

THE OVERVIEW & SCRUTINY COMMITTEE

27 OCTOBER 2014

RECOMMENDATIONS OF

FUEL POVERTY REDUCTION INFORMAL SCRUTINY GROUP

REPORT OF THE CHAIR OF THE ISG, CLLR MARGOT POWER

Contact Officer: Sara-Kay Baker Tel No: 01962 848593

RECENT REFERENCES:

CAB2586 - A Low Carbon Economy Route Map for Winchester District, 5 June 2014

EXECUTIVE SUMMARY:

In order to assist those most in need in the District, the Council agreed that £60,000 should be made available in each of the next two years for fuel poverty reduction measures. This is the final report of the Fuel Poverty Reduction Informal Scrutiny Group setting out their recommendations for what action should be taken to assist fuel poor households.

It is clear that both sectors, private and social housing, are seeing evidence of positive and long term investment into making homes warmer. However, installing energy efficient measures within the home must go hand in hand with the household's education to ensure that residents understand how they can reduce their fuel bills.

RECOMMENDATIONS:

That the Overview and Scrutiny Committee recommend to the Portfolio Holder for the Environment, Health & Wellbeing the following:

1. That funds be deployed to support the delivery of Hampshire County Council's 'Hitting the Cold Spots' and WinACC's 'Home Energy Advice Resource' - complementary schemes that signpost, support and offer emergency

assistance to residents living in fuel poverty. This includes the deployment of £55,204 in 2014-15 and £59,148 in 2015-16 for both schemes.

2. That the forthcoming Energy Strategy for Council-owned properties prioritises fuel-poor households (SAP rating E, F or G and low household income) for energy efficient enhancements. The strategy must provide a cost benefit analysis on fuel efficient technologies, which can be used as guidance for private homeowners/tenants and landlords across the District.
3. That Housing Services continue to proactively introduce and pilot fuel efficient technologies, and subsequently acquire the necessary expertise to identify which technology is best suited to the property type and household make-up.
4. That in support of the Private Sector Housing stock condition survey £4,000 be allocated to the survey costs required to generate strategic fuel poverty data for the District, and the remaining funds (c. £1,600) be reserved for targeting and directing those households identified as fuel poor to the services of Hitting the Cold Spots and the Home Energy Advice Resource.
5. That the Housing Services' leaflet 'Keep your home free from Condensation, Damp and Mould' be reviewed by the TACT readers panel to ensure the effectiveness of ventilation alongside heating is highlighted, and then used to raise further awareness amongst Council tenants.
6. That the Council actively seeks to participate in appropriate and significant networks to learn and share best practice in this area.

## THE OVERVIEW & SCRUTINY COMMITTEE

27 OCTOBER 2014

### RECOMMENDATIONS OF

### FUEL POVERTY REDUCTION INFORMAL SCRUTINY GROUP

### REPORT OF THE CHAIR OF THE ISG, CLLR MARGOT POWER

#### DETAIL:

#### 1 Introduction

- 1.1 In order to assist those most in need in the District, the Council agreed at its meeting of 20 February 2014 (as part of the consideration of report CL92) that £60,000 should be made available in each of the next two years for fuel poverty reduction measures.
- 1.2 An Informal Scrutiny Group was appointed to recommend how these funds would be best deployed to tackle this issue. The findings of the ISG are summarised in its report, attached as Appendix 1.
- 1.3 Under the Localism Act 2011, Section 1, the Council has the power to do anything an individual may do, subject to specific limitations set out in the Section. An individual can give grant aid and incur expenditure as considered in this report, and there are no restrictions in other legislation which would restrict the use of the general power for this purpose. Accordingly, the Council is able to undertake the actions recommended in the report pursuant to Section 1 of the 2011 Act.

#### OTHER CONSIDERATIONS:

#### 2 COMMUNITY STRATEGY AND PORTFOLIO PLANS (RELEVANCE TO):

- 2.1 Fuel Poverty Reduction is directly linked to the priorities of the Community Strategy. In particular the measures proposed by this report would help ensure our communities are healthy and warm in their homes, whilst working towards a lower carbon district through domestic energy efficiency.

#### 3 RESOURCE IMPLICATIONS:

- 3.1 As agreed by Council (report CL92), £60,000 has been made available for both 2014-15 and 2015-16 from the Major Investment Reserves for fuel poverty reduction measures.

#### 4 RISK MANAGEMENT ISSUES

- 4.1 There are no significant risk management issues associated with this report.

BACKGROUND DOCUMENTS:

Minutes of the ISG, held by the Democratic Services Team

APPENDICES:

Appendix 1 - Final report of the Fuel Poverty Reduction Informal Scrutiny Group

FINAL REPORT**FUEL POVERTY REDUCTION INFORMAL  
SCRUTINY GROUP****1. Introduction**

In order to assist those most in need in the District, the Council approved that £60,000 should be made available in each of the next two years for fuel poverty reduction measures. An Informal Scrutiny Group (ISG) was appointed to recommend how these funds would be best deployed to tackle this issue.

At the first meeting the ISG agreed the following terms of reference:

- *To identify the major factors contributing to fuel poverty across Winchester*
- *To summarise evidence of*
  - a) *what has already been done to tackle fuel poverty?*
  - b) *what has not worked and why?*
  - c) *what work is currently in progress and how is this being funded?*
- *To bring to attention examples of best practice on a local / regional / national scale*
- *To identify the potential barriers to addressing fuel poverty successfully*
- *To identify and assess complementary funding streams*
- *To recommend how available funds should be deployed in 2014/15/16.*
- *To assess what opportunities are available to support any future funding*

The ISG met on four occasions throughout summer 2014 and gathered evidence from numerous officers from the City Council and Hampshire County Council, as well as representatives from Housing Associations and a local charity. This report sets out the findings and discussions of the ISG, which led to the formulation of their final recommendations.

**2. Background**

Fuel Poverty arises when a household has required fuel costs above average and were they to spend that amount they would be left with an income below the official poverty line\*. The national 'average' in 2013 was estimated to be £1,260 per household for an annual dual-fuel bill (covering gas and electricity). As is to be expected, fuel poverty therefore directly correlates with low household income and the energy efficiency of the building. The depth and likelihood of fuel poverty also increases markedly with lower SAP scores.

The ISG recognized that additional causes of fuel poverty are related to the broader issues surrounding the rising cost of fuel, education and lifestyle. The recent *Study*

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\* [Annual Fuel Poverty Statistics Report, 2014](#) – Department for Energy and Climate Change

of the Effects of Feedback on Domestic Energy Use<sup>†</sup> concludes that without education the installation of energy efficient technology would be wasted on a household (as it would not reap the intended benefits). This message was of particular significance to the ISG as the findings align with the feedback that several witnesses shared with the group based on their own experiences.

