

Fuel Poverty Plan 2014 – 2017

“Warm Homes for Health”



This plan includes:

- The Impact of Fuel Poverty
- Patterns of Excess Winter Deaths
- Location of Vulnerable Groups and Action Plan



June 2014

Southampton Warmth for All Partnership

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Aim

To reduce health inequalities associated with fuel poverty, to reduce the number of deaths caused by cold homes, and improve the quality of life of people living in fuel poverty.

Background

Climate change is one of the biggest global public health threats this century (Cosello et al 2009). It presents risks to the health of the UK population, particularly to the most vulnerable, as well as to the effective delivery of public health, the National Health Service (NHS) and social care services (DEFRA 2012). Fuel Poverty is where a household cannot keep adequately warm at reasonable cost given their income. The definition of fuel poverty was changed in July 2013 by the Government (Department of Energy and Climate Change) which makes this updated plan very timely.

This Fuel Poverty Plan is presented against the background not only of climate change but of the most fundamental reforms to the welfare system for 60 years. The Government's stated aim is to produce a simpler, fairer benefits system and to ensure that 'work pays'.

The changes, which primarily affect people of working age, will mean that from April 2013:

- Many Social Housing tenants will see their Housing Benefit reduced if they are occupying accommodation with an excess of bedrooms for the household needs
- Many working age claimants in receipt of income-related benefits will be required to pay a proportion of their Council Tax
- Many working age households will have their weekly benefits capped to a level of £350 per week for single claimants and £500 per week for couples/lone parents
- Responsibility for Community Care Grants and Crisis Loans, currently the responsibility of the DWP Social Fund scheme will devolve to Local Authority administration through Local Welfare Provision.

Between October 2013 and 2017 Universal Credit will be introduced, eventually resulting in most claimants receiving calendar monthly benefit payments in arrears. These will include an element for rent where appropriate and it will be the responsibility of the claimant to pay this direct to the landlord.

The city council, in partnership with health and other agencies, will address fuel poverty in Southampton and report on progress through the Health and Wellbeing Board.

Addressing fuel poverty links with some key national plans, including:

- The National Adaptation Plan (Defra) which focuses on making the country resilient to a changing climate – references are made to the Cold Weather Plan for England and the Home Energy Conservation Act
- The Department of Energy and Climate Change (DECC) Fuel Poverty a Framework for Future Action (2013)

Also the Public Health Outcomes Framework (2012) which includes:

- Improving the wider determinants of health – narrowing health inequalities
- Health improvement – behaviour change and lifestyle factors
- Health protection – disease prevention
- Healthcare public health and improving premature mortality

And locally with:

- Southampton's Joint Health and Wellbeing Strategy (2013)
- Southampton's Joint Strategic Needs Assessment.
- Southampton City Councils Low Carbon City Strategy
- Southampton City Council Housing Strategy 2011-15

Fuel Poverty in Southampton

Fuel poverty is a distinct and serious problem in Southampton and although the number of households increased between 2006 and 2008 but fell between 2009 and 2011 the number is likely to increase in the future because of rising energy costs. Fuel poverty is associated with excess winter deaths, of which there were an estimated 100 excess deaths in Southampton during the winters of 2010/11.

The Southampton Warmth for all Partnership (SWAP) has worked effectively in partnership to deliver a range of initiatives to tackle fuel poverty. Despite a climate of diminishing resources, there are the additional challenges of welfare reform and the implementation of the Green Deal and Energy Company Obligation (ECO) to be met and these have coincided with the ending of other subsidies for energy efficiency improvements.

This plan builds on the successes of the previous strategy, approved in 2004.

Key successes under the previous strategy include:

- Sustaining a strong partnership for coordinating activities – SWAP
- 3,900 households removed from fuel poverty (not including council tenants)
- Energy efficiency initiatives; including several thousand privately owned and rented homes insulated through the Warm Front scheme, insulating private rented homes, Cocoon and Heatseekers schemes.
- Two successful bids to the Department Health's Warm Homes, Healthy People Fund. Funding was used to establish the STOP the cold project, which reinvigorated a partnership approach with the voluntary sector, developed a clearly defined brand and streamlined communication and referral routes, while enabling practical assistance during times of severe weather
- Activities to maximise income – including the council's Moneytree publication

The STOP the Cold project has achieved the following objectives to date:

- Improved knowledge among community, voluntary and statutory services and organisations about the help and assistance available for all residents, with a focus on older and vulnerable people to keep warm in the city
- Increased awareness city-wide about the effects of the cold weather on older and vulnerable people through a local media campaign (local radio adverts, information in local newspapers, social media, websites etc.)
- Targeted assistance to identified older single people
- The completion of a programme of home visits to complete 'warm home' checks and linking with other services as needed including checking the customers are on a suitable tariff with their energy supplier
- The distribution of information packs with room thermometers and thermal clothing to older people in the city through volunteers, the Handyperson Service, lunch clubs, carers etc.

- Provided practical support through the council-funded Handyperson Service (provided under contract by the Society of St. James) and the loaning of oil filled radiators to households without heating
- Work with partners to maximise household income and where possible apply for funding to assist with fuel bills
- Repair or replacement of broken, energy inefficient boilers for low income households
- Loft clearance assistance to enable improved insulation
- Work with others to deliver warm meals and food essentials during periods of extreme cold

Further information is available in the STOP the Cold evaluation report which can be downloaded at www.environmentcentre.com

This plan has been developed with the following partners:

- Dr Debbie Chase, Consultant in Public Health, Southampton City Council, Chair of the Southampton Warmth for All Partnership (previously Dr Graham Watkinson)
- Paul Juan, Regulatory Services Manager, Southampton City Council
- Southampton Warmth for All Partnership (SWAP)
 - Nicola Butler, Operations Director, Society of St James
 - Eileen Downes, Senior Worker Community Training, Sure Start
 - Mary Carnegie, Advice and Information Coordinator, Age UK Southampton
 - Helen Farley, Principle Project Manager, the Environment Centre (tEC)
 - Adam Goulden, Senior Manager, the Environment Centre (tEC)
 - Janet Hawkins, Team Leader, Regulatory Services, Southampton City Council.
 - Alan Laney, Partner Support Manager, Department for Work and Pensions
 - Eva Richmond, Money Matters Project Officer, Age UK Southampton
- Rebecca Wilkinson, Head of Public Health Information and JSNA Manager, Southampton City Council
- Southampton Housing Partnership (including private and social landlords)

Contact: Paul Juan, Southampton City Council

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Fuel Poverty and its Impact on Health

Research carried out in Southampton in 2002 and 2008 (large scale sample surveys of housing conditions) showed that fuel poverty dropped over these six years from an estimated 9,900 to 6,000 vulnerable households. This does not include householders living in council housing.

However, the Department for Energy and Climate Change (DECC) defines a household as fuel poor if it needs to spend more than 10% of its income on fuel to maintain an adequate standard of warmth – normally 21 degrees for main living room and 18 degrees for all other occupied rooms. According to this definition, fuel poverty levels in Southampton have generally been above the regional averages but below the English average since 2006 (Table 1).

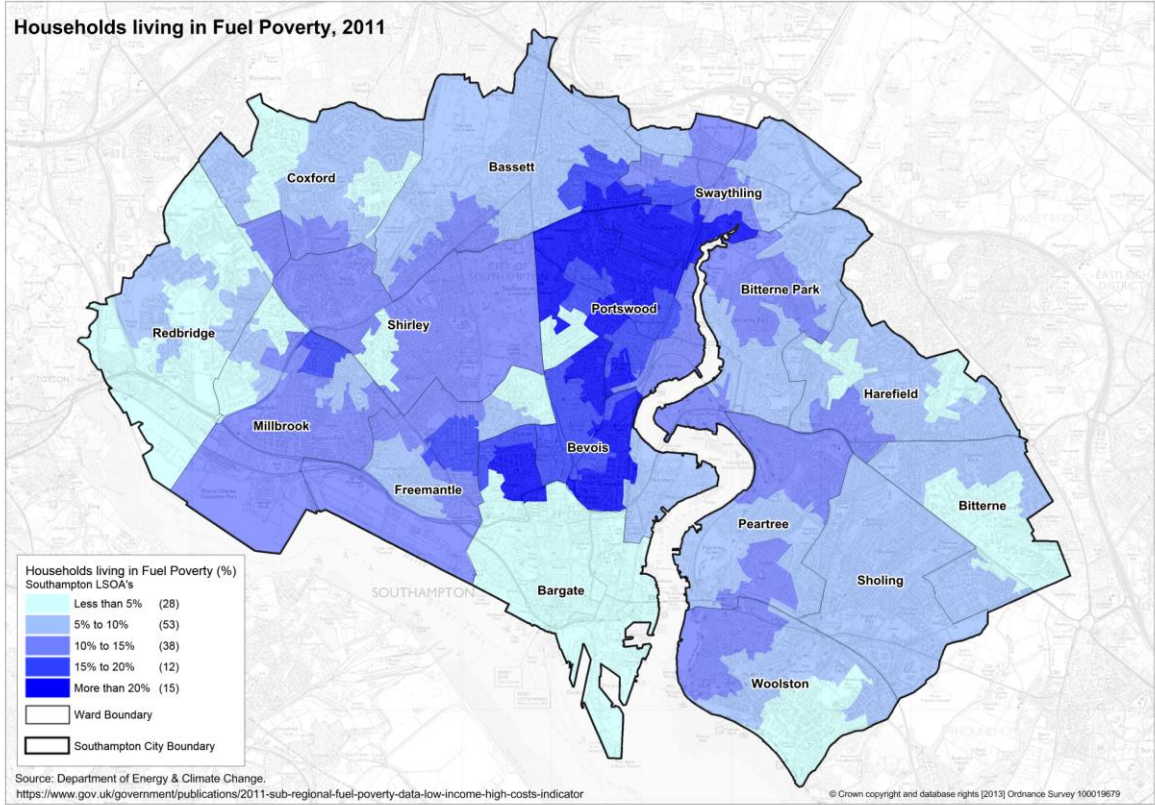
In 2011, an estimated 9.7% of the total number of 98,254 households in Southampton was in fuel poverty. This represented a total of 9,531 households.

