

Action Plan to Deliver Affordable Warmth in Bedford Borough - September 2015 – August 2016

Key Aim 1: To reduce households' energy costs:

| | Objective | Activity | Aims/ Outcomes | Timescales | Partners |
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| 1.1 Energy efficiency advice | To give residents information and advice to help them save energy. | <p>Deliver events and promotions to coincide with national environmental campaigns. Impartial energy efficiency and sustainability advice to be provided to residents e.g. information on the energy monitors available to borrow from the libraries.</p> <p>Citizens Advice Bedford will provide energy advice as standard for all clients, particularly those with debt and benefits issues.</p> <p>Promotions and campaigns carried out by Age UK Bedfordshire: participation in national campaigns of advice to older people to help them save energy ('Spread the Warmth').</p> <p>Information and guides provided to clients (1000 homes visited each week).</p> <p>Age UK Bedfordshire pilot project with GP practices to target most vulnerable older people (patients).</p> | <p>3+ events and promotions completed annually to tie in with national campaigns which include:</p> <ul style="list-style-type: none"> • Big Energy Saving Week • Climate Week • World Water Day • World Environment Day <p>Energy advice for all vulnerable clients. Link in to national Energy Best Deal programme to educate support workers and consumers of their choices.</p> <p>Distribution of Age UK Materials, e.g. "Save Energy, Pay Less"; Winter Wrapped Up (Spread the Warmth) coinciding with national campaigns, e.g. Cold Homes Week (first week February for 2016?)</p> <p>Information distributed to GP Practices. Posters displayed.</p> | <p>Sept 2015 – Aug 2016</p> <p>Sept 2015- March 2016</p> <p>Ongoing – Sep 2015-Aug 2016</p> | <p>Bedford Borough Council (BBC) Sustainability Team and Citizens Advice Bedford</p> <p>Citizens Advice Bedford</p> <p>Age UK Bedfordshire</p> |

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| 1.2 Information and referrals to energy saving schemes | To ensure that residents are provided with information on ECO and similar schemes. | Impartial energy efficiency and sustainability advice to be provided to residents and signposting to relevant schemes e.g. the Energy Companies Obligation (ECO), to improve the energy efficiency of homes in the Borough through the installation of insulation and replacement boilers. | Information included in all promotional material and on web pages on energy saving schemes including ECO | Ongoing – 2015-2016 | BBC Sustainability Team and BBC Home Improvement Team |
| 1.3 Billing and tariff switching advice | To provide residents with information on how to check bills and switch tariffs to help reduce their energy bills. | Signpost to advice on comparing and changing tariff or supplier and information on Collective Switching. | 2+ events and promotions completed annually. Information included in all promotional material, web pages on reducing energy bills and at promotional events e.g. Big Energy Saving Week events. | Sept 2015- Aug 2016 Ongoing – Sep 2015-Aug 2016 | BBC Sustainability Team, Citizens Advice Bedford |

Key Aim 2: To increase households' income:

| | Objective | Activity | Aims/ Outcomes | Timescales | Partners |
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| 2.1 Benefits advice | To ensure that eligible households are made aware of the benefits and grants to which they are entitled in order to increase household income to help them cope with rising energy costs, heat their homes to an adequate temperature, | Advice on benefits to be included and provided at energy efficiency events run by the BBC Sustainability Team, where possible in conjunction with Citizens Advice Bedford (e.g. Big Energy Saving Week). Signpost residents to: <ul style="list-style-type: none"> Bedford Borough Council Benefits Calculator which can be used to determine eligibility for Housing Benefit. Citizens Advice Bedford's | Information included in all promotional material and webpages to ensure residents receive advice on benefits. Advice on Housing Benefit & Council Tax Support provided to residents. Advice and support provided to | Ongoing – Sep 2015-Aug 2016 Ongoing – Sep 2015-Aug 2016 Ongoing – Sep | BBC Benefits Advice, Citizens Advice Bedford, Age UK Bedfordshire, BRCC |

