

SWEA Energy Advice Services Plan

Deliverable 4.5

Introduction

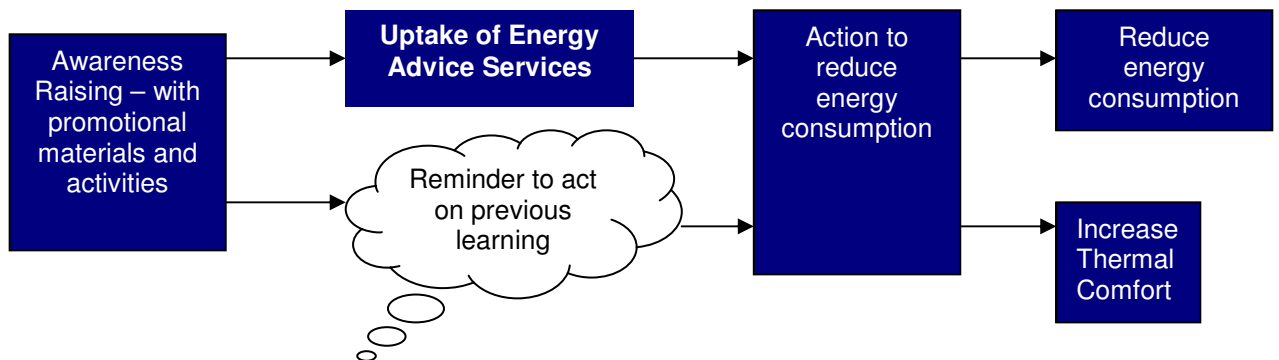
An awareness campaign can only achieve real results if it offers a clear route to action. For this reason the awareness campaign is backed up by the development and delivery of **energy advice services** targeted specifically at social housing residents.

This document is the Energy Advice Services plan for Severn Wye Energy Agency (SWEA) to support and back up the Awareness Programme (Work Package 4). This document represents SWEA's contribution to Deliverable 4.5. All the energy advice services mentioned in this plan will back up the General awareness programme as set out in Deliverable 4.3.

The Interaction of Energy Advice Services with the Awareness Programme

The awareness programme has two main aims. The first is to encourage social housing residents to use the energy advice services that are set out in this plan. The second is to remind people to act more appropriately in reducing energy consumption. This will be based on prior learning, either from previous advice given under this project or from other sources, such as national campaigns.

The diagram below shows this relationship;



Scope of Advice

Advice will cover the following;

- 1) Heating systems and controls
- 2) Condensation
- 3) Draught proofing
- 4) Portable and supplementary heating
- 5) Energy efficient appliances
- 6) Low or no cost ways to save energy
- 7) Energy suppliers
- 8) How to handle outstanding energy debts
- 9) Priority Register Schemes
- 10) Insulation measures
- 11) Renewable technologies
- 12) Affordable warmth

When specific advice is requested, more general advice will also be offered to the residents.

Delivery of advice

Advice will be delivered in four different ways as detailed below and supported by advice material. Personal advice can either be given 'face to face' or non 'face to face' e.g. over the telephone.

All advice given by SWEA in this project will comply with the Energy Advice Code of Practice as specified by the Energy Saving Trust. The Code of Practice for providers of domestic energy efficiency advice is a part of the long term framework for energy efficiency in homes. See Appendix 1.

1) Telephone (*non face to face*)

Residents will be given a Freephone telephone number 0800 512 012 to call in order to get specific advice. The advisor will either answer the questions directly over the phone, find relevant information to be sent in the post or arrange a home visit. The advisors are skilled in asking the right questions in order to identify the real issues.

Depending on circumstances, once advice has been given, follow up written advice in the form of a letter or report is sent.

The call meets the standard as set out in the Service Level Agreement that is in place between SWEA and The Energy Saving Trust (EST). This agreement has the following requirements;

- The telephone line is manned Monday to Friday 9am to 5pm (excluding bank holidays). Outside of these hours, there is answer machine to record details.
- All calls received must be answered and 90% of calls must be answered within six rings during the operational hours.
- When answering, the words "Energy Efficiency" must be used in the Greeting.
- The advice calls are all logged. A copy of the advice call logs can be found in appendix 2.
- A data protection statement and a data protection question has to be asked to all customers. This is included in the log in appendix 2.
- If a letter or e-mail, is received from a customer, an appropriate response must be made within five working days.
- There is a comprehensive and structured complaints procedure.

We would expect a telephone conversation to last between 5 and 10 minutes.

