

Warm and Well in Wychavon

Affordable Warmth Strategy

2011-2014



Produced in partnership with 'Act on Energy'

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Introduction

The need for this strategy comes at a time when we are experiencing the largest public expenditure reduction for generations. In spite of this Wychavon District Council is committed to improving access to affordable warmth for all residents, irrespective of where they live. The Coalition's aims of a 'big society' are a key aspect to tackling the affordable warmth agenda and ensuring residents have warm and healthy homes. This will be achieved by working closely with communities and in partnership with other organisations to empower local residents to support themselves and each other.

This *Affordable Warmth Strategy* is published by Wychavon District Council and links closely to the recently developed Worcestershire Housing Strategy 2011-2016 which details affordable warmth and energy efficiency as key elements to addressing decent homes and category 1 and serious category 2 hazards of cold and damp within the Housing Health and Safety Rating System.

This Strategy is the product of close partnerships between Wychavon District Council and colleagues in Worcestershire NHS, Rooftop Housing Group, Festival Housing Group, Hereford and Worcester Fire & Rescue Service, Act on Energy, voluntary organisations and the community, who are working together for the benefit of local residents. This partnership is known as the Wychavon Affordable Warmth Action Group (AWAG).

The action plan sets out a series of tasks to fulfil these aims and objectives, along with time-scales and details of the partners involved. This will assist in the delivery of the strategy and allow for further developments and refinements in the course of its implementation.

Aims of the Strategy

The aims of 'Warm and Well in Wychavon' will contribute to the fulfilment of other responsibilities of the Council, through the Worcestershire Sustainable Community Strategy, Corporate Strategy and the newly developed Worcestershire Housing Strategy. Furthermore, affordable warmth forms an intrinsic part of our work to help increase prosperity, improve health outcomes, and to work towards eradicating fuel poverty and other forms of social exclusion.

Some of Wychavon's most vulnerable residents live in energy inefficient homes and suffer from both high bills and cold homes. Whilst the Council has a role to play in influencing all residents to minimise carbon dioxide (CO₂) emissions by using energy efficiently, it also has a particular obligation to tackle the problems of energy inefficiency in low-income households. Our aim is to ensure that all households gain the maximum benefit from the energy they pay for, in order that they are able to achieve affordable warmth.

- 1.** To improve the energy efficiency of the housing stock through use of National standards such as Decent Homes, the Housing, Health and Safety Rating Standard set out in the Housing Act 2004 as well as targets in the National Data Set and locally set, which will inform the targeting of energy efficiency activity to

include referrals made to Energy Advice Partners and the Warm Front Grant Scheme for insulation and heating improvements.

2. To raise the awareness of councilors and front-line service providers to the issues surrounding fuel poverty, so that the fuel poor can be helped to achieve affordable warmth.
3. To provide information and advice to residents across Wychavon on energy efficiency and grant availability

What is Fuel Poverty and Affordable Warmth?

The Government's preferred definition of fuel poverty is where a household has to spend more than 10 per cent of its "full income" on all household fuel to achieve adequate levels of warmth in the home and cover other normal fuel costs. In this definition of fuel poverty, "full income" includes Housing Benefit, Income Support for Mortgage Interest and Council Tax Benefit.

The number of households in the UK in fuel poverty is fast approaching 5 million (NEA 2009). This is near to reaching the high numbers that were initially recorded in 1996 and has led to the Government being unable to achieve its target of eradicating fuel poverty for the most vulnerable by 2010. It will be important to mitigate against any negative impacts of the new Benefit and Housing Reforms announced by the coalition government.

Fuel poverty is a complex issue, which arises from a combination of factors including housing in poor physical condition; low household income; poor energy efficiency performance of the property due to inadequate insulation; an inefficient and/or expensive heating system and high fuel costs. The age, health and mobility of the occupants are also important factors. Fuel poverty often results in cold and damp homes, which contribute to ill health and can impact on the number of excess winter deaths. As a result, fuel poverty imposes additional costs on health care and social care services, as the combination of poor housing and inadequate heating can result in cold-related illnesses, stress, anxiety and depression. Fuel poverty often results in social exclusion, as well.

The factors which contribute to fuel poverty often reinforce each other. For example, people experiencing fuel poverty are more likely to spend long periods of time in the home and therefore need to consume more fuel. They also tend to have little capital to invest in energy efficiency measures or improved heating systems.