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| | <p>potentially removing the household from fuel poverty.</p> | <p>services which includes benefit calculations and help with completing claims and appeals.</p> <ul style="list-style-type: none"> • Bedfordshire Rural Communities Charity's (BRCC) Community & Village Agents visit rural residents at home for a private discussion of any problems including financial issues like pensions & benefits. • Age UK Bedfordshire provides independent Information, advice and practical support from trained advisors to enable older people to receive their entitlement to benefits and services. <p>Help with applications is available on-site; in client's homes; and at outreach surgeries (community venues).</p> <p>Targeted work is carried out in partnership with EON (Winter-related benefits' take up; and EON's Social Programme), for those most</p> | <p>residents to maximise income by accessing all eligible benefits. Education and support in switching energy suppliers to minimise fuel costs. Budgeting and money management skills training to allow residents to make the most of their income.</p> <p>Clients eligible for benefits such as Attendance Allowance to be made aware of what is available and supported through the application process.</p> <p>Trained Age UK advisors ensure clients are able to receive their entitlements to benefits, grants and winter-related payments; and, are included on Priority Services' Registers.</p> <p>Community Support (caseworkers) act as client's agents by linking with representative agencies, to achieve income-maximisation, warmth, safety, and security at homes for vulnerable older people (including moving on, when appropriate)</p> | <p>2015-Aug 2016</p> <p>Ongoing – Sep 2015-Aug 2016</p> <p>Ongoing – Sep 2015-Aug 2016</p> | |
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| | | at risk from living in cold homes. | | | |
| 2.2 Money and debt management advice | To ensure that residents are directed to help and information to manage their money better and remove themselves from debt, which will help households to be able to afford to heat their home adequately. | <p>Signpost to help which will provide information and advice to residents on money and debt management.</p> <p>Signpost residents to:</p> <ul style="list-style-type: none"> • Citizens Advice Bedford's comprehensive money advice service which helps residents in debt and assists with personal budgeting. The Financial Capability Team also provides outreach services to local Family Centres. • Age UK Bedfordshire provides community-based Money Management and Pre-Retirement Workshops. <p>1000 older people are visited at home each week (by Home Helps; Handypersons; Gardeners; and, community support workers/trained advisors), enabling Age UK teams to identify difficulties at an early stage (debt; confusion; cold homes) and to signpost to the most appropriate provider of help and information</p> | <p>Information included in all promotional material and on web pages.</p> <p>Advice on money management skills e.g. savings, prioritising payments etc. to residents delivered on a 1:1 basis in the Bureau and through outreach sessions to groups and support workers. Community members who may not access advice services have access to energy cost saving options</p> <p>Information, Advice (I&A) and Practical support on a range of issues specifically relating to older people.</p> <p>NB: with its constantly-updated range of up Facts' Sheets and Guides, Age UK provides its clients and their carers a bank of Plain English reference materials to help reinforce I&A messages (money-management; benefits' take-up; affordable warmth; etc. , e.g. Save Energy, Pay Less from the Money Matters range of guides).</p> | <p>Ongoing – Sep 2015-Aug 2016</p> | <p>Citizens Advice Bedford, Age UK Bedfordshire, BRCC</p> |

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| | | <p>Targeted work with energy providers (e.g. EON; Power Networks) ensures the most vulnerable older people are receiving the right advice at the right time (inclusion on Priority Services' Register; accessing Warm Homes' Discount; referral to Home Improvement Teams and other partners, e.g. CAB).</p> <ul style="list-style-type: none"> • Bedfordshire Rural Communities Charity's (BRCC) Community & Village Agents who provide advice and support to rural residents at home including help with application forms to access schemes such as such as the Warm Home Discount, if eligible. | <p>Clients eligible for income-saving measures such as Warm Homes Discount or similar to be made aware of what is available and supported through the application process.</p> | | |
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Key Aim 3: To raise awareness of help available