2) Advice Surgeries or 'Manned stands' (*face to face not in the home*)

Advice surgeries or manned stands are an ideal method of giving good quality and personal advice to a relatively large number of people in a short time.

Locations and timings of these stands will be promoted by the awareness programme and possibly some incentives could be given. Possible locations include the offices of the housing providers, tenants meetings, libraries, social halls & doctor's surgeries or wherever there are high concentrations of social housing residents living nearby.

Details of advice given at stands and surgeries is logged and kept on record. A copy of the form is in appendix 3.

3) Home visits (*face to face in the home*)

Home visits are offered to vulnerable residents who may be in danger of excessive cold. The advice can be tailored specifically for the property.

Home visits, may also be appropriate where it is difficult to diagnose understand and explain the particular tenant may be facing.

A home visit usually includes a check to see if the heating system controls are set appropriately, an inspection around the property with the resident giving advice about the efficient use of appliances and advice about how to prevent excessive condensation. In some circumstances, it may also be appropriate check resident's electricity and gas bills and meters to make sure everything is as it should be.

Home visits usually take approximately 30 minutes.

The home visit procedures and data capture sheet is in Appendix 4 of this report

4) Presentations and training sessions to tenants groups (face to face not in the home)

One to one advice can be given before the start of, and after the end of; resident's meetings, presentations and training sessions. These provide ideal opportunities to meet and discuss particular problems and issues. Ample time (20 minutes or so) will be given before and after these events to allow the advice to be given on a one to one confidential basis.

Advice material

Severn Wye Energy agency has developed Energy Advice A5 factsheets. These are designed to cover most of the issues that are of concern. Factsheets that compare prices are also used to give residents advice about the different energy suppliers. These factsheets are produced by Energywatch, the independent governmental watchdog that oversees electricity and gas suppliers in the UK.

All the advice material supports the 'face to face' and 'non face to face' advice that is delivered.

Deliverers of advice

All Severn Wye staff giving advice will have passed City & Guilds in Energy Awareness or NVQ in Energy efficiency. The advice given is impartial, in confidence and is in line with the Energy Efficiency Code of Practice. See appendix 1.

Dinyar Baria SWEA June 2006

Appendix 1 – Code of Practice

What is the Code of Practice?

The Code of Practice for providers of domestic energy efficiency advice is a part of the long term framework for energy efficiency in homes.

Domestic energy efficiency advice is defined as:

"Specific to individuals and their circumstances, and aims to improve energy efficiency and achieve affordable warmth".

This involves organisations and individuals in gathering information from customers, diagnosing their problem, explaining options to solve the problem(s) and recommending further action that customers can take to improve energy efficiency. Organisations that are only involved in giving energy efficiency information are not covered by this Code of Practice.

The Code of Practice has been developed so that consumers can be assured of accurate and relevant energy efficiency advice and information

Who is the Code of Practice for?

Domestic energy efficiency advice is provided across the UK to a greater or lesser extent by a range of different organisations. This Code of Practice applies to any organisation that wholly or in part provides domestic energy efficiency advice to customers. A Specifier category of membership allows 'Umbrella' organisations, who contract out their energy efficiency advice service to a third party, to show their support for the Code of Practice.

It does not apply to organisations that are only involved in giving energy efficiency information. There are certain exemptions in the Code of Practice for one person organisations (due to organisational issues).

How does the Code of Practice work?

The Code of Practice consists of:

- a generic set of standards that applies to all organisations giving energy efficiency advice
- five additional sections that provide specific standards for different types of advice delivery

The standards within the Code of Practice are designed to ensure that an advice organisation/provider is well run and has its own quality control mechanisms in place.

Any energy efficiency advice giving organisation wishing to be recognised as complying with the Code of Practice will be expected to meet the standards in the 'Heart' of the Code and one or more of the five additional sections depending on the way in which the advice is provided.

Any organisation that contracts out their energy efficiency advice service to a third party, and, although they are interested in energy efficiency advice, do not advise the public directly themselves, can sign up as a specifier to show their support for the Code of Practice.

The 5 additional sections of the Code of Practice

As well as complying with the 'Heart' of the Code of Practice, organisations also have to meet one or more of the following additional sections

1. Energy efficiency advice at point of sale: applicable to organisations that give advice about specific products at the selling stage of the supply process e.g. retailers and manufacturers.
2. Advice given - installation of energy efficiency measures: applicable to installers.
3. Face-to-face advice, not in the home: applicable to organisations that give advice on their own premises, at exhibitions, trade shows and presentations.
4. Advice provided in all non face-to-face situations: applicable to organisations that give telephone, written and electronic advice.
5. Energy efficiency advice in the home: applicable to organisations that provide home visits for the purpose of giving energy efficiency advice.

