often do not indicate on their application form as to how they came to enter the scheme, or are unsure as to how they heard about the scheme.

2.3 Measures installed

Tables 3, 4, 5 and 6 show all measures installed as a result of the Warm and Well scheme.

Table 3: Number of measures installed – GEEG Scheme (GEEG & GEEG over 70) – 09/10

	CBC	CDC	FOD	GCC	SDC	SGC	TBC	TOTAL
Cavity Wall Insulation	262	178	82	189	64	342	47	1,164
Loft Insulation	431	240	157	362	114	461	71	1,836
Draught Proofing*	9	5	8	13	4	11	1	51
Hot Water Tank Jackets	32	11	10	16	14	18	4	105
Condensing Boilers/CHS	25	13	16	46	11	22	1	134
TRVs (Sets up to 5)	2	4	11	14	3	6	1	41
TOTAL MEASURES	761	451	284	640	210	860	125	3,331
TOTAL PROPERTIES	581	354	222	504	187	704	98	2,650

*Partial Draught Proofing not included – total of 18 throughout the 7 LA's in 09/10

Table 4: Number of measures installed – Fuel Supplier Scheme (able-to-pay and priority) – 09/10

	CBC	CDC	FOD	GCC	SDC	SGC	TBC	TOTAL
Cavity Wall Insulation	253	122	128	240	177	202	121	1,243
Loft Insulation	252	109	188	286	160	208	79	1,282
Hot Water Tank Jackets	9	6	13	4	5	7	3	47
TOTAL MEASURES	514	237	329	530	342	417	203	2,572
TOTAL PROPERTIES	512	228	271	441	289	538	179	2,458

Table 5: Number of measures installed – Warm Front Scheme (through W&W) – 09/10

	CBC	CDC	FOD	GCC	SDC	SGC	TBC	TOTAL
Cavity Wall Insulation	16	5	15	16	9	32	7	100
Loft Insulation	16	10	13	32	13	34	13	131
Draught Proofing	6	1	3	6	6	11	2	35
Hot Water Tank Jackets	7	4	4	6	1	6	1	29
Condensing Boilers/CHS	10	5	8	28	7	7	4	69
TOTAL MEASURES	55	25	43	88	36	90	27	364
TOTAL PROPERTIES	34	18	33	73	31	59	18	266

Table 6: Number of measures installed – GEEG + Fuel Supplier + Warm Front – 09/10

	CBC	CDC	FOD	GCC	SDC	SGC	TBC	TOTAL
Cavity Wall Insulation	531	305	225	445	250	576	175	2,507
Loft Insulation	699	359	358	680	287	703	163	3,249
Draught Proofing	15	6	11	19	10	22	3	86
Hot Water Tank Jackets	48	21	27	26	20	31	8	181
Condensing Boilers/CHS	35	18	20	74	12	29	5	193
TRVs (Sets up to 5)	2	4	11	14	3	6	1	41
TOTAL MEASURES	1,330	713	652	1,258	582	1,367	355	6,257
TOTAL PROPERTIES	1,127	600	526	1,018	507	1,301	295	5,374

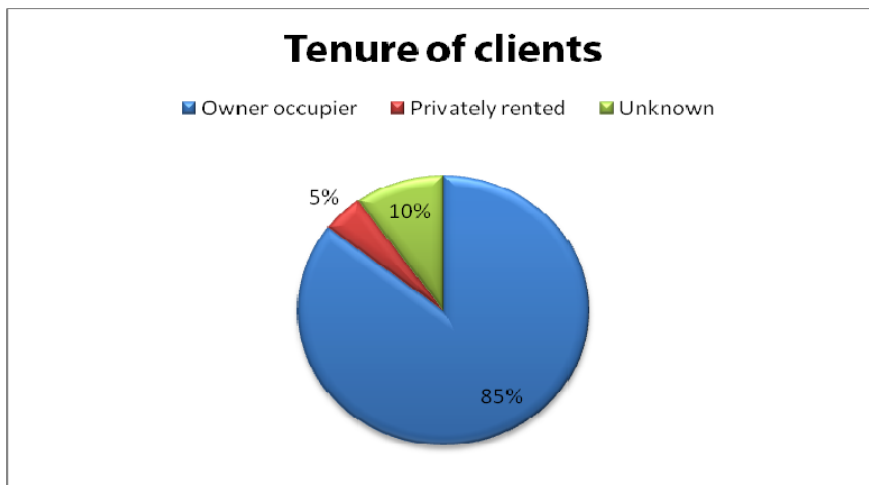
Table 7: Expenditure on measures – £ - 09/10

