

Build to Low Carbon (Build2LC) Action Plan September 2018-August 2020

Policy Context & Delivery Plan Gloucestershire, UK

(September 2018)

Collaboration between Gloucestershire's public, private and third sector to efficiently and effectively retrofit domestic properties to relieve fuel poverty and ultimately improve the health and well-being of Gloucestershire residents.

Managed by Severn Wye Energy Agency, Gloucester, UK

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Section 1: Policy Context

1.1 Introduction

1.1.1 Background

The Build to Low Carbon (Build2LC) project stems from the concern that 75% of domestic properties in the EU are energy inefficient [1]. The core aim of the project is to work towards improving the energy efficiency of domestic properties which not only reduces carbon emissions but also tackles energy poverty and improving the quality and comfort of homes.

However, Build2LC is following an innovative multi-disciplinary approach by tackling challenges which impact the quality and uptake of domestic energy retrofit in order to find a more sustainable solution longer term. Therefore, the project is focusing on the six priority areas shown in *figure 1*.



Figure 1: Build2LC priority areas of work

The final outcomes of the project will include improvements to domestic properties and the awareness of households alongside wider benefits such as upskilling the labour force in the county and stimulating economic growth. The whole project is underpinned by a focus on relieving vulnerable groups from energy poverty: energy rehabilitation can have a greater impact on the health and well-being of these residents. As a result, the Gloucestershire Build2LC project is match funded by the Joint Commissioning Partnership Board due to its strategic value.

Build2LC is part of the EU funded Interreg programme which focuses on collaboration and learning across member states. In this case, Severn Wye Energy Agency, representing Gloucestershire, UK, is working with partners from: Andalusia, Spain; Jämtland, Sweden; Lithuania; Poland; Slovenia; and Croatia.

1.1.2 Sharing Good Practice

Each partner involved brings expertise in different fields and the project aims to develop regional cooperation between Member States to share good practice to inform the development of action plans within each partner region. This collaboration began with inter-regional seminars on: *innovative financial instruments* (Lithuania); *innovation* (Sweden), and *new energy culture, citizen involvement and energy poverty* (Gloucestershire, UK). Over 70 good practices have been shared

between partners and their stakeholders to identify the most relevant good practices to adapt and adopt in each region before bi-lateral meetings took place.

In Gloucestershire, Severn Wye Energy Agency shared good practice with:

- RJH, Jämtland-Härjedalen, Sweden and AEA, Andalusia, Spain about the Warm & Well Scheme and Severn Wye Energy Agency’s education projects.
- REGEA, Croatia about defining energy poverty and implementing mechanisms to tackle energy poverty nationally
- RRDA, Poland and LEAG, Slovenia about defining energy poverty, the Energy Company Obligation (ECO), the Link to Energy Installer network, and Severn Wye Energy Agency’s Target 2050, Countdown to Low Carbon Homes and Warm & Well programmes.

Representatives from Severn Wye Energy Agency visited VIPA, Lithuania to learn further about:

- Procurement processes
- Engaging citizens and activating demand
- Financial instruments

Further learnings took place from REGEA, Croatia, about their System for monitoring, measuring and verification of energy savings (SmiV) and from Solsolar, Catalonia, Spain about their solar thermal installation ESCO model. The application of learnings are summarised in **table 1**.

Action	Action title	Inter-regional learning
A	Gloucestershire stakeholders will work in partnership to maximise efficiency and effectiveness of resources.	<p>“Grant for municipal Energy and Climate advisors” – Sweden “ENSJET - Energy Advices for Citizens” - Slovenia</p> <p>This learning has been applied to Gloucestershire’s Action Plan to support a more structured and efficient referral process with the view to activating the uptake of energy efficiency measures and reducing energy poverty.</p>
B	Use innovation to benefit those most in need.	<p>“Carrot-and-Stick Game in Multi-Apartment Building Modernization” - Lithuania “SMiV – System for Monitoring and Verification of Energy Savings” - Croatia</p> <p>The Gloucestershire Action Plan uses this learning in communications and interactions with target audiences and stakeholders, and this was shown in the application for funding through the Innovate UK bid.</p>
C	The energy performance of rental properties will improve, resulting in positive economic and health outcomes for tenants.	<p>“CROENERGY.EU” – Croatia “Innovation in Financial Instruments” – Lithuania</p> <p>Learning from Lithuanian partners demonstrated that strategic partnerships between organisations could lead to positive outcomes. The partnerships will focus on a wide range of energy efficiency and retrofit issues including: procurement and the quality of contractors and engaging students/ residents.</p>
D	Well-trained and skilled installers will work within a framework that	<p>“Combating Energy Poverty” - Slovenia “Inducing Change in Behaviour Through Education” – Croatia “Croskills” - Croatia</p> <p>These learnings have been applied to Gloucestershire’s Action</p>

	supports quality.	Plan in terms supporting the implementation of national quality assurance accreditations and focusing on procurement training for both the contractor and the procurer.
E	Gfirst LEP will produce and implement a countywide Energy Strategy for Gloucestershire.	“Project Development Assistance instrument” - Croatia This has influenced the implementation of the county-wide Energy Strategy which will dovetail with the Build2LC Action Plan.

Table 1: Inter-regional learning and the Gloucestershire Build2LC Action Plan

Gloucestershire’s Build2LC action plan builds on the ideas of a wide range of stakeholders across the county, national policy and European policy and agendas as well as the direct learnings from project partners.

1.2 Policy Instruments

1.2.1 EU Structural Investment Fund Strategy – Gloucestershire 2014-2020. Thematic Objective 4 – Low Carbon

The European Commission provides structural investment funding to the UK government. This is distributed through the: Department for Environment Food & Rural Affairs; Department of Work and Pensions (DWP); and the Ministry of Housing, Communities & Local Government (MHCLG) to Local Enterprise Partnerships (LEPs) who manage the allocation of funding within the LEP area.

The LEP in Gloucestershire, GFirst, wrote the EU Structural Investment Fund Strategy-Gloucestershire 2014-2020 [2] to support the Strategic Economic Plan [3] which is focused on accelerating economic growth and addressing productivity issues. Whilst the Build2LC project supports a range of aspects of Gloucestershire’s strategy, the project is directly linked to Thematic Objective 4: Low Carbon.

Two priority investment areas were proposed under this thematic objective:

- 1) The flagship GREEN (Gloucestershire Renewable Energy) project to support renewable energy;
- 2) Demonstration and deployment of renewable technologies and approaches to businesses and households.

The policy instrument seeks to build on previous and current activity that has supported energy efficiency. It directly references three core programmes previously delivered by Severn Wye Energy Agency (Link to Energy, Warm & Well, Target 2050 Exemplar programme) and encourages the progression of these through this strategy.

The Build2LC action plan supports the areas for development within the thematic objective. These include provision of support to the domestic & non-domestic sector for energy efficiency and renewable energy, and increasing skills within the region.

As the emphasis for addressing climate change and supporting energy efficiency has weakened in recent years, the strategy provides a much needed impetus that will realise activity to support these aims, but further strategic support is required, which Build2LC provides: a structure to support

future activity and policy beyond 2020 and to increase the efficiency of and make connections between current activity.

Actions 1 - 4 and 8 - 12 within the Build2LC action plan fully support this policy instrument.

1.2.2 Relevant local policy instruments in Gloucestershire

In their paper exploring how to capture the “multiple benefits” of energy efficiency in practice, Payne et al¹ talk about the strong evidence-led approach to government departments’ appraisal of central policy in UK. They believe that the focus on cost-effectiveness for one set of objectives doesn’t always leave room to build the case for multiple benefits. Referring specifically to the multiple benefits of energy efficiency for health and well-being and employment, they say,

‘If energy efficiency can deliver against employment and health spending objectives, then further collaborative action needs to be taken to ensure that this value is reflected in decision making. Evaluation of local co-funded projects between health service providers and housing providers may provide the template and evidence needed to justify this way of thinking more widely.’

Table 2 below also shows how the actions included in this plan will influence the following local policy instruments in Gloucestershire.

Name of Policy Instrument:	Gloucestershire Energy Strategy
Explanation:	<p>The strategy will:</p> <p>Reflect energy-related aspects of the Industrial Strategy, including:</p> <ul style="list-style-type: none"> • Upgrading energy infrastructure in order to enable growth • Building the energy infrastructure we need for new technologies • Delivering affordable energy and keeping energy costs down for businesses and the wider community (inc public and domestic) • Delivering clean growth and securing the economic benefits of the transition to a low carbon economy • Investing in science, research and innovation, including energy storage and grid technologies • Supporting businesses to start and grow <p>Respond to the national trajectory for decarbonisation and clean growth, by:</p> <ul style="list-style-type: none"> • Contributing to achieving the UK carbon budgets, including defining appropriate sector targets for Gloucestershire (financial, energy and carbon) • Contributing to address the economic challenges arising from the

¹ Capturing the “multiple benefits” of energy efficiency in practice, Payne et al in European Council for an Energy Efficient Economy Summer Study Proceedings 2015, p.237 as reported in http://www.energysavingtrust.org.uk/sites/default/files/reports/1-424-15_Payne.pdf

	<p>impacts of a changing climate as set out in the Stern Review 2006 and updated in 2008, as relevant and appropriate for Gloucestershire</p> <p>Reference national and local energy and low carbon policy, including:</p> <ul style="list-style-type: none"> • Contributing to delivering Gloucestershire’s Strategic Economic Plan, including the Gloucestershire Renewable Energy, Engineering & Nuclear (GREEN) Skills project and the EU Structural Investment Fund strategy for Gloucestershire, supporting the increased competitiveness of local businesses through improved sustainability • Helping to deliver locally emerging BEIS strategies as appropriate (e.g. ‘Each Home Counts’ quality standards)
Action Linked:	11
Name of Policy Instrument:	Gloucestershire and South Gloucestershire Affordable Warmth Strategy
Explanation:	<p>The Home Energy Conservation Act (HECA) 1995 requires all English authorities to publish a report setting out the energy conservation measures that local authorities consider practicable, cost-effective and likely to result in significant improvement in the energy efficiency of homes in its area. The Gloucestershire and South Gloucestershire Affordable Warmth Strategy forms the basis of a HECA report on behalf of a consortium consisting of all the district authorities in Gloucestershire and South Gloucestershire Council.</p> <p>The Affordable Warmth Partnership strongly support the UK Government carbon reduction targets and believe that the long-term solution to achieving affordable warmth and reduced carbon emissions is to dramatically increase the energy efficiency of homes and to specifically target fuel-poor households with assistance within the region. Therefore, the Build2LC Action Plan is intrinsically linked to the supporting the strategy. The four key aims within the Affordable Warmth Action Plan are:</p> <ol style="list-style-type: none"> 1. Co-ordinate delivery, work in partnership and influence policy. 2. Improve energy efficiency across all housing tenures. 3. Promote and provide advice and information. 4. Identify and help people at risk of energy poverty.
Action Linked:	1-10
Influence on Structural Funds:	<p><i>£200,000 is allocated from the Better Care Fund for the implementation of measures. This is reviewed annually.</i></p> <p><i>£655,334.33 is allocated to run the Warm & Well programmes over 3 years (2017 – 2020).</i></p> <p><i>£4,879,861 is allocated from the Warm Homes Fund for the implementation of first-time central heating installs (Dec’ 2017 – Mar’ 2020).</i></p>

1.3 Priority Areas

The six key themes of the Build2LC project across partners shown in **figure 1** have been brought together under three priority areas within Gloucestershire’s Action Plan. These are:

- Priority 1: Health & Well-being
- Priority 2: Finance & Rental
- Priority 3: Construction, Innovation & Training

A summary of each of these areas and the relevant policy is summarised within this section.

1.3.1 Priority 1: Health & Well-being

The aim of Gloucestershire's Build2LC action plan is to activate demand for energy efficiency retrofit as well as raising awareness and changing behaviours to ensure that more properties become efficient, there are better practices within homes and ultimately, the people of Gloucestershire can sustain comfortable and healthy homes which do not have a negative impact on their health and well-being.

