

Affordable Warmth Strategy and Action Plan Bedford Borough Council 2013-2016

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1. Introduction

Bedford Borough Council is committed to reducing fuel poverty and has developed an Affordable Warmth Strategy and Action Plan 2013-16 to address fuel poverty across in the Borough, improve health and well-being and increase energy conservation, reducing carbon emissions.

The link between fuel poverty and health has been clearly established and the aim of this strategy is to improve partnership working by bringing all relevant organisations, council departments and related projects together to achieve a co-ordinated approach to alleviating fuel poverty across the Borough. The strategy will also enable links to be made between relevant policies.

Working in partnership, such as promoting and signposting to early intervention or prevention measures will reduce preventable hospital admissions, potential requirements for health treatment in the future and excess winter deaths.

The actions detailed in the action plan will bring many benefits for the residents of Bedford Borough including an improved awareness of affordable warmth issues, improved levels of energy efficiency in households resulting in warmer homes, reduced fuel costs, reduced levels of fuel poverty wider knowledge and understanding of fuel poverty, improved targeting of support towards vulnerable groups, and reduced carbon emissions from the Borough.

2. What is Fuel Poverty and Affordable Warmth?

A fuel poor household is one that cannot afford to keep adequately warm at reasonable cost. Fuel poverty is currently defined as a household that needs to spend more than 10% of its income on fuel to heat its home to an adequate standard of warmth. Affordable warmth is where a household can achieve temperatures needed to maintain health and comfort for expenditure of less than 10% of income.¹

Affordable Warmth can be achieved through a combination of measures including:

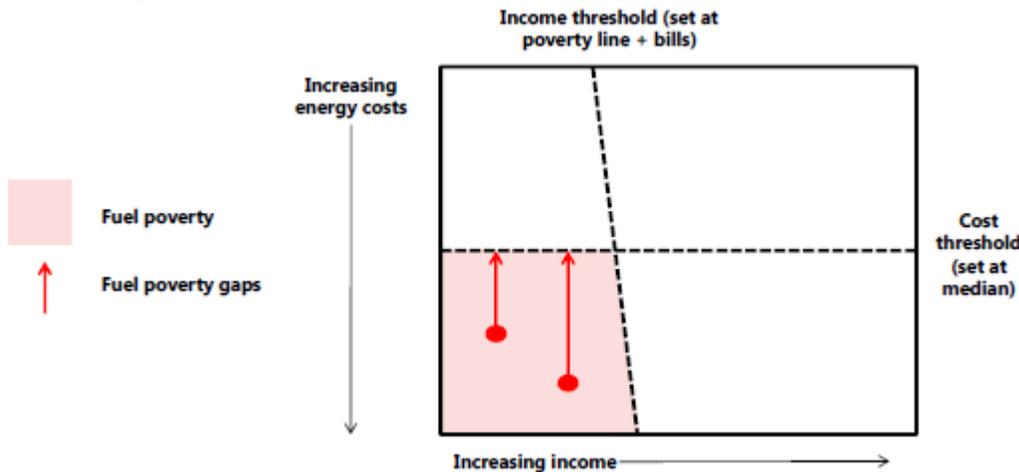
¹ National Energy Action, 2008

- Energy efficiency improvements to the home, including improved insulation, and the installation of efficient heating systems and controls (warmth interventions)
- Energy advice to effect behavioural change to reduce energy consumption, such as how to use different fuels, heating systems and appliances, and providing access to cheaper fuel and tariff options.
- Income maximisation through money management and debt advice and ensuring that benefits and grant assistance are claimed by eligible households.

Following an independent review² and a consultation a new definition of fuel poverty has been set out to ensure support is targeted at those who need it most. A household will be defined as ‘fuel poor’ if its:

- Total income is below the poverty line (taking into account energy costs); and
- Energy costs are higher than typical.

The definition of fuel poverty that will be adopted finds a household to be fuel poor if it is below the income poverty threshold (i.e. has an income below 60% of the median once energy costs have been taken account of) and if it has energy costs that are higher than the typical (median) household. This new indicator of fuel poverty also includes a fuel poverty gap, which is the difference between a fuel poor household’s energy costs and what they would need to be in order for that household to no longer be fuel poor. This provides a measure of the depth of fuel poverty that a household is experiencing.