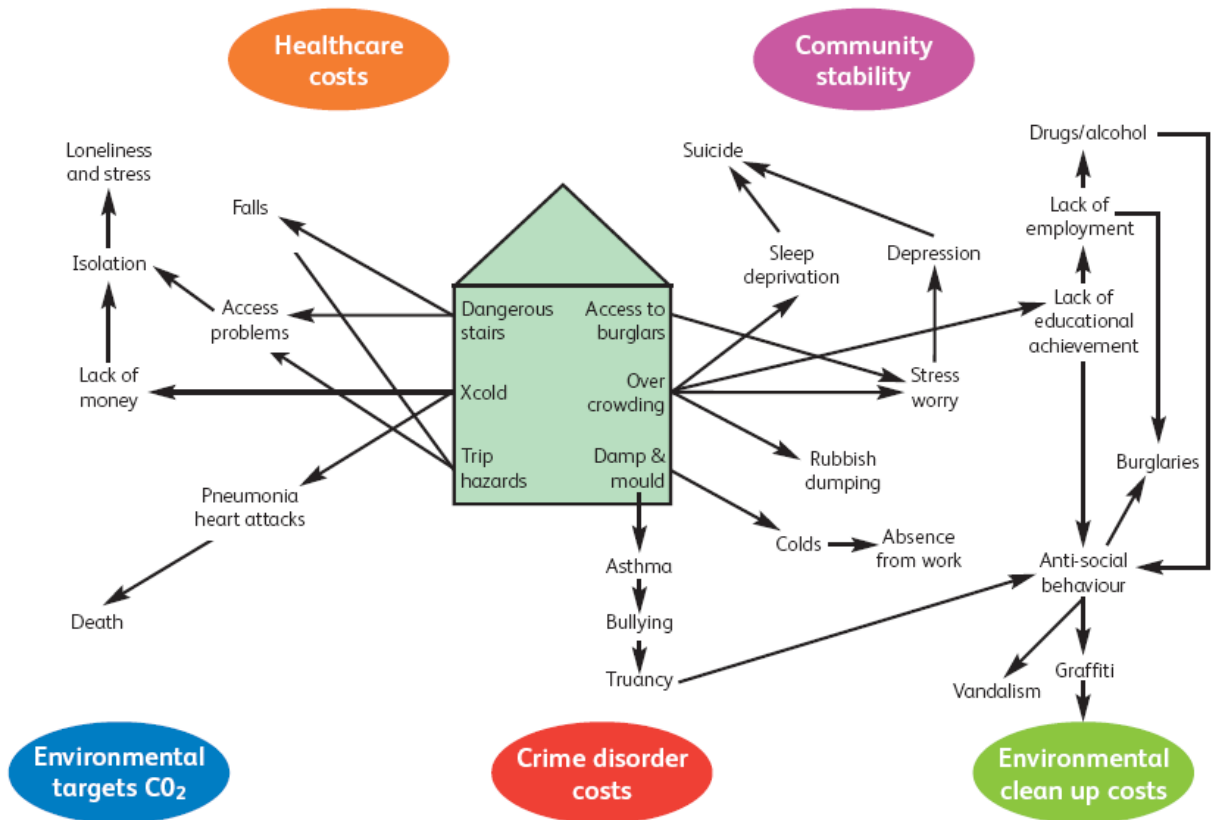
Other features of fuel poverty include large debts to utility companies. Because people on low incomes are more likely to get into fuel debt, many are required to pay for fuel by prepayment meters, as an alternative to disconnection. Even though some energy companies are beginning to offer more competitive "Social Tariffs" to prepayment customers; generally speaking, tariffs for prepayment customers are higher than those for credit or direct debit customers, and this further compounds disadvantage.

In achieving affordable warmth a positive impact can be achieved against a number of other related issues and these include:

- reduction in the number of excess winter deaths
- reduction in the risk of health conditions such as respiratory and circulatory disease, and the impact of these on the financial costs to the NHS
- if a house is well insulated and heated the potential for damp and mould is greatly reduced which can have a positive impact on health and the building structure
- enabling households to access benefits, grants and better fuel tariffs will allow existing incomes to go further
- more efficient use of fuel and insulation will lead to a reduction on CO2 emissions

Linking Health and Housing to Address Fuel Poverty

Over the last decade the importance of living in a 'Decent Home' has been recognised as a benefit to the health of the occupier and has now led to the recognition of the importance to the wider community and society (see table below)



Source: CIEH: Good Housing Lead to Good Health: a Toolkit for environmental health practitioners

There have been a number of studies detailing the links between housing and health. The Building Research Establishment (BRE) on behalf of the Chartered Institute of Environmental Health (CIEH) have developed a toolkit to show the impact of housing on health benefits, the toolkit provides a baseline number of incidences, together with health costs and mitigation cost.

The following table shows Wychavon results from using the toolkit:

Table 1: Incidences relating to excess cold

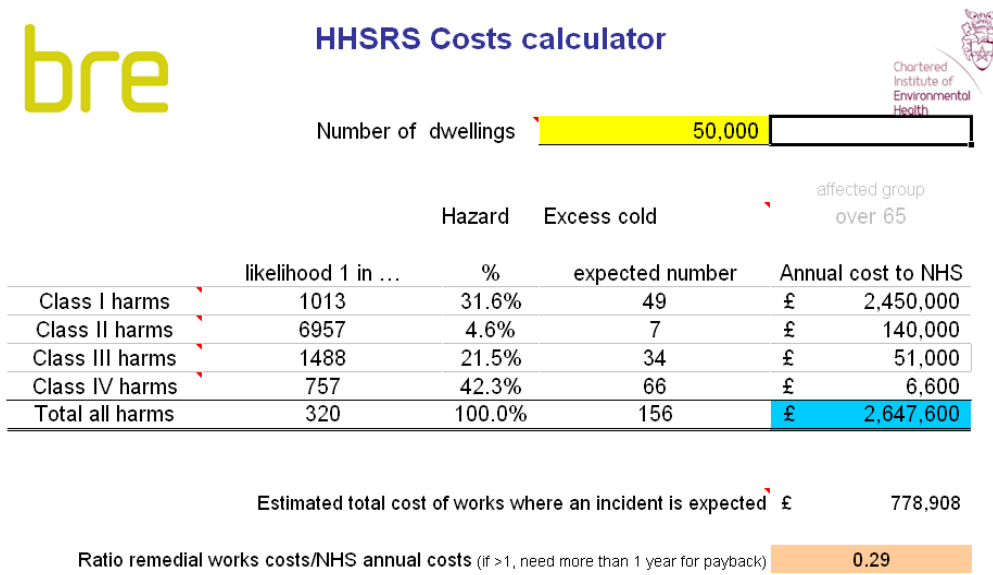
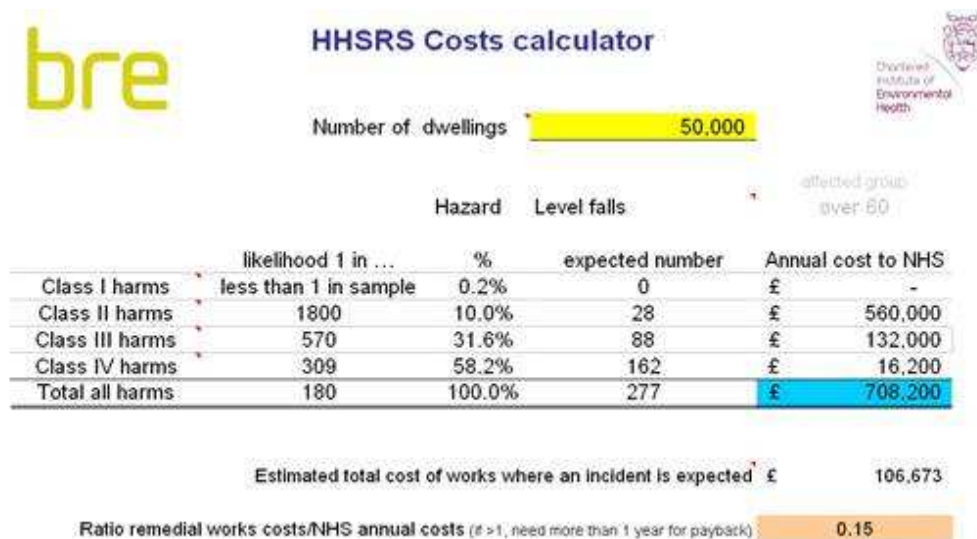