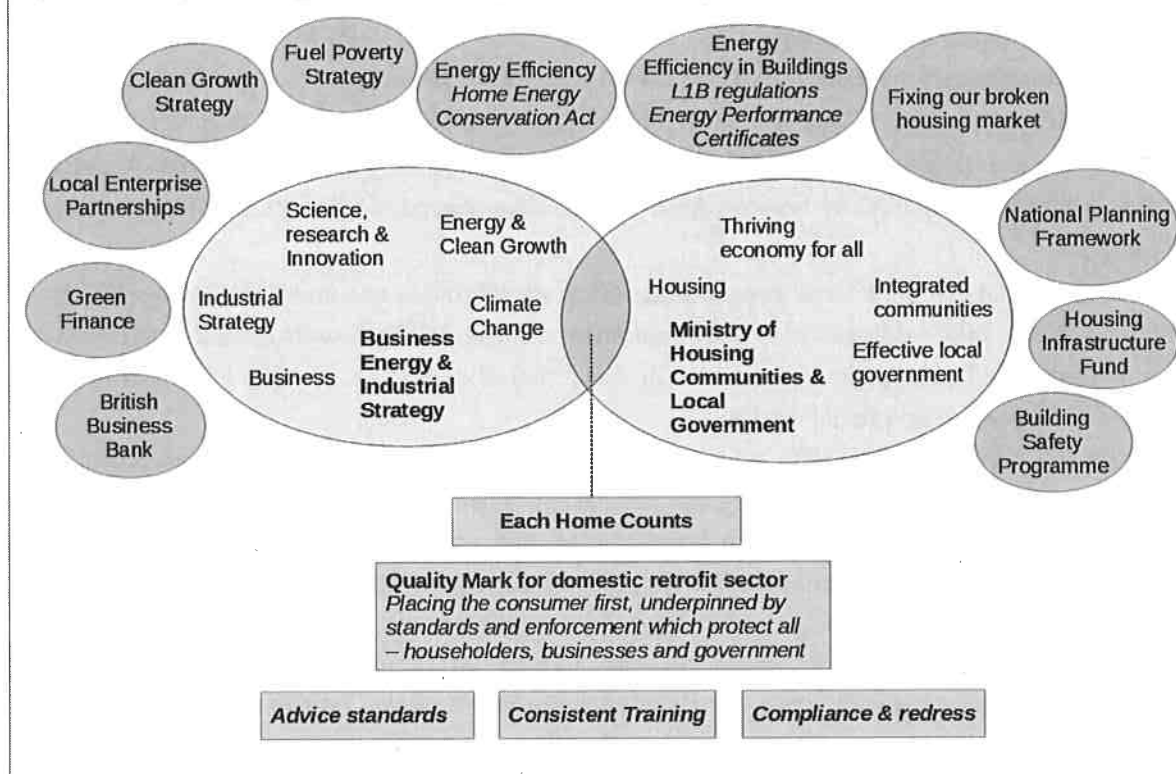
There is substantial evidence² that poor energy efficiency in homes has an impact on health, most notably on those with cardiovascular and respiratory disease or those with mental health issues. Minor illnesses and health problems can also be exacerbated and there are clear links to an impact on children's education and social isolation.

Within the UK, prevention and self-care have become an increasing priority in order to reduce the pressure on front-line service: supporting the population to live healthily and happily in their homes results in fewer admissions and complications to existing conditions. Preventative activity has filtered through from the Department of Health and the Care Act 2014 gives guidance on how local authorities should work in partnership with other local organisations, communities and individuals. Systems of providing information relating to care and support 'must include advice on relevant housing and housing services'³. This duty explicitly requires Local Authorities to coordinate and make effective use of other sources (including voluntary and private sector) of information so that their area is delivering more integrated advice.

² <http://www.instituteofhealthequity.org/resources-reports/fair-society-healthy-lives-the-marmot-review>

³ <https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance>

Figure 2 UK policy and strategy relevant to housing, health and well-being



Both the Department for Business, Energy and Industrial Strategy (BEIS) and the Ministry of Housing, Communities & Local Government (MHCLG) have acted on this priority for prevention. Relevant policies and strategies are outlined in *figures 2 and 5* and detailed in *section 1.2.2.1*.

The UK Fuel Poverty Strategy: *Cutting the Cost of Keeping Warm* has set in law a clear target in order to improve the energy efficiency of households in fuel poverty⁴. Highest priorities are given in the Fuel Poverty Strategy to the Energy Company Obligation (ECO), the Private Rented Sector and Warm Home Discount to reach the target for ‘as many fuel poor homes as reasonably practicable to achieve an energy efficiency standard of B and C by 2030⁵. This links directly to the EU Directive on the energy performance of buildings (EPCs) which has been progressively taking effect since 2007⁶.

With pressures on household incomes, high house prices, the proportion of households either in, or at risk of, fuel poverty is rising and is now 11% nationally (2015) at 10.7% in Gloucestershire. The area’s *Joint Health & Wellbeing Strategy 2012-2032*⁷ underlines the significant variation in health:

- o Gloucester City has the highest number of children living in poverty (21.4%) which is nearly double the number in the Cotswolds (10.8%).
- o The greatest proportion of excess winter deaths also occurs in Gloucester City (23.3%), with the lowest occurring in Stroud (9.6%)

4 Fuel Poverty Definition, DECC 2015, ‘A household that has required fuel costs that are above average (the national median level). Were they to spend that amount, they would be left with a residual income below the official poverty line’.

5 <https://www.gov.uk/government/publications/cutting-the-cost-of-keeping-warm> [accessed 22 January 2018]

6 https://ec.europa.eu/energy/sites/ener/files/documents/1_EEprogress_report.pdf [accessed 16 February 2018]

7 http://www.gloucestershire.gov.uk/media/2941/joint_health_and_wellbeing_strategy-56736.pdf [accessed 22 Jan 2018]

The latest HECA report (*op.cit.*) says that ageing (pre-1930), hard to treat housing dominate in urban areas of high fuel poverty particularly in Gloucester City and rural Forest of Dean, and these households are spending increasingly more money to heat their homes.

Under the UK Department for Business, Energy and Industrial Strategy (BEIS), ECO now requires energy companies to roll out smart meters and the rules include that companies should meet the needs of vulnerable customers. The BEIS advisory Committee on Fuel Poverty (CFP) are concerned to define what 'vulnerability' means in terms of households in fuel poverty. They identify three risk factors, and state that personal circumstances as the first of these (e.g. health status and/or low availability of funds) always renders an individual vulnerable⁸.

In 2015 BEIS and the Ministry of Housing, Communities & Local Government (MHCLG) jointly commissioned an important and well received independent review of consumer advice, protection, standards and enforcement for Energy Efficiency and Renewable Energy in the UK. Subsequently called *Each Home Counts*⁹, shown in **figure 2**, the review responded to the 'challenge of meeting carbon emissions' from the current housing stock and the 2015 statistic that 11% of English households were classed as being fuel poor. Direct links are made in the Each Home Counts report to the impact of cold homes on health:

'Living in a cold home can have a series of detrimental effects on physical and mental health, and has been linked with 'excess winter deaths'. Focused efforts must be made to ensure these households are engaged in the right way, provided with advice that can be trusted, and that energy efficiency and renewable energy measures are installed that resolve, not exacerbate, the situation.'

Although there is evidence to show the impact of energy poverty on health, there is less evidence available to show that making improvements improves health. The latest CFP report makes particular reference to the value of a model developed by University College London (UCL) with UK Department for Business, Energy and Industrial Strategy (BEIS). Called HIDEEM, this uses survey data to project the health impacts after energy efficiency measures have been applied¹⁰.

Several systematic reviews do point to links between retrofit and health improvements. The Cochrane Review (2013)¹¹ is internationally recognised and important. Conducted by Thomson H *et al.*, this did show that there was a positive impact of retrofit, particularly for those with respiratory problems. There were also benefits in terms of useable space and mental health. Milner & Wilkinson (2016)¹² demonstrated a positive impact and very particularly for children with asthma.

8 BEIS Committee on Fuel Poverty Annual Report 2017,
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/652701/CFP_report_formatted_final.pdf p.60 [accessed 8 February 2018]

9 Each Home Counts independent review
[https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/578749/Each Home Counts December 2016 .pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/578749/Each_Home_Counts_December_2016.pdf) p.9 [accessed 11 January 2018]

10 <http://www.ucl.ac.uk/energy-models/models/hideem> [accessed 22 January 2018]

11 <http://onlinelibrary.wiley.com/doi/10.1002/14651858.CD008657.pub2/abstract>
<https://www.researchgate.net/publication/311432523> Accepted Manuscript Effects of home energy efficiency and heating interventions on cold-related health

Maidment CD *et al.* (2013)¹³ was a meta-analysis. This research showed that there was a small but significant impact on improving health, especially for people with existing illness and children. More locally, the 'Warm Homes Oldham' evaluation (2016)¹⁴ is a very important study by Sheffield Hallam University. The project concluded that retrofit had a positive impact on health for 60% of people with physical health problems. A monetary value was also found using the Quality Adjusted Life Years with savings of £400,000-£793,000 following £250,000 investment.

1.3.2 Priority 2: Finance & Rental

The *Clean Growth Strategy* launched in 2017¹⁵ made a financial commitment to improving the energy efficiency of UK homes. £3.6 billion is available to upgrade 1 million homes through the ECO, and improvements will continue to be supported at that level until 2028, although there is concern that this funding will be insufficient¹⁶. £4.5 billion has been earmarked for reform of the *Renewable Heat Incentive* to support innovative low carbon heat technologies in homes and businesses (between 2016 and 2021). BEIS now also supports the LENDERS project through Innovate UK which 'aims to improve estimations of energy costs for homeowners when calculating mortgage affordability'.¹⁷

At the same time, BEIS findings released in December 2017¹⁸ in their annual Energy and Climate Change tracker showed that knowledge does not necessarily lead directly to action on energy efficiency. Whilst 50% of the 2,078 households surveyed claimed to give saving energy at home a fair amount of thought and 65% are aware of renewable heating systems, only 3% had a renewable heating system installed in their home. The findings also show that of the households who were unlikely to install renewable heating systems, the most common reasons given were it would cost too much (26%) and not being able to install this as they did not own the property (25%). Therefore, the Build to Low Carbon action plan aims to provide financial support to residents and develop new financial instruments to improve the energy efficiency of the domestic sector and reduce fuel poverty.

Stimulating energy retrofit activity within the rental sector, especially private rental, has been particularly challenging following the failure of the national Green Deal financial mechanism. Whilst social housing is relatively energy efficient and communication and dissemination channels to tenants are well-established, private rental landlords and tenants are considered harder to reach, as shown in the statistics and figures below:

- Private rental properties make up 22% of properties in the UK (2015)

¹³ <http://www.sciencedirect.com/science/article/pii/S030142151301077X>

¹⁴ <https://www4.shu.ac.uk/research/cresr/sites/shu.ac.uk/files/warm-homes-oldham-evaluation-final-report.pdf>

¹⁵ <https://www.gov.uk/government/publications/clean-growth-strategy/clean-growth-strategy-executive-summary> [accessed 16 February 2018]

¹⁶ The CFP *op.cit.* P.59 in their view of the future believe there aren't enough funds to deliver the fuel poverty strategy and the next phase should bring in funds from other departments, and from other sources.

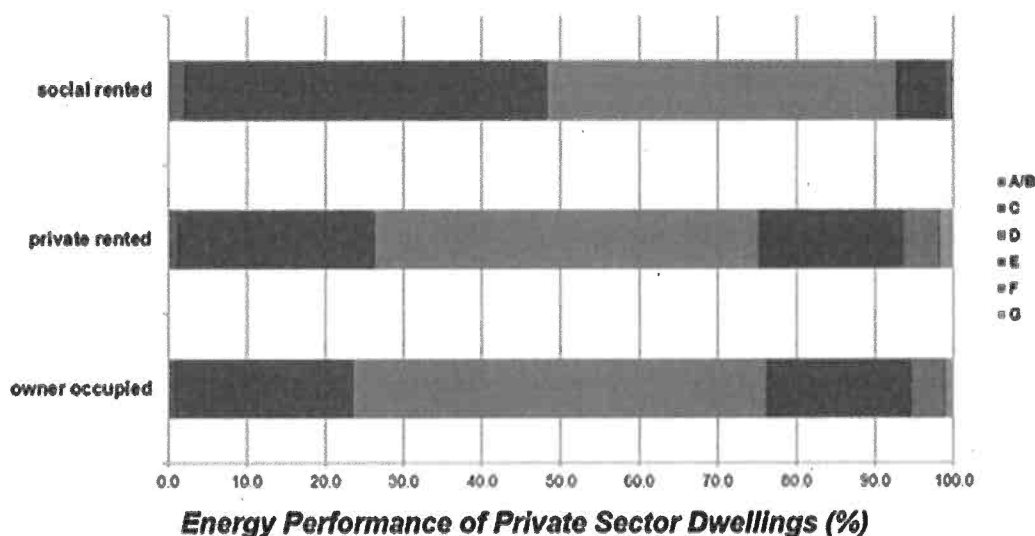
¹⁷ <https://www.gov.uk/guidance/green-finance> [accessed 22 January 2018]

¹⁸ Energy and Climate Change Public Attitudes Tracker (PAT) – Wave 24 Summary Report

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/678077/BEIS_Public_Attributes_Tracker_-_Wave_24_Summary_Report.pdf pp 3,4,6 9 [accessed 6 February 2018]

- The private rental sector has the highest proportion of housing rated Energy Performance Certificate (EPC) E or below (23%) compared to socially let housing at less than 8%
- 13.78% of private rental properties in the South-West are EPC rated F or G, the third highest region nationally (only 8.87% of privately rented properties in London are F or G rated and 4.39% in the North-East).

From April 2018 it will be a requirement for newly let private rental properties to be (EPC) rated E or above before any new tenancy or renewal for existing tenants. Government guidance has been provided to show how to meet the minimum levels of energy efficiency that were set out in 2015¹⁹ and a penalty fee of up to £4,000 will be imposed if landlords fail to comply. Taken together with the new statutory fuel poverty target for England (that as many fuel poor homes as reasonably practicable achieve a minimum energy efficiency rating of a Band C, by 2030), now is a good time to provide additional incentives and support for the rental market. The action plan aims to support private landlords to improve the efficiency and comfort of their properties.