The low income high costs definition

Following Royal Assent of the Energy Bill, currently before Parliament, Government will use secondary legislation to set a new target for fuel poverty, followed by a Strategy to implement it. It is proposed that the new definition will focus on ensuring that fuel poor households attain a certain standard of energy efficiency in their home by defining an average or a minimum standard for energy efficiency for fuel poor households.

New and updated local government responsibilities for public health and energy efficiency through the updated HECA (Home Energy Conservation Act) guidance provide important opportunities for developing the strategic approach to fuel poverty required. It is important to understand the level of need and how action to deliver affordable warmth represents a cost-effective use of health budgets,

² Hills Review - Independent review of the current fuel poverty definition by Professor John Hills of the London School of Economics (LSE), March 2012

by preventing ill health caused by fuel poverty and improving general health and wellbeing. With the council now a strategic health body, there is an opportunity for winter health to be given greater priority than previously, directing funding into preventive measures to help older people keep warm.

3. Fuel Poverty in Bedford Borough:

It is estimated that 8,874 of Bedford Borough's 64,929 households are fuel poor. This is 13.7% of households in the Borough and compares with 14.6% in the whole of England.³ These are the latest fuel poverty figures available and were calculated using the previous definition which defined a fuel poor household as one that needs to spend more than 10% of its income on fuel to heat its home to an adequate standard of warmth. This is usually defined as 21°C on the living room and 18 °C for other occupied rooms - the temperatures recommended by the World Health Organisation, to avoid negative health impacts.⁴

Bedford Borough Council Private Sector House Condition Survey 2011 estimated that nearly a quarter of private sector dwellings in Bedford Borough (13,450 dwellings or 24.2%) failed the Decent Homes Standard (compared to 34.4% in England as a whole). 13.1% failed due to thermal comfort failure and 13% due to the presence of Category 1 hazards which include excess cold (most frequent hazard at 59.6%) and damp and mould growth.

An estimated 31% (4,190) of vulnerable households in Bedford Borough (i.e. in receipt of benefits) are in non-decent homes. The highest rates of Category 1 Hazard failure by ward were found in Carlton, Sharnbrook and Wootton, which were all above 30% and all in the Bedford Rural sub-area.⁵

4. The Main Causes of Fuel Poverty:

The following 3 key factors may act together to cause the home to not be heated to an adequate temperature or cost the household more than 10% of its income:

- i) **Household Income:** Those with low incomes and/ or debt may not be able to afford to heat their home properly. Those on low fixed incomes such as pensions or benefits may be particularly vulnerable. Household income may decline in the short term as a result of the recession and the associated increase in unemployment.
- ii) **Fuel Prices: High and rising energy prices leading to unaffordable energy bills:** The rising cost of wholesale energy is the main factor behind the sharp rise in fuel bills, which have far outstripped rises in household incomes. The average annual energy bill in 2004 was £522 and this has risen by over 170% to £1,420 in 2013. This is compared to a 20% increase in the average household income. In the last 3 years energy bills have risen on average by more than £300 which is an increase of nearly 30%, or 10% a year.⁶
- iii) **The cost of heating the home due to :**
 - **High cost of certain heating fuels/ payment methods.** Homes off the gas network requiring more costly oil or bottled gas for heating. Some residents may not have access to the range of fuel tariffs or payment options that are available and which may be more cost-effective.

³ DECC Sub-Regional Fuel Poverty Data 2011

⁴ DECC Annual Report on Fuel Poverty Statistics 2011

⁵ Bedford Borough Council Private Sector House Condition Survey 2011.

⁶ Ofgem – Electricity and Gas supply Market Indicator report 2012.

- **Occupancy:**
 - **Occupancy level related to the size of the house:** Under occupation of homes i.e. one person living in a large house may result in high heating costs or the home being under-heated to avoid the excessive costs.
 - **Spending many hours at home:** Occupying the home for the majority of the day and night, for reasons such as being disabled, infirm or unemployed can result in high heating costs.
 - **Higher heating requirements:** Older, ill and disabled people, or families with young children may require extra warmth and therefore higher heating temperatures than the average person (above 21°C), which uses more fuel, resulting in higher energy costs.