For more information see <http://www.goodenergyadvice.co.uk/index.aspx>

Appendix 2 – Telephone Log

GLOS EEAC TELEPHONE ENQUIRY LOG

Name:		Postcode:
Address:		
		Date of Birth:
Telephone:	LA Area:	Date:

Data Protection Statement:

We will keep hold of your details just in case something comes up in the future that we believe may be of benefit to you, so we can pass the information on to you. Is that OK?
 "We don't pass on your information to anyone else without your permission".

How did you hear about us?		General questions	
Local Authority		Please can I record your details?	
Leaflet		Owner Occupier	
Word of Mouth		Private Tenant	
Presentation / Event		Council/ HA Tenant	
Health / Social Worker		Over 60	
Radio (station?)		Over 70	
Press (paper? / Ccbs)		Are you on any benefits/tax credits?	
Website (which)		Benefit(s) received:	
Other (state)			

Enquiry:

Advice given : (tick all that apply)

- LI
 Heating general
 Insulation general
 Fuel Bill Advice
 Glazing
 DP
 Boilers
 Controls
 Appliances general
 Behavioural
 Grant Info
 Lighting
 CWI
 Other (please state) _____

Referral to scheme :
 GEEG
 Warm Front
 Warm & Well

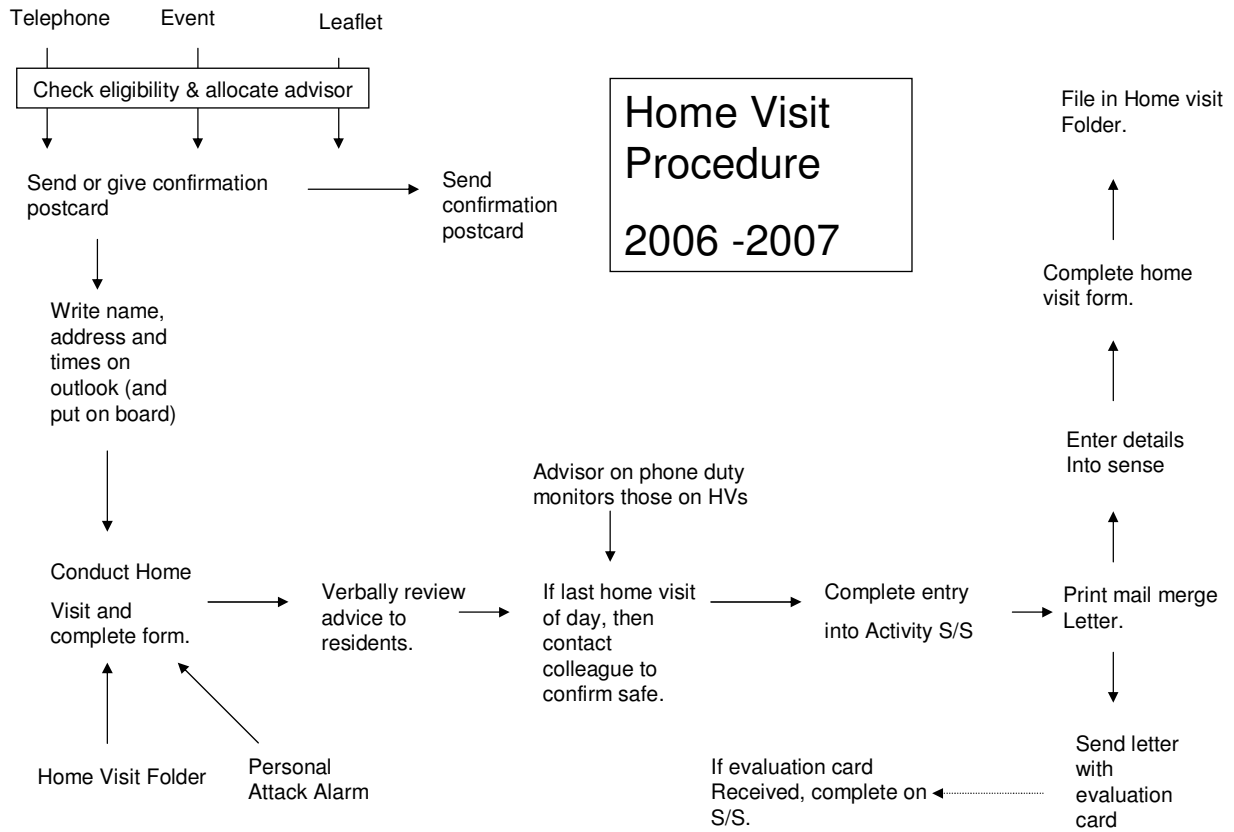
Action	
Follow-up Y / N by (advisor) :	Date to follow-up by :
Leaflets sent W&W pack <input type="checkbox"/>	