The 2012 Annual Fuel Poverty Statistics report has data on the district's Lower Super Output Areas (LSOAs), which indicates that there are pockets of fuel poverty throughout the district. The highest percentages (13.8 – 17.6%) are found in Stanmore East, West and North, and Boarhunt and Southwick (individual LSOAs and the number of households in fuel poverty can be found in *Appendix A*).

The impacts of fuel poverty are significant as they affect the economic status and social wellbeing of residents. Cold homes are a serious threat to health, for example leading to an increase in cardiovascular and respiratory diseases, chest problems, depression - all exacerbated when combined with cold weather. In the winter of 2013, cold homes made a major contribution to the 31,000 excess winter deaths in England and Wales<sup>‡</sup>. Yet when households attempt to heat up their homes in inadequately insulated properties, energy bills soar leaving the occupants financially insecure.

### **3. Council Housing**

#### **3.1. Improving Energy Efficiency**

It is evident to the ISG that the Council is committed to improving the energy efficiency of its housing stock. Budgets are consistently being allocated annually to resource installations and upgrades, including £1m per annum specifically for the General Gas Fired Heating System Upgrade programme. This programme has been running for 4 years to upgrade obsolete and inefficient boilers.

The Council has also been proactive in seeking funding from past schemes. One example includes the funding that was obtained from the Renewable Heat Premium Payment (RHPP) to assist in upgrading inefficient electrically heated rural homes with modern renewable technologies. Between 2011 and 2013, the RHPP scheme enabled the Council to install:

- 40x Air Source Heat Pump (£7,000/unit)
- 5x Air Source Heat Pump combined with Solar Thermal water heating (£11,000/unit)
- 33x Biomass installations (£10,000/unit)

These projects totalled £509K with £167K claimed back under RHPP.

The Council has also been trialling the installation of modern, energy efficient alternatives as a direct replacement for night storage heating. There are a few different types of heaters available, ranging from conventionally powered 'aluminium block' heaters to energy efficient 'mixed tariff' storage heating (costs for these

<sup>†</sup> A Study of the Effects of Feedback on Domestic Energy Use, Part One – *National Energy Study, June 2014*

<sup>‡</sup> [Reducing fuel poverty – a scourge for older people, Age UK, 2014](#)

alternatives can vary between £2,000 - £4,000 per property depending on size and the number of heaters required).

Gas remains the most cost-efficient form of heating a home. WCC currently has around 300 tenanted Council owned homes throughout the district that are electrically heated but are in the vicinity of an underground gas main. Typical costs to install GCH in a tenanted home can be around £3.5K, with costs to connect to the adjacent gas main somewhere in the region of £2.5K. This can mean the costs to change the property over to gas central heating can be around £6K per property which has prohibited these works from being carried out in the past.

This year WCC has been tapping into SGN's Assisted Connection Scheme to help with this problem. The scheme is designed to help households identified as being fuel poor or in receipt of applicable benefits, whose home is situated within 23m of a gas main, with a reduction of up to £2,300 from the total cost of a gas main installed into their home.

WCC is planning to upgrade approximately 100 homes this year to gas central heating under this scheme and have allocated £300K to this project. Not every household falls under the scheme, but the Council still intends to carry out the installation of the gas main to the homes that do not apply under the scheme so as to ensure that as many residents as possible have efficient heating.

### 3.2. Energy Strategy

In order to maintain momentum achieved from the above schemes, the next chief priority is to devise a robust Energy Strategy for Council owned homes. The approach to date has been scattered; systems have been dealt with either on an individual property basis, or as part of an externally funded project (where the properties chosen are dictated by the nature of the funding available). An Energy Strategy will allow Housing Services to coordinate a systematic programme where it can prioritise fuel poor households. This will be determined largely by the SAP rating of the property, using income data where possible.

Surveyors are becoming increasingly aware that new technologies have been working for certain households but not for others. There are also cases where technologies may not be producing the results claimed by the manufacturers. The ISG felt it would be valuable to review the success of the smaller pilot projects that have taken place in order to help inform the Energy Strategy and determine what technology works best in which type of property, as well as taking into account the needs of the household. Ultimately this will allow the Council to identify the most cost effective areas to invest in with future funding opportunities.

### 3.3. Ventilation

One issue that repeatedly came to light to the ISG was the lack of understanding regarding ventilation and its importance in reducing condensation. Within the Council's housing stock reports of mould and damp are common complaints. In an attempt to conserve heat and keep energy bills down tenants will often keep

windows closed. In some cases these conditions are coupled with properties that are without washing lines or tumble dryers, forcing tenants to hang their washing inside their home. The lack of air circulation and moist air accentuates the likelihood for condensation.

The ISG agreed that future housing policies (where appropriate) should prioritise and facilitate an optimum environment i.e. a breathable thermal property. This could involve installing ventilation ducts when improvements are already being undertaken at a property, and prioritising drying facilities within living spaces. The costs and benefits of ventilation are not demonstrated by the current Condensation, Damp & Mould leaflet, and this needs to be addressed if tenant awareness is to improve.

#### **4. Registered Social Landlords**

In parallel with the Council, other registered social landlords (RSL) are allocating budgets to improve their houses energy efficiency through technology pilots. A2 Dominion emphasised that their first priority is to improve the fabric of the building, ensuring it has adequate insulation, before installing a new energy system. One successful pilot was the installation of Air Source Heat Pumps in some of their Alresford properties; tenants gave positive feedback that the system was easy to control and delivered savings on energy bills.

One technology that caught the attention of the ISG was the *Flowsave* thermostatic valve, which A2 Dominion now installs with all combi-boilers. This valve restricts the flow of water to 3 litres until it is heated up to the target temperature then releases the water back to full flow (10-12litres). Considering the valve is a one-off cost of £27 per unit, with no required maintenance, it reaps substantial benefits. The combined average annual saving is estimated to be £150 on gas and water charges. The ISG agreed that this valve was worth further investigation and could be integrated as a standard fitting for Council properties that are due to have a new boiler.

RSLs consulted were unanimous in the view that installing energy efficient measures within the home must go hand in hand with the household's education on how to get the best out of the system. This is the only way to ensure that meter readings and hence fuel bills come down. RSLs had various methods of tenants engagement – Hyde Housing have Energy Doctors who visit 6 weeks after an installation has taken place or when a tenant first moves in. First Wessex has gone a step further by commissioning Groundwork South to pilot a Green Doctors program on top of their in-house service. The Green Doctors Programme provides free home visits and energy saving devices to educate households on new low cost technologies. For example, shower timers, flush displacement, energy monitors, are all simple technologies yet they can still save 5-15% on energy bills.

The ISG recognised that there is clearly much to be learnt from other landlords, and taking advantage of a wider network may prove invaluable to ensure the Council is up-to-date with successful pilots and systems that are giving the greatest returns. Moreover, it is apparent that a joint partnership approach to tackling fuel poverty will enable a more coordinated and effective impact on residents who really need help.