- **Energy efficiency:** Homes with poor energy efficiency (inadequate insulation and ineffective or costly heating) are the most expensive to heat. Poor levels of energy efficiency can be due to the housing construction, type and location, poor insulation standards and inefficient heating and hot water systems. There is a higher risk of fuel poverty in rural areas due to the cost of heating larger than average and less energy efficient properties (solid walls are more common) which are also affected by the lower average temperatures in the countryside.

5. Households most likely to be affected by Fuel Poverty:

Although the risks from fuel poverty and cold-related ill health apply to all people, there are groups that are especially vulnerable. The following types of households typically spend a higher proportion of their time at home, so therefore have a greater requirement for heating and hot water, using more fuel to heat their homes to higher required indoor temperatures, and for longer periods than typically. The majority of these households tend to be on lower incomes, although not necessarily on benefits, and may not have access to the capital to improve their homes or replace inefficient appliances.

They include:

- People at home due to unemployment, long-term sickness, or disability
- People on low incomes or in receipt of benefits
- Households of one person aged over 60 or older couples with no children living in the family home
- Families with babies and young children
- People in owned or private-rented accommodation
- Residents in rural areas

6. The Health Impacts of Living in Cold Homes:

Fuel poverty causes serious public health and environmental issues. Living in cold and damp homes with inadequate heating and thermal efficiency can damage people's health in the short and long term, and affect their quality of life. It has been shown that cold weather leads to an increase in winter hospital admissions, while GP consultations for respiratory infections can increase by as much as 19% for every 1°C drop in mean temperature below 5°C. Age UK⁷ has calculated that the estimated cost to the NHS in England arising just from cold homes is around £1.36 billion every year in hospital and primary care treatments, with the majority of these caused by cardiovascular diseases (strokes and heart attacks).

Severe cold weather can be dangerous for groups vulnerable to fuel poverty, older people and those with serious illnesses. In extreme cases, Hypothermia can occur, which is when a person's body

⁷ Age UK, The Cost of Cold, Nov 2012

temperature drops below 35°C (95°F) as a result of being exposed to cold temperatures. This is below the required temperature for normal metabolism and body functions (37°C). Other health problems that can be caused by living in cold homes include:

Circulatory illnesses:

- Increased blood pressure leading to heart disease and strokes: The winter months can mean spending too long in the cold, lowering the body temperature. This can often aggravate circulatory diseases, leading to an increase in heart attacks and strokes, which may often occur several days after exposure to the cold.

Respiratory illnesses:

- Cold conditions lower resistance to respiratory infections such as bronchitis or pneumonia. Children living in cold homes are more than twice as likely to suffer from a variety of respiratory problems than children living in warm homes.⁸
- Increased level of minor illnesses such as colds and flu.
- Cold and damp conditions are also likely to promote fungi and mould growth, causing allergies, infections such as bronchitis and asthma.

Musculoskeletal Diseases:

- Fuel poverty may compound the ill health and suffering of those who are disabled or have a long-term illness and cold temperatures exacerbate existing conditions such as arthritis and rheumatism.

Cold houses affect mobility and increase falls and other injuries:

- Increased falls and accidents, including fatalities, are more common in cold homes in winter. This can result in periods of prolonged immobility, making it even more difficult to keep warm.

Mental health and Social Wellbeing:

- Mental health issues caused by worry over bills and social exclusion, can cause depression and affect all age groups. More than 1 in 4 adolescents living in cold housing are at risk of multiple mental health problems compared to 1 in 20 adolescents who have always lived in warm housing.⁹ Older people may be reluctant to invite friends to their cold homes, resulting in an increased sense of social isolation and overall decline in quality of life.
- Poorer nutrition due to spending income on heating instead of a healthy diet can cause further health problems.