| | Objective | Activity | Aims/ Outcomes | Timescales | Partners |
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| 3.1 Fuel Poverty Information Leaflet | To ensure that residents who require help or support to affordably heat their homes are able to access cross-agency services through referral or signposting. | Further develop an information and signposting resource to enable key frontline staff to signpost or refer clients for a wide range of services that will provide effective interventions for residents in need of advice and support to be able to affordably heat their homes. The information sheet will maximise the contact made | Safe, Healthy and Well leaflet updated and refreshed for 2015/16. Re-circulated to all the organisations included in the booklet, the Health and Wellbeing Board, the Adult Health and Wellbeing Group (representatives from Healthwatch, the Bedford locality of the CCG, the voluntary sector, Bedford Hospital, SEPT | September 2015 | Lead = BBC Sustainability Team and BBC Public Health. Organisations currently included in the leaflet in addition to services provided by |

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| | | <p>with vulnerable residents at risk of fuel poverty as a result of home visits and cross-agency referrals, ensuring that residents with a low income and low mobility or ill health/ frailty are referred to the advice and support they need.</p> | <p>Community Services), the Older Peoples Partnership Board, Physical Disabilities and Sensory Impairment Partnership Board, Bedford Borough Partnership (website), Carers in Beds, Town and Parish Councils, Social Housing Providers, BBC libraries, at Sustainability Team events.</p> <p>The information leaflet provides information and signposts residents for further support and interventions to keep residents safe, healthy and well reducing fuel poverty and excess winter deaths in the Borough. Information and advice includes insulation and heating improvement schemes, advice on energy bills, uptake of benefits and other financial support, security and home improvements and health related interventions and the booklet aims to increase the number of referrals and cross-referrals being made to the support and schemes available.</p> | | <p>Bedford Borough Council:</p> <ul style="list-style-type: none"> • Age UK Bedfordshire • Bedfordshire Police Trust Bobby Scheme • Bedfordshire Fire and Rescue Service • Citizens Advice Bedford • Bedfordshire Rural Communities Charity • The Jobs Hub • Community Covenant • NHS BCCG • Mind |
| | | <p>Age UK Bedfordshire developing a pilot project with Social Care, Health and Housing officers to target the most vulnerable older people, to help protect them from the effects of cold homes.</p> | <p>Pilot developed</p> | <p>Ongoing – Sep 2015-Aug 2016</p> | |
| 3.2 Winter Warmth | To provide vulnerable | Promote the advice available in the Safe, Healthy and Well | Various 'Winter Warmth' promotional activities carried out | September 2015 – March | Lead = BBC Sustainability |

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| Promotion | residents with advice and support to keep warm over winter. | <p>information booklet to residents, particularly the most vulnerable residents of Bedford Borough to make them aware of how advice and support can be accessed.</p> <p>Age UK Bedfordshire participates in national Winter Warmth campaigns to promote services/benefits available for vulnerable people (helping them to keep warm at winter, without increasing their costs).</p> | <p>including:</p> <ul style="list-style-type: none"> ○ Press release ○ Promotion of Safe, Healthy and Well leaflet – see 3.1 ○ Update and maintenance of Keeping Warm at Home webpage ○ Targetted promotion towards vulnerable groups and priority areas of the Borough and also private rented housing. ○ Presentations and talks delivered – see 3.6 ○ Fuel Poverty training delivered – see 3.4 <p>Promotion of winter warmth campaigns to vulnerable residents.</p> | <p>2016</p> <p>September 2015 – March 2016</p> | Team |
| 3.3 Winter Warmth Support | To enable residents to access information and support to keep warm over winter. | <p>Age UK Bedfordshire to undertake work with Age UK Brand partners to promote national Winter Warmth campaigns.</p> <p>Winter activities include cold weather alerts; and EON handyperson targeted work: home energy assessments(e.g. to identify hard to heat properties) to enable onwards referral to appropriate agencies, advice and installations (fitment of small</p> | <p>Age UK Bedfordshire sends out Cold weather alerts; and provides cold-weather advice and support to 1000 householders, through home visits, each week.</p> <p>“Your Winter Wrapped up” Guide includes a thermometer helping older people to monitor their room temperature, informing them of ideal room temperatures and risks of cold (plus hints and tips to keep warm safely).</p> <p>Age UK Handypersons are</p> | <p>Winter 2015/2016</p> <p>Sept 2015 - March 2016</p> <p>Ongoing Sept</p> | Age UK Bedfordshire, BRCC |