## 5. Private Sector Housing

As one of the first steps to try and address cold homes and fuel poverty is to ensure houses are adequately insulated, the Private Sector Housing Team has been leading or supporting numerous insulation schemes over the last 20 years. These schemes have been relatively successful; for example *Insulate Hampshire* saw over 580 loft and 560 cavity wall measures installed between 2011 and 2012 throughout the district. More recently grant money for insulation has become much harder to secure, and the main programme where residents are directed is the *Solent Green Deal*.

The *Solent Green Deal* is a scheme open to owner occupiers and private tenants. The first stage is to opt for a Green Deal assessment. A survey is undertaken to assess the condition of the building and a report is produced. This will outline what measures could be implemented and/or installed to reduce carbon emissions and increase energy efficiency within the home. If the resident chooses to go ahead with the recommendations the cost for these works is funded through a loan from the Green Deal Bank, which adds monthly repayments to the electricity bill. A key stipulation, known as the Golden Rule, is that the monthly loan repayment amount cannot exceed the expected monthly energy savings once the measures have been installed. Unfortunately, perceived barriers, such as the risk associated with having a debt attached to the house, have meant that the uptake has been much lower than anticipated.

### 5.1. Stock Condition Survey

The Private Sector Housing Team has commissioned David Adamson and Partners to undertake a stock condition survey, which will involve the inspection of 800 owner occupied and private rented homes, plus an additional 100 Houses in Multiple Occupation (HMOs). Each individual survey will assess the condition of the building (e.g. building materials, heating system, insulation standards) as well as household income; evaluating this data together allows the identification of those households living in fuel poverty.

The intention is to increase the sample size within those areas which the 2007 survey identified as having in excess of 12% fuel poverty. This will allow an additional 40 properties (100 up to 140) to be inspected in each of the following grouped areas in 2014:

Group 2:	<i>Droxford, Bishops Waltham, Durley, Upham, Corhampton, Meonstoke, Whiteley</i>
Group 4:	<i>Exton, West Meon, Kilmeston, Bramdean and Hinton Ampner, Cheriton, Bishops Sutton, New Alresford, Itchen Stoke and Ovington, Warnford, Beauworth, Tichborne</i>
Group 5:	<i>Soberton, Denmead, Boarhunt, Southwick and Widley, Hambledon</i>

Overall this will generate 120 additional surveys costing approximately £4,000. The ISG recognised that the updated fuel poverty data from this survey would be useful. The survey report will indicate the circumstances for when fuel poverty is more likely to be prevalent in a household (e.g. economic status of occupants, date of the

property's construction, etc.) Furthermore the data will also identify individual properties that would benefit from being signposted to an advice service and potential funding options for energy efficient improvements.

## 5.2. Private Landlords

The ISG also discussed how private landlords could be incentivised to make improvements to their rented properties. Ideally the market for rented accommodation should reward properties with higher rated Energy Performance Certificates (EPCs) by attracting stronger demand from existing and prospective tenants and better rental values. Despite potentially higher rents, tenants should be in a position to see the benefits of energy efficiency improvements that keep their total housing costs down.

In practice, existing and prospective tenants appear to give little weight to EPCs, and this may well be a factor in the lack of motivation in landlords to install energy efficiency measures. However, changes may be forthcoming as the Energy Act 2011 provides that, from April 2018 at the latest, it will be unlawful throughout the private sector to rent out residential premises which do not reach a minimum energy efficiency standard. Detailed regulations have not yet been issued, but it is likely that the lowest acceptable energy rating will be E. This means that landlords need to consider improving the energy efficiency of F- and G-rated buildings now or they will be unable to let them out after April 2018. Additionally, by 2016, tenants will be legally allowed to demand reasonable energy efficiency improvements to their homes.

## 6. Historic Homes

The ISG initially expressed concern that those living in historic homes who are also fuel poor may be restricted in what improvements they could make due to conservation regulations. At the request of the ISG, the Head of Historic Environment at WCC was invited to inform members on how the team manage these cases. It became clear that if homes are to be comfortable (i.e. have appropriate thermal heating) and yet also preserve the historic character of the building, a balance has to be met. Although this does present challenges, the ISG was assured that this balance is achievable contrary to the perception that homeowners cannot do anything to improve energy efficiency in their position.

The Historic Environment Team work to the standards set out by English Heritage. This involves taking a holistic sustainable approach, where eco-retrofitting buildings are seen as an integral part of repair and maintenance. The team are resourced to offer advice to homeowners living in historic properties, and can also conduct home visits to assess the condition of individual rooms, appliances, and overall thermal performance. It is important for home owners to have an open mind when considering improvements to their home. Before considering significant alterations, the team reinforce the use of simple solutions as the best place to start, such as cleaning gutters, draught proofing, ventilation, etc. as they are effective and low cost.

The comprehensive documents published by English Heritage are an excellent reference for those energy conservation measures in listed buildings and conservation areas.

## **7. Fuel Poverty Reduction Schemes**

### **7.1. Hitting the Cold Spots**

The residents of Winchester are currently supported by the county wide Hitting the Cold Spots (HTCS) initiative, funded by Hampshire County Council (HCC). The initiative was designed with the purpose of reducing the number of people who suffer from the effects of cold weather and the impact of fuel poverty; particularly during the winter months. HTCS has now entered its third year of running since it began in 2011.

The initiative is run under contract by the Environment Centre (tEC), a registered environmental charity, who has a team of qualified and experienced advisors to provide support to all tenure types across the county. The service includes:

- Access to small grant support to help cope with winter fuel emergencies
- Practical support and advice with debt, money and benefits
- Free Home Safety visits which can include a carbon monoxide monitor, smoke detector and a fire safety plan
- Assistance to switch energy provider or tariff to help save money on fuel bills

There are additional services available to owner-occupiers and private tenants; through a HTCS Advisor home visit and support with provision of alternative heating measures (electric oil filled radiators) if they are without heating.

Between February 2012 and March 2014 the statistics for Winchester District showed that HTCS had:

- Taken 152 calls from residents to offer advice
- Referred 35 for a home visit from an advisor
- Provided 8 households with financial support for boiler and hot water repairs / replacements (funded by the HTCS's discretionary fund) works exceeded £11,000.

Although the scheme originally had government funding, HTCS is now funded almost entirely by Public Health and Adult Social Care at the county. The Council was invited to support this scheme with the option of allocating funds for an enhanced service for the district; this would involve contributing to support costs and ring fencing a budget to offer additional financial and practical assistance to Winchester residents.

In response the ISG requested for HCC to submit a formal proposal setting out what they could offer within an enhanced fuel poverty programme for Winchester. The full proposal can be seen in *Appendix B*, where the following outcomes are projected for 2014/15 (on top of the existing county wide service):

- 200 additional households assisted via the telephone advice line
- 25 households receiving additional support from a HTCS Advisor home visit
- Provide an additional 30 Oil filled radiators at a cost of £1

- Relieve an additional 10 vulnerable Winchester households with repaired / replacement heating / hot water systems (unit cost dependent)

As a well established and already successful running initiative, the ISG felt that this enhanced programme offered the Council an effective way to impact more residents struggling to keep their home warm. The advice line and home visits service directly link to educating residents on how they can reduce fuel bills, which the ISG have established as the key issue to tackle with the funding that is currently available.

