

TACKLING FUEL POVERTY TOGETHER

2019/20



WARM WALES
CYMRU GYNNES



FOREWORD

Tackling Fuel poverty, health issues and improving well-being.



Jonathan Cosson

Director, August 2019

Warm Wales Cymru Gynnes CBC is proud to have been the first Community Interest Company (CIC) established in the UK to tackle fuel poverty by implementing energy efficiency measures across Wales and the South West of England.

We pride ourselves on our strong history of working in partnership with the public, private and third sectors. Our CIC status means that we bring a community-centric approach to economic, social and environmental sustainability whilst we invest in the communities in which we work to leave a legacy of positive achievements. We have embraced this and have seen the

impact of our work grow. On reflection, Warm Wales can look back on the last 15 years with pride.

We are in an exciting period and with the adoption and implementation of the Well-being of Future Generations (Wales) Act embedded throughout our activities, our goal to relieve fuel poverty, promote well-being, and protect health by promoting the efficient use of energy and so reduce the health inequalities affecting fuel poor households continues.

However, there is still lots to do, the Government stated that fuel poverty would be eradicated by 2018 but we have seen figures go in the opposite direction. This is highlighted by the latest 2019 Welsh Government statistics estimating that around 12% of households in Wales are affected by fuel poverty.

Despite this, Wales is trying to drive forward change. Decarbonisation is central to the Welsh Government's agenda on tackling climate change and through the Environment (Wales) Act it has stated its ambition to achieve zero emissions no later than 2050.

We will seek to change the long-term behaviour and attitudes of individuals towards energy consumption. Our ambition is to help create and support integrated partnerships with Local Councils, Health Authorities and other organisations working to identify and alleviate poverty to reduce the incidence of cold-related health conditions, thereby reducing demand on hard-pressed care services in the Health and Social Service sectors.

Community involvement is an important aspect of our work. Each household in the UK creates around six tonnes of carbon each year through energy use in the home alone. By taking simple energy efficiency measures the average household could save around £200 a year, equivalent to a saving of two tonnes of carbon dioxide a year.

We will continue to grow as an organisation, finding new and innovative ways to develop and succeed in a financially changing and challenging environment. Amongst current projects we continue to work in partnership with Wales & West Utilities, providing gas connection grants to help qualifying households connect to the gas network, the cheapest and easiest way to take families out of fuel poverty.

Our FRESH vulnerability mapping service is at the forefront of data mapping for the identification of poor housing stock, ill health and vulnerable people.

It is through this data mapping that our Community Workers target the neediest in the most deprived locations and offer support through our Healthy Homes Healthy People project. Warm Wales has an established track record in seeking to reduce the adverse impact of fuel poverty. Through our Community Workers we deliver a range of projects to engage with local people and encourage them to participate in activities relating to energy.

As the current Director of Warm Wales, I would like to thank all those that have supported the organisation over the years. Our impact on the ground could not be achieved without our dedicated staff, funders and sponsors.



WARM WALES
CYMRU GYNNES

FUEL POVERTY IN WALES

Fuel poverty is a term we have become all too used to hearing, although how many of us understand what it really means, or the true extent of the problem?

A household is regarded as being in fuel poverty if they are unable to keep their home warm at a reasonable cost. In Wales, this is measured as any household that would have to spend more than 10% of their income on maintaining a satisfactory heating regime. If a household is spending more than 20% on heating this is defined as severe fuel poverty. Vulnerable households is another phrase frequently used, these households are defined as those with a person aged 60 years or over, a child or young person under the age of 16 years and/or a person who is disabled or has a long-term limiting condition.

The effects of fuel poverty are described by Public Health Wales as follows.



Fuel poverty presents serious health risks... with cold homes contributing to excess winter mortality and to a range of symptomatic illnesses. A cold house is also likely to be damp and this has implications for people with asthma and other respiratory problems.

Welsh Government released their latest estimates on fuel poverty in May 2019, these were the headline findings.