	CBC	CDC	FOD	GCC	SDC	SGC	TBC	TOTAL
GEEG	263,244	126,619	117,243	264,430	76,534	278,043	33,766	1,159,879
Fuel Supplier – GEEG (over 70)	38,670	29,573	18,127	33,624	21,185	66,107	10,585	217,868
Fuel Supplier – GEEG (under 70)	54,879	41,279	20,538	49,830	34,830	75,439	10,918	287,145
Fuel Supplier – Able-to-pay	48,293	23,953	18,539	35,176	31,171	36,527	24,825	218,482
Fuel Supplier – Priority Group	94,515	43,453	95,278	112,712	74,550	83,749	47,091	551,348
Client	87,463	38,298	39,534	85,714	48,973	62,589	29,036	391,607
Warm Front (through W & W)	37,580	15,949	34,992	89,944	21,806	42,549	16,862	259,683
Total	624,644	319,124	344,251	671,430	309,049	645,003	173,083	3,086,012

Table 8: Number of contacts by Local Authority area

	Number of contacts
Cheltenham Borough Council	342
Cotswold District Council	273
Forest of Dean District Council	341
Gloucester City Council	428
South Gloucestershire Council	441
Stroud District Council	655
Tewkesbury Borough Council	261
TOTAL	2741

Table 9: Analysis of tenure – 09/10



*This number reflects the targeted marketing approach and advice given to the public with regards available grants through the scheme. The fact that applications still come through for tenancy arrangements other than private rented and homeowner shows a need within these sectors too.

2.4 Warm Front grants (managed by Eaga plc)

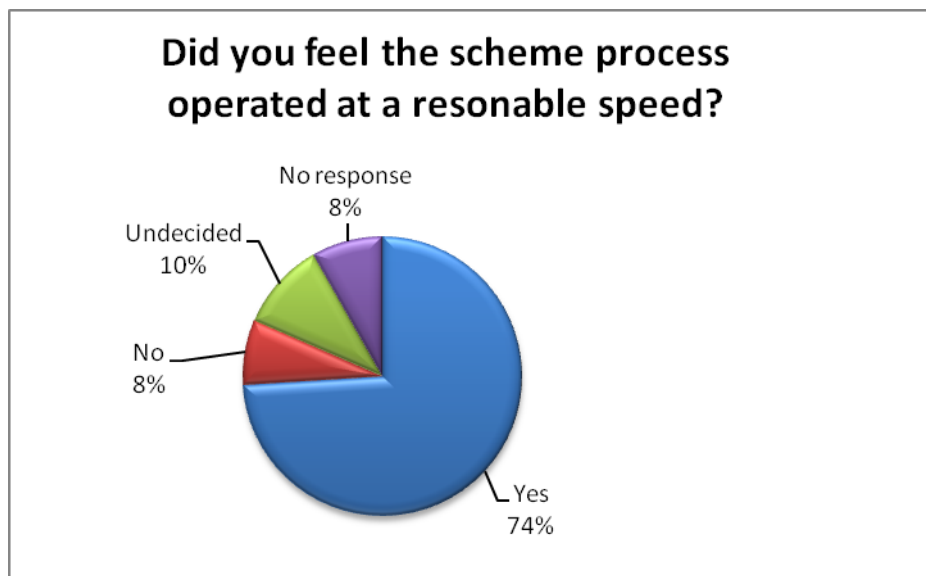
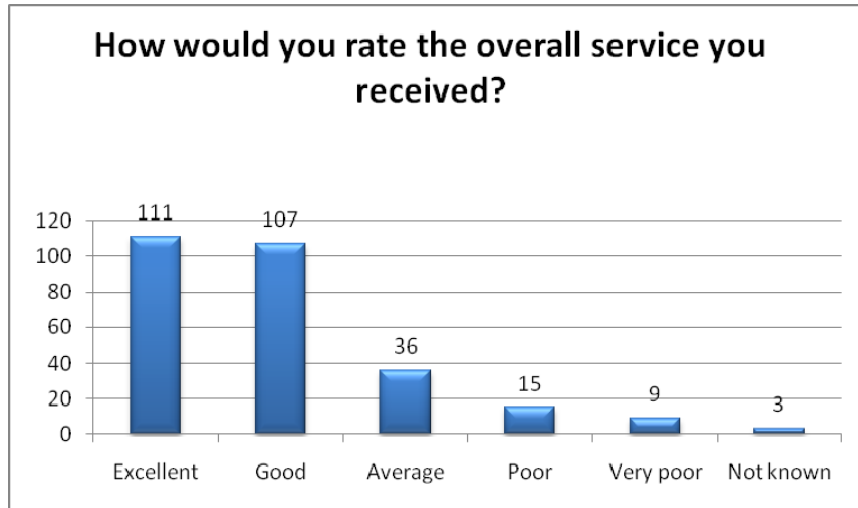
The figures below showing Warm Front activity in Gloucestershire have been supplied directly by Eaga plc. Measures installed include properties having new gas supply fitted and those receiving heating repairs.