Table 2 : Incidences relating to level falls

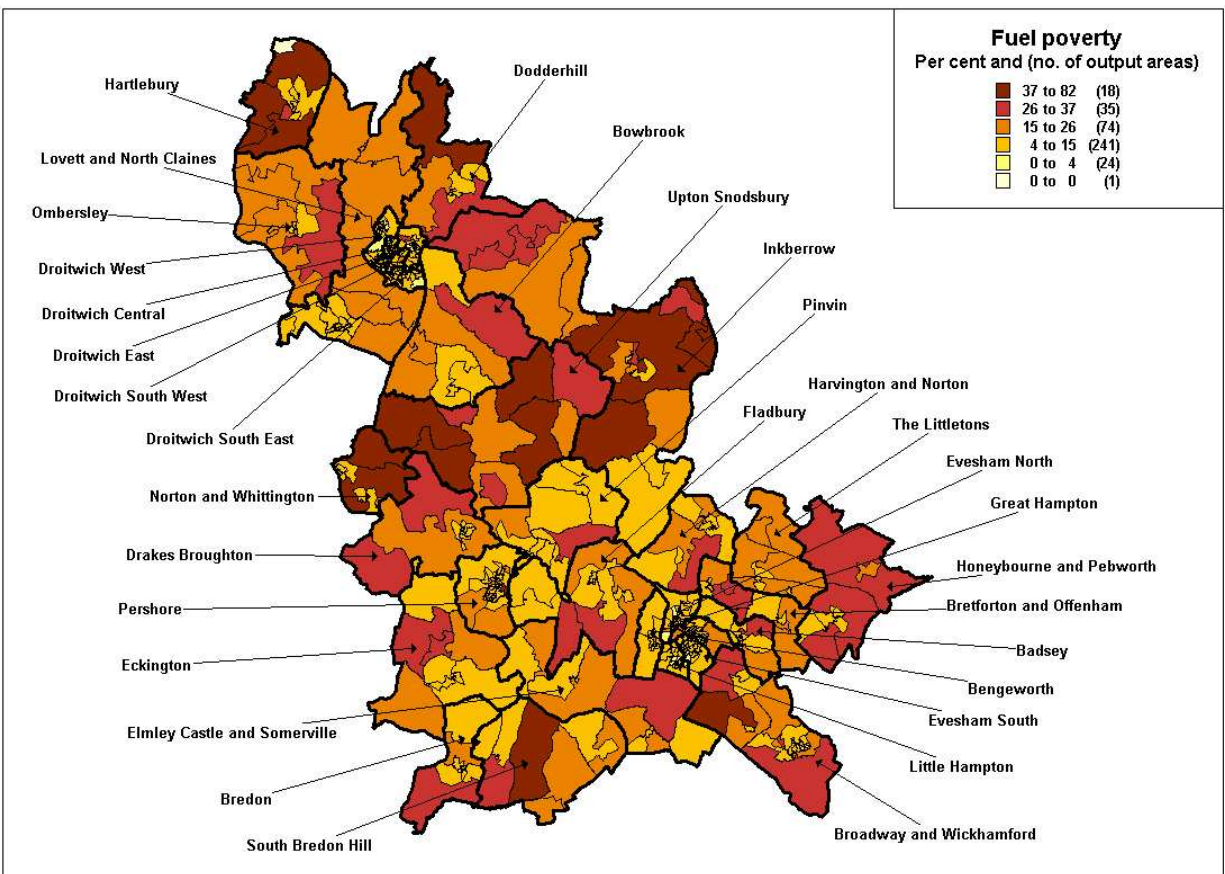


The Housing Health and Safety Rating System (HHSRS) is a risk assessment tool used to assess potential risks to the health and safety of occupants in residential properties in England and Wales

Under HHSRS, local authorities have a legal duty to take 'appropriate action' wherever a property is found to have a 'Category 1' hazard. The most common Category 1 hazards are Excess Cold and Falls.

Fuel Poverty in Wychavon

It is difficult to provide an accurate figure of fuel poverty in Wychavon, as each household is unique in the way fuel is used, financial circumstances vary and household expenditure is dependent on a number of variables. Nevertheless, the recent Stock Modeling Survey conducted by BRE (utilising 2006 stock data) showed that the percentage of owner occupied and privately rented dwellings at risk of fuel poverty was 15 % compared to 12% across England. In spite of the good work that has been undertaken across the district it is very likely that the number of people in fuel poverty is higher due to rises in energy prices. Recent figures suggest the West Midlands have 21.6% households in fuel poverty. The following shows fuel poverty by ward, based on 2006 English Housing Condition Survey.



Analysis of these areas show that they are most likely to be in fuel poverty due to the fact that they contain properties having either inadequate heating systems, or off mains gas, and are older properties (pre 1930 or solid/system built), or the householder is considered vulnerable.

Further Issues Impacting on Fuel Poverty

Hard to Treat Homes

The government, through 'Warm Front' grants and energy supplier subsidies (Carbon Emission Reduction Commitment Target CERT), is promoting the most cost-effective solutions of cavity wall and loft insulation. However, homes that have solid walls or non-standard construction will prove much more difficult and expensive to insulate.

When these homes are situated in non-mains gas areas, more expensive heating systems may also be needed. With limited budgets for improvements and many calls on existing funds it will be necessary to attract specific government funding to make much progress in this area.

Affordable heating

Until recently, mains gas was considered by far the cheapest fuel for home heating. However, with the unprecedented price rises imposed by energy suppliers, even gas is now unaffordable for some. Those using oil or LPG have seen even larger price increases and although electricity may be the obvious energy source in non gas areas, this has also been the subject of significant price rises recently.

Solid fuel is the traditional fuel for rural areas and although it may seem inexpensive to buy for a number of reasons, the reality is that pre-packed fuel is one of the most expensive fuels in terms of cost per unit of energy.

There is no guarantee that whatever fuel is used will not become unaffordable in the future. All that can be done is to ensure a home requires the least amount of energy to achieve warmth and using alternative energy technologies is likely to be part of the solution.

Renewable energy

As the new technologies develop there will be more opportunities to integrate them into affordable warmth packages for new developments and the existing housing stock. Solar water heating is already established as being a cost effective way of making use of a free energy source and others currently include ground and air source heat pumps.

Whilst larger scale wind energy may not be directly applicable other than as part of a larger rural development, there are some electricity producing technologies that will almost certainly be part of a renewables solution. This has largely come about by the recent introduction of feed in tariffs which are particularly advantageous for domestic scale applications.

For example, the tenant for any housing association home with a south facing roof could obtain free electricity from a photovoltaic panel which would reduce the amount of energy they need to buy and provide the housing association with a guaranteed annual income from the energy produced. Renewable energy generation is no longer

the preserve of environmentalists; some technologies are already being incorporated into sensible and cost effective affordable warmth projects many examples of which can be found in the social housing sector.

Wychavon Resident Survey – Outcomes of Assessment

During 2009-2010 the West Midlands Energy Saving Trust advice centre carried out a 100% mailing of Worcestershire. This requested that householders should self complete an energy questionnaire of their homes and they would receive a report on how they could save energy.

In the case of Wychavon District Council area, this resulted in 3,578 completed survey forms being processed and Standard Assessment Procedure (SAP) ratings calculated. Based on a housing stock of 51,352, this represents 7% of the total. Since it was sent to all homes in the area, the sample should be reasonably representative.

