

# Action for Affordable Warmth

Notes from Steering Group Meeting – 18 September 2003  
Stroud District Council

Present: Andrew Cross (FoD Council), Lisa Jones (S Glos Council), Lynfa Vater (S Glos Council), Maggie Cornock (Stroud Care & Repair), Sarah Giff (SWEA), Jessica Howell (Tewkesbury BC), Kaye Welfare (SWEA), Stephen McDonnell (Gloucester City Council), Sally Daley (Stroud DC), Andrew Honeybourne (Cheltenham BC), Phillip Bennett (Cotswold & Vale PCT).

Apologies: Sue Wild (Chelt & Tewkes PCT), Evelyn Nightingale (Pension Service), Graham Simmonds (S Glos. PCT), Ian Anderson (Glos. County NHS LSP Manager), Gary Packer (Cotswold DC), Mike Redman (Cheltenham BC), Meena Patel (CAREDirect Gloucestershire).

## Review of progress against “Action for Affordable Warmth” Action Plan

The group considered progress against the 6 aims of the strategy during this meeting. Unfortunately, due to a fire alarm, the meeting was shortened and there wasn't the time to plan work on the Action Plan for the year ahead. This will be the subject of the next meeting, however where specific points to address were identified, these have been recorded. Progress under each of the aims is recorded here (there is a full hand written record of the meeting should anyone want to see it):

### **Aim: Establish effective and relevant multi-agency partnerships**

#### 1. Establish monitoring procedure

- Terms of reference agreed
- 6 meetings of Steering Group (Affordable Warmth Partnership) held
- 2 progress reports produced (after 6 months and 1 year)
- *Next report to be issued 1<sup>st</sup> week of December 2003, which will report on the 12 months since the 1<sup>st</sup> annual report; thereafter, reports will follow financial year cycle*

#### 2. Encourage inter-agency links

- Local Pension Service, Glos. Rural Community Council, 4 PCTs, RSLs (more within Glos. than S Glos.), Gloucestershire CAREDirect, Landlords Fora, Care & Repair agencies, Age Concern, Luton BC (Beacon Fuel Poverty Council), European links via SWEA
- PCTs – AW features in S Glos. PCT health promotion work plan and Cotswold & Vale PCT older people's work plan, AW Partnership member sits on Cotswold & Vale's older people's working group, S. Glos. PCT bid to become one of 5 PCTs with an Energy Champion funded by NEA)
- *Links need to be made with CAB, RSLs (in conjunction with LASP's?, Aff Warmth website needs further development, FAB Teams, Job Centre Plus )*

#### 3. Establish referral system

- Warm & Well has been developed and implemented, further development of referral network is ongoing HOWEVER, we must beware complacency as W&W is not the complete picture
- *CAB link needs developing in all 7 areas, need to work to get FP linked more fundamentally into key agencies' standard working practices or areas of operation (e.g. Job Centre Plus / Pension Service), need to improve awareness/ use of W&W etc. in all HIAs – can learn from Stroud Care & Repair's experience*

#### 4. Develop business involvement

- Post Office – Boiling Benefits Roadshow (awareness raising campaign in Gloucestershire FP wards), events held at B&Q, RAC and Orange in S. Glos., **Contact with various employers in Glos eg Zurich, Gambro, and Zerox**, links with installers through EEIN, Scottish Power (EEC funding for W&W scheme)
- *Need to develop further links with energywatch and CABs on issue of fuel debt / payment advice and links to fuel utilities*

#### 5. Establish partnerships with key agencies

- See 2 and 3 above
- *Fire & Rescue Service, Police, LPTs*

#### 6. Involve landlords

- Glos. EEAC has met with / spoken at 3 landlords forum meetings, Bristol EEAC exhibited at joint Bristol & S. Glos. Landlord expo and S. Glos. Landlord's Forum, S. Glos. has Warmer Lets scheme for private landlords
- *This area needs more work*

### **Aim: Provide energy advice and information to all households**

#### 1. Develop co-ordinated approach to energy advice provision

- This objective is really filled by the EEACs and the HECA officers working together to deliver energy advice

#### 2. Train key people to give advice

- **Number of people trained on City & Guilds in Energy Awareness = 8 Glos +? SGlos ?**, further courses to be arranged in 2004, in S. Glos. heating maintenance and servicing contractor staff have been through condensed one day Energy Awareness course (the contractors have a role in improving energy efficiency as part of their contract), work to train health and social care professionals and staff from Gloucestershire CAREDirect has been carried out by Glos. EEAC
- *Gap: each LA should ensure that advice is available to tenants, make training available to contractors working on LA owned housing and to staff working on RSL stock, more W&W briefings needed / repeat with previous recipient groups to cover staff turnover*

#### 3. Make advice accessible to all

- W&W poster made available in 4 different languages (Bengali, Chinese, Urdu, Gujarati), RNIB link with W&W
- *Need advice on materials, what is suitable and appropriate, and who can provide; this area needs a lot more work*

### **Aim: Raise awareness of energy efficiency and affordable warmth**

#### 1. Improve awareness in all sectors

- W&W delivers on this objective – awareness raising amongst health, housing and social care professionals has been carried out but again BEWARE COMPLACENCY as there is more to do outside of W&W, EEAC has marketing plan in place with all LA's, **Eaga carried out various mailout to promote** Warm Front, EEAC has organised postal HEC mailout for wider public