Table 10: Warm Front measures installed – Gloucestershire 09/10

	CBC	CDC	FOD	GCC	SDC	SGC	TBC	TOTAL
Total measures installed	454	260	539	734	522	1,541	329	4,379
Insulation measures	101	67	132	184	127	459	83	1,153
Properties improved	271	148	322	409	294	864	198	2,506
Value of measures	£515,437	£294,392	£586,805	£788,084	£570,300	£1,554,954	£358,414	£4,668,386

2.5 Customer Satisfaction Survey

Gloucestershire Warm and Well improved 5394 properties during the year 2009/2010. A sample of 1,000 of these clients and a customer satisfaction survey was sent in March 2010. By the end of April 2009, 281 replies had been received, representing **28%** of the surveys sent out.



As a summary:

78% of respondents rated the overall service from Warm and Well as 'Excellent' or 'Good' and the energy efficiency advice provided was rated as 'Excellent' or 'Good' by 74%.

Only **8%** of respondents thought that the Warm and Well scheme operated too slowly, compared to 12% in last year's survey.

81% of respondents would recommend others to the Warm and Well scheme.

2.6 Equal Opportunities monitoring

Since the beginning of quarter 3 of 09/10, equal opportunities data has been collected at point of survey. This information is anonymous and it allows both Warm and Well and the Local Authorities to monitor ethnicity, age and gender of the clients being referred into the scheme, as well whether they have any disabilities. The overall Gloucestershire figures taken from the 2001 Census.

Table 11: Equal opportunities results for 09/10

		Warm and Well		Gloucestershire (overall)	
		Total	%	Total	%
Ethnic group	White	1570	97.76	548,482	97.15
	Asian	13	0.81	6863	1.22
	Black	10	0.62	3305	0.59
	Dual	1	0.06	4835	0.86
	Other	12	0.75	1074	0.18
Total		1606	100	564,559	100
Age group	18 - 24	9	0.56	29,121	6.82
	25 - 44	258	16.06	157,711	36.93
	45 - 59	242	15.07	113,580	26.6
	60 - 69	509	31.69	54,242	12.7
	70+	588	36.61	72,388	16.95
Total		1606	100	427,042	100
Gender	male	890	55.42	275,513	48.8
	female	714	44.46	289,046	51.2
	Other	2	0.12	n/a	n/a
Total		1606	100	564,559	100
Disability	yes	137	8.53	91,164	16.14
	no	1469	91.47	473,395	83.86
Total		1606	100	564,559	100

2.7 Partnership Referral Forms

As well as providing energy efficiency information and helping client's access grants for heating and insulation measures, the scheme can now offer a signposting service to other organisations.

Table 12: Amount of referrals made to partner organisations by W&W clients – 09/10

Local Authority	Village agents	Fire Service	Age Concern	CAB	Benefits	BDAC	Adult helpdesk	TOTAL
Cheltenham Borough Council	0	12	3	4	12	3	3	37
Cotswold District Council	0	6	0	1	1	0	0	8
Forest of Dean District	1	1	3	0	3	0	1	9
Gloucester City Council	4	26	9	7	15	1	9	71
Stroud District Council	2	5	3	1	3	0	0	14
South Gloucestershire	2	16	5	3	6	2	4	38
Tewkesbury Borough Council	0	0	0	0	0	0	0	0

2.8 Events/Briefing Sessions

Gloucestershire Warm and Well have been working closely with the **GRCC Village Agents**, who offer help and support to people over the age of 50 living in rural communities across Gloucestershire. We have attended several events and village agent briefing sessions, providing the village agents with an overview of the service and useful information. This scheme is one of several partner organisations and schemes that the village agents can refer to on behalf of their clients. Over the last year we have received 19 referrals. The request for assistance ranges from energy efficiency advice by telephone, home visits to vulnerable householders and applications to the scheme for help with insulation and heating.