The data shows there are some common characteristics for homes that are below SAP35 and occupied by people on benefit and this could be used to formulate projects to tackle fuel poverty and suggest areas to target.

Improving the thermal qualities and air tightness of the structure is always a key objective since many of these homes do not have access to the cheapest fuels. The typical profile includes solid wall properties and early cavity walls which may not be suitable for cavity fill in all cases. External or internal wall insulation offers the best energy saving solution in most cases but is also the most expensive. In terms of payback on investment it is better than double glazing but worse than other measures and clearly needs a considerable amount of subsidy.

Loft insulation has to be a measure worth targeting since there are so many people who don't know how much they have and the majority have 100mm or less. Provided the loft is accessible and empty, this represents the best payback and will make a significant difference to energy bills.

Where there is access to mains gas, use of a gas central heating system will eliminate most homes from below SAP35 and fitting a condensing gas boiler is likely to place them in the above SAP65 category. In the below SAP35 data, of those who said they had a boiler and radiator system 15% used mains gas as their heating fuel and the SAP ratings in almost all cases were above SAP 30 which means that some fairly minor improvements could take them to above SAP35. Twice as many used LPG as their heating fuel and half of these were below SAP15 making it much more difficult to improve them to above SAP35.

Boiler replacement is almost always a distress purchase and 63% of those who had a boiler said it was over 12 years old. Most boilers will need replacing at around 15 to 20 years old due to failure. When the gas, oil and LPG boilers (70% of the sample) are replaced, their improved efficiency together with the control improvements required by the Building Regulations will almost certainly take those homes to well over SAP35. The remaining 30% use solid fuel or electricity and these may require heat pumps and/or solar water heating to lift them above SAP35.

There are a number of minor measures that could be installed in most homes and even though they are minor, in a very low SAP property they can make a significant difference to the SAP rating or the fuel bills. These could include fitting foil panels behind radiators and fitting pipe insulation (these wouldn't currently influence the SAP rating), fitting an additional cylinder jacket, draught proofing single glazed windows and fitting low energy lights.

Key priorities of the Strategy

The over-arching aim of the Affordable Warmth Strategy is to reduce the level of fuel poverty across Wychavon through the following Key Priorities: These priorities are not ranked in a specific order:

Priority 1: To assess the levels of fuel poverty and prioritise action for eradication

It is important to assess current levels of fuel poverty to allow for targeting of low SAP rating properties. This will be actioned through the following methods:

- Measure fuel poverty through NI187 data collections and use the data to target those properties with SAP below 35
- Use data that is available to provide an analysis of the housing stock across the district
- Utilise information/data from the Warmer Worcestershire Thermal Fly-over to identify households with high levels of heat loss and overlay other existing data on this for targeting of existing funding streams.
- Identify wards and output areas from the stock modelling survey and cross reference with other data sources to provide short, medium and long term actions to improve energy efficiency.

Priority 2: Raise awareness of affordable warmth and its related issues through resident and partner engagement, to help combat fuel poverty.

- Develop a communication plan to maximise the promotion of affordable warmth
- Work with advice and information agencies such as Act on Energy, Citizens Advice Bureau, Age Concern and Help the Aged, groups such as the Landlord's Forum and other partners to address fuel poverty and to inform partners of the latest initiatives so that there is a one-stop approach.
- Mainstream fuel poverty by raising awareness of all staff in the Council and in all partner organisations to identify potential households and signpost them to relevant sources of help.
- Target particular areas of the district that have been identified as having high levels of fuel poverty and ensure a planned/targeted approach
- Audit what information is available currently and if it is appropriate i.e. language and format. Ensure dissemination of information so that it can be accessed across all areas of the district.
- Ensure that there is information available on where to go for;
 - ★ Debt advice so that residents have the money to pay for heating
 - ★ Information on energy tariffs so informed choices can be made
 - ★ How to improve energy efficiency and the benefits of doing so

- Make residents aware that under occupancy of their homes is a major factor of fuel poverty and assist residents in social housing move to a smaller property
- Develop an Affordable Warmth Volunteer Programme to ensure that there is ongoing support available to vulnerable members of communities.

Priority 3: Increase the energy efficiency of housing stock across Wychavon to provide affordable warmth and ensure that housing achieves the minimum standards of Decent Homes and address the issues of category 1 and serious category 2 hazards of the HHSRS.

To reduce long term levels of fuel poverty we must increase the SAP rating of housing across the district regardless of tenure.

Key actions are to:

- Promote and actively market the Warm Front Programme
- Actively pursue new government initiatives such as CESP and CERT and work with utility companies
- Ensure private landlords provide adequate heating and insulation
- Work in partnership with Registered Providers to develop a strategic housing approach across the district. Through joint working to achieve common aims and objectives
- Facilitate access to CERT and Warm Front funding through targeting. Ensure utilisation of data from Warmer Worcestershire, Stock Surveys and National Indicators
- Work with the Opportunity Vale of Evesham Project Group to ensure that capital works to poor SAP rated properties are in areas most at need.