## 7.2. Home Energy Advice Resource

Winchester Action on Climate Change (WinACC) is currently designing a new scheme, a Home Energy Advice Resource (HEART), to launch later this year. The scheme takes a different approach to tackling fuel poverty focusing on two distinct strands, whilst utilising the widely advertised HTCS freephone line as the initial contact point for residents.

Firstly, HEART aims to target and train the 'advisors' who regularly come into contact with residents in their homes, particularly with the vulnerable groups who are more likely to suffer from fuel poverty. These advisors - our social workers, housing officers, Age UK visitors, etc. - have already established relationships with residents and can act as trusted individuals to share resources and put them in contact with HEART or HTCS. HEART's support and training will be offered to the Winchester Advice Partnership, which includes numerous organisations including the Citizens Advice Bureau, Carers Centre, Age UK, etc.

Secondly, HEART will provide services to anyone in the district who contacts WinACC on home energy reduction, but with a particular focus on helping private and social tenants who are not covered by HTCS. In these cases, HEART is committed to contacting landlords and influencing them to act through positive support on what they can do and how this may be funded. Furthermore tenants and landlords will be able to benefit from a new range of resources via the internet, handouts, home visits, etc.

As a new scheme, funding applications have been to the Big Energy Saving Network (£10,000), and WCC Active Communities Grant (£3,000), and WinACC would welcome further support from WCC. In response the ISG requested for WinACC to submit a formal proposal setting out what they could achieve if funding was awarded to this scheme. The full proposal can be seen in *Appendix C*, where the following output/outcomes are projected for 2014/15 and 2015/16:

<b>Output</b>	<b>2014-15</b>	<b>2015-16</b>
Website pages and texts for incorporation into WCC and RSL sites	10	10
Text and illustrations for the equivalent of at least 10 short leaflet / handouts (approx. total 2000 words) for use by WCC and RSLs	10	10
Training/briefing/refresher sessions for 6-12 advisers each	10	10

Casework support for advisers	25	50
Home visits to tenants	10	25
Home visits to see what measures are most appropriate to the home and how these might be funded	10	20
Energy monitor loans	20	50

### 7.3. Response to the Proposals

The ISG felt that both proposals merited the support of the Council and that the two schemes running in tandem would complement one another. As stated in WinACC's proposal, residents who are less likely to seek advice through the HTCS helpline would have the opportunity to hear about the support available to them from trusted advisors trained by HEART. Vice versa, residents who approach HEART can be signposted to benefit from HTCS's additional services.

Furthermore the combined and coordinated concentration of publicity in the Winchester district would open a significant catchment net to capture those in fuel poverty who need to know and access the assistance. With winter approaching and limited help available from elsewhere, (there is no more ECO Home Heating Cost Reduction Obligation funding available for 2014-15), it will be vital to ensure fuel poor households can access the support that these schemes can offer.

It was agreed that the ISG would recommend that both proposals are supported and allocated the requested funding, subject to the following additions:

	<b><i>Hitting the Cold Spots</i></b>	<b><i>Home Energy Advice Service</i></b>
Feedback	This needs to be discussed further and agreed with both parties but may include: <ul style="list-style-type: none"> <li>• a 6 month update and annual project report</li> <li>• In the case where social tenants are signposted to a service with HEART or HTCS there needs to be a mechanism for ensuring the outcome of the referral feedbacks to the landlord (this may be the Council or other registered social landlords)</li> </ul>	
Publicity	Publicising the schemes within the district will be essential to ensure maximum uptake of the two services; both organisations need to outline further how they will coordinate their efforts to engage with residents. (NB: The results from the private sector stock condition survey will identify the areas with highest percentages of fuel poor homes as well as individual properties to target).	
Future Funding	A commitment from both organisations to keep the Council updated with relevant schemes and funding streams as they become available. (This should include the Green Deal and Energy Company Obligations, which can offer more substantial funding towards the installation of insulation / upgrades / green technologies)	
Other	Outline the set of criteria that residents must meet in order to qualify for emergency financial and practical support	

## **8. Summary & Recommendations**

It is clear that both sectors, private and social housing, are seeing evidence of positive and long term investment into making homes warmer and more energy efficient. As household energy efficiency is a key factor in aggravating fuel poverty, the common priority is to improve the physical fabric of buildings through insulation measures before subsequently installing new systems. However, whilst vital in combating fuel poverty, the high cost of new, fuel efficient, low carbon technologies can appear to be prohibitive on available budgets.

Tackling fuel poverty by awareness raising and behaviour change interventions can also provide substantial and effective results as residents learn how they can control their fuel bills. This approach has repeatedly been stressed to the ISG, not only the importance of educating households alongside the installation of new systems, but also an emphasis on using simple techniques and small energy saving devices. This drive for facilitating behaviour change is supported by the results of the National Energy Study, and needs to filter down in to future Housing policies to ensure our own Council tenants reap the benefits.

Allocating a significant portion of the available funding to the schemes HTCS and HEART would provide a comprehensive service that residents of all tenures across the district can access. Crucially those who are the most vulnerable and fuel poor would also be able to access small grants and emergency assistance until their environment and/or circumstances can be improved. Furthermore, by ensuring that the two organisations keep Housing officers informed of future funding opportunities, the Council can be assured it is using external funding where possible to top off its existing budgets allocated to insulation / technology.

The ISG programme has had a limited timeframe and yet the benefits from hearing from multiple officers and external organisations have been invaluable. This reinforces how essential it is for the Council to engage more with partners and through local/regional networks to share best practise in this area. This will be vital in helping to shape a robust Energy Strategy for the Council's housing stock.

As a result of these findings, the ISG propose that the following recommendations should be taken forward:

- 1. That funds be deployed to support the delivery of Hampshire County Council's 'Hitting the Cold Spots' and WinACC's 'Home Energy Advice Resource' - complementary schemes that signpost, support and offer emergency assistance to residents living in fuel poverty. This includes the deployment of £55,204 in 2014-15 and £59,148 in 2015-16 for both schemes.*
- 2. That the forthcoming Energy Strategy for Council owned properties prioritises fuel poor households (SAP rating E, F or G and low household income) for energy efficient enhancements. The strategy must provide a cost benefit analysis on fuel efficient technologies, which can be used as guidance for private homeowners/tenants and landlords across the District.*

3. *That Housing Services continue to proactively introduce and pilot fuel efficient technologies, and subsequently acquire the necessary expertise to identify which technology is best suited to the property type and household make-up.*
4. *That in support of the Private Sector Housing stock condition survey £4,000 be allocated to the survey costs required to generate strategic fuel poverty data for the District, and the remaining funds (c. £1,600) be reserved for targeting and directing those households identified as fuel poor to the services of Hitting the Cold Spots and the Home Energy Advice Resource.*
5. *That the Housing Services' leaflet 'Keep your home free from Condensation, Damp and Mould' be reviewed by the TACT readers panel to ensure the effectiveness of ventilation alongside heating is highlighted, and then used to raise further awareness amongst Council tenants.*
6. *That the Council actively seeks to participate in appropriate and significant networks to learn and share best practice in this area.*