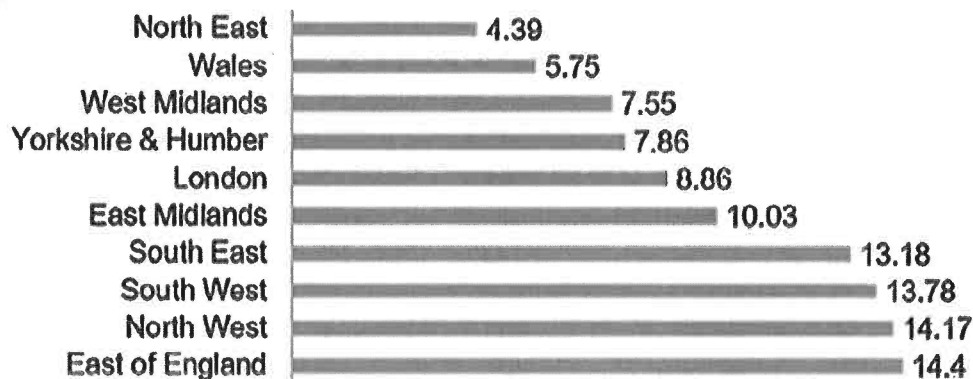
Source: English Housing Survey 2015-16

Figure 3: Proportion of households within each EPC band by tenure (courtesy of NLA)

19 Department for Business, Energy and Industrial Strategy, 2015 *The Domestic Private Rented Property Minimum Standard*

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/669587/Domestic_Private_Rented_Landlord_Guidance_-_Updated_Version.pdf [accessed 6 February 2018]

PRS F&G Rated Properties - Regional Breakdown (%)



Source: DBEIS

Figure 4: Proportion of private rental properties EPC rated F&G by region (courtesy of NLA)

Replacement loan schemes have been established post-Green Deal, for example through the National Landlords Association, or through Stroud District Council. There has been low uptake however largely due to high interest rates. 0% loans have worked effectively in other areas (e.g. Powys) and these could be used to 'top up' funding from the Warm Homes Fund, ECO and CCG to put minimal pressure on landlords and stimulate activity.

1.3.2 Priority 3: Construction, Innovation & Training

The recent EC assessment of energy efficiency progress made by Member States towards 2020 targets (*op.cit.* p.6) indicates that final energy consumption in 2013 in the residential sector across the EU had decreased by 3% compared to the level of 2005. The English Housing Survey annual update of statistics (January 2018) stated that whilst the energy efficiency of English homes has increased considerably in the last 20 years, it did not increase at all between 2015 and 2016²⁰.

This relatively slow pace of change reflects households' concern about costs, as shown in the BEIS Energy and Climate Change tracker above. The Each Home Counts review *op.cit.* (p.5) also attributes this apparent reluctance to take up energy efficiency initiatives in part to the bewilderment of customers in the face of many different schemes and certification, and in part to a question of trust in the interventions themselves. Their key recommendation is a new framework encompassing:

- a Quality Mark for the domestic retrofit sector
- provision of advice to an agreed standard
- consistent levels of training
- compliance techniques and a redress system.

Any installer under the Quality Mark will be required to undertake training covering home energy use, as well as the interaction between different energy efficiency and renewable energy measures. Training bodies will be encouraged to work together to achieve consistency. To date,

²⁰ https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/675942/2016-17_EHS_Headline_Report.pdf p.3 [accessed 8 February 2018]

implementation of the Each Home Counts framework recommendations, carried out in separate 'work streams'²¹, includes creation of a database of 'hundreds' of standards relevant to retrofit (covering building fabric; building services; renewable energy systems); processes for developing a prototype for a digital domestic consumer energy efficiency advice service; and, first steps in developing technology and situational fact-sheets. The Quality Mark is due to be rolled out in September 2018 to support the new release of ECO. Build2LC can have a significant role in supporting the dissemination of information to installers and households in Gloucestershire.

Link to Energy, as a key project component, has developed tools to help overcome customer confusion and to develop trust. Their template 'Home Energy Improvement' brochure intends to help connect local homeowners with local installers and tradespeople, and a network of installers has been set up to make it easier for people to source help with their energy efficiency needs.

In the UK, building of many more homes has become a significant priority as set out in the February 2017 White Paper, *Fixing our broken housing market*²². Wider benefits must be considered in public commissioning of any services or procurements. The Public Services (Social Value) Act requires commissioners who procure services to consider social, economic and environmental benefits. Procuring for Growth is UK government guidance and sets out a 'scorecard approach' (balancing costs against more complex social, economic and other issues) of all construction, infrastructure and capital investment procurements with a value over £10 million. MHCLG does make explicit reference to encouraging smaller and medium-sized builders and contractors in the construction programme, for example through partnerships. In turn, there is an expectation that construction firms:

- focus on design and quality
- invest in research
- work to create sustainable career paths with skilled roles.

This re-focus on the systems, speed and quality of house building is reinforced by the considerable emphasis on innovation within the UK Government's Clean Growth Strategy. Two new £10 million innovation programmes are being established to develop new energy efficiency and heating technologies to enable lower cost low carbon homes, with the government stating, *'It is only through innovation – nurturing better products, processes and systems – that we will see the cost of clean technologies come down.'*²³ The Build2LC Action Plan will support SMEs to secure local projects, supporting the local economy and maintaining the construction industry. The action plan also focuses on quality, demonstrating to both installers and consumers that quality is a priority in the county.

21 <http://www.eachhomecounts.com/implementation/> [accessed 19 February 2018]

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/590463/Fixing_our_broken_housing_market_-_accessible_version.pdf [accessed 22 January 2018]

23 <https://www.gov.uk/government/publications/clean-growth-strategy/clean-growth-strategy-executive-summary> [accessed 16 February 2018]

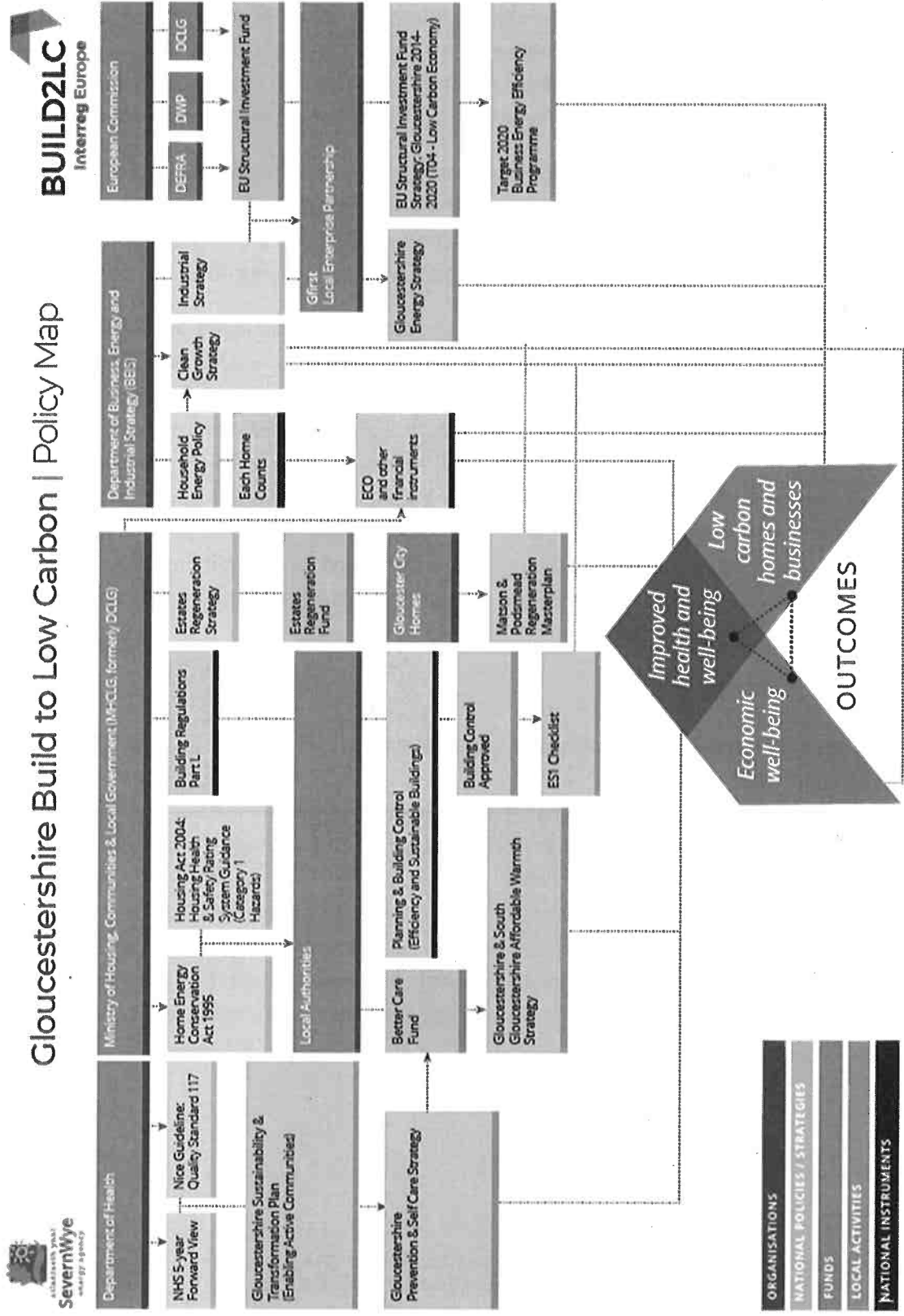


Figure 5: Gloucestershire Build2LC Policy Map

Section 2: Action summaries

This section provides a brief summary of each of the actions within Gloucestershire Build2LC Action plan. Detailed delivery plans can be found in **Section 4**.

Programme Results

Collectively, the actions laid out in this plan seek to provide the following results:

- Support the number households across Gloucestershire that engage with the Build2LC programme – 14,000
- Support a decrease in energy consumption (Overall target is 30,000kWh –based on 10,000 achieving 15% reductions assuming 20,000kWh per year annual consumption.

2.1 Action A: Gloucestershire stakeholders will work in partnership to maximise efficiency and effectiveness of resources

The work of Severn Wye through its Warm & Well programme depends on efficient collaboration and cooperation between public, commercial and charity sector organisations. We were able to learn a significant amount from our partners in the BUILD2LC project which will lead to improvements being made in this regard.

The GP programme in Sweden “Grant for municipal Energy and Climate advisors” includes valuable lessons about the duration of funding availability and also demonstrates the value of local energy advisors that work within a wider network. This provides both local expertise as well as the efficiencies of working in collaboration with other partners (when producing information for example).

The “ENSIVET - Energy Advices for Citizens” GP project in Slovenia has shown how working with local stakeholders is essential to enable productive work in the field of free and impartial energy advice to members of the public.

Action A includes the following sub-actions:

- *Action A1: Use Warm & Well to support the further development of social prescribing.*
- *Action A2: Enhance existing delivery partnerships with public sector services and ensure clear and evaluated referral processes to Warm & Well are in place.*
- *Action A3: Develop a higher profile of Warm & Well within existing county wide database platform*

2.1.1 Action A1: Use Warm & Well to support the further development of social prescribing.

The activities within this action will reduce administrative barriers, activate demand and ultimately reduce energy poverty and carbon emissions.

‘Social prescribing’ makes links between patients in primary care and local community support. Gloucestershire is a Learning Sites for NHS England for Social Prescribing – and one of only 4-5 areas where NHS England classifies as having ‘fully embedded’ social prescribing. Mary Hutton, Accountable Officer and Chief Exec for GCCG recently contributed to the Arts, Health and Wellbeing Parliamentary Commission. Gloucestershire’s innovation around social prescribing has national influence, giving opportunities for sharing good practice from the Build2LC programme nationally.

Gloucestershire Clinical Commissioning Group launched a modified social prescribing programme in October 2017, under the overarching Community Wellbeing Service., co-commissioned by Public Health at Gloucestershire County Council. It includes two strands:

- *Social prescribing universal* – a mechanism where anyone can refer or self-refer to a Community Wellbeing Agent to provide either: one-to-one support; supported access to providers; or signposting to relevant voluntary and community sector (VCS) organisations. Non-medical support for non-medical needs.
- *Social prescribing plus* – a mechanism involving formal diagnosis by a health professional for direct support to address identified health and wellbeing (non-medical) needs such as Housing Debt and Finance. Support is provided by one of five provider organisations (based on geography) and outcomes measured. The ‘Housing, debt and finance’ strand and the nature of the referrals linked to this strand will be developed in 2018, focusing on referring people in to the Warm and Well programme.

Effective social prescribing has the potential to significantly increase the uptake of the Warm & Well programme and the opportunity to: raise awareness of energy efficiency measures amongst the domestic sector; increase the uptake of domestic energy efficiency retrofit; and improve behaviours to support better health outcomes, better financial sustainability and more efficient energy use. This action aims to work with Commissioners, Providers and the grass roots level (?), using the Warm & Well programme to support the implementation of the Community Wellbeing Programme with a view to increasing the impact of the programme as a whole and increasing referrals to Warm & Well, particularly of vulnerable consumers.

This action involves the implementation of the Social Prescribing Plus pathways for ‘Housing, debt and finance’ to develop clearly evaluated referral mechanisms to Severn Wye Energy Agency and Citizens Advice directly from health professionals. Patients will then be able to access the advice they need or/and receive support to retrofit domestic energy efficiency measures.