Priority 4: Enable householders to access funding and other resources to achieve affordable warmth.

- Maximise access to local & national grants through promotion & mail shots.
- Ensure delivery of Benefit/financial information to vulnerable residents
- Face to face advice clinics to help residents at risk of fuel debt
- Work with residents through Opportunity Vale of Evesham Project to ensure that the most vulnerable householders are targeted first

Priority 5: To provide effective links between partners to ensure that a strategic and joined up approach to addressing affordable warmth is achieved.

- Maximise partnership working between key agencies across the county and district
- Refresh partner commitment by signing up to the Countywide Affordable Warmth Pledge and strengthen steering group representation
- Ensure affordable warmth is included in relevant Council and partner strategies.
- Identify other national indicators/priorities that are impacted by affordable warmth and ensure links are made
- Ensure links to County Home Energy Group are established to ensure a joined up approach and limit any duplication

- Continue to develop a close partnership with the health sector and establish common goals
- Continue to monitor and update strategy and action plan

Priority 6 Reduce the number of excess winter deaths and health related conditions that are exacerbated through cold and damp homes.

- Establish a baseline for excess winter deaths and local/county targets for reduction.
- Development of a Countywide and local warning system to flag up checks on neighbours during extreme weather conditions
- Work through county and local partnerships to share and utilise data to ensure that all key target groups are reached
- Actions to reduce fuel poverty should be embedded with all relevant strategic plans across the county in particular the NHS

Delivery of the Affordable Warmth Strategy

A variety of approaches are considered to be required to effectively target vulnerable groups to achieve affordable warmth. A multi-agency approach is essential in the further development of this Strategy, ensuring that relevant advice and assistance is easily accessible to all, particularly for the most vulnerable residents.

Each of the following priorities has been developed and a summary of the actions is set out in the Action Plan.

Action Plan

Wychavon Affordable Warmth Action Plan 2011 - 2014

| Priority 1 – To assess levels of fuel poverty and prioritise action for eradication | | | | | |
|--|--|--|-------------------|-----------------|-------------------------|
| Objectives | Key Actions | Targets | Timescales | Partners | Progress to date |
| Measure the level of fuel poverty in Wychavon | Undertake monitoring | Completion of mailing and assessment | March 2012 | WDC/AoE | |
| | Use BRE stock modelling and other data to provide analysis of private stock | Identify target areas within district | Sept 2011 | WDC/AoE | |
| | Use Warmer Worcestershire data to highlight areas of heat loss and link to benefit data | Mapping of data/targeted mailings/promotions | | | |
| Prioritise action for eradication | Use data from stock modelling and NI187 to provide analysis of stock to enable priority areas to be investigated Ensure data is used in the OVoE project to enable the most effective use of resource | Report on stock | August 2011 | | |

Priority 2 – Raise awareness of fuel poverty and its related issues through residents and partner engagement

| Objectives | Key Actions | Targets | Timescales | Partners | Progress to date |
|--|---|--|--|--|------------------|
| <p>Develop a planned approach to the promotion of affordable warmth</p> | <p>Develop a communication plan – highlighting key promotion tools and opportunities. Needs to address partners and the community</p> <p>Refresh partner engagement and ensure up to date information is available</p> <p>Work throughout in the community to promote the Housing, Health and affordable warmth message</p> | <p>Delivery of communications plan</p> <p>Promote 'Pledge for Change' to partners</p> <p>Host awareness raising through training to front line staff across all partners</p> <p>4 x Presentations</p> <p>Attend flu jab clinics across District x 3</p> | <p>September 2011</p> <p>April 2011</p> <p>Annual</p> <p>Annually</p> <p>Annually in Oct/Nov</p> | <p>AWAG</p> <p>AWAG</p> <p>AWAG</p> <p>AWAG</p> <p>AoE</p> | |
| <p>Work with Targeted groups/ areas to address fuel poverty</p> | <p>Target areas of the district highlighted in strategy as having high levels of FP</p> <p>Provide drop-in advice clinics in each of the key towns</p> <p>Identify methods to reach households in rural areas</p> <p>Develop an affordable warmth volunteer programme to ensure ongoing support to vulnerable communities</p> | <p>Delivery of Opportunity Evesham Project</p> <p>3 sessions per town</p> <p>Target public locations with information e.g. mobile library, RP mobile van</p> <p>Train village wardens/parish council on affordable warmth issues</p> <p>Use experience gained from OVoE to develop project</p> | <p>March 2013</p> <p>March 2012</p> <p>October 2011</p> <p>September 2012</p> <p>March 2013</p> | <p>AWAG</p> <p>AoE</p> <p>AWAG</p> | |