155k

155,000 households in Wales were living in fuel poverty

32k

32,000 households were living in severe fuel poverty

130k

130,000 vulnerable households in Wales were living in fuel poverty

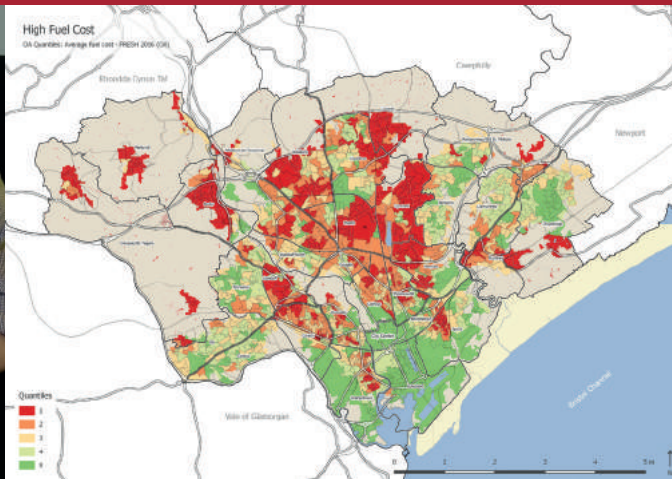
19k

19,000 vulnerable households were living in severe fuel poverty

Although higher incomes and greater energy efficiency have led to a reduction in the number of fuel poor households in Wales, the Welsh Government target of eradication by 2018 has not been realised. A new plan to tackle the problem is due in 2020; in the meantime Warm Wales and other organisations will continue to identify and support the large numbers of Welsh households suffering in fuel poverty.

FRESH VULNERABILITY MAPPING

Foundation data for Robust Energy Strategies for Housing (FRESH) Vulnerability Mapping.



Warm Wales and The Welsh School of Architecture developed the FRESH vulnerability mapping tool to help identify houses prone to fuel poverty.

What is FRESH?

FRESH vulnerability mapping takes complex big data on poor health and income and matches that with street-level maps of poor housing. It overcomes the limitations of the larger area grouping of LSOA data by applying 'finer grain' OA data analysis. This creates a much more detailed and usable neighbourhood profile, enabling specific streets to be identified.

How does it help?

FRESH vulnerability mapping identifies 'street clusters' of fuel poor, energy inefficient households, based on mass EPC analysis. This results in a suite of powerful maps, showing levels of vulnerability which can then be cross-matched with local agencies, including DWP housing benefits data and GP Health Cluster data, to help prioritise existing resources. As well as helping to direct existing resources more effectively, it is typically being used to provide a sound database to apply for external grant funding.

FRESH is proficient at highlighting areas that suffer from low average incomes, ill health and poor housing stock. The combination of these characteristics signifies a high likelihood of fuel poverty.

Who benefits?

Low income households are a key target group as they have limited financial means to be able to heat their homes to suitable levels of warmth in cold winters. Low income households may come up against a "heat or eat" dilemma whereby they have to make a decision between heating their home and buying food. The limited financial means of low-income households also reduces their ability to pay for energy efficiency improvements to their homes, in order to make them easier to heat and cheaper to run.

FRESH in practice

FRESH vulnerability maps are now being used to guide the deployment of regional Community Workers across Wales and the South West of England who are delivering our Healthy Homes Healthy People project. This works in partnership with local third sector agents, avoiding duplication and harnessing 'local knowledge' to identify vulnerable households with house-to-house surveys. FRESH provides a complete all-authority and all-tenure 'spotlight' on those most likely to be vulnerable to suffering from fuel poverty and cold-related ill-health.

HEALTHY HOMES HEALTHY PEOPLE (HHHP)

Delivered through a network of Community Workers, HHHP is a ground-breaking street level project, being delivered across Wales and the South West of England.

What is HHHP?

We take a community-centric approach to addressing need in order to improve health and wellbeing. This creates a home which is safe, warm and secure for all. Community workers visit householders in their own homes, providing free, face-to-face advice and support plus referrals to a network of partners.

How does it help?

The principal aims & objectives of the HHHP project are:

- Identify vulnerable households by screening in selected areas
- Offer immediate, practical advice and support to improve the following:
 - *Energy efficiency of homes*
 - *Fuel affordability*
 - *Increase household income*
 - *Home safety*
- Further specialised advice, support and services via partner agencies

To select delivery locations, Warm Wales uses FRESH vulnerability maps along with local partners to identify areas with households that are low income, affected by poor health and are fuel poor. Warm Wales recruits, manages and trains Community Workers to recognise the symptoms of an unhealthy home environment with the aim of providing relevant support.

HHHP area model



Who Benefits?



Everyone

- ✓ Energy saving advice
- ✓ Smart meter advice
- ✓ Benefit entitlement advice
- ✓ Tariff switching service
- ✓ Carbon monoxide awareness
- ✓ Fire safety & smoke alarm advice



Criteria dependent

(Vulnerable, key benefits, age, poor health)

- ✓ Carbon monoxide detector
- ✓ Slips, trips & falls assessment
- ✓ Debt management
- ✓ Free gas connection
- ✓ Cooker locking valve
- ✓ Home insulation & heating
- ✓ Priority services register
- ✓ Community alarm, key safe
- ✓ Fuel debt assistance
- ✓ Water tariff discounts/rebates
- ✓ Nest/boiler replacement referral

Results to date

(October 2017 - July 2019)



HEALTHY HOMES
HEALTHY PEOPLE

CARTREFI IACH
POBL IACH

Engagement – 16,911 households across South Wales, North Wales and Cornwall.