The second strand of this action links to Social Prescribing plus to upskill Community Wellbeing Agents in energy poverty issues, ensure referrals are made regularly, and reduce administrative barriers to ensure referrals can be easily tracked and an evidence base to show impact can be developed. Community Wellbeing Agents link with a large range of organisations and Severn Wye will also commit to supporting the onward referral of clients to Community Wellbeing Programme and other agencies when vulnerabilities have been identified.

Finally, the outcomes from this action will be disseminated via a case study and an event to raise the profile of energy efficiency retrofit and the positive impact on the health and well-being of Gloucestershire’s citizens.

2.1.2 Action A2: Enhance existing delivery partnerships with public sector services and ensure clear and evaluated referral process to Warm & Well are in place.

Severn Wye Energy Agency is currently developing effective partnerships with the Fire Service and Citizens Advice: a wide range of other partnerships have also been instigated. Effective partnerships will activate demand for energy retrofit and advice as front-line staff will be trained and direct referral mechanisms will be in place to initiate support. Whilst these referrals are not directly 'social prescribing', the development of effective partnerships will enable direct referrals to be made and reduce pressure on Community Connectors.

The activities within this action will result in the appointment of a Partnership Co-ordinator at Severn Wye whose role will include developing a cohesive Partnership Development and Management Plan which includes training, referrals, tracking, and evaluation of the pathways. Whilst CPD training is currently provided by Severn Wye, greater links need to be made to referral mechanisms and the success of these referrals will now be monitored. This will reduce administrative barriers, activate demand and ultimately reduce energy poverty and carbon emissions.

Furthermore, more effective dissemination about Warm & Well and referral processes will take place as well as greater use of the Warm & Well website for training and referral opportunities.

2.1.3 Action A3: Develop a higher profile of Warm & Well within existing county wide database platform

Evidence of the impact of housing quality on health and well-being are becoming more established; even in 2010 the Building Research Establishment (BRE) calculated that poor housing costs the NHS at least £600 million per year (Nicol, S. *et al.*, Quantifying the cost of poor housing, BRE press, 2010). As a result, there are an increasing number of organisations working to improve the energy efficiency, quality, and comfort of housing, in order to have positive outcomes on health and well-being.

The action will explore the feasibility of using existing databases differently, to insure there is access (for all) to information including: relevant research, policies, strategies and plans; the organisations involved in housing improvement; and existing partnerships. This would increase the provision of support to the domestic and non-domestic sector for energy efficiency and renewable energy by reducing administrative barriers and avoiding repetition between organisations. The database would provide already supply evidence to those aiming to raise awareness of the benefits of improving the quality of housing which can result in activated demand.

2.2 Action B: Use innovation to benefit those most in need.

2.2.1 Action B4: Submit Innovate UK bid for PV / battery storage pilot project

For this Action it was essential that we learnt about the best methods to engage with our target audiences. For this we looked at the GP "Carrot-and-Stick Game in Multi-Apartment Building Modernization" project in Lithuania, where there was a lot of learning around the take-up of offers and how best to improve the rate of take-up, especially where it concerned low-income families. As there was a strong focus on innovation, we also looked at the GP "SMiV – System for Monitoring and Verification of Energy Savings" from Croatia in which a software program was developed to

capture all the required data fields in one place. This would make the measuring of the impact of the project a lot smoother and more efficient.

This project will deploy a first-of-its-kind Energy Infrastructure as a Service (elaas) encompassing a home battery and PV system into the homes that need it most, social housing communities, and determine the feasibility for this model to scale into every home in the UK.

The initial deployment will demonstrate home energy savings from the PV and battery system whilst maximising the availability of the battery system for aggregation services.

The potential is enormous as doubling the value of the PV and battery system is possible. Also, innovations such as ultra low cost PV/T (combined PV and thermal) integrated with Heat Pump technology will be assessed within a subset of the homes.

The systems will be integrated with a smart device in the home to enable load shifting and take advantage of cost savings from time of use tariff.

Homeowners will be billed with another first-of-its-kind novel predictable billing scheme where the time of use tariff will be a blended rate encompassing both a bulk negotiated rate with brokers and a discount pegged to real-time energy prices resulting in a simple 18-23% monthly savings for the consumer.

Severn Wye Energy Agency has the role of information dissemination, training and feedback surveys with all homeowners involved in all phases of the project.

Clients will be provided with additional behavioural change advice that if acted upon can generate savings of up to £110 per annum. Environmental – The training will include a module on general climate change and then the specific impacts of the kit being installed but it is intended that all participants will have a much wider awareness of their own environmental impact and be given advice on how to reduce it via resource efficiency. Social – Severn Wye will request health data from all clients to understand current health conditions in relation to current housing conditions this will then be picked up during follow up visits to see if any significant health benefits have arisen. We will store data on A&E admittance, Outpatient records, GP appointments and prescriptions as well as recording the specific health condition. We will work in partnership with Glos Clinical Commissioning Group (GCCG) to provide high level data analysis (non client specific) on outcomes which can be equated to preventative spend initiatives operated by GCCG which can then be attributed to the programme. Housing retrofit will also be recorded on the Building Research Establishment's Housing Health Cost Calculator which will provide financial savings to the NHS and wider society.

Homeowner Information Dissemination & Training

In both the 100 households in Phase 1 and 5000 households in Phase 2, Severn Wye Energy Agency (SWEA) will be responsible for training services and customer feedback for the households belonging to the above social housing associations. The objective is to create a consolidated training approach and feedback loop that can be scaled domestically and internationally. SWEA will provide the following services in both Phases of the project:

Community Engagement – SWEA will undertake a wide-ranging information dissemination activities covering:

- Climate Change
- Energy Efficiency
- Financial savings supported by energy saving measures
- Health and comfort benefits associated with energy saving measures
- Local context in relation to fuel poverty
- PV history, evolution, technology (how it works), costs and benefits
- Energy Storage, history, evolution, technology (how it works), costs and benefits
- Smart technology – introducing the hardware and the app, detailed explanation of both

There will also be staff on hand to provide demonstrations of the kit, prototypes of the PV and battery will be available at each meeting. There will also be stations with tablets and an opportunity for residents to have a go at using the app software.

Face-to-face in the Home – Severn Wye will undertake a step by step guide on the system that is being installed and explain in detail the process that will be undertaken in order to fit PV and storage systems. They will then go through the operating instructions of all the devices that will be in the home and how they interact with the app and the tablet. They will look to work with younger family relatives and give them the imperative to train parents, grandparents in the ongoing involvement with the technology therefore providing the additional digital support and learning that will improve the lives of those who currently do not engage with smart tech. Severn Wye will develop an animation guide to using the system that they run through with the client on a tablet and give them the link to for further and future guidance. They will provide access to Severn Wye's free phone advice line/email/text/whatsapp for clients that are having trouble using the system and create an online Q&A.

Severn Wye Project Role & Description

Information dissemination (via community engagement):

Leading the community engagement process in partnership with the other key players. This will involve local publicity, community meetings and demonstrations, direct messaging (digital and physical) and include home visits with training to householders on installation and operation of new systems:

Providing the initial face-to-face engagement in the home on the product, how it works, what savings it will generate, what the impact will be in terms of the installation process and siting of the kit, the environmental benefits and the local economic/innovation benefits that will be derived from the scheme. We will also use this opportunity to record baseline energy data for comparative analysis later on in the programme. A follow up visit following the installation to elicit feedback on the quality of the work and customer engagement, to provide advice on the smart tech and provide

demonstrations on how to get the best out of the app and more behavioural advice on how to reap the benefits of the new system.

A final visit after 6/12 months depending on the profile of the installs to review the data and show the customer the impact that has been recorded and the associated financial savings. To support the customer through any issues they may have had i.e. if a client is showing an unusual trend we can work with them to identify what might have happened and coach them through it.

2.3 Action C: The energy performance of rental properties will improve, resulting in positive economic and health outcomes for tenants.

The GP “CROENERGY.EU” provided an interesting insight into innovative ways to finance energy efficiency. These methods are becoming more and more important when one considers the economic situation in the UK at present and the uncertainty that has been created by Brexit.

Although the GP was looking at more general tools, we felt that the project “Innovation in Financial Instruments” was very useful when looking at opportunities for funding retrofit measures to properties owned by landlords. After all, it is important to consider all options for financing, including investigating the option of investment from other sectors.

Action C includes the following sub-actions:

- *Action C5: Promote and process financial instruments for landlords to retrofit properties*
- *Action C6: Create a formal partnership structure to support all RSLs and private landlords in an area and increase communication with energy suppliers, public bodies and agencies to provide equal access to opportunities to support residents.*

2.3.1 Action C5: Develop financial instruments for landlords to retrofit properties

As discussed in **Section 1.3.2**, energy performance in the private rental and private ownership sector is significantly worse than the social landlord sector. Whilst there is an increasing obligation for private landlords to improve the energy efficiency of their properties, it is relatively easy to gain exemption. Therefore, any support that can be offered to landlords can stimulate greater activity within the sector will lead to increased energy efficiency improvements being made. In addition, raising awareness to tenants of the opportunities available and their rights can also stimulate the landlords to take action.

2.3.2 Action C6: Create a formal partnership structure to support all RSLs and private landlords in the area and increase communication with energy suppliers, public bodies and agencies to provide equal access to opportunities to support residents.

Action 6 involves the establishment of two formal communication channels. The first is the establishment of an Asset Managers Partnership (AMP) representing the Lead Registered Social Landlords (RSLs) across Gloucestershire. The establishment of AMP was suggested and agreed by the Gloucestershire Housing Community Partnership (GHCP), a collective of social landlord CEOs who meet to discuss social housing issues. AMP will scope out opportunities for collaboration with regard to energy efficiency related issues and set targets for improvements; additional agencies can also attend this forum, including energy companies and representatives from the construction sector, depending on the priorities of the group. AMP will meet three times a year and will establish their

own Terms of Reference, targets and action plan that will be reported on during the Build2LC implementation phase.

The national body for private landlords is the National Landlords Association (NLA). Each area has its own representative who meets regularly with the registered landlords. The second aspect of this action will see the development of a formal partnership with Severn Wye to raise the profile of energy related support and opportunities for private landlords. Again, additional agencies may be invited to support plans, including energy companies and representatives from the construction sector, depending on the priorities identified. This action is particularly important for landlords given the new regulations limiting the letting of EPC F and G rated properties. The partnership involves an annual update from Severn Wye to the local NLA forum about grants and support available alongside a planned series of presentations and 'special' workshops to support landlords on energy efficiency and retrofit issues throughout the implementation period. There is also potential to condense these workshops into a large Energy Event for private landlords and wider stakeholders across Gloucestershire. Central NLA will decide whether a workshop or large event programme will run.

The link with Gloucestershire branch of the NLA will also support the submission of an annual pre-Winter article to the central NLA magazine. This magazine is circulated to NLA members nationally so will raise the profile and support the uptake of energy efficiency measures beyond the primary project area.

2.4 Action D: Well-trained and skilled installers will work within a framework that supports quality.

For the following sub-actions we learnt a great deal from the Good Practices of our European partners. The "Combating Energy Poverty" programme in Slovenia by the partners Local Energy Agency of Gorenjska was particularly useful to see how best to work with colleges and schools. The programme in Croatia "Inducing Change in Behaviour Through Education" was also relevant and the information that had been created for building managers could also be adapted for building owners and landlords.

Finally, the "Croskills" programme, also from partners in Croatia, led to improvements being made in how contractors were informed and educated around improving standards.

Action E includes the following sub-actions:

- *Action D7: Increase awareness on fuel poverty indicators in energy efficiency contractors and trainers*
- *Action D8: Upskill property owners and tenants by raising the awareness of processes and responsibilities.*
- *Action D9: Review procurement processes with the aim of improving standards through contracting and not excluding smaller, local businesses.*
- *Action D10: Promote contractors with a set of 'approved' accreditations and insurance.*

2.4.1 Action D7: Increase awareness on fuel poverty indicators in energy efficiency contractors and trainers.

Contractors undergo formal technical training which is usually in a specialist area (e.g. plumbing). It would be beneficial for contractors to be able to identify other issues within a home and have a

good understanding of fuel poverty in order to be able to empathise with customers and deliver a high standard of work to support vulnerable consumers but also to be able to recognise fuel poverty and refer on to relevant agencies. Although there are some courses available which provide holistic retrofit training, such as the Retrofit Academy's 'Retrofit Co-ordinator' course²⁴, many contractors do not have the time or funding to attend courses, particularly in SMEs. This action will develop a training package and deliver bespoke CPD training modules for students on the Plumbing and Construction courses at South Gloucestershire & Stroud (SGS) College in order to provide new recruits into the industry to have a holistic outlook.

2.4.2 Action D8: Upskill property owners and tenants by raising the awareness of processes and responsibilities.

Private rental tenants and privately owned residents are hard to reach in terms of raising awareness about energy efficiency measures but particularly about selecting the best measures to install and how to procure high quality installers. Issues have arisen from national strategies such as Green Deal or ECO. There has been some high profile coverage of condensation and damp problems following poor installations of cavity wall insulation and the Grenfell Tower disaster in June 2016 has further reduced trust in the retrofit sector. Home owners and tenants may feel more motivated to engage with schemes if they understand which questions to ask, what to look out for and how to report issues if they arise.