Table 1: The estimated numbers of fuel poor households in Southampton.

Year	Estimated number of Southampton households	Estimated number of Southampton households in fuel poverty (FP)	% of Southampton households in FP	Average % of Hampshire county households FP	Average % of South East households in FP	Average % of English households in FP
2006	92,976	9,055	9.7	8.1	8.5	11.5
2008	97,191	10,419	10.7	9.5	9.9	15.6
2009	98,074	12,448	12.7	11.5	11.8	18.4
2010	97,726	11,592	11.9	10.7	11.5	16.4
2011	98,254	9,531	9.7	9.3	10.3	14.6

Map 1 shows the areas within the city with the highest proportions of households in fuel poverty.

Map 1: Households living in Fuel Poverty, 2011

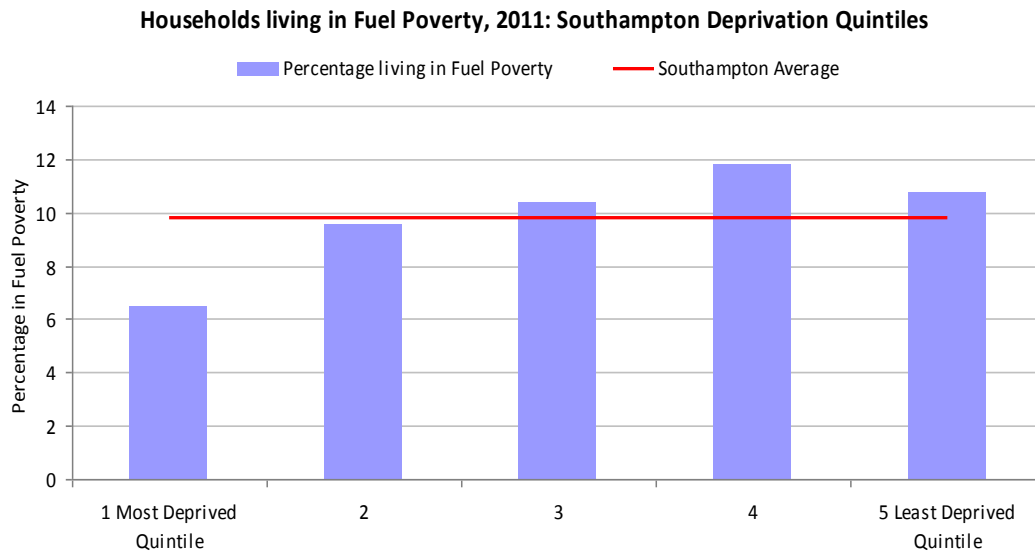


The energy efficiency of private homes has improved and the average SAP¹ rating is 51 (equivalent to energy efficiency rating band E on a scale of A to G). However, the survey carried out by the council in 2008 showed that there is the potential to improve the energy efficiency in 95% of private homes and there remain 7,000 homes with a dangerously low SAP rating of under 35. The survey found that there were similar levels of fuel poverty across Southampton’s owner occupied and privately rented homes.

The chart show the relationship between fuel poverty and deprivation in Southampton, the fact that fuel poverty rates appear lower in the most deprived areas is related to the energy efficiency measures within the social housing stock.

¹ SAP (Standard Assessment Procedure) is a standardised measure of the energy efficiency of a building

Chart 1: Households living in Fuel Poverty, 2011: Southampton Deprivation Quintiles



Source: Department of Energy and Climate Change

The council previously reported progress against National Indicator (NI) 187, which has now been discontinued. This measured the proportion of vulnerable households living in energy efficient housing across all tenures (in 2009/10 this was 35%) and the proportion of vulnerable households living in housing with very poor energy efficiency (in 2009/10 this was 9%).

How the cold affects health

In older people, a one degree lowering of living room temperature is associated with a rise of 1.3 mmHg blood pressure, due to cold extremities and lowered core body temperature. Increases in blood pressure, along with increased blood viscosity, caused by mild skin surface cooling, increases the risk of strokes and heart attacks.

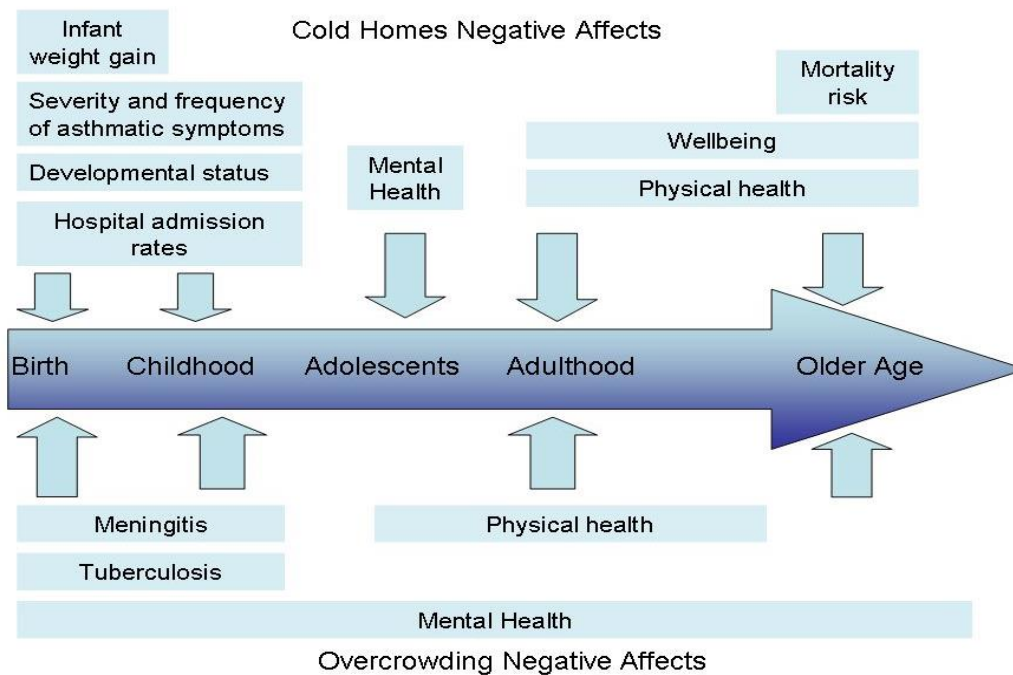
Cold air affects the normal protective function of the respiratory tract, with increased broncho-constriction, mucus production and reduced mucus clearance. Cold, damp houses also promote mould growth, which increases the risk of respiratory infections.

Although cold weather is clearly a factor in excess deaths, Scandinavian countries do not have the same pattern of excess winter deaths. The excess winter deaths in the UK are related to factors which affect how warm a house is, for example, energy efficiency and insulation, central heating and household income. There is a 20% difference in excess winter deaths between the coldest and warmest homes. Table 2 illustrates the health effects experienced by those living in temperatures below the recommended 16-21 degrees (18 and over in living areas).