Excess winter deaths (EWD) are the number of deaths during the winter months (December to March) compared with deaths occurring at other times of year. Death rates rise by about a fifth during the winter months and EWD are most commonly seen in those aged 65 and over and especially affect those aged 85 and over. Cold damp housing and unaffordable energy costs are important factors in excess winter mortality and many of these excess deaths can be attributed to living in fuel poverty¹⁰.

There were 24,000 excess winter deaths in England and Wales in total during winter 2011/12.¹¹ About 40% of these deaths are from heart attacks and strokes, while another third are related to respiratory problems. Although the 2011/12 figure was an 8% reduction on the previous winter's EWD, the number is still too high.

The wards in Bedford Borough with high Excessive Winter Mortality (EWM) (2002/3 – 2010/11) were De Parys, Harpur, Kempston Rural, Kingsbrook, Riseley and Sharnbrook and were mainly due to

⁸ The Health Impacts of Cold Homes and Fuel Poverty – Marmot Review Team 2011

⁹ The Health Impacts of Cold Homes and Fuel Poverty – Marmot Review Team 2011

¹⁰ Age UK, The Cost of Cold, Nov 2012

¹¹ Office of National Statistics

circulatory and respiratory causes.¹² Cold weather, and in particular cold homes, is believed to be a main factor in causing the winter increase of respiratory and circulatory diseases.

7. National and Local Policies and Strategies:

National Legislation:

- **The Warm Homes and Energy Conservation Act 2000:** This Act committed the government to work towards the eradication of fuel poverty for all households, where reasonably practicable, by 2016. In September 2012 the government ran a consultation on proposed changes to the fuel poverty measurement framework and announced they would develop a new fuel poverty strategy for launch in 2013.

Local Policies and Strategies:

- **Fuel Poverty Strategy 2004:** Adopted by the Executive at meeting held on 28th January 2004, following recommendation for adoption at 15th Jan 2004 Community and Culture Meeting. This Affordable Warmth Strategy will replace the Fuel Poverty Strategy.
- **Bedford Borough Partnership's Sustainable Community Strategy 2009-2021:** Tackling fuel poverty is a cross cutting issue which contributes to the delivery of some of the key themes of the Sustainable Community Strategy:
 - 1. A Thriving Borough – Economic Development, Regeneration and Enterprise.** Our goal: A stronger local economy, delivering high levels of sustainable growth and employment for the benefit of the Borough's existing and future residents.
 - 2. A Greener Borough – Environment and Climate Change.** Our goal: A high quality natural and built environment which is valued and enjoyed by all; which encourages biodiversity and supports the development of a low carbon community, including local businesses, capable of adapting to the impacts of climate change.
 - 3. An Aspiring Borough – Children and Young People.** Our goal: A Borough where all the Borough's children and young people are able to lead safe, healthy and happy lives, and are provided with opportunities to develop their self esteem, maximised their life chances and realise their full potential.
 - 4. A Healthy Borough – Adult Health and Well-Being.** Our goal: A Borough where everybody has access to high-quality health and social care services when they need them and the help they need to lead healthy and independent lives.
 - 5. A Safer Borough – Creating Safer Communities.** Our goal: A Borough where people live safer lives.
 - 6. An Inclusive Borough – Social Inclusion, Community Cohesion and Culture.** Our goal: A Borough where all people feel part of the wider community and are proud to celebrate its rich cultural diversity; where inequalities are reduce and all people are able to participate in the sporting, artistic and civic life of the Borough.
 - 7. A Growing Borough – Housing and Transport.** Our goal: A Borough where the supply and quality of housing and transport is capable of supporting the needs and aspirations of the Borough's population now and in the future.

Work to provide affordable warmth will contribute to the 'A Greener Borough' theme by reducing carbon emissions, 'A Healthy Borough' theme by improving physical housing conditions and eliminating damp/mould conditions; 'A Thriving Borough' by maximising household income and freeing up money spent on energy which can be spent in the local economy; and also contributes to 'A Growing Borough' because lifting households from poor

¹² Public Health Mortality Files, 2011.

housing conditions and/or fuel poverty has a direct influence on a persons physical and mental health.