Action D8 involves utilising current Warm & Well communication plans and channels with residents to convey information about the new Each Homes Counts Quality Mark, the Minimum Energy Efficiency Standards and, for Cheltenham residents, the retrofit advice on the Warmer Cheltenham²⁵ website. Retrofit procurement advice to homeowners will also be provided via Action D9.

2.4.3 Action D9: Review procurement processes with the aim of improving standards through contracting and focusing on support for smaller, local businesses.

The UK Government have set a target to increase the procurement spend with smaller businesses by 33% by 2030. In August 2017, the Federation of Small Businesses (FSB) put forward 5 key recommendations to support SMEs through the procurement process²⁶. It is therefore recognised the important role of activating SMEs within local economies. With shortages in the construction sector and clear evidence of the need to ensure high quality and sustainable, cost-effective energy efficiency measures, Gloucestershire aim to review procurement processes to support economic growth from small businesses whilst also ensuring and encouraging high quality. This will be achieved via: conducting a review of current procurement measures; developing renewables and retrofit a guide for homeowners and landlords; supporting SMEs through the procurement process.

The guide will provide a brief background of installation options, a summary of potential issues following installation to consider, and a checklist of points to consider during procurement. This will provide landlords and homeowners with a framework to ask the right questions of contractors and will be of particular use to those new to the role.

²⁴ <http://www.retrofitacademy.org/learners/learning-programmes/>

²⁵ <http://www.warmer.org.uk/>

²⁶ <https://www.fsb.org.uk/docs/default-source/fsb-org-uk/procurement-report-final.pdf?sfvrsn=0>

In addition, SMEs are under extensive time pressure and do not often have staff trained in bid-writing; even if they can deliver high quality work, they struggle to submit successful paperwork. Therefore, providing support to these organisations through the procurement process could increase the rate of success of SMEs in securing work.

Currently, many organisations within Gloucestershire (County Council, Local Authorities, and some RSLs) use the South-West Procurement Portal²⁷ which assumes public sector commissioning bodies abide by the legislative procurement framework.

The Public Services Social Value Act 2012²⁸ takes account of social, economic and environment actions which could be explored further through the action plan.

2.4.4 Action D10: Promote contractors with a set of 'approved' accreditations and insurance.

There is currently distrust in the energy retrofit sector hence it is difficult to activate demand. Also, procurement organisations and residents do not always know, or understand, the scope of accreditations and insurance available hence they will not ask for evidence of qualifications or use these as a criteria when selecting contractors. The Each Home Counts Review (2016) placed 'quality' as a high priority for energy efficiency retrofit. As a result, the implementation team are currently developing a Trust Mark for installers to be launched in 2018. Gloucestershire want to activate demand in the sector and provide high quality retrofit thus supporting the national agenda. As a result, the Build2LC Action Plan would like to promote accreditations and insurance to procurement officers and residents, including providing an understanding of the meaning and relative merits of different qualifications.

This action specifically involves the development of a list of accreditations and insurance for energy retrofit activities and their promotion to installers and residents using a range of communication channels. There will be a focus on working with BEIS and Richard Bayliss, CITB to communicate the new Each Home Counts Quality Mark.

2.5 Action E11: Gfirst LEP will produce and disseminate a countywide Energy Strategy for Gloucestershire.

We were able to learn from the GP "Project Development Assistance instrument" from our Croatian partners about ways in which complex and wide-ranging projects and policies could be developed and managed efficiently. When working on strategies that span many years it is essential that funding is available to bridge the gap between project idea and delivery. This is something that we have been able to identify and clarify in the Gloucestershire Energy Strategy.

The 2017 national *Industrial Strategy: building a Britain fit for the future*²⁹ prioritises clean growth including:

²⁷ <https://www.supplyingthesouthwest.org.uk/>

²⁸ <https://www.gov.uk/government/publications/social-value-act-information-and-resources/social-value-act-information-and-resources>

²⁹ https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/664572/industrial-strategy-white-paper-print-ready-version.pdf

- Upgrading energy infrastructure in order to enable growth
- Building the energy infrastructure we need for new technologies
- Delivering affordable energy and keeping energy costs down for businesses and the wider community (including public and domestic)
- Delivering clean growth and securing the economic benefits of the transition to a low carbon economy
- Investing in science, research and innovation, including energy storage and grid technologies
- Supporting businesses to start and grow

Furthermore, the UK is focused on meeting carbon emissions targets and ensuring a consistently high standard of energy efficiency retrofit and advice across the UK. Gfirst LEP has successfully secured funding from BEIS to develop a countywide Energy Strategy.

As well as supporting national priorities, the Gloucestershire Local Enterprise Partnership Energy Strategy will be influenced by the county's Strategic Economic Plan and EU Structural Investment Fund Strategy, the key policy instrument for Build2LC.

This action primarily involves the development and dissemination of the Energy Strategy. Once written, implementation will run until 2028. The development of the strategy will be led by a working group from Gfirst's Energy Business Group, chaired by Andy Slaney & George Ridd (South Gloucestershire & Stroud College), but a consultant will be recruited to write and facilitate strategy development during 2018 (CSE).

The scope of the strategy is far reaching and covers the following key areas:

- A clear analysis of the energy opportunities and challenges across Gloucestershire, for power, heat and transport
- Estimates of energy demand and carbon emissions over time, and consideration in relation to relevant carbon targets.
- Technical appraisal of options and their potential economic impact.
- Pipeline of potential energy and low carbon investment projects
- Energy and low carbon priorities for the LEP

The strategy will also include: funding options, arrangements for governance, a delivery plan, and conclusions or recommendations for central government policymakers.

In addition, the Department of Business, Energy and Industrial Strategy is supporting the development of a South West Energy Hub, to be hosted by the West of England Combined Authority and Local Enterprise Partnership covering the seven South West Local Enterprise Partnerships (Swindon & Wiltshire, Gfirst, Heart of South West, Cornwall, & the Isles of Scilly, & Solent). The hub will ensure a collaborative and coordinated approach across the seven South West Local Enterprise Partnerships: it is resourced for three years to employ four full time staff.

Section 3: Lead stakeholders

The monitoring of the Build2LC Action Plan is overseen by Severn Wye Energy but each individual sub-action is owned and led by a wide range of different organisations and individuals across the county. It should also be noted that the contribution to the plan has been entirely voluntary and the time, energy and efforts of all involved are greatly appreciated.

Table 3 shows which organisations have responsibility for each area of activity, however, others have been, and will be, involved throughout the project and into the future.

Action	Action leads	Other key players
<i>Action A: Gloucestershire stakeholders will work in partnership to maximise efficiency and effectiveness of resources</i>		
A1	<ul style="list-style-type: none"> ○ Neil Penny, Gloucestershire Clinical Commissioning Group ○ Rob Hargraves, Senior Project Manager, Warm & Well Team ○ Kate de Selincourt, Researcher, Sustainable Construction 	<ul style="list-style-type: none"> ○ Jules Ford, Gloucestershire Clinical Commissioning Group ○ 5 x Social Prescribing Provider organisations ○ Community Wellbeing Agents ○ Citizens Advice ○ Warm and Well team
A2	<ul style="list-style-type: none"> ○ Simone Lowthe-Thomas, CEO, S.Wye ○ Rob Hargraves, Senior Project Manager, Warm & Well Team ○ Matt Lennard, Gloucestershire VCS Alliance 	<ul style="list-style-type: none"> ○ VCSE organisations ○ Gloucestershire CCG ○ Gloucestershire County Council ○ Private sector training providers ○ Private sector looking to work with VCSE ○ Growth Hub ○ University ○ OPCC ○ Glos Community Foundation ○ SaGE Project ○ Middle Social Enterprise
A3	<ul style="list-style-type: none"> ○ James Clarke, Head of Marketing, S.Wye ○ Sarah James, Communication Team, GCC ○ Eileen O’Haire, Partnerships and Communities Co-ordinator, S.Wye 	<ul style="list-style-type: none"> ○ Gloucestershire County Council ○ Local Authorities ○ Severn Wye Energy Agency ○ Healthwatch ○ Local public and voluntary sector service delivery organisations
<i>Action B: Use innovation to benefit those most in need.</i>		
B4	<ul style="list-style-type: none"> ○ Al Ismaili, Maxim Eyes (UK) Ltd ○ Simone Lowthe-Thomas, S.Wye ○ Rob Hargraves, S.Wye 	<ul style="list-style-type: none"> ○ Severn Vale Housing Society Ltd ○ Puredrive Energy Ltd

<i>Action C: The performance of rental properties will improve, resulting in positive economic and health outcomes for tenants.</i>		
C5	<ul style="list-style-type: none"> ○ Rob Hargraves, S.Wye ○ Warm & Well team ○ Paul White, National Landlords Assoc. 	<ul style="list-style-type: none"> ○ Eileen O’Haire, S. Wye ○ Environmental Health Officers
C6	<ul style="list-style-type: none"> ○ Luke Beard, Two Rivers Housing ○ Paul White, National Landlords Association ○ Rob Hargraves, S. Wye 	<ul style="list-style-type: none"> ○ RSL Asset Managers ○ Energy companies ○ Housing Partnership (GCHP) ○ Howard Thomas, DP Paul
<i>Action D: Increase awareness of fuel poverty indicators for energy efficiency contractors and trainers</i>		
D7	<ul style="list-style-type: none"> ○ Eileen O’Haire, S. Wye ○ Tom Gillman , S. Wye ○ Katie Bone , SGS Berkeley Green 	
D8	<ul style="list-style-type: none"> ○ James Clarke, Head of Marketing, S. Wye ○ Rob Hargraves, W&W Project Manager, S. Wye 	<ul style="list-style-type: none"> ○ Richard Bayliss, CITB (representative for Each Home Counts)
D9	<ul style="list-style-type: none"> ○ Dev Chakroborty, Gfirst Business Management Group ○ Kate Hull, Gfirst, ○ Sam Holliday, Federation of Small Business ○ Ross Jukes, Growth Hub 	<ul style="list-style-type: none"> ○ IoD, ○ NFU, ○ Gloucestershire Chamber of Commerce, Chambers, ○ Association of Gloucestershire Business Groups, ○ CBI
D10	<ul style="list-style-type: none"> ○ Jessica Watkins, LTE Manager, S.Wye ○ Rob Hargraves, Senior Project Manager, S. Wye. ○ James Clarke, Head of Marketing, S. Wye 	<ul style="list-style-type: none"> ○ Gfirst ○ Business Procurement Group ○ Richard Bayliss EHC BEIS ○ FSB ○ Warmer Cheltenham ○ Warm & Well team
<i>Action E: Gloucestershire will produce and disseminate a countywide Energy Strategy.</i>		
E11	<ul style="list-style-type: none"> ○ Andy Slaney & George Ridd (Chairs of the Energy Business Group) ○ Simon Roberts, Centre for Sustainable Energy 	<ul style="list-style-type: none"> ○ Mike Curran, Gfirst LEP Lead ○ Pete Wiggins, Gloucestershire County Council ○ Severn Wye Energy Agency

Table 3: Lead stakeholders for each action

Section 4: Delivery Plan Delivery Plan Summary

Action Name	Sub action
A: Gloucestershire stakeholders will work in partnership to maximise efficiency and effectiveness of resources.	A1: Use Warm & Well to support the further development of social prescribing.
	A2: Enhance existing delivery partnerships with Voluntary, Community and Public Sector services and ensure clear and evaluated referral process to Warm & Well are in place.
	A3: Develop a higher profile of Warm & Well within existing county wide database platform
B: Use innovation to benefit those most in need.	B4: Submit an application to Innovate UK for a project which will deploy a first-of-its-kind Energy Infrastructure as a Service (eIaaS) encompassing a home battery and PV system into the homes that need it most, social housing communities, and determine the feasibility for this model to scale into every home in the UK.
C: The energy performance of rental properties will improve, resulting in positive economic and health outcomes for tenants.	C5: Develop financial instruments for landlords to retrofit properties.
	C6: Create a formal partnership structure to support all RSLs and private landlords in the area and increase communication with energy suppliers, public bodies and agencies to provide equal access to opportunities to support residents.
	D7: Increase awareness on fuel poverty indicators in energy efficiency contractors and trainers
	D8: Upskill property owners and tenants by raising the awareness of processes and responsibilities.
	D9: Review procurement processes with the aim of improving standards through contracting and not excluding smaller, local businesses.
D: Well-trained and skilled installers will work within a framework that supports quality.	D10: Promote contractors with a set of 'approved' accreditations and insurance.
	E11: Develop a holistic Gloucestershire Energy Strategy covering the period to 2028, including; Upgrading energy infrastructure; Investing in science, research and innovation and; Contributing to delivering Gloucestershire's Strategic Economic Plan, including the Gloucestershire Renewable Energy, Engineering & Nuclear (GREEN) Skills project and the EU Structural Investment Fund strategy for Gloucestershire.
E: Gfirst LEA will produce and disseminate a countywide Energy Strategy for Gloucestershire.	