Every household received a letter and was door knocked, this resulted in a total of 2,011 face to face surveys being carried out.

Outcomes/Savings: The project realised total savings of £1.3 million (including actual savings, potential savings and measures installed), an average saving of £646 per household.



16,911

Households engaged



2011

Face to face surveys



£1.3m

Total savings



£646

Savings per household

Case Studies

By providing holistic, face to face services in the client's home, we are able to reach vulnerable consumers who may not have access to support.

*Mr T lives alone and was struggling to make ends meet with only his pension as income. Our Community Worker telephoned his energy company and secured him a **saving of £193.76 per year**. He was also switched to the Dŵr Cymru Welsh Water HelpU tariff with a **saving of £176 per year** and was added to the PSR register which provided him with peace of mind. He was so pleased with the service provided he asked us to help his brother, who we were able to assist through a phone appointment.*

*Mrs W is a pensioner who lives alone; she was on a state pension, had no savings and had recently suffered a stroke. Her boiler had broken down and she was living with no heating or hot water. We visited Mrs W and provided her with energy saving and CO safety advice, added her to the PSR, assisted her to claim **pension credit worth £1046.65**, supported an application for a **new boiler installation worth £3,500** and referred her for a level access shower.*

"You've done more for me in two hours than anyone else has done in six months. I wish there were more people in the world like you, I cannot thank you enough for all the help you've provided."

Mrs W

GAS CONNECTION GRANT

Fuel Poverty Network Extension Scheme (FPNES)

For many homes, a switch to a gas central heating system can improve the energy rating of the property and reduce energy bills significantly. Warm Wales work in partnership with Wales & West Utilities to provide eligible householders with gas connection grants. These can then be used against the cost of a new gas connection.

Who Benefits?

For those living in a privately owned or rented property there are two ways of qualifying for a gas connection voucher:

- 1** Living in a privately owned or rented property and receiving key qualifying benefits
- 2** Being a social tenant, or living in a privately owned or rented property and spending a high percentage of disposable income on household fuel

How does it work?

Warm Wales proactively seek out householders who could benefit from a gas connection grant and explain the potential benefits. We operate an online application portal and a phone helpline service to support applicants throughout the process.

Making a difference

Since the scheme started in October 2009 more than 12,000 properties have received gas connection grants towards the cost of connecting to mains gas. The scheme is set to run until at least 2021 and we are committed to helping Wales & West Utilities connect another 3,000 households to the gas network.

Gas Connection Project Statistics

12,000 Voucher's issued	£12,500,000 Voucher value	£1,040 Average voucher value
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WARM SCHOOLS

The Warm Schools project is an innovative school education programme that provides schools and their local communities with an understanding of utility conservation and how simple changes can have positive impacts on the local community.

What do we offer?

Warm Wales assist schools to deliver activities that will increase learning and understanding of energy conservation, equipping future consumers to better understand how they can reduce usage and save money. Interactive, fun and hands-on workshops provide pupils and staff with the necessary skills to help schools curb their energy costs.

The Benefits

In order to engage and involve the local community, schools organise community energy surgeries to disseminate their new skills and knowledge to the wider community. At these surgeries, pupils are the experts, providing information and strengthening links with the local community.

Understanding the role of resources and their contribution to society is an important aspect of the education process and has wide ranging links to National Curriculum key stages 1 and 2. These lessons, such as meter and bill reading, have practical benefits and can alter attitudes towards energy conservation.

Project outcomes



Pupils, teachers and community members gain knowledge of energy conservation and gas safety issues



Schools reduce costs allowing for increased investment in additional educational resources for pupils



Community members reduce their utility usage, increasing disposable income and reducing fuel poverty



New relationships formed between pupils and local community, breaking down barriers between older and younger generations



Schools and communities reduce their fossil fuel usage and their impact on the environment

Project Need

The project has been developed based on the principles of a range of policies and strategies. The key ones being, the Well-being of Future Generations (Wales) Act 2015 and the Environment (Wales) Act 2016, which both aim to create legislation to secure the long-term wellbeing of Wales. Both Acts relate to the way schools operate and plan for their utility usage and will impact on their pupils and staff.