- **Bedford Borough Council Corporate Plan 2012-2016:** The plan sets out the Borough Council’s continuing contribution to meeting the objectives of the Sustainable Community Strategy. The plan has 4 main themes:
 - **1. Providing a Healthy Future** - Providing safe, sound, supportive, cost effective services which promote independence, health, well-being and choice.
 - **2. Protecting and Preserving the Local Environment** - Protecting and preserving the natural and built environment whilst, enabling and supporting sustainable growth.
 - **3. Brighter Futures for Children** - Improving outcomes and life chances for all children, particularly vulnerable children through early intervention.
 - **4. Serving Customers Effectively** - Providing residents with helpful, efficient and cost effective customer services that meet their needs.

- **Climate Change Strategy 2012/13 – 2015/16:** This strategy sets out the aims and objectives of the Council to work towards mitigating and adapting to climate change. One of the aims under Priority One: Tackling Climate Change – Energy Efficiency is *‘Support the communities and businesses of Bedford Borough to reduce energy consumption and mitigate climate change’*. One of the stated actions of the strategy is: *‘Promote the Government’s upcoming Green Deal and Energy Company Obligation schemes to the residents and businesses of the Borough to increase the scheme’s uptake to encourage the improvement in the energy efficiency of homes and businesses premises which will reduce fuel poverty and carbon emissions in the Borough.’*

- **Climate Local Commitment:** The Council has signed this LGA driven commitment and has developed local commitments and actions that it will work towards over the next few years to mitigate and adapt to climate change. A specific fuel poverty-related commitment and associated actions has been agreed.

Commitment: <i>‘We will work with households in the Borough to reduce energy dependency and alleviate fuel poverty’.</i>	
Specific action(s)	Measure
We will continue to deliver ‘Winter Warmth’ talks to groups vulnerable to the cold, and arrange Fuel Poverty training for front-line staff to raise awareness of how to stay warm in winter and the support available to residents.	Number of talks delivered and training arranged.
We will develop an Affordable Warmth Strategy with local partners.	Strategy developed.

- **Home Energy Conservation Act:** As required under the Home Energy Conservation Act 1995 (HECA) the Council has, as required, produced a Further Report which outlines the energy conservation measures that the authority considers *‘practicable, cost-effective and likely to result in significant improvement in the energy efficiency of residential accommodation in its area’*. The Council has included an action to reduce fuel poverty in Bedford Borough and establish a plan to work towards this aim.

- **Private Sector House Condition Survey 2011:** The survey provided information about housing conditions in the wards of the Borough, including the levels of energy efficiency, non-decent homes and fuel poverty. One of its conclusions is: *‘Given the findings in relation to energy efficiency, vulnerable occupiers and fuel poverty, a logical approach to private sector housing assistance and enforcement would include a focus on energy efficiency’*.