#### 8.1. Recommended allocation of funding:

<b>Fuel Poverty Reduction</b>	<b>2014-15</b>	<b>2015-16</b>
Budget Allowance (£)	60,000	60,000
<b>Allocation</b>		
Hitting the Cold Spots – enhanced programme for Winchester (HCC)	45,000	37,000
Home Energy Advice Resource (WinACC)	10,204	22,148
Stock Condition Survey (Private Sector Housing)	4,000	-
Targeting & directing fuel poor households (Private Sector Housing)	796	852
Total (£)	60,000	60,000

## Appendix A

**Fuel Poverty by Lower Super Output Areas***Department of Energy and Climate Change 2012*

Estimated number of households	Estimated number of Fuel Poor Households	Proportion of households fuel poor (2012 LIHC Definition)	WCCLSOA11NM
614	108	17.6%	St Luke Stanmore East
497	70	14.1%	St Luke Stanmore West
493	69	14.0%	St Luke Stanmore North
501	69	13.8%	Boarhunt and Southwick
803	101	12.6%	Itchen Valley
493	62	12.6%	Soberton Heath
840	105	12.5%	Droxford, Soberton and Hambledon
826	103	12.5%	Cheriton and Bishops Sutton
812	99	12.2%	Upper Meon Valley
679	77	11.3%	St Michael Cathedral
524	59	11.3%	St John Giles Hill
687	76	11.1%	St John Highcliffe
456	50	11.0%	St Paul West Hill
534	57	10.7%	St Paul Oram's Arbour
626	64	10.2%	Sparsholt
575	58	10.1%	Owslebury and Upham
484	48	9.9%	St Paul Fulford
586	56	9.6%	Old Alresford and Bighton
638	60	9.4%	Twyford
578	54	9.3%	Swanmore North
576	53	9.2%	Micheldever
453	41	9.1%	Shedfield Village
635	57	9.0%	St Bartholomew North Walls
960	85	8.9%	St Bartholomew Jewery & Hyde
700	62	8.9%	St John Winnall West
917	79	8.6%	Durley and Curdridge
552	47	8.5%	St Luke Kings
696	58	8.3%	Wickham East
650	54	8.3%	St Paul Chilbolton
681	55	8.1%	St Barnabas Weeke West
524	42	8.0%	St Barnabas Weeke East
775	61	7.9%	Hursley
816	64	7.8%	St Michael St Cross
832	64	7.7%	New Alresford Arlebury
620	48	7.7%	St John Winnall East
569	39	6.9%	St Michael Christchurch
577	38	6.6%	Shedfield & Shirrell Heath
629	41	6.5%	St Barnabas Weeke South
879	56	6.4%	Harestock
591	37	6.3%	Wonston
599	37	6.2%	Bishops Waltham The Chase
1,067	65	6.1%	South Wonston
694	42	6.1%	Denmead Worlds End



806	48	6.0%	Otterbourne
685	41	6.0%	St Barnabas Teg Down
665	40	6.0%	Denmead Bere
596	36	6.0%	St Michael Sleepers Hill
1,170	69	5.9%	Wickham West & Knowle
819	48	5.9%	Bishops Waltham South Central
708	41	5.8%	St Bartholomew Abbots Barton
831	47	5.7%	St Bartholomew Lankhills
796	45	5.7%	Colden Common North & Fishers Pond
737	42	5.7%	Denmead Anmore
584	33	5.7%	Swanmore South
631	34	5.4%	Bishops Waltham Ashton
518	28	5.4%	Littleton
655	34	5.2%	Olivers Battery
563	29	5.2%	Kings Worthy Springvale
519	26	5.0%	Waltham Chase North
838	41	4.9%	Bishops Waltham Newtown
654	30	4.6%	Old Kings Worthy
727	31	4.3%	New Alresford Central
612	24	3.9%	New Alresford Cricketers
868	32	3.7%	Colden Common Central
587	22	3.7%	Kings Worthy Hookpit
616	22	3.6%	Badger Farm West
629	19	3.0%	Denmead Barn Green
491	14	2.9%	Badger Farm East
645	17	2.6%	Whiteley East
634	12	1.9%	Whiteley North West

**Appendix B**

## Hitting the Cold Spots enhanced fuel poverty programme for Winchester 2014/15

### 1. Summary

This application is for funding to provide Winchester City Council residents with additional and dedicated support from the existing countywide Hitting the Cold Spots initiative, over and above what is currently available. It has been written to be both a stand alone proposal and to compliment the proposal from WINCACC.

The two proposals will be able to provide additional help to owner occupiers, tenants of the City Council, local housing associations (RSLs) and private landlords.

The collaboration will ensure that anyone who contacts either agency receives the service most appropriate to their situation. Publicity and branding will be co-ordinated to avoid confusion. The main contact for both projects will be through the dedicated and widely advertised Hitting the Cold Spots telephone number.

### 2. Background

The residents of Winchester are currently supported by the county wide Hitting the Cold Spots initiative, funded by Hampshire County Council (HCC) Adult Services and Public Health and run under contract, by the Environment Centre (tEC), a registered environmental charity. [www.hants.gov.uk/cold-spots](http://www.hants.gov.uk/cold-spots)

Hitting The Cold Spots (HTCS) is Hampshire County Council's response to the guidelines and recommendations of the Cold Weather Plan for England 2012 aimed at reducing the number of people who suffer from the effects of cold weather and the impact of fuel poverty; particularly during the winter months.

The HTCS project is integrated in HCC policies regarding excess winter death and fuel poverty. It specifically features in the Joint Health and Wellbeing Strategy for Hampshire 2013-18 (Healthy Communities section), and the joint action plan for the Ageing well in Hampshire Older People's Well-Being strategy 2014-2018.

Furthermore, HTCS supports the delivery of HCC's Emergency Resilience Plan and local action under Home Energy Conservation Act, 1995 (HECA). Hitting the Cold Spots has informed the development of a chapter on fuel poverty and excess winter deaths in the refreshed Joint Strategic Needs Assessment (JSNA) written by Public Health and HCC Economy, Transport and Environment team.

The project, which is available across the Hampshire County Council administrative area, is supported by a broad range of both statutory and voluntary sector partners, with their own wide networks of contacts that enables the project to reach into the community to help the most vulnerable. Indeed the success of the project rests on this partnership approach.

### **The Hitting the Cold Spots Service**

The current service provides the following information, advice and practical support across the county.