Motivating the young is essential to achieving a more sustainable way of living and therefore exposing pupils within schools to the issues surrounding utility energy conservation and general energy efficiency issues is vital.

The programme aims to bring financial savings to schools through the delivery of best practice advice, good-housekeeping techniques and environmental education to raise awareness amongst school members. Individuals will be informed of the benefits associated with utility management and encouraged to implement simple reduction measures.



Peter Hunter

Vice Chair of Governors
Catwg Primary School

'I believe your project is the sort of initiative we need to help children; parents and the wider community understand and develop strategies for saving energy and combating climate change. Primary school children will be the ones affected by the wasteful use of energy in the past, so you have my wholehearted support.'



FUEL SWITCHING

Warm Wales offer a website-based energy comparison and switching service that allows householders to save money by getting a better deal on their gas and electric bills.



What we offer

The comparison tool has been kept as easy to use as possible, all users need to compare the latest deals is a postcode and details of their current spend and supplier. The easy to follow on-screen instructions will allow users to compare and switch energy supplier in around 5 minutes. We also provide a helpline number in case additional support is required.

**Switching data Jan -Jun 2019*

Savings

We work with a number of smaller energy suppliers, such as Octopus and Spark, to ensure that we have a great range of direct debit and pre-payment tariffs available. The annual savings that could come from energy switching are typically around £220*, but if a householder has never switched it could be considerably more.

FIND OUT MORE AT:

warmwales.org.uk/switch



VOID METER SERVICE

Warm Wales have partnered with Utilita to offer a quality void management service with a number of benefits for both landlords and tenants including a key pick-up service and smart meter technology.

What we offer

Whilst the turnover of housing stock is an inevitable part of social and private housing provision, it can of course lead to substantial numbers of empty (void) properties. Having worked with Housing Associations and landlords for many years, we understand the importance of effective void property management to help maintain both rental income and the fabric of the building.

Our service is available to landlords across England and Wales and helps them to fill void properties as efficiently as possible. Using our service landlords can choose to refer a single property, upload their whole housing stock, or book a visit from one of our void specialists.

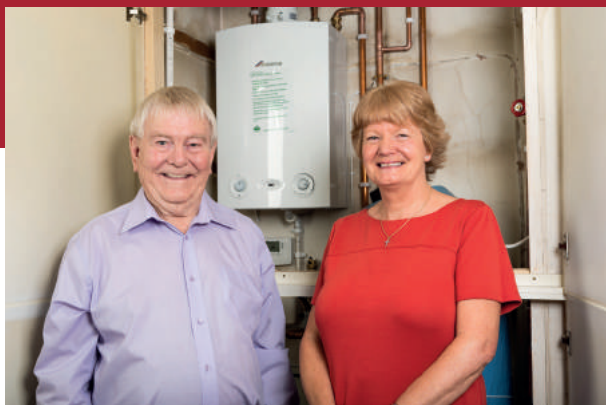
BENEFITS

Supporting Landlords

- ✓ Fast response time
- ✓ Phone or online service
- ✓ Dedicated Account Manager
- ✓ No standing charges
- ✓ Key pick-ups (within 30 minutes travel) for smart meter installs
- ✓ Convenient installation times
- ✓ Remote top up and meter readings
- ✓ No more bills
- ✓ Streamlined change of tenancy process
- ✓ Fast turnaround

Benefiting Tenants

- ✓ Smart meter installed
- ✓ No debt when you move in
- ✓ Great value tariff
- ✓ Switch supplier if you choose
- ✓ No exit fees to switch away
- ✓ £5 free credit on the gas and electricity meters
- ✓ Access to £15 emergency credit
- ✓ No disconnection between 2pm and 10am
- ✓ Warm Home Discount for eligible tenants



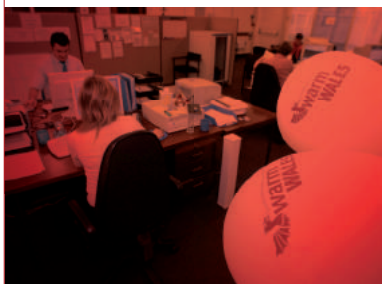
A BRIEF HISTORY OF WARM WALES

HANES BYR CYMRU GYNNES

2004

Warm Wales-Cymru Gynnes is formed by the National Grid to tackle fuel poverty in Wales.

Warm Wales-Cymru Gynnes yn cael ei sefydlu gan y Grid Cenedlaethol i fynd i'r afael â thlodi tanwydd yng Nghymru.



2006

Warm Wales changes company status to become Wales' first Community Interest Company.