Action A1: Use Warm & Well to support the further development of social prescribing

<p>Leads:</p> <ul style="list-style-type: none"> ○ Neil Penny, Gloucestershire Clinical Commissioning Group ○ Rob Hargraves, Severn Wye Energy Agency ○ Di Billingham, Gloucestershire Clinical Commissioning Group ○ Kate de Selincourt, Researcher, Sustainable Construction 	<p>Others key players:</p>	<ul style="list-style-type: none"> ○ Jules Ford, Gloucestershire Clinical Commissioning Group (GCCG) ○ Warm and Well team ○ Social Prescribing Provider organisations ○ Community Wellbeing Agents ○ Citizens Advice
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Action	Players involved	Timescales	Costs	Funding source
<p>Social Prescribing Community Wellbeing Service</p> <p>Establish a regular communication update between GCCG, Citizens Advice and Severn Wye Energy Agency (Warm and Well programme), to devise the <i>Social Prescribing Plus</i> pathways for 'Housing, debt and finance'</p>	<p>GCCG; S.Wye; CA</p>	<p>Jan 2018- March 2020</p>	<p>Staff time for development of <i>Social Prescribing Plus</i>, facilitation of meetings and increased activities</p>	<p>By working with Gloucestershire Clinical Commissioning Group on Build2LC, extra funding was secured to increase activities. Other partners; Citizens Advice, Community Well- being Agents and W&W provided staff resources.</p>
<p>Establish links to the Warm Homes Fund</p>			<p>One –off cost of establishing referral processes</p>	<p>Warm Homes (Funding of £5million over 2 years administration, promotion of Fund and installation of measures)</p>

Action	Players involved	Timescales	Costs	Funding source
Focus on identifying particular cohorts such as the elderly and people with long term conditions where behaviour change would really support both H&WB and Energy saving outcomes.	GCCG, S.Wye	March 2018	Staff time for development of <i>Social Prescribing Plus</i> , facilitation of meetings and increased activities	By working with Gloucestershire Clinical Commissioning Group on Build2LC, extra funding was secured to increase activities. Other partners; Citizens Advice, Community Well-being Agents and W&W provided staff resources.
NP and JF work with two Housing Social Prescribing delivery partners (through Di Billingham who manages the Community Wellbeing contract at GCCC) to develop case studies illustrating impact of behaviour change and changes in home energy environment, and support a greater focus on this issue.	Di Billingham GCCC; Independence Trust; Home Group ; Jules Ford, GCCG	From Sept 2018	Ongoing staff time costs associated with monitoring and writing up of case studies	Funding ring-fenced from GCCG <i>Social Prescribing Plus</i> fund. Working with Build2LC we were able to enrich activities around this action.
Implement the Social Prescribing Plus pathways for 'Housing, debt and finance'.	GCCG; S.Wye; CA	Sept 2018	Ongoing staff time costs	Funding ring-fenced from GCCG <i>Social Prescribing Plus</i> fund. Other partners; Citizens Advice, Community WBAs and Warm and Well provided staff resources.
Interim review and modification of the Social Prescribing Plus pathway for 'Housing, debt and finance'.	GCCG; S.Wye; CA	March 2019	Ongoing staff time costs associated with review of the effectiveness of actions	Funding ring-fenced from GCCG <i>Social Prescribing Plus</i> . W&W provided additional staff resources.

Action	Players Involved	Timescales	Costs	Funding source
Review of the Social Prescribing Plus pathway for 'Housing, debt and finance'.	GCCG; S.Wye; CA	Sept 2019	Ongoing staff time costs associated with review of the effectiveness of actions	Funding ring-fenced from GCCG <i>Social Prescribing Plus</i> . W&W provided additional staff resources.
Data: CWBS has pseudonymised data gathered every two months. Opportunity to look at February's or April's data, and potential to tweak the information collected to facilitate better impact measurement on the Housing, Dept and Finance element. JF and NP to look at figures and discuss potential adjustments to build in to future monitoring	GCCG – Jules Ford and Neil Penny	Sept 2018	Ongoing staff time costs associated	Funding ring-fenced from GCCG <i>Social Prescribing Plus</i> . W&W provided additional staff resources.
Work with the Warm & Well database manager to ensure it can track the source of referrals, including from Community WBAs.	GCCG; S.Wye	Sept '18	Ongoing staff time costs associated	Funding ring-fenced from GCCG <i>Social Prescribing Plus</i> and Local Government (L.A.) funding of Warm & Well
Discuss with Social Prescribing providers the link between Warm and Well and the social prescribing programme: JF to put on agenda at the next Commissioner Provider Learning and Service Development Meeting.	NP, JF, GCCG	January 2019	staff time costs for meeting with partners	Funding ring-fenced from GCCG <i>Social Prescribing Plus</i> . Working with Build2LC we were able to enrich activities around this action.

Action	Players involved	Timescales	Costs	Funding source
Pilot putting Warm and Well on a checklist with Providers so that it becomes a key option for referral – ensure that each Provider references Warm and Well on its own leaflet and publicity.	Jules Ford and Neil Penny, GCCG with Community WBS providers	By Sept 2018	staff time costs and leaflet printing costs	Funding ring-fenced from GCCG Social Proscribing Plus Fund. Working with Build2LC we were able to enrich activities around this action
Neil Penny/ S.Wye to deliver an initial Warm & Well and fuel poverty seminar to all Social Prescribing Providers at the next Community Wellbeing Service Development Day.	S.Wye; GCCG; Community WBS	Jan 2019	Costs associated with the Development Day event, staff time venue hire and refreshments.	Funding ring-fenced from GCCG Social Proscribing Plus Fund. Working with Build2LC we were able to enrich activities around this action
Establish a bi-annual community WBA/ Warm and Well review and feedback session	S.Wye; GCCG; Community WBS	Oct '18 tbc April '19 Oct '19 April '20	Ongoing staff time costs for regular meetings throughout the project time scale	GCCG Social Proscribing Plus Fund and Warm Homes Fund. Other partners; Citizens Advice, Community WBAs to provide staff resources. Local Government (L.A.) funding of Warm & Well
Review training of community wellbeing agents annually and reference to fuel poverty and Warm and Well. Potential for energy training of CWBAs to achieve CPD.	S.Wye, GCCG; Community WBS	Sept '18 Sept '19 ongoing	Venue for CPD training usually free. Extra printing costs for factsheets Staff time approx. 2 hours per training session	GCCG Social Proscribing Plus Fund and Warm Homes Fund. Other partners; Citizens Advice, Community WBAs and Warm and Well to provide staff resources.

Action	Players involved	Timescales	Costs	Funding source
<p>Health Coaching: Use existing Health Coaching available to GPs, adding Warm and Well into the Health Coaching training.</p>	JF, GCCG	Sept 2018 tbc	No extra costs involved as W&W information can easily be added to existing training module	GCCG Social Proscribing Plus Fund covers the Health Coaching training
<p>Respiratory Clinical Programme Group of the Transformation Directorate: work with them as they develop the Community Respiratory Pathway, exploring what sits behind some of the 11000 people in the county with COPD, looking at any links with housing condition.</p>	JF, GCCG, Wendy Pitt, S Wye	From Sept 2018-March 2020	Staff resources for facilitation of collaborative meetings	GCCG Social Proscribing Plus Fund. 'Stay At Home' project
<p>Health Impacts Report; Commission research on detrimental impacts of poor housing on health. The report to provide high level, researched evidence to present the case that housing conditions (temperature/ventilation/damp) have a negative impact on health and wellbeing.</p>	Rob Hargraves S.Wye Neil Penny GCCG Kate de Selincourt	From Sept 2018	Research, development and writing up of report. Estimated £1,500- £2,000	Funded through Severn Wye's external services budget

Action	Players involved	Timescales	Costs	Funding source
Dissemination				
Create a Warm & Well case study	S.Wye; GCCG	Nov 2018	Staff hours for case study research and writing up of report.	Funding ring-fenced from GCCG <i>Social Prescribing Plus</i> . Warm and Well provided additional staff resources
Arrange a dissemination event for case study (e.g. at Warm and Well conference)	S.Wye; GCCG	Nov 2018	Staff hours as part of the Warm & Well conference	Local Authority funding of Warm & Well
Closing the Loop				
Create a checklist for Warm and Well advisors on home visits to refer onwards.	S.Wye	By Oct 2018	Staff hours	Local Authority funding of Warm & Well
Train advisors and pilot checklist	S.Wye	Nov – Dec 2018	Staff hours	Local Authority funding of Warm & Well
Review checklist and make modifications	S.Wye	Feb 2019	Staff hours	Local Authority funding of Warm & Well
Risks:				
Challenges with data-sharing		Mitigation: Develop data-sharing agreements in line with GDPR		
Providing sufficient and measurable health data		Collaborate with several partners to achieve outcomes		
Tracking the source of referrals		Ensure resources are planned into budgets for tracking of data		

Ability to follow up with clients	
Lack of referrals from Community Connectors (from some areas)	
<i>Results (Direct effects resulting from the action and the outputs – imply a qualitative value, an improvement compared to the initial situation. Need measurable units, such as number of policy instruments influenced):</i>	
<ul style="list-style-type: none"> ○ 600 referrals made to Warm & Well ○ Net improvement in well-being measures of those referred to Warm & Well by Community Wellbeing Agents 	
<i>Supports Warm & Well programme (from April 2017- March 2020) to meet:</i>	
<ul style="list-style-type: none"> ○ 600 Referrals from partners to the Warm & Well advice line ○ 3360 Clients with health conditions receiving advice ○ 765 Home Visits (337 to those with health conditions) ○ 712 Category 1 hazards removed ○ 1,737 Number of measures installed (840 to those with health conditions) ○ 941.89 tons of CO₂ Annual Carbon Dioxide savings ○ 35,174 tons of CO₂ Life time Carbon by Measure ○ €249,326.44 (£221,788.67) Annual savings for clients 	
<i>Outputs (Tangible deliverables which contribute to the results. Directly derive from activities undertaken e.g. number of workshops. Typically measured in physical units.)</i>	
<ul style="list-style-type: none"> ○ 6 engagement activities with Community Wellbeing Agents ○ 5 Community Wellbeing Agents become CPD marked in Warm & Well ○ 1 Health Impacts Report 	

Action A2: Enhance existing delivery partnerships with Voluntary, Community and Public Sector services and ensure clear and evaluated referral process to Warm & Well are in place.

<p>Leads:</p>	<ul style="list-style-type: none"> ○ Simone Lowthe-Thomas, CEO, Severn Wye Energy Agency ○ Project Manager of Warm & Well, Severn Wye Energy Agency ○ Eileen O'Haire, Severn Wye Energy Agency 	<p>Others key players:</p>	<ul style="list-style-type: none"> ○ VCS organisations ○ Gloucestershire CCG ○ Gloucestershire County Council ○ Private sector training providers ○ Private sector looking to work with VCSE ○ Growth Hub ○ University ○ OPCC ○ Glos Community Foundation ○ SaGE Project ○ Middle Social Enterprise
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Action	Players involved	Timescales	Costs	Funding source
<p>Enhancing partnerships for Warm & Well</p> <p>Determine the role of the Partnership Co-ordinator</p>	S.Wye	March 2018 - Done	n/a	n/a
Appoint a Partnership Co-ordinator	S.Wye	June 2018 - Done	£20,000 annually	Local Government Funding for £200,000 per year. Warm & Well Warm Homes Fund ECO & GCCG funding
Establish a partnership strategy within Severn Wye	S.Wye	November 2018	5 days of staff time	As above
Identify a core target partnership network	S.Wye	November 2018	1 day of staff time	As above
Develop a two way referral process with targeted organisations	S.Wye	January 2019	10 days of staff time	As above

Train targeted organisations	S.Wye	Ongoing	Within the role of Partnership Co-ordinator	As above
Establish targets for referral numbers	S.Wye	September 2018	1 day of staff time	As above
Monitor referrals and review process	S.Wye	September 2018 onwards	3 days of staff time	As above
Report on referrals and partnerships in the Warm & Well newsletter	S.Wye	Ongoing - quarterly	0.5 days of staff time	As above
Wider partnership development for Warm & Well				
Develop and add a training and referral page to the Warm & Well website	S.Wye	October 2018	1.5 days of staff time	Warm & Well Fund WHF, ECO
Add a referrals section to the Warm & Well newsletter providing information on referral processes and spotlights on target partners	S.Wye	September 2018 onwards	0.5 days of staff time	Warm & Well Fund WHF, ECO
Risks:		Mitigation:		
Data protection concerns between partners holds up the partnership enhancement process.		Use CCG's data protection forms for social prescribing referrals. Ideally refer through Community Connectors or to reduce data concerns.		
Partners are trained but referrals are limited.		Set referral targets and ensure referral systems are set up before training.		

Results (Direct effects resulting from the action and the outputs – imply a qualitative value, an improvement compared to the initial situation. Need measurable units, such as number of policy instruments influenced):

- 600 referrals made to Warm & Well
 - Net improvement in well-being measures of those referred to Warm & Well by Community Connectors
- Supports Warm & Well programme (from April 2017- March 2020) to meet:
- 600 Referrals from partners to the Warm & Well advice line

- o 3360 Clients with health conditions receiving advice
- o 765 Home Visits (337 to those with health conditions)
- o 712 Category 1 hazards removed
- o 1,737 Number of measures installed (840 to those with health conditions)
- o 941.89 tons of CO₂ Annual Carbon Dioxide savings
- o 35,174 tons of CO₂ Lifetime Carbon by Measure
- o €249,326.44 (£221,788.67) Annual savings for clients
- o 1,012 referrals to other agencies and funding streams
- o 1,050 training places delivered
- o 282 marketing activities undertaken

Outputs (Tangible deliverables which contribute to the results. Directly derive from activities undertaken e.g. number of workshops. Typically measured in physical units.)