Priority 3 – Increase the energy efficiency of housing stock across Wychavon to achieve Decent Homes

| Objectives | Key Actions | Targets | Timescales | Partners | Progress to date |
|---|---|--|-------------------|--|-------------------------|
| Increase the SAP rating of properties across the district regardless of tenure | Use NI187 to target SAP 35 and below with mailings and areas based scheme | Improve by 1.5% per yr on baseline | April 2011 | WDC | |
| | Promote and market the Warm Front and CERT schemes | Press release etc through communications plan | Annually | AWAG | |
| | Work with partners to look at access in addition funding through CESP/CERT types scheme that reach across all tenures | WDC to meet with RP's to discuss CESP option and other opportunities | August 2011 | WDC, RSL's Utility | |
| | Work with Opportunity Vale of Evesham project group to help target low SAP rated properties | Energy rating improvement of properties within the project area | March 2013 | Opp. Vale of Evesham support from AWAG | |

Priority 4 – Enable householders to access funding and other resources to achieve affordable warmth

| Objectives | Key Actions | Targets | Timescales | Partners | Progress to date |
|---|--|--|------------------------|-----------------|-------------------------|
| Maximise access to funding/benefit opportunities | Promotion of CERT and Warm Front – Mailings etc | Through Communications Plan e.g. Press, TWM, parish magazines, rolling screens, events | August 2011 Ongoing | WDC/ AWAG | |
| | Promote fuel switching funding to householder who could access mains gas from street | Raise awareness through events etc. | Dec 2011 | | |
| | Face to face advice clinics | 3 per town | March 2012 | AoE | |
| | Work with DWP etc to ensure residents are signposted to appropriate partners to maximise benefit take up | Promote support through clinics and other events | March 2012 | AWAG | |
| Develop a systematic approach to funding | Identify funding gaps and establish a funding database | Maintain an up to date list of funding opportunities | Ongoing | WDC/HIA /AoE | |
| Develop innovative approach to funding | Utilise current schemes and investigate opportunities to expand | | Ongoing | AWAG | |
| | Develop financial support for external/internal wall insulation | Investigate links to other funding | March 2013 | WDC | |
| | Explore opportunities to access feed in tariffs etc | Meet with RP to look at viability and areas to target | March 2011 | WDC, RSL's, AoE | |

Priority 5 - To provide effective links between partners to ensure a strategic and joined up approach to addressing affordable warmth is achieved.

| Objectives | Key Actions | Targets | Timescales | Partners | Progress to date |
|---|---|---|-------------------|----------------------|-------------------------|
| Refresh partner commitment | Signing up to the Countywide Affordable Warmth Pledge and strengthen steering group representation | All AWAG to signed up to pledge | March 2011 | AWAG | |
| | | at least 1 member to attend WWN group | September 2010 | AWAG | |
| Ensure links to other key strategic documents and policy | Ensure affordable warmth is included in relevant Council and partner strategies Identify other national indicators/priorities that are impacted by affordable warmth and ensure links are made Continue to develop a close partnership with the health sector and establish common goals Continue to monitor and update strategy and action plan | Integrate within health, housing, environment and social strategies/plans | March 2012 | WDC/NHS /RSL AWAG | |
| | | Contact leads of other LPS's and theme group and explore opportunities | April 2011 | AWAG | |
| | | Work with NHS through HINST report and WWN | Ongoing | AWAG | |
| | | Supply annual report and also report on NI 187 | April 2011 | AoE | |

Priority 6 – Reduce the number of EWD and health related conditions that are exacerbated through cold and damp homes

| Objectives | Key Actions | Targets | Timescales | Partners | Progress to date |
|---|---|---|-------------------|-----------------|-------------------------|
| Establish baseline data and targets for reduction | Work with NHS to obtain data and targeting | Baseline established & targets set | April 2011 | | |
| Work with WNN to develop a countywide/ district warning system during cold weather | Ensure plans are developed at a local level to promote 'Warm Watch Worcestershire' a look out for your neighbour scheme | Promote through Council and other partners intranet and website and local press | September 2011 | | |

Monitoring and Review

The implementation of this Strategy will be monitored through the Affordable Warmth Action Group, who meet on a bi-monthly basis.

Regular performance reports will be fed through to the Head of Housing & Planning Services and the Wychavon Intelligently Green Group.

The Action Plan will be reviewed on an annual basis by the Affordable Warmth Action Group and the action plan will be monitored utilising the RAG (Red, Amber, Green) system which will immediately highlight any impeding issues that need to be addressed and will therefore ensure the successful implementation of the strategy. Details of the RAG system can be seen below:

| | | |
|-------------------------------|-------|---|
| On Target or Completed | Green | Indicates performance is at the expected position. |
| Borderline | Amber | Indicates performance is marginally below the expected position i.e. is one month behind target or less. |
| Below Target | Red | Indicates poor performance, significantly below the expected position i.e. over one month behind target. The AWAG should consider remedial action that may be required. |
| No Status | Clear | Indicates that the outcome/indicator is in the subsequent year or the predicted start date has not arrived. |
| Suspended | Blue | Indicates the action has been suspended. Reasons for the suspension should be made clear to the AWAG. |

For more information about this strategy, please contact:

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Glossary of Terms

Affordable Warmth – refers to the ability to achieve a temperature in the home that is adequate for health and comfort within 10% of household income.