Table 2: Effect of temperature on health

Indoor Temperature	Effect on Health
21°C	Recommended living room temperature
18°C	Minimum temperature with no health risk, though may feel cold
Under 16°C	Resistance to respiratory diseases may be diminished
9 – 12°C	Increased blood pressure and risk of cardiovascular disease
5°C	High risk of hypothermia

Figure 1: The Health Impacts of Cold Homes and Fuel Poverty (Marmot Review Team 2011)



Cardio-vascular disease

- Cause over 30,000 excess winter deaths each year nationally
- The cold increases blood pressure
- A 1 degree lowering of living room temperature is associated with a rise of 1.3 mmHg blood pressure
- A rise in blood pressure during the cold increases the risk of heart attacks and strokes

Respiratory Illness

- Cause around 20,000 excess winter deaths each year (nationally)
- The cold lowers resistance to respiratory infections
- Coldness impairs lung function and can trigger broncho-constriction in asthma and COPD
- Dampness is associated with cold houses; damp increases mould growths which can cause asthma and respiratory infections
- Home energy improvements have decreased school sickness by 80% in children with asthma or recurrent respiratory infections

Mobility and increase falls and non-intentional injuries

- Symptoms of arthritis become worse in cold damp houses
- Strength and dexterity decrease as temperatures drop, increasing the risk of non-intentional injuries
- A cold house increases the risk of falls in the elderly

Mental and social health

- Damp, cold housing is associated with an increase in mental health problems
- Some people become socially isolated as they are reluctant to invite friends round to a cold house
- In cold homes where only one room is heated, it is difficult for children to do homework, affecting educational and long term work and health opportunities

In 2012/13 there were:

- 13,800 people registered with Southampton GPs as having depression
- 1,376 people registered with their GP as having dementia
- 2,758 people registered with their GP as having a severe and enduring mental illness (schizophrenia, bipolar disorder and other psychoses)

Not everyone who has a mental health problem is registered with a GP or has a diagnosis so the true figures are likely to be significantly higher.

The Be Well Mental Health and Wellbeing Strategy (2012) is the Southampton City response to “No Health without Mental Health”, a cross government strategy for people of all ages. The Southampton strategy is available at:
<http://www.publichealth.southampton.gov.uk/>

Fuel Poverty and Excess Winter Mortality in Southampton

It is estimated that during winter 2012, 124 people died in Southampton from illnesses related to the cold. The problem is not unique to Southampton, it exists across the UK, but locally we are working to reduce the number of excess winter deaths because many can be prevented by encouraging people to take simple actions to improve the warmth of their homes.

Excess winter mortality is the term which describes the higher number of deaths that occur in winter than in the summer.

Table 3: Excess Winter Mortality 2001-2012

Region	Excess Winter Mortality (number of deaths) over the winter ending in:											
	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012
Southampton	20	70	150	60	80	130	110	80	90	130	100	124
South East England	4,560	3,770	3,750	3,990	6,150	7,650	3,210	6,710	7,680	3,150	4,140	3,670

Public Health Outcomes Framework www.phoutcomes.info

Figure 2: Excess Winter Deaths 1990-93 to 2009-12 Southampton and England

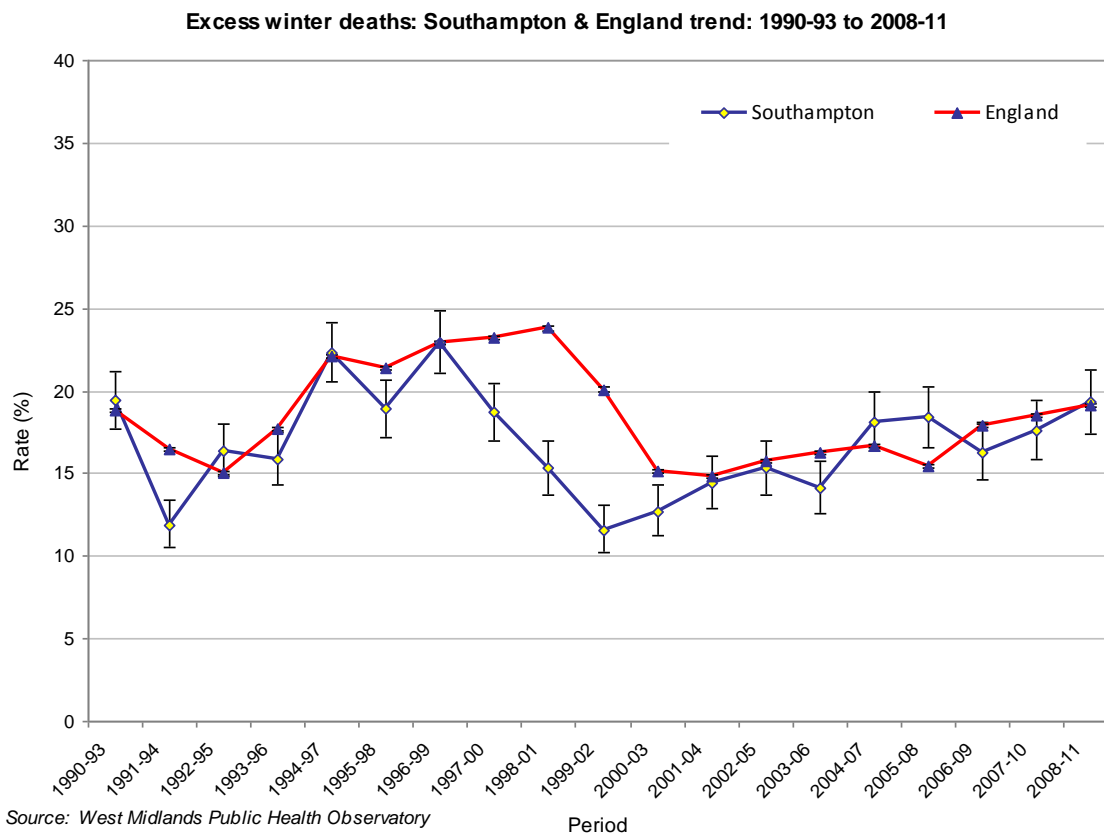


Figure 3: Excess Winter Deaths amongst 85+ year olds in Southampton with ONS Comparators 2004-11

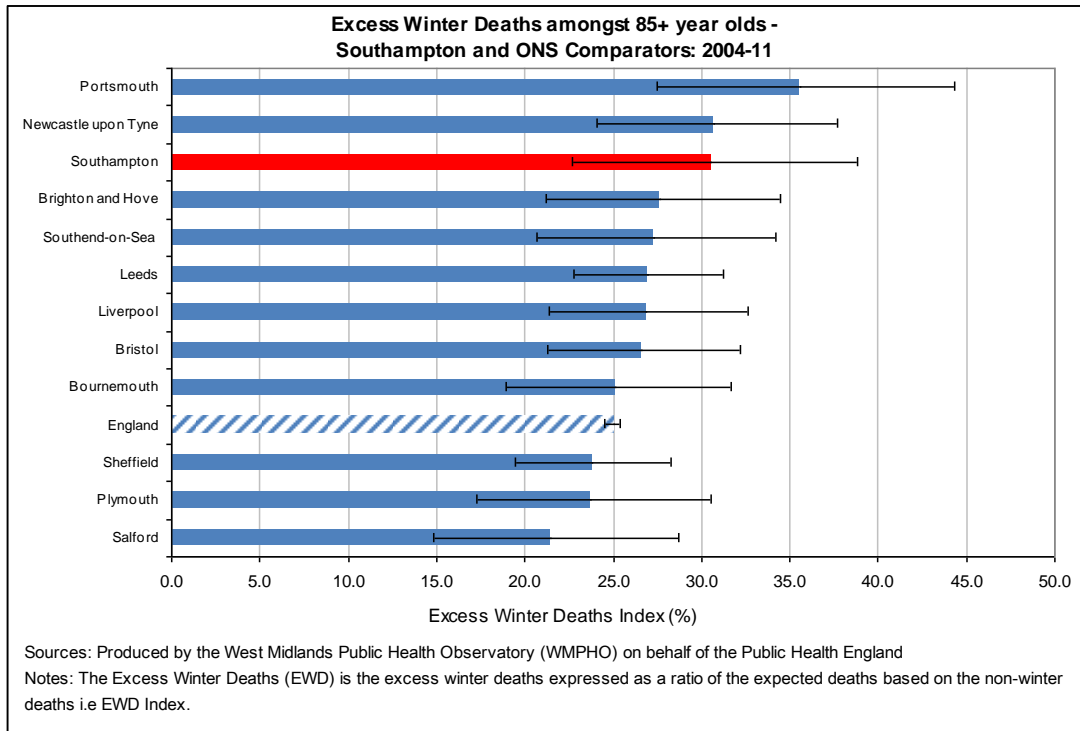


Figure 4: Excess Winter Deaths caused by Respiratory Disease – Southampton and ONS Comparators 2004-11