#### **1. Support available to all tenure types, Hampshire residents aged 18 and over:**

- Access to small grant support to help cope with winter fuel emergencies
- Practical support and advice with debt, money and benefits
- Free Home Safety visits which can include a carbon monoxide monitor, smoke detector and a fire safety plan
- Assistance to switch energy provider or tariff to help save money on fuel bills

#### **2. Additional support available to owner-occupiers**

- Visits from Hitting the Cold Spots qualified Advisors offering advice and practical support
- Support with provision of alternative heating measures (electric oil filled radiators) if they are without heating.
- Help to access funding for boiler and hot water repairs and replacements including possible support through HTCS's discretionary fund

#### **3. Additional support available to private tenants**

- Visits from Hitting the Cold Spots Advisors offering advice and practical support
- Support with alternative heating measures (electric oil filled radiators) if they are without heating

### **Hitting the Cold Spots service is provided by the Environment Centre (tEC)**

Established in 1993 the Environment Centre (tEC) is an independent charity (and company limited by guarantee) based in Southampton. tEC's mission is to provide practical support to individuals, communities and businesses wanting to enhance their environment and reduce their use of natural resources. The Environment Centre (tec) has been involved with the HTCS project from its inception and currently provides the freephone advice line, home visiting by qualified Advisors and manages the project's heating and hot water repair and replacement fund.

tEC ensures that all its staff are well qualified and experienced; the advice line staff have City and Guild level 3 In Home Energy Awareness with two holding City & Guilds level 3 in Renewable Energy in the Home. One member of staff has recently

completed training in City & Guilds level 2 award in Fuel Debt Advice in the Community. The Hitting the Cold Spots home visiting advisers all have a background in social care, voluntary sector and energy efficiency/sustainability

Furthermore, two tEC staff have recently qualified as Green Deal Assessors (August 2014) which will enable tEC through Hitting the Cold Spots to provide detailed support to Hampshire residents looking to take advantage of energy efficiency grants/loans through the Green Deal or ECO (Energy Company Obligation).

#### 4. Proposal

Hitting the Cold Spots proposes to use additional resources to enhance the existing service available to Winchester residents.

##### Specifically:

- An increase in dedicated HTCS Advisor and phone line support for Winchester
- Additional funding to be held - as a ring-fenced budget – to provide financial and practical assistance to vulnerable Winchester households to assist with essential heating and/or hot water system repairs or replacements.
- To provide separate monitoring and evaluation of the enhanced service for Winchester
- Increase the general publicity available to Winchester residents as they will have an enhanced service available to them. ( This is in addition an article going to appear in HCC Hampshire Now to go to every household November 2014 (46,000 in Winchester)
- To target the HTCS publicity to specific areas of Winchester identified using local residency and deprivation data.

##### The objectives of an enhanced Hitting the Cold Spots service for Winchester:-

- To ensure that the general public, professionals and volunteers have access to appropriate information advice and support on keeping warm and well
- To compliment WinACC's work with local residents specifically in social and private housing and on reduction of energy use and costs.
- To reduce the number of Winchester residents living in fuel poverty
- To maximise uptake of energy efficiency measures available
- To reduce the district's CO<sub>2</sub> emissions

##### Details of the Hitting the Cold Spots service provision

The following existing service will be enhanced, with additional funding, to provide more dedicated service for Winchester ensuring more vulnerable residents can receive the help they require:

##### *Advice Line*

Operating Monday to Friday, 9am to 5pm the advice line is staffed by independent, professional and trusted energy advisors offering impartial information and advice to

Hampshire residents on increasing their energy, waste and water efficiency, saving money and keeping warm and well.

Where appropriate signposting and direct referrals will be made (with permission of the household) to other sources of assistance including: benefits advice, charitable funding, financial and consumer advice, help with fuel bills and fuel debt, home safety and security, home support (independence and wellbeing).

Having the single point of contact via the advice line acts as a hub for residents and voluntary and statutory organisations, allowing for the comprehensive management of the customer's journey, through call backs and progress updates. By providing a high calibre advice line enables that the more intensive support provided by the HTCS home visiting advisors is reserved for the most vulnerable customers.

### ***HTCS Advisors (home visiting)***

The HTCS Advisors provide "hands-on" practical support to those households identified as requiring additional assistance by advice line staff. The Advisors are able to visit owner occupier homeowners and private tenants in their homes.

Primarily the Advisors can:

- React quickly to provide temporary heating (oil filled radiators) to households that are without heating.
- Provide access to small grants support to help cope with winter emergencies
- Assist the household explore funding options for heating and hot water system repairs and replacements including charitable trusts and government grants/loans (Green Deal and ECO). The Advisor can carry out an assessment and apply for HTCS funding to assist with these costs.

In addition to the home visits, the HTCS Advisors act as co-ordinators by liaising with other services (including HCC Adult Services, HCC Community Independence Team, local housing departments, national energy companies, charitable trusts, CAB), agencies, contractors and family members (particularly for more vulnerable residents) in order to organise and secure appropriate support.

### ***Heating and hot water system repairs and replacements***

In the most extreme cases, funding is available to the most vulnerable households<sup>§</sup> using an agreed HTCS review procedure to assist with heating and hot water system repairs and replacement (including provision of temporary heating). In providing this support, the project continues its efforts to reduce the effects of cold homes and fuel poverty.

HTCS funding is used to wholly or partially finance repairs and replacements. In order to maximise the number of households supported alternative funding options were explored wherever possible.

Due to no Energy Company Obligation Home Heating Cost Reduction Obligation (ECO HHCR) funding being available, Hitting the Cold Spots expects there to be greater demand for this resource winter 2014-15.

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<sup>§</sup> Households with occupants within at-risk groups as identified in the Cold Weather Plan for England 2013.

## 5. Outcomes

The following outcomes are for 2014/15 as those for 2015/16 will depend on the level of funding in the ring fenced practical budget

- 200 additional households assisted through Hitting the Cold Spots via the telephone advise line
- 25 households receiving additional support from HTCS Advisor home visit
- Provide an additional 30 Oil filled radiators s at a cost of £1
- Relieve an additional 10 vulnerable Winchester families with repaired/replacement heating/hot water systems (unit cost dependent)

## 6. Funding application

This funding request is based on the knowledge of the funding requests from WinACC for 2104/15 and 2105/2016. In either years any further available funding can be placed in the ring fenced budget for practical support for Winchester residents, so this can be a more open ended figure.

	2014/2015	2015/2016
Additional HTCS staff resources to support increase demand from Winchester C.C. This will include :  .5fte advisor per week for Winchester to provide home visits and follow up support. Additional support for the advice line and management time	£9,280 +VAT	£9,280 +VAT
A ring fenced budget for the management and implementation of practical support for residents to help to alleviate fuel poverty including;- <ul style="list-style-type: none"> <li>• oil filled radiators,</li> <li>• small grants for winter emergencies</li> <li>• repairs and/or</li> </ul>	£35,720	£27,720

	2014/2015	2015/2016
replacements to heating and hot water systems		
Total	£45,000	£37,000

## Appendix

### Key finding from the HTCS Evaluation Report 2013-14

- **93%** of HTCS customers would recommend the HTCS service to a friend, neighbour or family member.
- **92%** of referral agents considered the HTCS service had a **positive impact on their customers' health and wellbeing**.
- **The majority of HTCS recipients wouldn't have accessed help without the HTCS support.**

### Case Study

Mrs B, 61, f, contacted HTCS when her 8 year old boiler failed and needed a replacement part. She was in receipt income and disability related benefits.