2.9 Technical monitoring

Technical monitoring is carried out on behalf of SWEA by Llewellyn Smith Ltd. on properties improved using local authority funds via the GEEG grant. 5% of all GEEG funding measures are inspected throughout the year. If a property fails, the relevant information is sent back to Domestic and General Ltd and all remedial work is carried out and then signed for by the client. For quarter 1 and 2 of 09/10, **55 inspections** were carried out, of which **45 passed** and **10 failed**. All remedial work has now been completed and signed for by the customer.

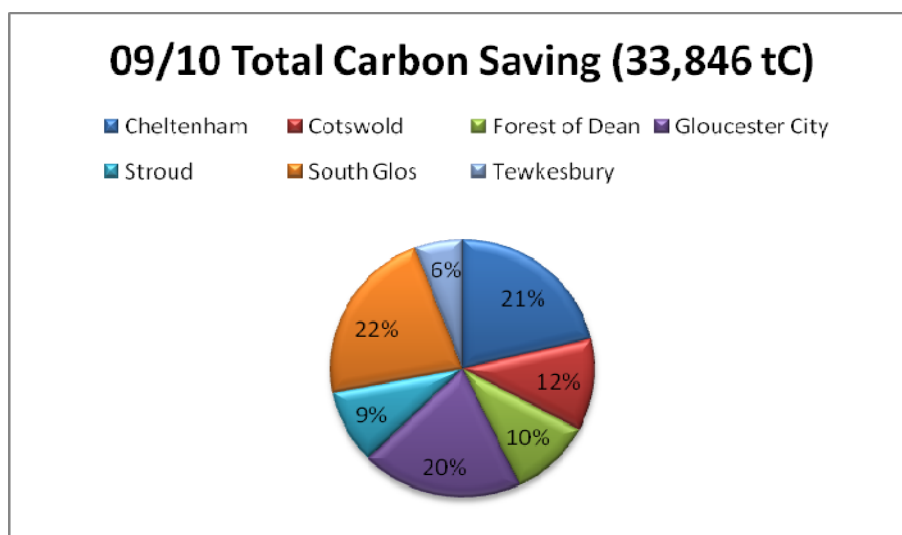
2.10 Carbon saving

Table 13: Estimate of Carbon saved resulting from measures – 09/10

	CBC	CDC	FOD	GCC	SDC	SGC	TBC	TOTAL
Lifetime Carbon Savings (tC)	7210.32	3903.95	3409.47	6702.18	3154.95	7481.66	1983.97	33,846.50

NB: Figures are an estimate based upon the current fuel mix for the country. (Gas = 78%, Oil = 8.2%, Coal = 7%, Electricity = 5.9%)

These figures include GEEG, bulk discount installations and measures funded by Warm Front generated through the Warm and Well scheme and are based on the lifetime energy saving potential of each measure. Measured in tonnes of carbon (tC)



2.11 Results for the scheme-to-date – 2001 – 2010

Tables 13, 14, 15 and 16 show all measures installed as a result of the Warm and Well scheme between 2001 and 2010. The measures attributed to the Warm and Well scheme that were funded through Warm Front only cover the financial years between 2007 and 2010 as we do not have the results before this date. Table 17 shows measures installed within the Gloucestershire Warm and Well area, by Domestic and General, funded through other schemes as well as Warm and Well.