## 2. Influence decision makers

- LASP in both Glos. and S. Glos. has been crucial to awareness raising with Members (newsletter produced)
- FP Index maps and leaflets were produced and circulated
- Dirs. Public Health targeted (via LASP)
- Glos. EEAC working to raise awareness with MPs
- NEA Warm Homes Week used for promotion to MPs
- MPs and Cllrs attended launch of W&W scheme and Action for Affordable Warmth strategy
- Cllrs attended LASP-organised trip to BEDZED development in London (eco-housing)
- SWEA Conference
- Responded to national consultations (Hard to Heat Homes and NAO review of Warm Front)
- W&W featured in DEFRA seminar series Dying to be Warm (attended by senior health service staff in SW)
- Contributed to British Heart Foundation “Fuel Poverty + Health” toolkit for PCTs
- AW Partnership was selected as example of best practice in involving external agencies in tackling fuel poverty – **Review carried out by Impetus /Ace with funding from EAGA charitable Trust.**
- NEA free workshop for Members secured by S Glos. Council (to take place Feb 04)
- *Need to link in with Community Strategies*

## 3. Develop educational programmes

- There are lots of educational resources already developed but need to make sure they are delivered on the ground
- CSE are bidding for a community grant from South Gloucestershire Council to run an energy efficiency awareness programme in conjunction with Adult & Community Learning team
- SWEA are reviewing links with schools
- *More work is needed; LASP may be able to contribute to achieving this objective*

## 4. Promotional campaign

- The detail of this objective is dealt with under other headings

### **Aim: Identify and help people in fuel poverty**

#### 1. Seek and find those and risk of fuel poverty

- FP maps produced to assist with targeting, W&W has been promoted to vulnerable fuel poor via health and social care professionals, Boiling Benefit roadshows, work with Local Pension Service and CAREDirect
- *Need to work with CAB, Pension Service (joint benefit campaign and FP awareness raising?) and Job Centre Plus*

#### 2. Train and support professionals and volunteers

- W&W briefings, City & Guilds courses (see previous comments)
- *More work with volunteers.*

#### 3. Provide info and support to those most in need

- See entries under **Provide Advice & Information**
4. Develop crisis link to provide short and long term support
- Sub group to AWP considered the issues, highlighted the need to improve our knowledge of what is available already to avoid duplication, delays in provision of measures under Warm Front has improved but this scheme does not provide an emergency service
  - *Could investigate this as an action under Cotswold & Vale PCT's older person's plan because of links to delayed discharge and emergency admissions, check with Luton BC progress on their proposed scheme.*

**Aim: Ensure that housing strategies support the issue**

1. Improve the energy efficiency of all housing
- Data collection is improving and developing through postal HEC surveys and stock condition surveys (national and locally organised)
  - *Need to further develop targeting tools.*
2. Promote higher standard of EE in newly built homes
- Building Regulations now require house builders to display SAP rating of new properties
  - **LASP work/SWEA conference/Bed zed**
  - *SAP labelling of new properties needs to be encouraged, other work on this objective is at an early stage but requires co-ordinated working with planners, sustainability officers, Members, developers and regional government – i.e. it's a big issue! Also in strict terms HECA officers are only concerned with the energy efficiency of housing in existence at 1996.*
3. Improve energy efficiency in existing housing
- Warm & Well, Warm Front, Private Sector Housing renewal grants
4. Provide energy from renewable sources
- **Glos. & S Glos. areas are included in the Community Renewables Initiative, S Glos. is covered by the Renewable Energy Advice Service (run by CSE), various renewable projects have or are being implemented through SWEA eg Cheap/Think Big**
  - *More work needed.*

**Aim: Access sufficient finance and resources to implement action plan**

1. Promote information on financial assistance to householders
- *Needs more investigation, but links already made in this arena with Pension Service.*
2. Access funding and other resources from key partners
- Funding secured from fuel utilities under EEC, funding secured for W&W scheme from PCTs (and in-kind support), in-kind support also secured from Pension Service
3. Secure finance from central Government, energy companies and national organisations
- See above.

## LIST OF ACRONYMS

PCT	Primary Care Trust
SWEA	Severn Wye Energy Agency
RSL	Residential Social Landlord
AW	Affordable Warmth
NEA	National Energy Action (fuel poverty charity)
FAB	Fair Access to Benefits
LASP	Local Authority Support Programme (an Energy Saving Trust scheme)
CAB	Citizens' Advice Bureau
HIA	Home Improvement Agency
FP	Fuel Poverty
EEC	Energy Efficiency Commitment
LPT	Locality Planning Team
EEAC	Energy Efficiency Advice Centre
HECA	Home Energy Conservation Act
W&W	Warm & Well scheme
HEC	Home Energy Check
BEDZED	Beddington Zero Energy Development
NAO	National Audit Office
CSE	Centre for Sustainable Energy
AWP	Glos & S Glos Affordable Warmth Partnership
EE	Energy Efficiency
EEIN	Energy Efficiency Installers Network