An Advisor visited Mrs B finding the property to be extremely cold. The homeowner was spending long periods away from her home during the day in an effort to keep warm. As she had significant health issues including osteo- and rheumatoid arthritis, she was becoming increasingly concerned about the effect of the cold on her health.

A local BWC contractor visited and identified that the boiler had an unrepairable fault. Given the concerns about her health, HTCS agreed to fund a replacement boiler. Mrs B was delighted, relieved and hugely grateful.

***"I would not have been able to replace the gas boiler myself, at great detriment to my physical health and mental and emotional wellbeing."***

In the months following the boiler installation, the customer managed to reduce her monthly fuel bill from £151 to £102.

### Contact

Alex Burn  
Head of Older People's Well-Being Team  
Hampshire County Council

Email: [Alex.Burn@hants.gov.uk](mailto:Alex.Burn@hants.gov.uk)  
Phone: 01962 847279



Hampshire  
County Council

**tec** the Environment Centre (tec)  
you = your business = your community

## Appendix C



Room 163, Main Building  
Sparkford Road  
University of Winchester  
SO22 4NR  
01962 827083/07779 283451  
winacc@winacc.org.uk  
winacc.org.uk

## Proposal for HEART fuel poverty project

### 1. Summary

This is a bid for funding from the fuel poverty fund for a new Home Energy Advice Resource (HEART). HEART will work in close collaboration with the agencies that form the Winchester Advice Partnership and complement Hitting the Cold Spots.

### 2. Aims of the two proposals

WinACC and Hitting the Cold Spots are submitting separate proposals. The two proposals can stand alone, but also complement each other. They mean that Hitting the Cold Spots and WinACC will be able to do more to help owner-occupiers, particularly older people who are asset rich but cash poor, and more for tenants of the City Council, local housing associations (RSLs) and private landlords.

Through the collaboration between HEART and Hitting the Cold Spots, we will ensure that anyone in Winchester District, whatever their tenure, gets appropriate help:

1. To take steps themselves to reduce their energy use and costs.
2. To identify what can be done to make their homes more energy-efficient.
3. To fund measures that cost money. This may be through schemes organised by Government, such as grants from ECO (Energy Company Obligation) or Green Deal loans, or income from feed-in tariff and Renewable Heat Incentive; through the HCC-funded Hitting the Cold Spots scheme for elderly or disadvantaged owner-occupiers in fuel poverty; or by stimulating their landlord to implement energy-saving measures.

This help can be directly to the householder, or indirectly through training and casework support to people (both paid and volunteer) who are in contact with members of the public who need help.

The collaboration will ensure that anyone who contacts either agency receives the service most appropriate to their situation. Publicity and branding will be co-ordinated to avoid confusion. The main contact will be through the dedicated and widely advertised Hitting the Cold Spots telephone number. To ensure that all enquiries are handled as efficiently as possible, WinACC will ensure that anyone who contacts WinACC direct knows of the full range of services available through Hitting the Cold Spots.

### 3. Background



Winchester Action on Climate Change Ltd (WinACC) is a charitable company limited by guarantee (company no: 08013043, charity no: 1150754). Formed in 2008, we are local people, communities and policy-makers, working together to create a sustainable future. WinACC's mission is to cut the carbon footprint of Winchester District.

In 2012 and 2013, WinACC ran two large energy-saving projects in partnership with Winchester City Council, both funded by DECC. These projects mainly reached the owner-occupiers who were most likely to have money to invest in energy-saving.

#### **4. The Home Energy Advice Resource**

To complement Hitting the Cold Spots<sup>5</sup>, HEART will have two main strands:

- for advisers who are in contact with members of the public who need help
- for tenants of social or private housing

In addition, WinACC will:

- provide resources such as energy monitor loans
- ensure that anyone who uses its website or phone lines direct is linked to appropriate services from Hitting the Cold Spots.

##### **1) Support for advisers**

People in fuel poverty or who are worried about their energy bills don't always have the ability to sort out an answer without help. Sometimes they ask people they trust, such as Age UK visitors. Sometimes, energy bills are one part of a larger problem being handled by, for example, the Citizens Advice Bureau. And sometimes the initiative to find help will come from someone who visits them and realises that their home is cold, such as a social worker. For convenience, we are describing all these people as "advisers".

Advisers need to be confident in advising their service users/customers on energy-saving. HEART plans to give them this confidence.

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<sup>5</sup> The county-wide Hitting the Cold Spots initiative, funded by Hampshire County Council Adult Services and Public Health and run under contract by the Environment Centre (registered charity) aim is to reduce the effects of cold housing and fuel poverty on the health and wellbeing of the residents of Hampshire County Council area (i.e. excluding Portsmouth and Southampton).

Owner occupiers can receive visits from Hitting the Cold Spots Advisors offering advice and practical support, and help to access funding for boiler and hot water repairs and replacements. All residents over 18 years of age can get:

- Support with alternative heating measures (electric oil-filled radiators) if they are without heating.
- Access to small grant support to help cope with winter fuel emergencies.
- Practical support and advice with debt, money and benefits.
- Free Home Safety visits which can include a carbon monoxide monitor, smoke detector and a fire safety plan.
- Assistance to switch energy provider or tariff to save on fuel bills.

HEART's support will be accessible to the Winchester Advice Partnership, which includes Winchester District Citizens Advice Bureau, Age UK Winchester, Alzheimer's Society Winchester, Carers Centre (Princess Royal Trust for Carers), HOMER Substance Misuse Service, Winchester Live at Home Scheme, Trinity Centre, WACA Volunteer Centre and Winchester Churches Night Shelter, housing management and welfare staff at WCC and RSLs, social care workers, health visitors, parish councils, community organisations, schools and faith community leaders. In other words, anyone who helps vulnerable people, or who is likely to be asked for information about energy-saving.

We will offer training – basic, refresher, and updates when changes are made – so that advisers can give basic information and help on:

- how people can reduce their energy use at low or zero cost, e.g. by better use of heating controls and switching off electric gadgets.
- How people can reduce the price of their energy.
- The type of measures which could make their home more energy-efficient. Our experience of the help-line service we provided in 2013 demonstrated that some cases are too complicated to resolve without a home visit from an energy expert. Our bid therefore includes funding to pay for the technical expertise of a professional to do home visits to a limited number of cases each year.
- How to pay for measures that cost money. This may be through Government schemes and loans, through Hitting the Cold Spots, or by stimulating their landlord to implement energy-saving measures.