Table 13: Total number of measures installed (GEEG) – 2001/2010

	CBC	CDC	FOD	GCC	SDC	SGC	TBC	Total
Cavity Wall Insulation	1,349	531	497	690	839	1,062	303	5,271
Loft Insulation	2,269	828	692	1,147	1,656	1,650	468	8,710
Draught Proofing	255	46	79	79	200	114	59	832
Hot Water Tank Jacket	358	75	85	141	196	167	59	1081
Condensing Boiler/CHS	307	77	82	201	177	106	13	963
TRVs (Sets up to 5)	635	30	253	219	494	186	98	1,915
CFLs	3,882	968	819	1,529	2,842	1,777	552	12,369
TOTAL MEASURES	9,055	2,555	2,507	4,006	6,404	5,062	1,552	31,141
TOTAL PROPERTIES	3,087	1,115	1,061	1,761	2,472	2,353	595	12,444

Table 14: Total number of measures installed (Fuel Supplier) – 2001/2010

	CBC	CDC	FOD	GCC	SDC	SGC	TBC	Total
Cavity Wall Insulation	1,226	492	714	1,130	873	1,152	1,078	6,665
Loft Insulation	1,333	476	925	1,241	1,049	1,368	1,039	7,431
Draught Proofing	16	1	15	12	24	0	16	84
Hot Water Tank Jacket	73	32	63	85	45	112	55	465
Condensing Boiler/CHS	82	8	25	35	30	12	22	214
TRVs (Sets up to 5)	129	6	99	47	171	3	78	533
CFLs	12	8	8	8	4	0	12	52
TOTAL MEASURES	2,871	1,023	1,849	2,558	2,196	2,647	2,300	15,444
TOTAL PROPERTIES	2,390	903	1,468	2,049	1,734	2,399	1,808	12,751

Table 15: Total number of measures installed (Warm Front – through W& W) – 2008/2010*

	CBC	CDC	FOD	GCC	SDC	SGC	TBC	Total
Cavity Wall Insulation	32	17	35	41	33	53	27	238
Loft Insulation	86	25	55	112	69	119	42	508
Draught Proofing	30	11	17	32	23	34	11	158
Hot Water Tank Jacket	20	7	13	23	13	21	8	105
Condensing Boiler/CHS	26	5	15	56	20	19	12	153
TOTAL MEASURES	194	65	135	264	158	246	100	1,162
TOTAL PROPERTIES	138	44	96	198	115	173	65	829

* Figures relating to Warm and Well generated Warm Front leads are only available from 2008 onwards.

Table 16: Total number of measures installed (GEEG + Fuel Supplier + Warm Front) – 2001/2010

	CBC	CDC	FOD	GCC	SDC	SGC	TBC	Total
Cavity Wall Insulation	2,607	1,040	1,246	1,861	1,745	2,267	1,408	12,174
Loft Insulation	3,688	1,329	1,672	2,500	2,774	3,137	1,549	16,649
Draught Proofing	301	58	111	123	247	148	86	1,074
Hot Water Tank Jacket	451	114	161	249	254	300	122	1,651
Condensing Boiler/CHS	415	27	118	292	221	137	47	1,257
TRVs (Sets up to 5)	764	336	352	266	665	189	176	2,748
CFLs	3,894	976	827	1,537	2,846	1,777	564	12,421
TOTAL MEASURES	12,120	3,880	4,487	6,828	8,752	7,955	3,952	47,974
TOTAL PROPERTIES	5,615	2,062	2,625	4,008	4,321	4,925	2,468	26,024

Table 17: Total number of measures installed (GEEG + Fuel Supplier + Warm Front + Other Schemes) – 2001/2010

	CBC	CDC	FOD	GCC	SDC	SGC	TBC	Total
Cavity Wall Insulation	2,615	1,048	1,256	1,875	1,750	2,287	1,411	12,242
Loft Insulation	4,069	1,524	2,080	3,014	3,104	4,003	1,909	19,703
Draught Proofing	301	58	111	123	247	148	86	1,074
Hot Water Tank Jacket	451	114	161	249	254	300	122	1,651
Condensing Boiler/CHS	415	27	118	292	221	137	47	1,257
TRVs (Sets up to 5)	764	336	352	266	665	189	176	2,748
CFLs	3,894	976	827	1,537	2,846	1,777	564	12,421
TOTAL MEASURES	12,509	4,083	4,905	7,356	9,087	8,841	4,315	51,096
TOTAL PROPERTIES	5,999	2,262	3,038	4,530	4,654	5,801	2,829	29,113

Table 18: Carbon saved resulting from all measures (without other schemes) – 01/10

	TOTAL
Lifetime Carbon Savings	171,561.58 (tC)
Annual Carbon Savings	4,702.90 (tC/yr)

Table 19: Carbon saved resulting from all measures (with other schemes) – 01/10

	TOTAL
Lifetime Carbon Savings	188,441.23 (tC)
Annual Carbon Savings	5090.37 (tC/yr)

NB: The method for calculating the tC amounts for each measure has been derived from CERT 2008 – 2011 figures compared to last year's results which were calculated using 2005's saving assumptions.