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| | | <p>winter warmth and safety aids such as draught excluders, hot water jackets, energy efficient light bulbs and night lights).</p> <p>In addition to working with EON in winter-warmth related activity, Age UK Bedfordshire has applied to a national trust to fund a pilot multi-agency project: targeted work to alleviate issues for older people most at risk from living in a cold home.</p> <p>BRCC to forward BBC cold weather alerts and winter warmth information to Good Neighbour Groups.</p> <p>BRCC Village Agents to advise clients of weather warnings and help clients access winter warmth leaflets, advice and resources.</p> | <p>trained (NEA) in home energy assessment, advice and installations (<i>small measures</i>), encouraging behaviour change. They explain to vulnerable householders the use of energy-saving equipment; heating systems and controls; and energy bills. This advice is supported by provision of information and guidance notes, which are left with householders.</p> <p>BRCC Good Neighbour Groups further equipped to assist vulnerable residents in times of need such as heavy snow.</p> <p>Clients supported to access Action Plan partners' and other resources.</p> | <p>2015-Aug 2016</p> <p>Ongoing Sept 2015-Aug 2016</p> | |
| 3.4 Fuel poverty training for front-line staff | To enable front-line and home visiting staff to identify residents in fuel-poverty and signpost them to financial and practical support. | <p>Provide fuel poverty training for front-line and home-visiting staff to help them to identify those in fuel-poverty and raise awareness of where to signpost residents for financial and practical support to improve the energy efficiency of their home or their financial situation to enable them to be able to affordably heat their home.</p> <p>Home visiting staff of Age UK</p> | <p>2 training sessions delivered annually to frontline staff of BBC and other organisations.</p> <p>101 outreach workers have</p> | <p>Ongoing Sept 2015-Aug 2016</p> <p>Ongoing Sept</p> | Lead = BBC Sustainability Team |

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| | | Bedfordshire are trained in identifying clients who are likely to be at risk from living in a cold home; and in the identifiers of fuel poverty (in order to signpost clients to the most appropriate support provider, e.g. BBC Home Improvement Team). | received fuel poverty briefings, enabling them to identify older people living in fuel poverty and/or at risk of effects of living in a cold home. | 2015-Aug 2016 | |
| 3.5 Presentations on Energy Efficiency and Winter Warmth | To raise awareness of energy efficiency and winter warmth of those groups at risk from the cold and fuel poverty. | <p>Deliver 'Winter Warmth' and energy efficiency talks and presentations to groups at risk from the cold to reach those vulnerable to fuel poverty: Over 60s, families with children, the disabled and chronically sick.</p> <p>Carry out promotional activities/ talks etc. (e.g. during Big Energy Saving Week, Ageing Well Exhibition, flu jab campaigns, etc) and presentations to Working Groups and the Landlords Forum etc.</p> <p>A key feature of the pilot project Age UK Bedfordshire has applied for is co-hosted training and awareness-raising across partner agencies and community groups.</p> | <p>2+ presentations delivered annually to local groups and meetings on request.</p> <p>2+ events and promotions completed annually.</p> <p>Age UK Bedfordshire hosts the Ageing Well Exhibition on behalf of Bedford Borough Council.</p> <p>Age UK Bedfordshire promotes winter warmth campaigns, with its Brand partners (nationally); via its website, and other social media; through talks at network events (community groups); distribution of leaflets, guides and posters (to clients and representative agencies); and through its quarterly seasonal magazine "VOICE".</p> | <p>Ongoing Sept 2015-Aug 2016</p> <p>Ongoing Sept 2015-Aug 2016</p> | Lead = BBC Sustainability Team |