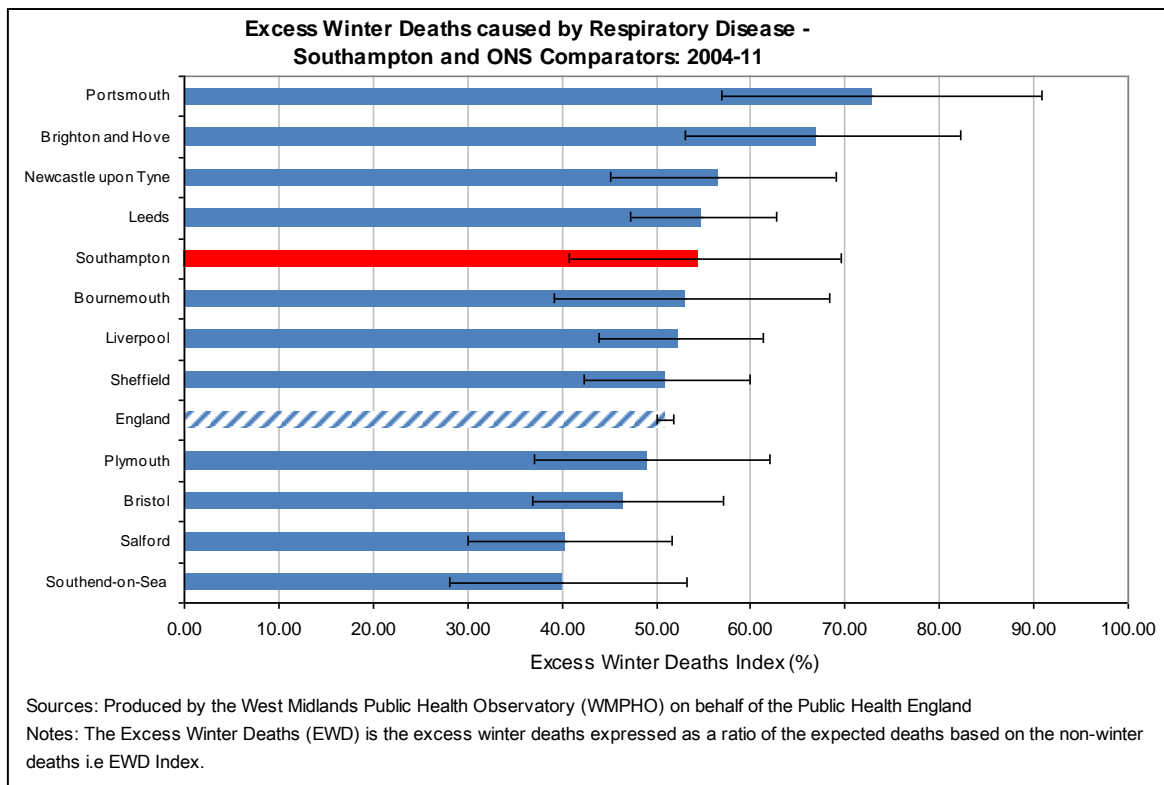
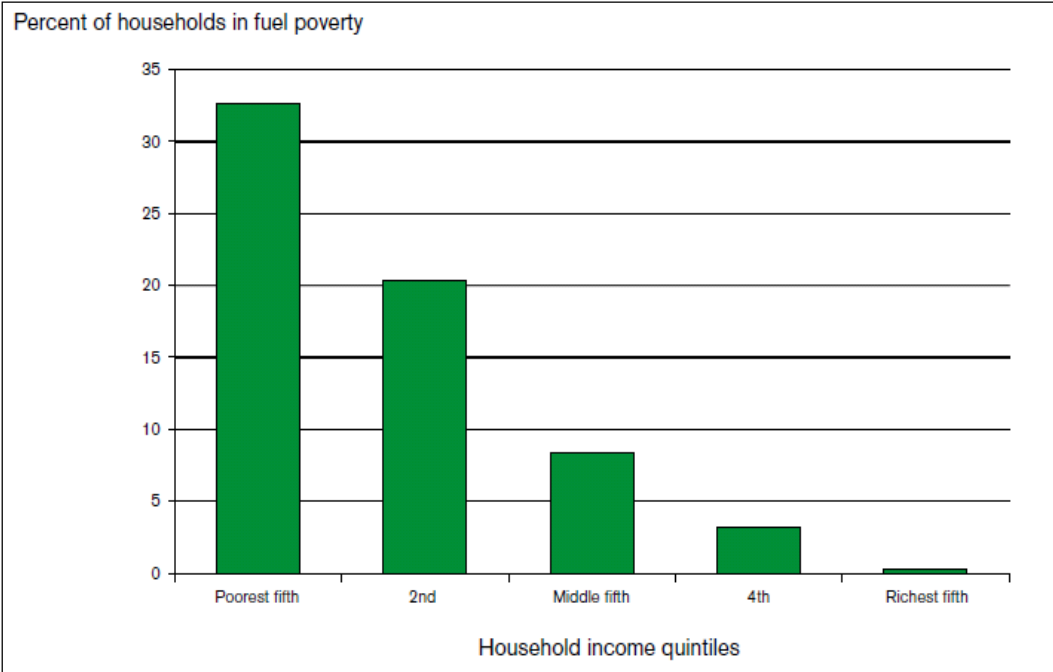


Figure 5: Percentage of households in fuel poverty by household income (Marmot 2011)



Potential Increased Efficiency and Savings

When simple measures are taken to improve housing conditions and increase ability to pay for energy, highly significant improvement can be measured post-intervention:

- Results in fewer days off work due to ill-health by 38%
- Improves children's educational achievements; reduces self-reported days off school by 50%
- Reduces depression by 50%
- Improves self-rated health by 50%
- Results in fewer visits to a general practitioner by 27%(Howden-Chapman et al 2007)
- Home energy improvements have also been seen a decrease in school sickness in children with asthma or recurrent respiratory infections by 80% (Somerville et al 2000)

The annual cost to the NHS of treating winter-related disease due to cold private housing is £859 million. Investing £1 in keeping homes warm saved the NHS 42 pence in health costs in 2009.

Monetising Health Impacts

Typically, the government uses cost-benefit analysis to assess the economic impact of fuel poverty policies, where the overall impact is expressed in terms of a net present value (NPV). However, these NPV values do not currently measure health impacts. This is because we do not yet have a robust methodology for measuring the improved health outcomes that can result from policies.

A New Definition of Fuel Poverty

In 2011, the DECC started using a new definition of fuel poverty called 'low income, high costs' which is the one recommended by Professor John Hills of the London School of Economics (LSE) following his independent review. Under this a household would be defined as fuel poor if they have fuel costs that are above the average (national median) and were they to spend that amount they would be left with a residual income below the official poverty line. The following table uses this new definition.

Table 5: Households in Fuel Poverty by new definition, 2011

Year	Estimated number of SCC households	Estimated number of SCC households in fuel poverty (FP)	% of SCC households in FP	Average % of Hampshire county households in FP	Average % of South East households in FP	Average % of English households in FP
2011	98,254	9,629	9.8	7.6	8.2	10.9

The rationale for changing the definition is that the previous one could capture some rich households while overlooking others that are struggling with their energy costs. The new definition focuses attention on households with low incomes and high energy costs and has been welcomed by the SWAP.

The data presented earlier in this plan use the previous definition of fuel poverty, but the action plan confirms SWAP's commitment to understanding how the new definition affects Southampton and its fuel poor households to ensure that resources are directed in the best way.

The Fuel Poverty Review concluded that fuel poverty was a long term, structural and complex problem. The government has stated that a focus on eradication is therefore inappropriate given the nature of the problem. Instead, it has proposed a target that will focus on improving the energy efficiency of the homes of the fuel poor, providing for a more sensible measure of progress in tackling the problem.

The government has set out further details of its revised approach in a Framework for Action Document, which will become effective when the Energy Bill currently before Parliament receives Royal Assent. The document is available online at <https://www.gov.uk/government/publications/fuel-poverty-a-framework-for-future-action>

SWAP will keep this under review during the life of this plan and will align its objectives and action plan to this new approach as further details and guidance are released.