- o 1 partnership strategy
- o 1 partnership evaluation report
- o 1 referrals and training page on the Warm & Well webpage
- o 2 referral and training articles in the Warm & Well newsletter

Action A3: Develop a higher profile of Warm & Well within existing county wide database platform

Leads: <ul style="list-style-type: none"> o James Clarke, Severn Wye Energy Agency o Dan Millin, Severn Wye Energy Agency o Sarah James, and GCC Communications Team 		Others key players: <ul style="list-style-type: none"> o Gloucestershire County Council o Local Authorities o Citizens Advice o Local public and voluntary sector service delivery organisations o Healthwatch
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Action	Players involved	Timescales	Costs	Funding source
Development of Your Circle database Following consultation, it was decided that another database is not desired or sustainable. Action therefore is to use the redevelopment of Your Circle, the 'Go to site for Health and Social Care' to increase the range and reach of activities and initiatives on, and access to, this existing portal	As above	Ongoing	N/A	N/A
Relaunch of Your Circle as part of the 'Prevent, Delay, Reduce' responsibility set out in the 2014 Care Act	GCC, Healthwatch, GCCG	Oct 2017, moved to new platform DONE	Covered by GCC	Gloucestershire County Council.
Analyse data on the top subjects/ issues people call into the GCC phone Advice Line and ensure these are reflected in the content of Your Circle,	GCC Sarah James	ongoing	Liaisons meetings Partnership & Communities Co-ordinator and GCC	GCC Communications Team budget.
Newsletter: Use new GCC communications platform Gov Delivery to promote Your Circle	GCC Sarah James	ongoing	Staff time	GCC Communications Team budget

Action	Players involved	Timescales	Costs	Funding source
Develop content of W&W service page with key words, (e.g. grant funding, home improvements) to improve search function	S.Wye, James Clarke S.Wye, Dan Millin	Sept – October 18	Liaisons meetings and site development time	GCC Communications Team budget. W&W marketing budget. Working with Build2LC we were able to enrich activities around this action
Ensure W&W links appear on all relevant windows; Home & Housing, Money Matters, Health and Information & Advice	S.Wye, James Clarke S.Wye, Dan Millin	Sept – October 18	Liaisons meetings and site development time	GCC Communications Team budget. W&W marketing budget
Create internal and external links to W&W on all relevant pages	GCC Sarah James	Sept- October 2018	As above	As above
Measure hits and enquiry rate, and develop ways of measuring impact.	GCC Sarah James	ongoing	As above	As above

Risks:	Mitigation:
IT systems being incompatible	By using one main database (Your Circle) and adding scope and content and access, rather than trying to make different systems talk to each other.
Data sharing	Covered by GCC data protection process

Results (Direct effects resulting from the action and the outputs – imply a qualitative value, an improvement compared to the initial situation. Need measurable units, such as number of policy instruments influenced):

<ul style="list-style-type: none"> ○ 600 referrals made to Warm & Well ○ Net improvement in well-being measures of those alerted to Warm & Well through Your Circle
Supports Warm & Well programme (from April 2017- March 2020) to meet: <ul style="list-style-type: none"> ○ 600 Referrals from partners to the Warm & Well advice line ○ 3360 Clients with health conditions receiving advice ○ 765 Home Visits (337 to those with health conditions)

- o 712 Category 1 hazards removed
- o 1,737 Number of measures installed (840 to those with health conditions)
- o 941.89 tons of CO₂ Annual Carbon Dioxide savings
- o 35,174 tons of CO₂ Life time Carbon by Measure
- o €249,326.44 (£221,788.67) Annual savings for clients

Outputs (Tangible deliverables which contribute to the results. Directly derive from activities undertaken e.g. number of workshops. Typically measured in physical units.)

- 2 x distinct service pages of new content added to Your Circle
- 4 x additional windows to access W&W information
- 6 x frontline staff trained in appropriate use of Your Circle

Action B4: Use innovation to benefit those most in need.

Leads:	<ul style="list-style-type: none"> o Al Ismaili, Maxim Eyes (UK) Ltd o CEO and Rob Hargraves, Severn Wye Energy Agency 	Others key players:	Severn Vale Housing Society Ltd Puredrive Energy Ltd
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Action	Players involved	Timescales	Costs	Funding source
Submit Innovate UK bid for PV battery storage pilot				
Work in collaboration with other partners to establish roles and responsibilities within the project	<ul style="list-style-type: none"> o Al Ismaili, Maxim Eyes (UK) Ltd o Brian Canning & Rob Hargraves, Severn Wye o Mike Craggs, Severn Vale Housing o Mark Millar, Puredrive Energy 	December 2017- July 2018	Staff hours resources needed	Funding has been identified from partners to facilitate development of the bid.
Agree timeline, costs and required resources for the project	<ul style="list-style-type: none"> o Al Ismaili, Maxim Eyes (UK) Ltd o Brian Canning & Rob Hargraves, SW o Mike Craggs, Severn Vale Housing o Mark Millar, Puredrive Energy 	April-July 2018	As above	As above
Complete Innovate UK	<ul style="list-style-type: none"> o Al Ismaili, Maxim Eyes (UK) Ltd 	July 2018	As above	As above

application, with each partner submitting the required information for their role	<ul style="list-style-type: none"> ○ Brian Canning & Rob Hargraves, Severn Wye ○ Mike Craggs, Severn Vale Housing ○ Mark Millar, Puredrive Energy 			
Submit finished application in time for July deadline	<ul style="list-style-type: none"> ○ Al Ismaili, Maxim Eyes (UK) Ltd ○ Brian Canning & Rob Hargraves, Severn Wye ○ Mike Craggs, Severn Vale Housing ○ Mark Millar, Puredrive Energy 	July 2018	As above	As above
Take forward plans if bid is successful	<ul style="list-style-type: none"> ○ Al Ismaili, Maxim Eyes (UK) Ltd ○ Brian Canning & Rob Hargraves, Severn Wye ○ Mike Craggs, Severn Vale Housing ○ Mark Millar, Puredrive Energy 	Oct 2018	Staff time, resources	A successful bid from Innovate UK will allow and Severn Vale Housing to implement measures with Pure drive Energy.

Risks:	Mitigation:
N/A	

Results (Direct effects resulting from the action and the outputs – imply a qualitative value, an improvement compared to the initial situation. Need measurable units, such as number of policy instruments influenced):

Number of households engaged in support programmes (Overall target is 14,000)

Decrease in energy consumption (Overall target is 30,000 kWh – based on 10,000 achieving 15% reductions assuming 20,000kWh per year annual consumption each.- needs reality check

Collaborate with at least 5 external partners across private, public and charity sectors.

Outputs (Tangible deliverables which contribute to the results. Directly derive from activities undertaken e.g. number of workshops. Typically measured in physical units.)

1 bid to Innovate UK

Action C5: Promote and process financial instruments for landlords to retrofit properties.

Leads	Other key players
<ul style="list-style-type: none"> o Rob Hargraves, S.Wye o Warm & Well team o Paul White, National Landlords Assoc. 	<ul style="list-style-type: none"> o Eileen O'Haire, S. Wye o Environmental Health Officers

Action	Flayers involved	Timescales	Costs	Funding source
Promote and provide grant funding to private landlords to carry out energy efficient improvements to their properties.				
Arrange series of presentations to private landlord consortiums/Associations.	<ul style="list-style-type: none"> o Rob Hargraves, Severn Wye o Warm & Well Team o Paul White NLA 	April 2018 – April 2019	Events costs; venue/ refreshments costs, staff hours	Funding was identified from partners; NLA and EHOs to facilitate these meetings. Local authority funded Warm & Well project
Mail-out to over 200 letting and estate agents throughout Gloucestershire	<ul style="list-style-type: none"> o Rob Hargraves, Severn Wye o Warm & well Team 	July 2018	Stationery and postal costs	Local authority funded Warm & Well project.
Update W&W website	<ul style="list-style-type: none"> o Warm & Well Team 	Sept 2018- March 2019	Staff hours	Local authority funded Warm & Well project
Develop contact pathways with hard to reach landlords to install energy efficiency measure to those most in need.				
Make contact and arrange meeting with EHO officer in each district	<ul style="list-style-type: none"> o Rob Hargraves, Severn Wye o District Council EHO Officers 	Dec 2018 – Dec 2019	Staff hours	Funding was identified from EHOs to facilitate meetings. Local authority funded Warm & Well project
Develop referral pathway into W&W for landlords with low EPC rated	<ul style="list-style-type: none"> o Rob Hargraves, Severn Wye o Warm & well Team 	Dec 2018 – Dec 2019	Staff hours	Local authority funded Warm & Well project

properties				
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Risks:		Mitigation:		
Lack of motivation for landlords to invest		EPC minimum standards legislation promoted to all private landlord contacts Funding incentives in place		

<p>Results (Direct effects resulting from the action and the outputs – imply a qualitative value, an improvement compared to the initial situation. Need measurable units, such as number of policy instruments influenced):</p> <p>Number of households engaged in support programmes (Overall target is 14,000)</p> <p>Decrease in energy consumption (Overall target is 30,000 kWh – based on 10,000 achieving 15% reductions assuming 20,000kWh per year annual consumption each.</p>
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<p>Outputs (Tangible deliverables which contribute to the results. Directly derive from activities undertaken e.g. number of workshops. Typically measured in physical units.)</p> <p>500 number of landlords contacted</p> <p>100 number of grants for landlords in targeted areas established</p>

Action C6: Create a formal partnership structure to support all RSLs and private landlords in an area and increase communication with energy suppliers, public bodies and agencies to provide equal access to opportunities to support residents.

Leads:	<ul style="list-style-type: none"> ○ Luke Beard, Two Rivers Housing ○ Paul White, National Landlords Association ○ Rob Hargraves, Severn Wye Energy Agency 	Other key players:	<ul style="list-style-type: none"> ○ RSL Asset Managers ○ Energy companies ○ Housing Partnership (GCHP) ○ Howards Thomas, DP Paul
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Action	Players involved	Timescales	Costs	Funding source
Social housing: Establish an Asset Managers Partnership	Luke Beard (Two Rivers)	January 2018 Done	Staff time	Funding was secured from a range of RSLs to develop links and facilitate these meetings. Working with Build2LC we were able to enrich activities around this action
Hold meeting to establish Terms of Reference, identify targets and identify additional stakeholders to support the group.	RSLs (led by Two Rivers), Severn Wye	May 2018 Done	Events costs; venue/ refreshments costs, staff hours	As above
Updates on grant funding information included in meetings	RSLs (led by Two Rivers), Severn Wye	July 2018-August 2020	Staff time	As above
Promotion of EHC	RSLs (led by Two Rivers),	July 2018-August	Staff time	As above

included in meetings	Severn Wye	2020		
Implement the plan with tri-annual meetings.	RSLs (led by Two Rivers), Severn Wye	July 2018-August 2020	Events costs; venue/ refreshments costs, staff hours	As above
Review and report on the plan	RSLs (led by Two Rivers), Severn Wye	October 2018-August 2020	Staff time	As above
Risks:		Mitigation:		
Lack of engagement of landlords		Scope requirements and interests of landlords. Incorporate learning into standard meetings or a large event. Use written media.		
Funding		Source sponsorship for individual or larger events.		

Results (Direct effects resulting from the action and the outputs – imply a qualitative value, an improvement compared to the initial situation. Need measurable units, such as number of policy instruments influenced):

Number of households engaged in support programmes (Overall target is 14,000)

Decrease in energy consumption (Overall target is 30,000 kWh – based on 10,000 achieving 15% reductions assuming 20,000kWh per year annual consumption each.

Increased referrals for grant funding measures from private landlords

Improved communication between RSL and public sector organisations

Outputs (Tangible deliverables which contribute to the results. Directly derive from activities undertaken e.g. number of workshops. Typically measured in physical units.)

Minutes from 6 meetings for social landlords (3 per year)

1 review of progress for RSLs

Action D7: Increase awareness of fuel poverty indicators for energy efficiency contractors and trainers

Leads:	<ul style="list-style-type: none"> ○ Eileen O'Haire, Severn Wye ○ Tom Gillman , Severn Wye ○ Katie Bone , SGS Berkeley Green 	Other key players:	David Quinton, SGS College Stroud Campus
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Action	Players involved	Timescales	Costs	Funding source
Deliver Warm & Well CPD training on fuel poverty to SGS tutors and students.				
Identify space and capacity in the timetable.	SGS- Katie Bone	Sept_2018	Staff time	Extra funding was identified from SGS College for extra modules plus Warm Homes Fund
Adapt existing CPD training with focus on fuel poverty indicators	E. O'Haire S.Wye Tom Gillman S.Wye	Oct 18 –March 2019	Staff time and some resources ie; energy factsheets	Extra funding was identified from SGS College for extra modules plus Warm Homes Fund
Deliver training session to students (Construction & Plumbing & Electrical courses)	E. O'Haire S.Wye Tom Gillman S.Wye	Jan 19 –Dec 2019	Staff time and some resources ie; energy factsheets	Extra funding was identified from SGS College for extra modules plus Warm Homes Fund
Deliver training session to tutors	E. O'Haire S.Wye Tom Gillman S.Wye	Jan 19 –Dec 2019	Staff time and some resources ie; energy factsheets	Extra funding was identified from SGS College for extra modules plus Warm Homes Fund

Risks:	Mitigation:
Lack of interest from students	Integrated into course curriculum

Results (Direct effects resulting from the action and the outputs – imply a qualitative value, an improvement compared to the initial situation. Need measurable units, such as number of policy instruments influenced):
No. of people with increased professional capacity: (From attendance at workshops) 50
No. of referrals to relevant organisations as a result of training
No. of households assisted / improvements made as a result of the training.