This will be backed by the services provided to all (see below).

Advisers will also be offered support on individual cases, customised to the situation from the following range:

- referral to Hitting the Cold Spots to take over the case, including radiator loans, small grants, and advice on benefits and energy costs).
- Casework support via a telephone/email helpline, so that advisers can find out more about what to suggest to their client, including details about how to access funding to pay for measures as well as how that person could reduce their own energy use.
- Joint home visits with an expert from Hitting the Cold Spots, so that the adviser can develop their skills in advising claimants about how they can cut their energy use.
- Joint home visits with a buildings assessor provided through WinACC, to see what measures are most appropriate to the home and how these might be funded.

Age UK Winchester, Winchester Citizens Advice Bureau, Amber Russell (Tenancy Services Manager at Winchester City Council) and the Winchester Advice Project Co-ordinator have all welcomed this proposal for a support service for advisers. The CAB, which is familiar with the model from the housing adviser support service provided by Shelter, offered to accommodate HEART.

A big benefit of this approach to advice is that its effect is cumulative. The longer it continues and the more advisers consult it, the greater their average level of knowledge and the more people they can help with less support. The unit-cost per case reduces, and HEART can reach a wider range of advisers.

## **2) Services for people in rented housing who are currently not covered by Hitting the Cold Spots.**

People in rented accommodation may need help to identify what can be done to make their homes more energy-efficient, and help to get their landlord to act.

HEART will contact landlords to encourage them to act. In the case of tenants of WCC and RSL (housing association) property, we would hope that this would be fairly straightforward, being mostly a case of bringing the problems to the attention of housing management. In privately rented housing, landlords need to be influenced to act by knowing what could be done, how it could be funded (including Green Deal loans), the net cost and the returns, and the legal requirements that shortly come into force.

In addition, HEART will help tenants reduce their energy use at low or zero cost. Examples are how to use the heating controls in their home e.g. the boiler, thermostat, thermostatic radiator valves, time switches; lifestyle changes to reduce wasted energy e.g. switching off not stand-by. HEART will do this by:

- prioritising housing management and tenant support staff for the training outlined above
- writing dedicated website pages for tenants, which can be accessed through WinACC’s website and given to social housing landlords for their own sites
- preparing written materials for tenants, which can be incorporated into social housing landlords own tenant information packs or given to tenants from WinACC
- offering home visits to assist tenants to understand how they can reduce their energy use
- as resources permit, targeting specific areas with the most private rent accommodation and fuel poverty, starting with Stanmore.

### **3) Services for anyone who contacts WinACC on home energy reduction**

Anyone in Winchester District, whether they contact Hitting the Cold Spots or WinACC, will be able to access:

1. light bulb “library”
2. energy monitor loan
3. thermal imager loan
4. referral to Solent Green Deal (Winchester City Council has an agreement to use this local authority partnership for Green Deal and related activities)
5. independent professional advice on the specific energy problems of their home, and appropriate measures to make their home more energy-efficient, including where appropriate home visits, thermal imaging, and if desired a written report (chargeable to people who are not eligible under Hitting the Cold Spots)
6. dedicated pages on the WinACC website addressing the most commonly asked questions, with links to Hitting the Cold Spots and other accurate up-to-date information sources such as the Energy Savings Trust
7. detailed factsheets (avoiding duplication with Hitting the Cold Spots)

## **5. Outputs and outcomes**

Not counting any aspects of the proposals falling under Hitting the Cold Spots, it is intended that HEART will enable WinACC to deliver these outputs:

<b><i>Output</i></b>	<b><i>2014-2015</i></b>	<b><i>2015-2016</i></b>

<b>Output</b>	<b>2014-2015</b>	<b>2015-2016</b>
Website pages and texts for incorporation into WCC and RSL sites	10	10
Text and illustrations for the equivalent of at least 10 short leaflet/handouts (approx. total 2000 words) for use by WCC and RSLs	10	10
Training/briefing/refresher sessions for 6-12 advisers each	10	10
Casework support for advisers	25	50
Home visits to tenants	10	25
Home visits to see what measures are most appropriate to the home and how these might be funded	10	20
Energy monitor loans	20	50

## 6. Project management, monitoring and evaluation

WinACC will employ the same freelance project manager as used for our two large DECC-funded projects, Peter Richardson. He is an experienced ex-IBM project manager with expertise in energy-saving in buildings, and is studying for a Green deal assessor qualification. The project manager will be managed by WinACC's Director. WinACC's Better Buildings Action Group will form the project board. The board will report to the WinACC trustees/directors and to WCC.

The project manager will lead overall project planning, gather data to match performance against plans and on outcomes e.g. emission reductions, and manage the budget and allocated staff and volunteers.

The project plan will set out milestones (financial and output). Monthly reports to project board meetings will show out-turn compared with forecast.

The project will be evaluated by the project manager to show outputs and, as far as can be estimated, the likely savings of both money and emissions.

## 7. Resources

<b>Income</b>	<b>notes</b>	<b>2014-15 £</b>	<b>2015-16 £</b>
Big Energy Saving Network (applied for)	1	10,000	0
WCC Active Communities grant for website refresh (applied for)	2	3,000	0
WCC grant for fuel poverty		10,204	22,148
<b>Total Income</b>		<b>23,204</b>	<b>22,148</b>
<b>Expenditure</b>			
HEART adviser/trainer	3	9,600	9,600

Information on website and leaflets		3,000	500
Event costs incl. volunteer expenses	4	1,000	1,000
Home visits on building energy measures	5	1,000	2,000
Project management, evaluation and governance		3,000	3,000
Management & governance	6	2,264	2,708
Office, admin and communications support	7	3,341	3,341
<b>Total Expenditure</b>		<b>23,204</b>	<b>22,148</b>

### Notes

1 Applied for - decision due 1 Sept

2 Applied for - decision due 12 Sept

3: 0.4 FTE incl NIC

4: Mostly to reimburse volunteers for attending training; also for office volunteers.

5: Payment by the hour – estimated at £100 per visit

6: 25% of WinACC total cost of governance and reporting, financial fees, insurance plus 2 hrs p.w. of Director.

7 25% of WinACC total cost of stationery, postage etc., website, office, plus half-day p.w. of Office and Events Manager.

WinACC brings assets to the project:

- light bulb “library”
- energy monitor loan scheme
- thermal imager, camera, ladder and other equipment to assist property energy assessments
- serviced office
- website infrastructure

Better Buildings Action Group whose members include active and retired architects and building energy professionals

As shown above, WinACC has already applied for funding for aspects of HEART, all only for 2014-2015. WinACC has also agreed with WCC Housing Management to submit a funding bid to pay for a pilot with Council tenants (already discussed, application pending). If the all the funding applications result in more being raised than the budget above requires, any additional funding will be used to increase the number of people helped, in particular with practical measures which are low cost and high impact, if these cannot be funded in any other way.

Christine Holloway

Executive Director

19 August 2014