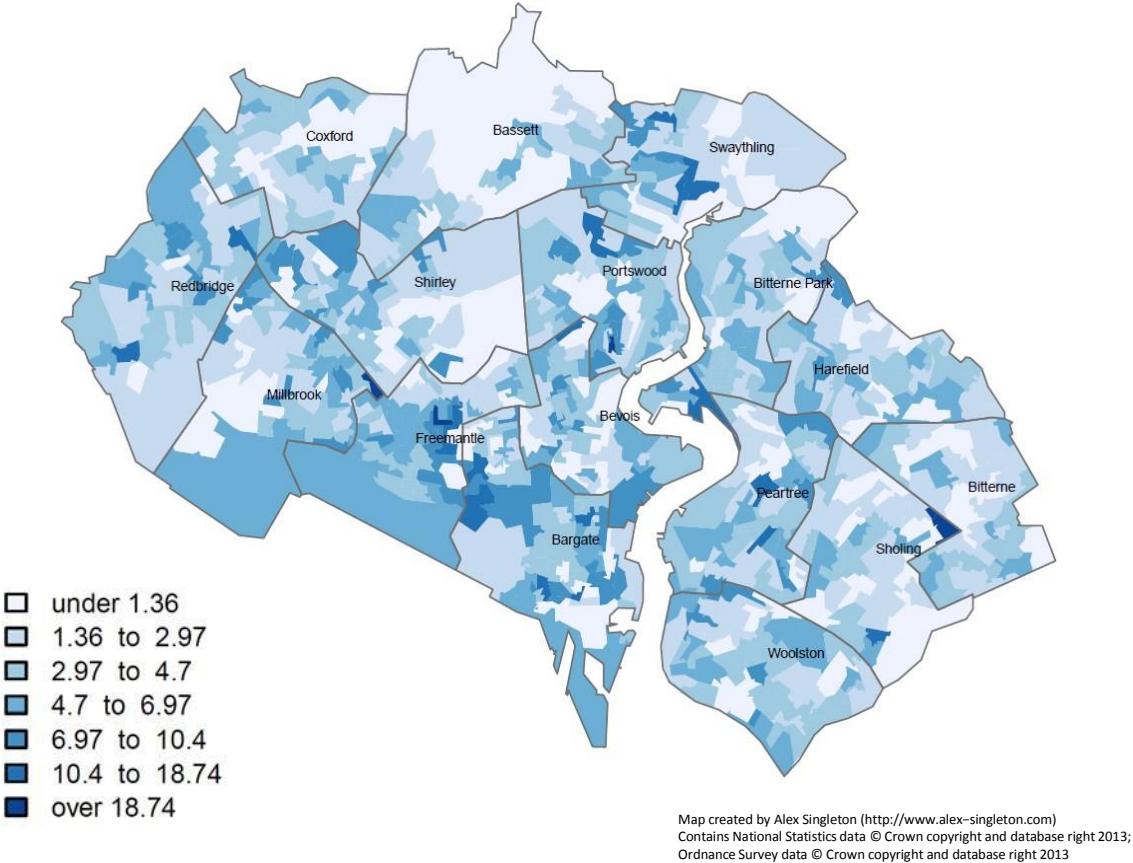
In the meantime, the strategic approach set out by the SWAP is likely to be broadly consistent with the government's emerging framework and will help to coordinate and direct resources to Southampton's fuel poor households as soon as possible. There is likely to be a greater emphasis on improving energy efficiency in the future, which SWAP is supporting through the Solent Green Deal for owner-occupied and

privately rented homes. The council has now procured a long term partner to deliver Energy Company Obligation (ECO) funded schemes in its own housing stock.

Although tenants of registered providers of affordable housing (housing associations) may access the Solent Green Deal, many of them have their own energy efficiency improvement programmes underway or planned.

Addressing Fuel Poverty in Southampton

Map 2: Percentage of households with no central heating in Southampton



Map 3: Percentage of households comprised of one person aged 65+ (Output Areas in Southampton)

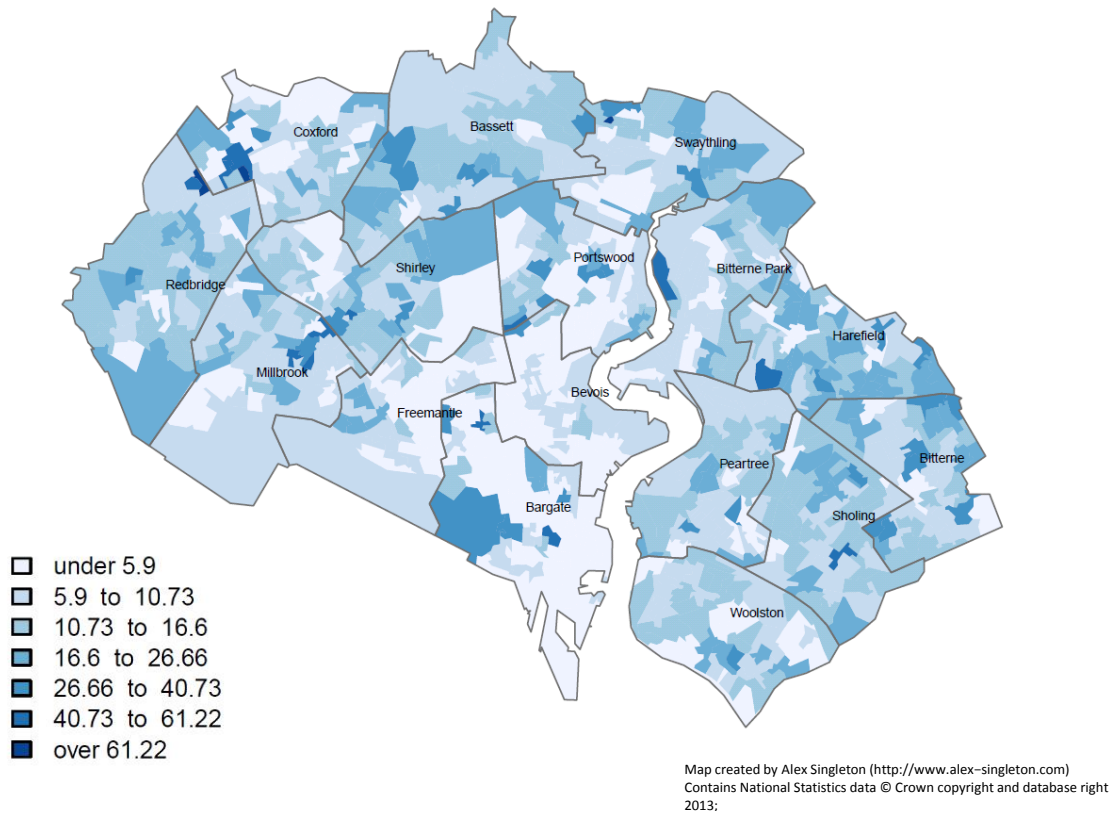
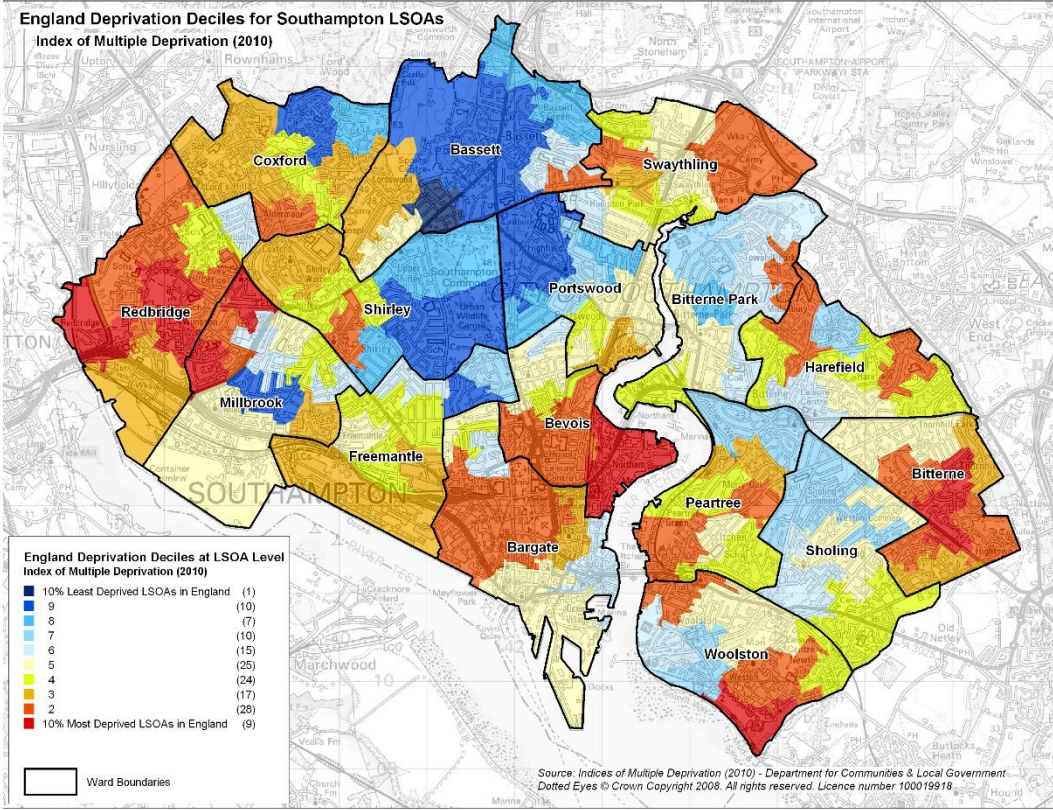


Table 4: Number and percentage of homes with various types of central heating or no central heating