Table 20: Annual and lifetime carbon savings of individual measures

Type of measure	Carbon saving	
	Annual	Lifetime
	tC per measure	tC per measure
Full loft insulation	0.256	10.26
Loft insulation top up	0.074	2.94
Cavity Wall insulation	0.155	6.21
Draught proofing	0.033	0.33
Hot water tank jacket	0.054	0.54
Boiler/heating upgrade	0.289	3.46
TRV's (set of 5)	0.009	0.11
CFL's	0.002	0.04

The carbon savings data in table 20 are CERT 2008 – 2011 figures. Loft insulation top up savings are for top ups where 100mm already exists whereas full loft insulation is where a virgin loft has been topped up to 270mm. tC = tonnes of carbon.

2.12 Rent Warm, Rent Well results - 09/10

Rent Warm, Rent Well offers private landlords an opportunity to improve the energy efficiency of their properties. Rent Warm, Rent Well can offer a grant towards both loft and cavity wall insulation and it may be free if the tenant is receiving a qualifying benefit or over a certain age, otherwise the landlord can apply for a grant of £100 per measure.

Of the 2741 referrals that came directly through Warm and well and the Energy Saving Trust advice centre, 126 were privately renting tenants but only 56 properties were improved through the Rent Warm, Rent Well branch of the Warm and Well scheme. This shows that there is a vast amount of potential for maximising RWRW referrals for SWEA and the Local Authorities.

Table 21: Measures installed/properties improved through Rent Warm Rent Well in 09/10

Local Authority	Measures installed 09/10			Properties improved 2009/2010
	CWI	LI	TOTAL	
Cheltenham Borough Council	6	10	16	13
Cotswold District Council	4	8	12	9
Stroud District Council	1	2	3	3
Gloucester City Council	14	4	18	15
Forest of Dean District Council	1	6	7	6
South Gloucestershire Council	6	8	14	9
Tewkesbury Borough Council	1	0	1	1
TOTAL	33	38	71	56

2.13 Conclusion

Warm and Well continues to deliver its aims and objectives by successfully improving the energy efficiency of homes and reducing the levels of associated health problems in Gloucestershire.

During 2009/2010 the scheme improved the energy efficiency of **5,374** properties, installing **6,257** measures throughout the 7 local authority areas. Since the scheme began in 2001, Warm and Well has installed **47,974** measures in **26,024** properties.

The continued excellent partnership working between the Warm and Well consortium, managing agent and contracted installer has been paramount in the successful delivery of the scheme.

It is recommended that the Local Authorities and other stake holders in Gloucestershire follow the recommendations of Gloucestershire County Health and Overview Scrutiny Committee by continuing to support the scheme and looking for ways to increase the funding especially in districts that have to date received lower levels of funding.

2.14 Case Studies – The genuine success of Warm and Well

- Mr A, a 92 year old householder from Cheltenham who was referred into Warm and Well last winter because he worried about his rising fuel bills and the ever increasing difficulty of keeping his house warm and at a comfortable temperature. As he was over 65, he was eligible for both loft insulation and cavity wall insulation to be done absolutely free. We recently received a letter of thanks from him:

"I have been impressed by the courteous and efficient service which has been evident throughout. During the recent, hard winter I have often felt it would have been even harder if the insulation had not been done..."

- Mr and Mrs B, pensioners from Gloucester who had a 25 year old boiler, that although hadn't broken down, wasn't working particularly efficiently and it was in constant need of repair, we were able to have it replaced with an A rated combination boiler. As they had savings of less than £16,000 and an income that fell within the qualifying criteria, they were eligible for a £3000 grant that covered the cost of a replacement boiler and the installation costs:

"Thank you so much for allowing us to move towards this winter, with piece of mind that we will be able to keep our home warm and cosy without worrying that our heating is going to break down or cause us to have huge fuel bills at the end of it..."



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