- **Housing Strategy 2012-17:** One of the strategy's key objectives, under Theme 3 – Making Best Use of the Existing Housing Stock is to: *'Work with partners to improve the fabric of the existing stock in particular to improve energy efficiency, reducing the carbon footprint of the existing stock, increasing adaptability to climate change and fuel poverty.'* A key action is: *'Provide measures to increase energy efficiency and adaptability to climate change and reduce fuel poverty. Work with partners to maximise benefits to Bedford Borough of emerging energy efficiency programmes and existing programmes'*.
- **Joint Strategic Needs Assessment (August 2012):**
 - P.8: Executive Summary for Bedford Borough - *Poor living conditions, such as inadequately heated, cold and damp homes, often as a result of fuel poverty, have a short and long term impact on health.*
 - Wider Determinants of Health chapter – Deprivation – Fuel Poverty – p.18: *The impacts on health result from fuel poor households either having to cut back on fuel expenditures and not keeping adequately warm, or having to reduce expenditure on other essentials (e.g. food) which also has negative health implications.*
 - Frailty at an Older Age chapter – Excess Winter Deaths – p.3: Why is EWD a priority?:
 - *Addressing the problem of Excess Winter Deaths provides an opportunity to reduce premature and avoidable deaths.*
 - *Addressing inequalities and fuel poverty can prevent illness and subsequent disability thus saving the NHS, Social Care revenue and family funds.*
- **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.
- **Health and Wellbeing Strategy 2012-2016:** The strategy outlines the top priorities for improving the health and wellbeing of all the people living in the Borough:
 - p.14: Priority 6: Wider Determinants of Health: The Health and Wellbeing Board will seek to: *'Address wider determinants of health focusing on.....reducing the number of people who are fuel poor..'*
 - p.15: Priority 7: Independence: The Health and Wellbeing Board will: *'reduce the number of people who are fuel poor particularly in the most deprived areas and amongst the most vulnerable groups'*.
- **Bedford Borough Public Health Strategy 2013/14 – 2014/15:**
 - Priority 1: *Helping people to live longer and more healthy lives; by reducing preventable deaths, premature mortality and the burden of ill health associated with smoking, high blood pressure, obesity, poor diet, poor mental health, insufficient physical activity, substance misuse and excess alcohol consumption*
- **Joint Commissioning Strategy - Older People - 2013-17:** (currently draft). Strategic Priority 2: Delaying and reducing the need for care and support.
 - 5. *Take action to combat Fuel Poverty by implementing the Warm Homes Healthy People Programme for as long as funding is made available.* Objectives for 2013/14:
 1. Bid for funds as they become available. October 2013.
 2. Implement a co-ordinated programme of actions with partners to the programme. December 2013.
 3. Ensure proper financial management of specific grant resources. March 2014.
 - 12. *Take action to support Government's target to eradicate fuel poverty as far as reasonably practicable, by 2016.* Objectives for 2013/14:

1. Report on energy conservation measures that the Council considers practicable, cost-effective and likely to result in significant improvement in the energy efficiency of residential accommodation in its area. June 2013.
2. Develop fuel poverty actions and targets as part of the 'Climate Local Commitment'. October 2013

8. An Overview of Past and Current Energy Efficiency and Fuel Poverty Initiatives in Bedford Borough

The main aim of Bedford Borough Council's new Affordable Warmth Strategy is to build on the initiatives that have already been delivered and further the development of new initiatives to reduce fuel poverty through effective partnership working.

- **Sustainability Team Promotions:** The Sustainability Team regularly run events and promotions to coincide with national environmental campaigns such as Big Energy Saving Week. At these events, officers provide free and impartial energy efficiency and sustainability advice to residents and signpost them to relevant schemes to help them to improve the energy efficiency of their homes.
- **Environmental Health**
 - The Council works with local private sector landlords through a proactive programme to support them to improve the energy efficiency standards of their properties.
 - Many of the most serious problems occur in the private rented sector. In these cases the council takes action through Environmental Health enforcement procedures under the Housing Health and Safety Rating System. This assessment system identifies exposure to excessive indoor cold as a health hazard, and can be used to enforce minimum standards of housing in the private rented sector.
- **Housing Schemes** - which have helped to increase the energy efficiency of dwellings in the Borough and reduce the levels of fuel poverty:
 - **Warmer Beds Insulation Scheme:** As the lead authority for the Bedfordshire and Luton Energy Efficiency Scheme (BALES) the Council ran a cavity wall and loft insulation grant scheme. The insulation scheme offered households cavity wall and loft insulation to homeowners at a discounted rate or free for those over 70 or in receipt of qualifying benefits, and the scheme resulted in 1,388 insulation measures being installed.
 - **Boiler Loan Replacement Scheme:** The Council also offered an interest free Home Energy Loan to replace inefficient or broken boilers for those over 60 or in receipt of qualifying benefits, which resulted in 118 boiler replacements.
- **Bedford Borough Keeping Warm:** The aim of the Department of Health's Warm Homes, Healthy People Fund was to support activities which would address the public health consequences of cold housing for the most vulnerable in our communities and support the Government's Cold Weather Plan. The Council's Adult Services department, along with partners Bedfordshire Rural Communities Charity, Bedfordshire & Luton Community Foundation, Age UK Bedfordshire, Bedford & District Citizens Advice Bureau and the Salvation Army, were successful with an application to the 2011/12 fund. An additional application by the Housing Strategy and Development Team delivered 35 boiler replacements through a loan scheme available to residents over 60 years old, with inefficient or broken boilers.