Cymru Gynnes yn newid statws y cwmni i ddod yn Gwmni Buddiant Cymunedol cyntaf Cymru.



2008

Warm Wales delivers the Neath Port Talbot Succession Plan leading to another 1800 properties receiving energy saving measures.

Cymru Gynnes yn gweithredu Cynllun Olynol Castell-nedd Port Talbot gan arwain at 1800 o gartrefi ychwanegol yn cael mesurau arbed ynni.



2010

Commissioned to roll out Wales wide energy projects through the Welsh Government 'Arbed' scheme.

Cael ein comisiynu i gyflwyno cynlluniau ynni drwy Gymru drwy gynllun 'Arbed' Llywodraeth Cymru.



2005

Warm Wales embarks on a major fuel poverty project in Neath Port Talbot, with support from the National Grid, its the first of its kind in Wales.

Cymru Gynnes yn dechrau prosiect tanwydd mawr yng Nghastell-nedd Port Talbot, gyda chymorth gan y Grid Cenedlaethol, y cyntaf o'i fath yng Nghymru.



2007

Neath Port Talbot project ends with 47,000 homes contacted and £29 million in energy savings achieved.

Prosiect Castell-nedd Port Talbot yn dod i ben ar ôl cysylltu â 47,000 o gartrefi i sicrhau arbedion ynni gwerth £29 miliwn.



2009

Start working with Wales & West Utilities to manage Wales' first gas connection voucher scheme.

Dechrau gweithio gyda Wales & West Utilities i reoli cynllun talebau cysylltiad nwy cyntaf Cymru.



2011

Warm Wales delivers the government's Community Energy Saving Programme (CESP) through 17 community projects.

Cymru Gynnes yn darparu Rhaglen Arbed Ynni Gymunedol y llywodraeth drwy 17 o brosiectau cymunedol.





WARM WALES
CYMRU GYNNES

2012

Warm Wales manage landmark scheme to deliver solar power at Big Pit National Mining Museum.

Cymru Gynnes yn rheoli cynllun arbennig i ddarparu pŵer solar yn Big Pit, Amgueddfa Lofaol Cymru.



2014

The 10th year anniversary of Warm Wales is celebrated with a reception at the Welsh Assembly.

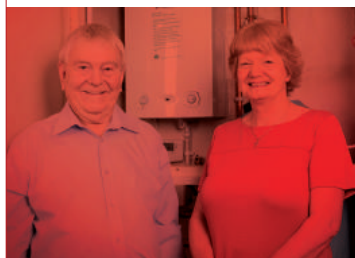
Cymru Gynnes yn dathlu 10 mlynedd gyda derbyniad yn y Cynulliad Cenedlaethol.



2016

Over £1.5 million in gas connection grants have now been issued with Wales & West Utilities.

Gwerth dros £1.5 miliwn o gysylltiadau nwy wedi'u cyflawni bellach gan Wales & West Utilities.



2018

Healthy Homes Healthy People schemes in Cardiff, Rhondda Cynon Taf, Flintshire and Cornwall pass £500,000 in savings for householders.

Cynllun Hyrwyddo Ynni Cymunedol newydd yng Nghaerdydd, Rhondda Cynon Taf, Sir y Fflint a Chernwy yn sicrhau £500,000 o arbedion i ddeiliaid tai.



2013

Warm Wales partner with Welsh Government on Green Deal pilot scheme helping tenants in Splott receive energy efficient boilers.

Cymru Gynnes yn ffurfio partneriaeth â Llywodraeth Cymru ar gynllun y Fargen Werdd i helpu tenantiaid yn Splott i gael bwyleri effeithlon.



2015

Warm Wales crowned Energy Efficiency Champion at The Green Deal and Eco Awards for work on fuel poverty.

Cymru Gynnes yn cael ei enwi'n Bencampwr Effeithlonrwydd yng Ngwobrau'r Fargen Werdd a'r Amgylchedd am waith ar dodi tanwydd.



2017

Warm Wales named Energy Consultant of the Year at the Energy Efficiency & Healthy Homes national awards.

Enwi Cymru Gynnes yn Ymgynghorydd Ynni y Flwyddyn yng ngwobrau cenedlaethol Effeithlonrwydd a Chartrefi Iach.



2019

Householders receive central heating systems worth £400,000 arranged by Warm Wales through the Warm Homes Fund.

Deiliaid Cartrefi'n derbyn system gwres canolog gwerth £400,000 wedi'i threfnu gan Cymru Gynnes trwy Gronfa Cymru Gynnes.