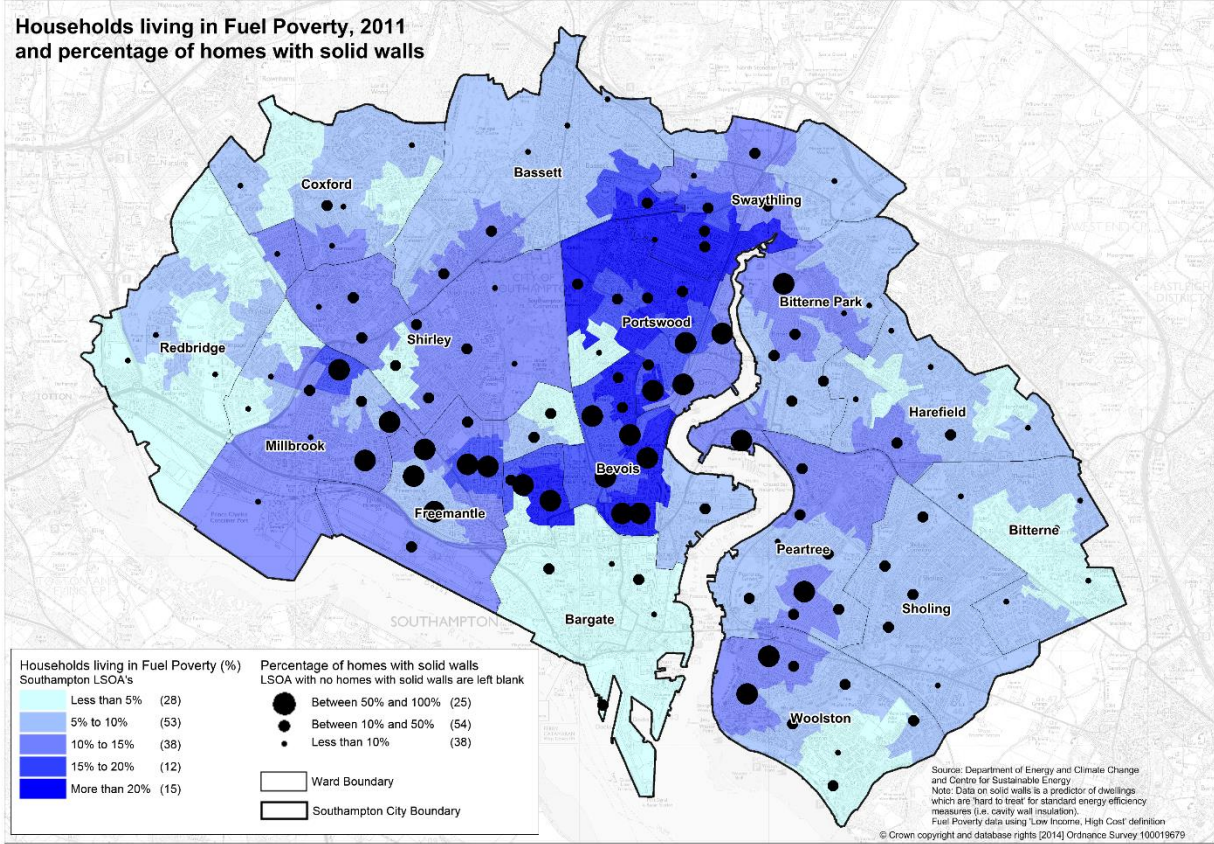
Central Heating	Southampton		England	
	Value	Percent	Value	Percent
All categories: Type of central heating in household	98,254	100.0	22,063,368	100.0
No central heating	3,686	3.8	594,561	2.7
Gas central heating	69,221	70.5	17,386,813	78.8
Electric central heating (including storage heaters)	19,158	19.5	1,828,589	8.3
Oil central heating	117	0.1	848,145	3.8
Solid fuel central heating (e.g. wood, coal)	118	0.1	149,694	0.7
Other type of central heating	2,095	3.0	357,916	1.6
Two or more types of central heating	3,049	3.1	897,650	4.1

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Map 4: Index of Multiple Deprivation 2010: Lower Super Output Areas in Southampton



Map 5: Map showing the percentage of households in fuel poverty 2011 and the percentage of homes with solid walls



District Energy in Southampton

What is District Energy?

District Energy using Combined Heat and Power (CHP) involves the local generation of electricity whilst using the heat which would normally be wasted to provide heat for a heating or cooling network. Steam and/or hot water is produced and distributed in insulated pipe work to individual buildings for space heating, domestic hot water or air conditioning. As a result, the buildings served by the system do not require individual boilers or chillers. DE heat and power can be provided using a number of fuel sources including gas or biomass and makes the conversion from fossil-fuel heating to renewable heating much simpler. For example, waste heat from industrial processes (such as distilleries and breweries) can be used to heat homes and businesses. Schemes may also incorporate other low and zero carbon technologies such as fuel cells, biomass, solar thermal, heat pumps, high-efficiency gas-fired boilers, and in Southampton's case, deep geothermal energy.

District energy provides the opportunity for significant cost savings and reduced CO₂ emissions and is considered by Government as a key solution to delivering low carbon energy in areas with high heat demand such as apartment blocks, schools, hospitals, commercial centres and public sector estates. Such energy schemes could also help reduce the council's heat deficit budget (estimated at £1.4 million per year). It can be an essential way of generating affordable warmth and reducing levels of fuel poverty in homes.

Local energy generation, including district energy, can play an important part in meeting Home Energy Conservation Act requirements, whilst also incorporating other energy efficiency measures such as insulation and other heating measures where appropriate, making the best use of financial incentive schemes such as the Renewable Heat Incentive and ECO.

What are its benefits?

The majority of the UK's electricity is supplied by large-scale power stations that reject up to 60% of their fuels' energy as waste heat. If this waste heat was to be captured, it could meet the UK's entire heating and hot water energy needs. Whilst improving the sustainability of large scale power stations is vital, there is an increasing need to focus on the role that smaller scale decentralised energy generation could play. In addition to efficiency savings, CHP-led district heating provides resilience and security of supply to existing and prospective occupiers in the city and due to its greater efficiency, CHP systems can deliver heat at prices below that of gas and still be financially viable.

A large proportion of the council's housing stock in the city uses electricity as the principal means of providing heating and hot water. These heating systems are inefficient, costly to run and generate relatively high amounts of CO₂. Providing cheaper energy and improved energy efficiency would help to overcome fuel poverty, particularly in those areas of the city occupied by the most vulnerable. For example, the council procured £5 million worth of energy for heating for its tenants

in council-owned flats in 2011/12. Current economic conditions combined with energy price rises mean that many home owners and private or social landlord tenants are finding it more and more difficult to meet the cost of heating and lighting their homes. Although residents will inevitably be subject to future energy price rises, direct energy schemes provide the scope to fix prices below market rates to offer a degree of protection. Gas required as a fuel for a CHP engine can be purchased in bulk at a commercial rate that is much cheaper than the domestic alternative.

District energy schemes are seen to be the most cost effective and efficient ways to deliver heat and hot water in areas of high building density and demonstrate the following benefits:

- Helping to tackle fuel poverty by providing residents with more control over current and future energy costs
- Improving building performance and reducing long term maintenance and replacement costs for alternative heating systems
- Producing a potential revenue stream for the scheme owner
- Reducing CO₂ levels on a whole lifecycle basis

What are we trying to achieve in Southampton?

There are significant opportunities to achieve energy cost reductions from the council's building stock and to support similar achievements in the city's commercial sector. This can be realised through the generation of low carbon electricity and/or heat on a district or community level as an energy supplier, by making use of existing energy sources alongside the delivery of energy efficiency retrofitting programmes.

The council is seeking to supply district energy (including the possibility of private wire) to pre-selected areas of the city using CHP and other forms of low carbon and renewable technologies.

The Thornhill area of the city is considered to be the best starting point for developing a direct energy scheme in conjunction with ECO energy efficiency improvements and is the first phase in the expansion of direct energy throughout the city. It forms part of a much wider energy efficiency programme in the council's housing stock with plans to deliver direct energy in Weston, Northam, Shirley, Lordshill, Millbrook and Redbridge.

District Energy and SWAP

SWAP will be an ambassador for the scheme and ensure the strategic health and wellbeing advantages are captured.

Working in Partnership

The aim and objectives of this plan will only be realised with successful and effective partnership working. SWAP is aware that there are a number of different organisations in the city that are working with residents who are either experiencing or at risk of experiencing fuel poverty.

Raising and maintaining the profile of fuel poverty is therefore important. This, together with training opportunities and access to advice, information and support, would seek to reinforce the key messages of this plan.

The role of health, social care and other professionals in addressing fuel poverty

Many health, social care and other professionals are in a unique position to make a difference for people experiencing fuel poverty. Many health professionals have regular contact and often visit patients in their homes, especially older people and families with young children, who are at greater risk of fuel poverty. They are more likely to be aware of which are the colder homes, but it is their position of trust by their patients and clients which means that any advice offered is more likely to be accepted.

There are four types of help available for residents:

- Advice on achieving a warm home
- Reducing fuel bills
- Tackling low household incomes
- Referral to specialist advice about grant subsidies and other programmes for home energy efficiency improvements, such as the Green Deal and ECO

The core STOP the Cold service is funded by the council to offer a single point of contact for receiving referrals for people who are experiencing or are vulnerable to fuel poverty, for specialist advice and information on assistance that is available. In some cases, a home visit can be arranged as part of separate grant-funded programmes.