Outputs (Tangible deliverables which contribute to the results. Directly derive from activities undertaken e.g. number of workshops. Typically measured in physical units.)
100 SGS students completing the training (50 in year 1 and 50 in year 2)
4 x Tutors attending training
4 x Training sessions delivered across 2 campuses

Action D8: Upskill property owners and tenants by raising the awareness of processes and responsibilities.

Leads:	<ul style="list-style-type: none"> o James Clarke, Head of Marketing, S. Wye o Rob Hargraves, W&W Project Manager, S. Wye 	Other key players:	Richard Bayliss, CITB (representative for Each Home Counts)
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Action	Players involved	Timescales	Costs	Funding source
Make private rental tenants (and landlords) aware of the Minimum Energy Efficiency Standards through the	James Clarke, Head of Marketing, S. Wye Rob Hargraves, W&W Project Manager, S. Wye	From April 2018	Staff time needed to develop working partnership	Construction Industry Training Board (CITB). And Local Authority funded Warm Homes

advice line and home visits as standard					Fund, Warm & Well
Attend EHC training workshop on accreditation process	Rob Hargraves, W&W Project Manager, S. Wye	From October 2018	Staff time, travel costs	As above	
Promote the new Each Home Counts Quality Mark	James Clarke, Head of Marketing, S. Wye	From September 2018	Staff time, leaflet printing costs	As above	

Action	Players involved	Timescale	Costs	Funding source
Market www.warmer.org.uk to Cheltenham based tenants and homeowners	James Clarke, Head of Marketing, S. Wye	From September 2018	Liaison meeting time and staff time on website updates etc.	Local Authority funded Warm Homes Fund, Warm & Well, GCCG
Review householders' awareness of EHC through Warm & Well QA questionnaire	Rob Hargraves, W&W Project Manager, S. Wye	March 2020	No extra costs envisaged.	Warm Homes Fund, Warm & Well, GCCG
Risks:				
Lack of communication to tenants and home owners		Mitigation: Plan work into the Warm & Well communications strategy and regularly review progress		

Results (Direct effects resulting from the action and the outputs – imply a qualitative value, an improvement compared to the initial situation. Need measurable units, such as number of policy instruments influenced):	
Number of households engaged in support programmes (Overall target is 14,000)	
50 households show knowledge of Minimum Energy Standards	
50 households show knowledge of Each Home Counts Quality Mark	

Outputs (Tangible deliverables which contribute to the results. Directly derive from activities undertaken e.g. number of workshops. Typically

measured in physical units.)

Advice line script includes reference to Minimum Energy Standards

Flyer for Each Home Counts Quality Mark

3 references to the Minimum energy Efficiency Standards and Each Home Counts review in the Warm & Well newsletter

1 dataset of questionnaire outcomes

Action D9: Review procurement processes with the aim of improving standards through contracting and not excluding smaller, local businesses.

<p>Leads:</p>	<ul style="list-style-type: none"> o Dev Chakraborty in role with GFirst Business Membership Group as lead, with Delivery partnership group: o Kate Hull, GFirst, and on steering group for Build2LC o Sam Holliday, Federation of Small Business (Gloucestershire and West of England) o Ross Jukes, Growth Hub 	<p>Other key players:</p>	<p>FSB, IoD, NFU, Gloucestershire Chamber of Commerce, Chambers, Association of Gloucestershire Business Groups, CBI</p>
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Action	Players involved	Timescales	Costs	Funding sources
<p>SME support</p>	<p>Kate Hull, GFirst Sam Holliday Fed of Small Business Ross Jukes Growth Hub Dev Chakraborty, LEP</p>	<p>Jan 2018 (Done) Outcome: Decided to work through the Association of Gloucestershire Business Groups to plan and publicise series of events; with strategic lead from Business Membership Group of the LEP (GFirst). Growth Hub as a venue, marketing and hosting events.</p>	<p>Staff time</p>	<p>Extra funding was identified from partner organisations to facilitate meetings. All partners gave their time.</p>
<p>Initial meeting between FSB, Growth Hub and GFirst to look at joining up offer to local SMEs around access to procurement opportunities. Agreement to share relevant minutes and papers from meetings, and newsletters, between the members of this group to support joined up working.</p>	<p>Kate Hull, GFirst Sam Holliday Fed of Small Business Ross Jukes, Growth Hub</p>		<p>Staff time</p>	<p>As above</p>

Action	Players involved	Timescales	Costs	Funding source
Kate Hull to be conduit between BUILD2LC steering group and the partnership, and also with wider GFirst membership.	As above	Feb 2018 (Done)	Staff time, G First	As above
This Action to be on the agenda at Association of Gloucestershire Business Groups meeting Jan 18 th to agree way forward	Sam Holliday	Jan '18 (Done)	Staff time, Fed of Small Business	As above
6-monthly catch-ups and strategic planning at GFirst BMG	Business Membership Group GFirst Dev Chakraborty	13 th March '18	Staff time- all partners	As above
Develop a programme of procurement events in partnership – first one Feb '18 at the Growth Hub.	Kate Hull, GFirst Sam Holliday Fed of Small Business Ross Growth Hub Dev Chakraborty, LEP	Feb '18 (done) Half day session for SME's with expert panel	Staff time Venue Publicity Speakers costs	Contributed from all partners' budgets
First Procurement event planned for July	Ross Jukes, Growth Hub with Sam Holliday, FSB	July 2018. 1 day conference with workshops and speakers. 35 delegates registered, 25 attended	Staff time, venue and refreshments costs	G First, FSB
Procurement events to be planned bi-annually	Each of the above organisations to promote	From Feb 2018	Staff time, venue and refreshments costs	G First, FSB
Evaluation of events to feed in to the planning of the programme in the future.	Growth Hub, FSB, GFirst, BMG	Ongoing June '18 – Sept 2020	Growth Hub, FSB, GFirst, BMG staff time	Growth Hub, FSB, GFirst, BMG

Risks:	Mitigation:
Lack of funding to support advice	Covered under GFirst Lep budget
Procurement Officers accepting advice	Incentives from increased business
<p>Results (Direct effects resulting from the action and the outputs – imply a qualitative value, an improvement compared to the initial situation. Need measurable units, such as number of policy instruments influenced):</p>	
<p>No. of people with increased professional capacity</p>	
<p>Outputs (Tangible deliverables which contribute to the results. Directly derive from activities undertaken e.g. number of workshops. Typically measured in physical units.)</p>	
<p>4 procurements events</p>	
<p>75 delegates registered with GFirst LEP Business Group.</p>	
<p>Membership lists of two working groups</p>	
<p>1 Procurement Guide</p>	
<p>15 SMEs supported with procurement</p>	

Action D10: Promote contractors with a set of 'approved' accreditations and insurance.

<p>Leads:</p> <ul style="list-style-type: none"> ○ Jessica Watkins, LTE Manager, S.Wye ○ Rob Hargraves, Senior Project Manager, S Wye. ○ James Clarke, Head of Marketing, S Wye 		<p>Other key stakeholders:</p> <ul style="list-style-type: none"> ○ GFirst ○ Business Procurement Group ○ Richard Bayliss EHC BEIS ○ FSB ○ Warmer Cheltenham ○ Warm & Well team
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Action	Players involved	Timescales	Costs	Funding source
Develop a list of accreditations and insurance for both installers and householders.	Rob Hargraves, S Wye	October 2018 (based on the outcomes of EHC)	Time: 1 day	Funding identified from GCCG budget plus Warm Homes Fund, Warm & Well, GCCG
Promotion to installers (Take account of installer time pressures when offering training.)	Jessica Watkins, S.Wye	October 2018 to January 2019	Time: adding information to websites, social media, and installer meetings.	As above
Promote to Procurement Officers	Procurement groups and LA procurement officers via Glos Business Group	October 2018 & ongoing	3 days staff time	As above plus Local Authorities procurement dept.
Promote chosen accreditations residents and businesses – add a guide onto LTE accreditations page.	James Clarke, Head of Marketing, S Wye Warm & Well team	October 2018 & ongoing	Time: Development of materials, information added to websites, social media etc.,	Funding identified from GCCG budget plus Warm Homes Fund, Warm & Well, GCCG
Promote through Warmer Cheltenham webpage. (and other websites used by individuals and businesses looking at energy efficiency retrofit)	James Clarke, S Wye Jessica Watkins, S Wye	October 2018 & ongoing	Time: communication of information to relevant people	As above

Risks:	Mitigation:
Lack of funding to support advice & promote accreditations	National promotional campaign expected from Sept 18
Installers not taking on new EHC Accreditation	Promotion of existing accreditations only
Procurement Officers accepting advice	
Engagement of Procurement Officers	

Results (Direct effects resulting from the action and the outputs – imply a qualitative value, an improvement compared to the initial situation. Need measurable units, such as number of policy instruments influenced):
Number of households engaged in support programmes (Overall target is 14,000)
<i>Decrease in energy consumption (Overall target is 30,000 kWh – based on 10,000 achieving 15% reductions assuming 20,000kWh per year annual consumption each.</i>
10 installers taking on new EHC accreditation
5 related websites reflecting new accreditation / standards information
25 procurement officers communicated to in regard to changes to accreditations

Outputs (Tangible deliverables which contribute to the results. Directly derive from activities undertaken e.g. number of workshops. Typically measured in physical units.)
1 x document detailing appropriate accreditations & insurances (updatable)
1 x householder guidance / advice webpage covering standards, accreditation etc
1 x business guidance / advice document covering standards

Action E11: GFirst LEP will produce and disseminate a countywide Energy Strategy for Gloucestershire.

Leads:	<ul style="list-style-type: none"> ○ Andy Slaney & George Ridd (Chairs of the Energy Business Group) ○ Simon Roberts, Centre for Sustainable Energy (Gloucestershire Energy Strategy consultant) ○ Simone Lowthe-Thomas, CEO S.Wye 	Other key stakeholders:	<ul style="list-style-type: none"> ○ Mike Curran, GFirst LEP Lead ○ Pete Wiggins, Gloucestershire County Council ○ Severn Wye Energy Agency
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Action	Players involved	Timescales	Costs	Funding source
Recruit a consultant to develop the Energy Strategy	<ul style="list-style-type: none"> ○ Mike Curran, GFirst LEP Lead ○ Andy Slaney & George Ridd, Chairs of the Energy Business Group ○ Pete Wiggins, Gloucestershire County Council 	April 2018	£34,000	National Government- (Business, Energy and Insudtrial Strategy) B.E.I.S.
Identify stakeholders to consult and contribute to the strategy	<ul style="list-style-type: none"> ○ Simon Roberts, CSE ○ Energy Business Group ○ Simone Lowthe-Thomas, S. Wye 	April 2018		
Draft the Energy Strategy	<ul style="list-style-type: none"> ○ Simon Roberts, CSE ○ Energy Business Group ○ Key stakeholders identified 	April 2018-December 2018		
Review Strategy with BEIS and Steering Group	<ul style="list-style-type: none"> ○ Simon Roberts, CSE ○ Energy Business Group 	December 2018-January 2019		
Edit the Draft Strategy	<ul style="list-style-type: none"> ○ Simon Roberts, CSE ○ Energy Business Group 	January 2019-March2019		
Disseminate the Energy Strategy	<ul style="list-style-type: none"> ○ GFirst LEP ○ Energy Business Group Key stakeholders identified 	March 2019-April 2019	TBC	TBC
Begin strategy implementation	<ul style="list-style-type: none"> ○ All stakeholders identified in the strategy. ○ Overseen by GFirst LEP. 	From April 2019	Action identifies costs	Action identifies funding sources

Risks:	Mitigation:
N/A	

Results (Direct effects resulting from the action and the outputs – imply a qualitative value, an improvement compared to the initial situation. Need measurable units, such as number of policy instruments influenced):

Plans to support the number of households engaged in support programmes (Overall target is 14,000)
 Plans to support a decrease in energy consumption (Overall target is 30,000 kWh – based on 10,000 achieving 15% reductions assuming 20,000kWh per year annual consumption each.)

Outputs (Tangible deliverables which contribute to the results. Directly derive from activities undertaken e.g. number of workshops. Typically measured in physical units.)

- 1 x countywide energy strategy
- 1 x dissemination event
- 1 x press release

Date: 11/3/19

Organisation: Severn Wye Energy Agency Ltd

Signature of representative of the organisation: 

Stamp of the organisation (if available): _____

Severn Wye Energy Agency Ltd
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