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| 3.6 Healthy Homes pilot Scheme | To target those in the private rented sector who are at risk from living in cold homes, with advice and support to raise awareness of the measures that can be taken to reduce fuel poverty. | <p>Update and develop further advice leaflets for tenants and landlords.</p> <p>Inspection and assessment of high risk HMOs by EHOs to identify category 1 hazards relating to excess damp and mould, specifically taking into account the inadequacy of the heating system, insulation and ventilation.</p> <p>Provision of advice and information leaflets to contribute to the improvement in levels of affordable warmth in the properties inspected.</p> | <p>X3 leaflets updated and further leaflets for tenants and landlords developed if required.</p> <p>HMOs identified to have Category 1 hazards for excess cold, damp and mould requiring action to remove the risks.</p> <p>Tenants in cold HMOs identified as 'at risk' of fuel poverty and provided with guidance and an advice leaflet to help them to use their heating more efficiently and keep affordably warm.</p> <p>HMOs identified as not having sufficient thermal insulation or heating systems and landlords given advice and supplied with a fact sheet with information on sources of funding for energy efficiency measures.</p> <p>Measures taken by the landlord as a result of the advice given e.g. boiler replaced, insulation/ heating controls installed and ventilation improved.</p> | Sept 2015– March 2016. | BBC Public Health, Environmental Health and Sustainability Team. |
| 3.7 Warm Homes Project | To target and support those in poor health and cold homes to improve the | Develop and set up a proof-of-concept pilot for a warm homes service in Bedford Borough, targeting the people most at risk of poor health because they are | <p>The expected benefits to clients would be:</p> <ul style="list-style-type: none"> ○ feeling warmer at home ○ a more secure and safer home | Ongoing to March 2016 | BBC Public Health, Housing Policy and Sustainability |

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| | efficiency of their home and ability to keep affordably warm to reduce fuel poverty and need for health services. | living in a cold home. | <ul style="list-style-type: none"> ○ more affordable fuel bills ○ higher income, more manageable debts and/or lower outgoings ○ a better understanding of the services that can help them ○ better physical and mental health. <p>The service should also deliver:</p> <ul style="list-style-type: none"> ○ a lower likelihood of needing to go to the GP ○ fewer outpatient appointments ○ a lower likelihood of becoming acutely unwell and being admitted to hospital. | | Team. |
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Measurement:

We will use the following measures to assess progress towards our key aims and objectives and the actions set out in the Action Plan which we will report on regularly.

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| ○ Directorate Indicator 2015/16 D99: No. of households or % of households that are fuel poor in the Borough. Measurement: Annual 'DECC Sub-Regional Fuel Poverty' data |
| ○ Directorate Indicator 2015/16 D95: Carbon emissions from the housing (domestic) sector in the Borough. Data: Annual 'Per capita Local CO2 emission estimates - CO2 emissions within the scope of influence of Local Authorities ' |
| ○ Directorate Indicator 2015/16 D80b: No. of Energy Companies Obligation measures (loft and cavity wall insulation, boilers) carried out by ECO obligation (Carbon Saving Target -CSO, Carbon Savings Community-CSCO, and Affordable Warmth-HHCRO) in Bedford Borough. |
| ○ Excess Winter Deaths: The number of deaths during the winter months, December to March, compared with deaths occurring at other times of year. Data: Office of National Statistics, in Bedford Borough. |
| ○ Public Health Outcomes Framework Indicator 2013-16: |
| 1. Domain 1: Improving the Wider Determinants of Health: 1.17. Fuel poverty. |
| 2. Domain 4: Healthcare public health and preventing premature mortality - 4.15 Excess Winter Deaths. |