Contact details and a health checklist of fuel poverty can be found in Appendix 1 and 2 respectively.

Action Plan

Fuel Poverty Plan - Actions and Solutions

The SWAP has agreed the following three year action plan (2013-2016) to tackle fuel poverty in Southampton. Annual progress reports will be made to Southampton's Health and Wellbeing Board and the key achievements and challenges will be set out in the Public Health Annual Report. The Action Plan will be kept under review at quarterly SWAP meetings.

Theme 1: Redefining the Challenge

Researching the impact of the new definition of fuel poverty

Ref	Action	Outcomes	Success measure	Resources	Target dates	Lead
1A	Establish specialist working group to collate all available data on fuel poverty and examine the impact of the new definition in Southampton	Working group established; new definition understood; research undertaken to define problem scoped; directory of available data compiled	SWAP receives a report from the specialist working group, with maps showing relative levels of fuel poverty in Southampton, using the new definition	Colleagues' time; IT	30.09.2013: group established 31.03.2014: final report	Public Health
1B	Demonstrate the value of addressing fuel poverty in terms of money saved by health, social care etc.	Data available for use in funding bids etc. to support fuel poverty initiatives	Using HIDEEM [^] model & QALY* measures to quantify cost savings. See supporting document	Colleagues' time; IT	01.04.2014: group established 01.09.2014: final report	Public Health

[^]Health Impact of Domestic Energy Efficiency Measures

*Quality Adjusted Life Years

Theme 2: Improving Energy Efficiency

Supporting programmes that improve energy efficiency across all housing tenures

Ref	Action	Outcomes	Success measure	Resources	Target dates	Lead
2A	Procure a long term strategic partner to deliver ECO funded improvements to the council's own housing stock	Significant investment in improving energy efficiency of the council's own housing stock, which is typically located in areas of multiple deprivation	The energy efficiency of 2,000 council homes located in areas of multiple deprivation improved	Housing Capital Programme; ECO funding; project management	31.12.2013: Long term strategic partner appointed 31.03.2015: 2,000 homes improved	Southampton City Council
2B	Train two Green Deal Advisors to facilitate access by Southampton's residents to the Solent Green Deal ² and ECO	Green Deal Advisors accredited to deliver assessments, which are the gateway to Green Deal and ECO	Two Green Deal Advisors trained, enabling them to carry out assessments and ensuring quality advice; Number of assessments completed TBA.	PUSH* grant; STOP the cold funding; Solent Green Deal	31.12.2013: First advisor trained 30.06.2014: advisor trained TBC for number of assessments to be completed	The Environment Centre
2C	Promote the Solent Green Deal as a solution to funding	Owner occupiers and people renting privately	Number of Green Deals completed, TBA	Solent Green Deal marketing budget; ECO	31.12.2016	Southampton City Council

² The Solent Green Deal is Southampton City Council's recommended Green Deal Scheme and was established by the council using government funding and in partnership with Portsmouth City Council and Eastleigh Borough Council in June 2013. The Green Deal enables energy efficiency and renewables to be installed for no upfront cost, within a highly regulated quality assurance framework. Energy Company Obligation (ECO) subsidy is also available for fuel poor households and for hard to treat homes. www.solentgreendeal.org.uk

*Partnership for Urban South Hampshire

Ref	Action	Outcomes	Success measure	Resources	Target dates	Lead
	energy efficiency improvements	are living in homes that can be kept warm for a reasonable cost		subsidy from the Solent Green Deal Providers; money saved from reduced energy bills		
2D	Replacement of broken energy inefficient boilers of fuel poor households on very low incomes	Reduced energy use to maintain safe temperatures for very vulnerable owner occupiers. Maximise ECO HHCRO* funding.	Assistance provided to enable 25 boilers to be replaced. Number of people helped to be removed from fuel poverty.	Southampton City Council Capital Funding	31.03.2015	Southampton City Council
2E	Draught proofing or other energy efficiency work through Money Matters ³ and Energy Action Southampton ⁴	Increased awareness and uptake of energy efficiency measures	335 home visits (clients over 60 – to increase awareness of energy efficiency) & signpost to appropriate sources of help 6 DIY workshops and 3 community presentations 110 Measures	Comic Relief, Scottish Power People Energy Trust & tEC funding. ECO and Green Deal funding for measures where appropriate.	31.10.2015: home visits completed 30.04.2014: draught proofing measures completed	The Environment Centre

³ Money Matter is available until October 2015

⁴ Energy Action Southampton is available until April 2014

*Home Heating Cost Reduction Obligation

Ref	Action	Outcomes	Success measure	Resources	Target dates	Lead
			<p>installed</p> <p>£3,240 savings arising from draught proofing measures installed (per year)⁵</p> <p>12.96 tonnes CO₂ savings arising from draught proofing measures installed⁶</p>			
2F	Energy efficiency work carried out by Handyperson service under contract	Increased awareness and uptake of energy efficiency measures	Energy saving measures installed in 30 homes. Distribute oil filled radiators as needed.	Handyperson service and provision of oil filled radiators.	31.03.2015	Southampton City Council and Society of St James.
2G	Landlords enforcement where needed	Improve thermal efficiency of private rented homes.	Monitor and report number of improvements made as a result of enforcement interventions. Analyse the effectiveness of HHSRS* and local statistical evidence and achieving affordable warmth in	Resources to develop and promote initiatives to landlords. Colleagues' time; IT	Ongoing	Southampton City Council

⁵ Based on Energy Saving Trust figures for 2012: £30 per year per household saved by draught proofing doors/windows.

⁶ Based on Energy Saving Trust figures for 2012: 120 kg CO₂ per year per household saved by draught proofing doors/windows.

*Housing Health and Safety Rating System

Ref	Action	Outcomes	Success measure	Resources	Target dates	Lead
			private rented homes. Identify opportunities to work with private landlords to understand barriers etc. and develop actions to address these.			
2H	Link additional licensing scheme with other energy efficiency and ECO initiatives	Increase awareness among private landlords.	Increase in number of ECO/Green Deals in private rented home. Target TBA.	Resources to develop and promote initiatives to landlords Colleagues' time; IT	31.03.2014: Comms plan developed 31.03.2015: Comms plan delivery	Southampton City Council
2I	New build properties – code for sustainable homes level 4/use of Community Infrastructure Levy/Allowable Solutions	Higher energy efficiency reduces likelihood of fuel poverty as less energy needed.	Develop closer working with services responsible to raise profile of fuel poverty; influence where possible and identify success measures to support the plan.	Colleagues' time	Ongoing	Southampton City Council (Planning)

Theme 3: Maximising Income

Ensuring that those in fuel poverty have opportunities to work and get the right benefits

Ref	Action	Outcomes	Success measure	Resources	Target dates	Lead
3A	Identify opportunities to increase income for vulnerable residents	Complete home visits for vulnerable people where appropriate, advise on winter fuel payments, cold weather etc.	Monitor and report the enhanced level of income as an annual increase	Colleagues' time; IT	31.03.2015	Department for Work and Pensions
3B	Money Matters programme – focus on maximising benefit income for older people	Increased take-up of benefits for older people	100 beneficiaries of home visits per year 75% of eligible people apply for benefits	Comic Relief funding (Sept 2012- Sept 2015)	30.09.2015	Age UK, Southampton
3C	Internal training/signposting	tEC staff with up to date knowledge of welfare reform & benefit information	Referrals to DWP home visit service and Job Centre Plus	DWP, tEC Advice line service & Money Matters home visits	31.12.2016	The Environment Centre

Theme 4: Ensuring Cheaper Energy (including District Energy)

Making sure that fuel poor households get the best deals on their energy bills

Ref	Action	Outcomes	Success measure	Resources	Target dates	Lead
4A	Promoting Hampshire County Council's "Switch Hampshire" scheme ⁷	Residents benefit from the best value energy tariffs	Monitor the number of households that have signed up and then opted to switch for Switch Hampshire	Marketing budget; colleagues' time, tEC Advisors	31.12.2016	Southampton City Council
4B	Energy bill checks through Money Matters project	Reduced outgoings on energy bills	Monitor fuel poor households with increased knowledge of the benefits of tariff switching and savings estimated.			The Environment Centre; Age UK, Southampton
4C	Extend District Energy network in two areas of multiple deprivation	Reduced-cost heating available for more residents	Successful schemes developed and implemented; increase in residents accessing service	Investment to develop infrastructure and connections to homes/ thermal efficiency of homes. Colleague's time; IT.	Ongoing	Southampton City Council
4D	Promoting solar PV/ micro generation to	Residents are able to access free, impartial	Increase the number of enquiries into renewable	tEC Advisors, colleagues' time; IT. Resources		the Environment Centre,

⁷ Switch Hampshire is a collective switching scheme for energy bills, which uses the combined purchasing power of Hampshire residents to secure the best energy tariff. Further information is available online at www.hants.gov.uk/switch

