



Energy Advice in Social Housing

Local Advice Services in Gloucestershire
Kaye Welfare - EEAC Manager
kaye@swea.co.uk

Severn Wye Energy Agency

Energy Efficiency Advice Centres

- Network of Energy Efficiency Advice Centres
 - originally set up by the Energy Saving Trust in 1993
 - 52 EEACs across the UK
 - target domestic housing sector
 - reduce CO₂ emissions
 - raise **awareness** and encourage **action**
 - free impartial advice
 - each EEAC run independently

Energy Efficiency Advice Centre



Gloucestershire EEAC

- Managed by Severn Wye Energy Agency since February 2001
- Part funded by:
 - Energy Saving Trust
 - six Gloucestershire Local Authorities
- Service Level Agreements
 - key performance indicators
 - yearly audit

Gloucestershire EEAC

- **Domestic Energy Efficiency Advice Code of Practice**
 - consumers can be sure of accurate relevant information
 - Gloucestershire EEAC in initial sign up
 - the heart
 - advice non face to face
 - advice in the home
 - advice face to face not in the home

General EEAC Services

- **Telephone advice line**
 - verbal advice
 - free phone 0800 512012
 - manned by trained energy advisors
 - 9.00-5.00 Monday to Friday
 - out of hours answer phone
- **Home Energy Check reports**
 - written advice report
- **Home visits**
 - verbal advice in the home
 - mainly for more vulnerable clients



General EEAC Services

- **Presentations / talks**
 - community groups
 - energy efficiency bingo
- **Training sessions**
 - health and social care professionals
 - local authority staff
 - community and voluntary organisations
- **Events / media and PR campaigns**
 - benefits take up campaigns
 - BBC Radio Gloucestershire, Pension Service,
 - advice surgeries
 - CAB, Home Improvement Agencies, EAGA

Gloucestershire EEAC Events



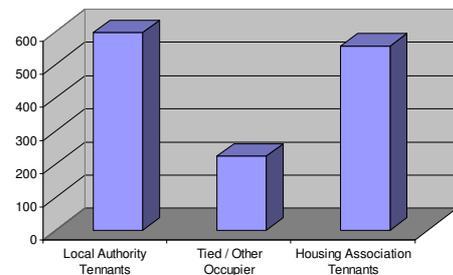
Gloucestershire EEAC Events



Gloucestershire EEAC

- **Activity for year 2003/2004**
 - 3,759 call to EEAC advice line
 - 13,406 Home Energy Check reports
 - 67 home visits
 - 76 presentations
 - 18 training sessions
 - 36 manned events
 - 12 unmanned stands
 - 46 media interviews

Social Tenant Enquiries to Gloucestershire EEAC (2003/2004)



Gloucestershire Schemes Project

- Warm and Well
 - Warm Front grant referrals
 - local authority private sector grants
- Rent Warm, Rent Well
- Solar Warm and Well
- Active, Warm and Well
- WISE Homes
- Community Renewable Initiative

Local Authority Support Programme

- an initiative to support local sustainable energy initiatives
- provides dedicated staff based in local Energy Efficiency Advice Centres
- aims to support existing work and develop capacity to deliver further initiatives
- funding provided by the Department of Environment, Fisheries and Rural Affairs (DEFRA), via the Energy Saving Trust

Local Authority Support Programme

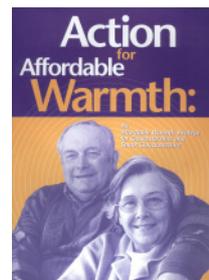
- LASP forms part of a wider range of assistance to social landlords from the EST.
 - **Practical Help** www.practicalhelp.org.uk
 - telephone/ internet based enquiry service for energy and transport queries
 - recently been expanded to provide a better focus on RSLs
 - **The Innovation Programme**
 - provides start up grants for innovative sustainable energy schemes

Affordable Warmth Strategy

“all homes should be warm homes by 2016”

“The Partnership”

is the steering group, which has taken responsibility for implementing the strategy and has representation from a wide range of organisations



Action Plan - Main Aims

- establish relevant multi-agency partnerships
- identify and help people in fuel poverty
- provide energy advice and information to all households
- raise awareness of energy efficiency and affordable warmth
- ensure that housing strategies support the issue
- access sufficient finance and resources to implement action plan

Affordable Warmth Strategy

- Housing Associations and tenants groups involved in original strategy development
- Housing Associations are now encouraged by Housing Corporation to develop their own Affordable Warmth strategy for their own housing stock

Affordable Warmth Partnership



Gloucestershire EEAC specialist services for RSLs

- training for staff and tenant's groups
- presentations and tailor made campaigns
- bespoke advice materials (e.g. heating system advice, thermometer cards)
- home visits
 - in conjunction with
 - refurbishment programmes
 - energy efficiency upgrade programmes
 - condensation problems
 - heating controls
 - new tenants
- Home Energy Check / personalised reports

Gloucestershire EEAC specialist services for RSLs

- provide assistance with obtaining Energy Supplier (EEC) funding for energy efficiency upgrade programmes
 - insulation
 - free low energy lightbulbs
- joint funding bids for technical and advice projects
 - Energy Efficiency Commitment
 - Innovation Programme
 - EIE - European funding



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