BRE – Building Research Establishment an organization which carries out research, training and provides advice primarily relating to buildings/construction

Carbon Dioxide Emissions – Carbon dioxide (CO₂) which is produced whenever fuel is burned, is one of the main greenhouse gases which contribute to global warming

Category 1 and 2 hazards – Under the Housing, Health & Safety Rating System (introduced under the Housing Act 2004) there are 29 identifiable hazards which are divided into four hazard groupings and are assigned a level of risk. These risk based assessments inform where a Local Authority has a duty to act (Category 1) and where they have a power to act (Category 2)

CERT – Carbon Emissions Reduction Target requires all domestic energy suppliers with a customer base in excess of 50,000 customers to make savings in the amount of CO₂ emitted by householders. Suppliers meet this target by promoting the uptake of low carbon energy solutions to household energy consumers, thereby assisting them to reduce the carbon footprint of their homes

CESP – Community Energy Savings Programme which targets households across Great Britain, in areas of low income, to improve energy efficiency standards, and reduce fuel bills. There are 4,500 areas eligible for CESP. CESP is funded by an obligation on energy suppliers and electricity generators.

CIEH – Chartered Institute of Environmental Health

Class I, II, III, IV Harms – These are part of the Housing, Health & Safety Rating System (introduced under the Housing Act 2004) and are based on the top four classes of harm as identified in 'A Risk Assessment Procedure for Health and Safety in Buildings (2000) BRE. These harms are viewed to be severe enough to either prove fatal or require medical attention.

Decent Homes – This is a home which meets four main criteria as follows;
i) it meets the current statutory minimum standard for housing ii) it is in a reasonable state of repair iii) it has reasonably modern facilities and it provides a reasonable degree of thermal comfort

EHCS – English House Condition Survey provides information on the condition and energy efficiency of housing in England.

Energy efficiency – refers to the reduction of energy consumption or the more efficient use of energy

Excess winter deaths – the number of deaths that occur during winter months in excess of those occurring in summer months

Fuel Poverty – a household is defined to be fuel poor if more than 10% of its income needs to be spent to achieve a satisfactory indoor heating regime, after including other energy services such as cooking and lighting

Fuel Tariffs – These are special charging rates for fuel which may apply to certain customers e.g. those who are deemed as vulnerable

Ground & Air sourced Heat Pumps – Ground sourced heat pumps absorb heat from deep within the ground and air source heat pumps absorb heat from the outside air and this is usually then used to heat radiators, under floor heating systems, or warm air convectors and hot water in your home

HINGST – Health Inequalities National Support Team which is a group of professionals from the Department of Health undertaking a review looking at key health inequalities and potential actions for Worcestershire.

HHSRS – Housing, Health & Safety Rating System introduced under the Housing Act 2004

LPG – Liquid Petroleum Gas

LSP – Local Strategic Partnerships exist in nearly all local authority areas in England. They bring together representatives from the local statutory, voluntary, community and private sectors to address local problems, allocate funding, discuss strategies and initiatives

National Data Set – The Government are currently in consultation with Local Authorities regarding a new minimum national data set which sets out what information Local Authorities will provide regular reports on to inform Government about local activities

NHS – National Health Service an organization which provides help with healthcare.

National Indicator 187 – % of people receiving income based benefits living in homes with a low and high energy efficiency rating.

OvoE – Opportunity Vale of Evesham is a project which is funded with £420,000 from the first Local Area Agreement reward grant. It will provide help to the Vale of Evesham's hardest pressed communities. Opportunity Vale of Evesham aims to improve skills and confidence; reduce fuel poverty; and, improve health within these communities.

Pledge for change – Launched at the Worcestershire NHS Event 'Dying to be Warm' seeking support from partners to commit to change in tackling health issues through achieving affordable warmth

RP – Registered Provider as the old definition of registered social landlord ("RSL") has been replaced with the concept of registered providers of social housing. All providers of social housing will now be listed on a register. A distinction between this

system and the old system of RSLs is that a provider of social housing can now be either a non-profit organisation or a profit-making organisation.

Social Tariffs – Social Tariffs are offered by all energy suppliers to assist consumers struggling to pay for their energy supply. Although there isn't a standard eligibility criteria used by all suppliers, if you are over 60, on a means tested benefit or are on a low income then you may qualify. Social Tariffs must always be equal to the best tariff offered by suppliers regardless of how the consumer chooses to pay for their consumption

Solar Water Heating – Heating of water using solar energy, a collector, often fastened to a roof or a wall facing the sun, heats working fluid that is either pumped (active system) or driven by natural convection (passive system) through it.

SAP – Standard Assessment Procedure (government endorsed energy rating system for homes, giving properties a score out of 120 whereby a score of 120 is the most efficient and 0 is the least

Warm Front Grant scheme – A government funded scheme targeting the Fuel Poor, to help cover the cost of basic energy efficiency measures e.g. loft insulation, draught proofing, cavity wall insulation and heating controls.

WWN – Warmer Worcestershire Network which is a partnership of key statutory and voluntary organisations with a stakeholder interest in addressing fuel poverty and associated issues across Worcestershire