Ref	Action	Outcomes	Success measure	Resources	Target dates	Lead
	Southampton residents	advice on micro generation.	technologies for domestic usage	for promotional work		Southampton City Council
4E	Access grant funding for assisted connections to gas network	Assisting vulnerable households off mains gas to connect to the network	Monitor referrals to Southern Gas Networks	Staff time Southern Gas Networks & SCC data	Ongoing	the Environment Centre
4F	Cold weather payments/winter fuel payments/ Warm Home Discount – advice and information to ensure all eligible discounts from energy companies are obtained	Increased numbers of vulnerable households accessing financial support during cold weather periods, reduced outgoings on bills	Monitor and report number of referrals to the relevant schemes	tEC Advisors, Age UK Money Matters funded through Comic Relief	Ongoing	the Environment Centre to coordinate through Stop the Cold Advice Line etc. Age UK Money Matters

Theme 5: Changing Behaviours

Ensuring that fuel poor households have access to and act on the best advice and information

Ref	Action	Outcomes	Success measure	Resources	Target dates	Lead
5A	Sustain the provision of a local single point of referral for advice and information on improving energy efficiency and tackling fuel poverty	STOP the Cold freephone helpline provided	1,500 number of calls per annum handled by advice line; referrals made resulting in achieving measures including ECO/Green Deal completions.	Grant from Southampton City Council	Annual monitoring	Southampton City Council
5B	Distribute an updated fuel poverty information card to health and social care professionals working in Southampton and all council staff and other agencies (including fire and Blue Lamp Trust) who are visiting people at home	More referrals made by health, social care and other professionals following identification of fuel poor households or those at risk or being in fuel poverty	System developed to monitor and report number of referrals	Colleagues' time; IT Resources to develop and distribute cards.	Annual monitoring	Southampton City Council with the Clinical Commissioning Group (CCG)
5E	Referral on hospital discharge and ensuring hospital discharge teams engaged	Increased awareness among health staff of services to enable effective	System developed to monitor and report number of referrals	Colleagues' time; IT	31.03 2015	Southampton City Council with the Clinical Commissioning Group (Integrated

Ref	Action	Outcomes	Success measure	Resources	Target dates	Lead
		referrals.				Commissioning Unit)
5F	Identify opportunities for external grant funding and bid for funds that support fuel poverty strategic objectives	Increased resources for fuel poverty work in Southampton	Maximise opportunities by reviewing bids and identifying priorities. Dependant on funding opportunities.	Colleagues' time	Annually	Southampton City Council with the Environment Centre

References and Further Information

Costello A, Abbas M, Allen A, Ball S, Bell S, Bellamy R et al., 2009. 'Managing the health effects of climate change'. London: The Lancet, Vol 373, no. 9676, pp.1693—733

Fuel Poverty: Changing the framework for measurement – the government response, Department of Energy and Climate Change (July 2013)
<https://www.gov.uk/government/consultations/fuel-poverty-changing-the-framework-for-measurement>

The National Adaptation Programme Making the country resilient to a changing climate. (July 2013) www.gov.uk/defra

The Fuel Poverty Review, John Hills (March 2012)
<https://www.gov.uk/government/publications/final-report-of-the-fuel-poverty-review>

Useful Links

Public Health England Cold Weather Plan (published after the Southampton plan was completed)
<https://www.gov.uk/government/publications/cold-weather-plan-for-england-2013>

UK Climate Change Risk Assessment: Government Report
<https://www.gov.uk/government/publications/uk-climate-change-risk-assessment-government-report>

Southampton's Joint Strategic Needs Assessment (JSNA)
<http://www.publichealth.southampton.gov.uk/HealthIntelligence/JSNA/default.aspx>

New Public Health Outcomes Framework
<https://www.gov.uk/government/publications/healthy-lives-healthy-people-improving-outcomes-and-supporting-transparency>

Marmot Review Team (2011) The Health Impacts of Cold Homes and Fuel Poverty. Friends of the Earth and Marmot Review Team.
<http://www.instituteofhealthequity.org/projects/the-health-impacts-of-cold-homes-and-fuel-poverty>

Joseph Rowntree Foundation: Climate change and communities
<http://www.jrf.org.uk/work/workarea/climate-change-and-social-justice>

Appendices

Appendix 1: Contact details of agencies which provide advice, grants for home improvements, and support agencies for those on low incomes

STOP the Cold helpline – 0800 804 8601

The main point of contact for energy efficiency and fuel poverty enquiries in Southampton is the STOP the Cold advice line, provided by the Environment Centre and funded by Southampton City Council.

Solent Green Deal – 0800 052 2242

The Green Deal is a nationwide Government initiative to enable homeowners and tenants to make energy efficient improvements to their homes with no initial installation costs. The expected savings made on energy bills will always be equal to or greater than the cost of the work. There will also be additional help for those most in need, such as the vulnerable, those on low incomes and those with homes that are expensive to improve.

Environmental Health Housing Team – 023 8083 3006 (option 5)

Southampton City Council's Environmental Health Housing Team provides a range of services aimed at improving the city's private sector housing stock. These include both enforcement action to tackle unsafe housing and disrepair as well as dealing with landlords who fail to tackle cold.

Housing Advice – 023 8083 2254

Southampton City Council Housing Advice team provides a specialist housing advice service for people with housing related problems. The emphasis of the work of the team is on the prevention of homelessness, the promotion of good tenancy relations, and the enforcement of legislation to prevent harassment and illegal eviction.

Welfare Rights – 023 8083 2339

Southampton City Council Welfare Rights Unit is a small specialist team with the Housing and Welfare Advice Service. Their primary objective is to contribute to the Council's Anti-Poverty Strategy by maximising the take-up of Social Security benefits, and by stabilising the financial circumstances of residents in the city who live on low incomes. The work of the unit is split into 4 main areas; Benefits Advice, Money Advice, Awareness and take up campaigns and Welfare rights training.

Local Pension Service – 0845 6060 265

Our aim is to combat poverty and promote security and independence for today's and future pensioners by delivering a holistic community based service to customers in a variety of locations across Southampton, working in partnership with

other organisations in the statutory and voluntary sector to provide a first class customer service. Provides personal advice and assists in identifying benefits which older people are eligible for.

Handyperson Service – 0800 085 4802

The Handy Person Service (HP+) provides a maintenance and repair service for older vulnerable and other vulnerable people living in the city in their own privately owned/rented accommodation. The service is generally available free of charge to people in receipt of one of the qualifying benefits but also provides the service at very low cost to those not receiving these benefits. The aim of HP+ is to enable older people to stay living independently in their own homes by offering an easy to access service that responds quickly to day to day property maintenance issues, therefore reducing the stress and anxiety that these issues can often cause. HP+ also works in close partnership with other services to ensure that other support needs of individuals that are not being met can be addressed appropriately.

The service is now available to vulnerable families with children under the age 5 living in the property. If the family is in receipt of one of the qualifying benefits, the service is free but is also available at low-cost to vulnerable families not in receipt of these benefits.

HP+ undertakes minor repairs, maintenance and adaptations that would not normally be eligible for financial assistance from the City Council or other providers. The service is available to residents living within the Southampton local authority boundary.

Age UK Southampton (including Money Matters) – 023 8036 8636

Age UK Southampton provides a wide range of services for older people in Southampton. This includes Information and Advice on everything effecting older people including how to stay warm, benefits advice, etc. Age UK Southampton Money Matters Project is a home visiting service helping older people to access benefits, improve energy efficiency and manage fuel bills.

Appendix 2: Southampton Affordable Warmth Checklist

SOUTHAMPTON AFFORDABLE WARMTH CHECKLIST 2013

This checklist may help you identify Fuel Poverty in a client's home, and take the appropriate action.

What you notice in your client's home

- The home is too cold, draughty or smells damp
- No visible source of heating
- Only portable appliances for heating such as bottled gas heaters or electric fires
- Ventilators have been blocked up
- Curtains closed during the day to keep the heat in
- Signs of damp or mould, such as mould patches round windows and in corners, and water laying on windowsills
- Mainly living in one room

What your client tells you

- Their home is too cold or draughty
- Fuel bills are high or they owe money for fuel
- They have had a prepayment meter installed
- They may stay in bed to keep warm
- They use a hot water bottle to keep warm
- They may want to stay in hospital to keep warm

Increased vulnerability to the cold

- Older people
- Children
- Disabled people
- Those with long term medical conditions

Diseases and conditions related to cold homes

- Worsening of existing conditions in the winter
- Strokes
- Chronic bronchitis and emphysema
- Asthma
- Falls and accidents
- Depression

What you can do

- Call **0800 804 8601*** for the Environment Centre's advice line for information on home improvement opportunities, energy advice, healthy lifestyle, and debt and benefit advice. * Monday to Friday 9 until 5pm.

For council or Housing Association tenants, refer them to their landlord for improvements.