Call with Mail Out	
Inbound call	
Home visit	

Outbound call	
Inbound email	
Follow up call	

Advisor	
Date	
Logged on Sense	

Appendix 4 – Home Visit Procedure Flow Diagram and Home Visit Record Sheet



Name of Advisor	
Date and Time of visit	
Name	
Address	
Postcode	LA Area
Owner Occupied/ Private Rented/ RSL	
HEC completed	YES/NO
How did you hear about us?	

Clients Enquiry

Advice Checklist

Kitchen

Heating controls (Gas/oil)

Is programmer used?	<input type="checkbox"/>
Use and understanding of programmer?	<input type="checkbox"/>
Set correctly?	<input type="checkbox"/>
Room thermostat temperature?	<input type="checkbox"/>
Cylinder thermostat set at 60c	<input type="checkbox"/>
Advice given understood?	<input type="checkbox"/>

Heating controls (Electric)

Storage heaters controls used correctly?	<input type="checkbox"/>
Immersion heater timer set correctly?	<input type="checkbox"/>
Water set at 60C?	<input type="checkbox"/>
Understand boost function?	<input type="checkbox"/>
Advice given?	<input type="checkbox"/>

Cooking Advice

Hob advice?	<input type="checkbox"/>
Oven advice?	<input type="checkbox"/>
Fridge/Freezer advice?	<input type="checkbox"/>
Kettles advice?	<input type="checkbox"/>

Laundry & washing advice

Living rooms

Doors & Windows

Are there any draughts felt?	<input type="checkbox"/>
Double glazed? Frame type?	<input type="checkbox"/>
Thick curtains (Thermal Lining)?	<input type="checkbox"/>
Curtains closed at dusk?	<input type="checkbox"/>

Advice about Appliances

Turning off appliances?	<input type="checkbox"/>
Advice about chargers?	<input type="checkbox"/>
Energy labelling?	<input type="checkbox"/>

Lights

Are there CFLs in home?	<input type="checkbox"/>
Any given at home visit?	<input type="checkbox"/>
Advice given?	<input type="checkbox"/>

Radiators

Clear of furniture?	<input type="checkbox"/>
TRVs?	<input type="checkbox"/>

Use of suitable temperatures?	<input type="checkbox"/>
Cost of tumble dryers?	<input type="checkbox"/>
Don't leave tap running/dripping?	<input type="checkbox"/>
Shower v Bath?	<input type="checkbox"/>

Curtains not over hanging?	<input type="checkbox"/>
Radiator panels?	<input type="checkbox"/>
Radiator shelves?	<input type="checkbox"/>

Condensation	
Problem Reported	<input type="checkbox"/>
Advice Given	<input type="checkbox"/>
Extractor fan in kitchen	<input type="checkbox"/>
Extractor fan in bathroom	<input type="checkbox"/>
Sign of condensation damage or mould	<input type="checkbox"/>
Tumble Dryer vented properly	<input type="checkbox"/>

Energy suppliers	
Incumbent supplier (elec)	<input type="checkbox"/>
Incumbent supplier (gas)	<input type="checkbox"/>
Advice given?	<input type="checkbox"/>
Priority Service Register	<input type="checkbox"/>
Cost per year (elec)	<input type="checkbox"/>
Cost per year (gas)	<input type="checkbox"/>

	Resident report	Advisor report
Condition of Loft insulation (Amount in mm)	<input type="checkbox"/>	<input type="checkbox"/>
Does the property have Cavity Wall Insulation?	<input type="checkbox"/>	<input type="checkbox"/>
Does the property have appropriate draught proofing?	<input type="checkbox"/>	<input type="checkbox"/>

Advice Given - Extra comments

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Leaflets & Materials

Given	To be sent
<input type="checkbox"/>	<input type="checkbox"/>
	Sent YES/NO

Important - Did you summarise the advice given at the end of the visit . YES/NO	
Length of visit (in minutes)	
Entered in spreadsheet (if appropriate) YES/NO	Date Letter Sent
Further Action required?	
Further action completed? YES/NO	
Signature of Advisor	Date