For the 2012/13 application, Bedfordshire Race & Equalities Council and NHS Bedfordshire joined the partners. Briefly, the partners delivered the following, which was similar to the activities carried out for the 2011/12 fund:

- **BBC Community Rangers:** sourced, purchased and delivered over 300 'warm packs' (consisting of a fleece blanket or 'Snuggie', 'Thinsulate' gloves and hat set, packet soup, covered hot water bottle, a room thermometer and documentation promoting local aid services and advice on keeping warm etc. packed into a re-usable cotton bag) to vulnerable residents in the Borough.
- **BBC Sustainability Team:** Two fuel poverty training sessions were arranged for frontline and home visiting staff of the council and other organisations, to help them identify fuel poverty and signpost residents to further help. The sessions were delivered by National Energy Action. In total, 16 people attended the training, from various organisations (including Bedford Citizens Housing Association) and Council departments including Environmental Health, Adult Services, and the Rehousing Team. The sustainability Team also managed a graduate from Change Agents UK, who delivered 74 Warm Home Energy Audits to vulnerable households in the Borough. The audits helped residents to reduce their energy costs by recommending and referring them for insulation measures, providing them with free energy and water saving devices and explaining how to use their heating systems and the benefits of changing fuel tariff.
- **Bedfordshire & Luton Community Foundation:** Sought funds to enable local voluntary and community service groups that would enable them to provide "support packs" to those at risk of poor health as a result of fuel poverty. 8 applications were received and each of these was judged to have sufficient merit to be in receipt of funding. A total of 1,665 residents of Bedford Borough received some support from the scheme in the form of appropriate "Survival packs" through this fund.
- **BRCC:** The Village Agents fitted radiator sheets in the homes of x60 people who were also given tips on how to keep warm and save on energy bills, etc. Clients were also helped to join their energy supplier's Priority Services Register which will enable them to get their meters read regularly as well as giving information about how to apply for grants for loft and cavity wall insulation. The presence of door chains and smoke alarms were also checked and 'Message in a Bottle' were provided for people to store relevant health information in case of an emergency regarding their health. The Village Agents also helped clients to switch energy suppliers and apply for energy rebates and other benefits.
- **Age UK:** Additional hours were made possible for information and Advice staff/advisors and sessions were held with clients - 668 being drop in, outreach, home visit, office visits. Put together + delivered x110 'hot boxes' to older people who were nominated as being in isolation and living in poor conditions. Items included: Scarf, Hat, Gloves, Flask, Instant Soup, Instant Porridge, Chocolate Biscuits, Long life Milk, Teabags, Coffee, Sugar, Hot Chocolate, Rice Pudding, Tinned Beans or Spaghetti, Everyday biscuits, Hot Water Bottle, Large Fleecy Blanket, Dressing Gowns. As a result of these deliveries, several clients were referred for additional help to internal and external partners for additional assistance.
- **Bedford CAB:** A project co-ordinator was recruited to oversee and implement the project tasks. Displays, posters and leaflets were produced and distributed. Ran 5 one-hour Energy Best Deal sessions to various groups which included clients and front line staff. All CAB advisers were given updated training on how to help clients.
- **BREC:** Sent out information to community groups and faith centres to raise awareness of advice and support available particularly Warm Home Discount Scheme and Warm Home Grants Scheme. Spoke to their clients who attended Advice Surgeries to raise awareness of all schemes available and gave out leaflets. Informed clients at their outreach surgeries and organised visits to community groups to raise awareness.
- **Salvation Army:** Provided emergency accommodation for rough sleepers. Between 29/11/12 and 06/04/13 we opened the Night Café for Rough Sleepers for 53 nights:
 - A total of 138 people made use the service during the winter.
 - 59 of these only attended once, suggesting that we were able to support them during a short term crisis which was quickly resolved.
 - 104 attended 5 or less times, again suggesting that the crisis was relatively short-lived.

- 22 people attended 10 or more times, with 4 of these attending more than 30 times, suggesting that long-term rough sleepers were accessing the provision.
- The average attendance was 13 people per night.