

# New boiler installation for elderly resident

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#### The story

The Home Energy Advice and Retrofit team was referred by NHS social workers for an elderly resident with terminal health issues, significant fuel debt, and a broken boiler which had not functioned for over a year.

The property was a two-story semi-detached house located on the outskirts of Skegness, located about one mile away from its urban centre.

This case was considered 'hard-to-reach' as the resident had significant physical health issues, including chronic pain, which made it difficult for them to focus and take the initiative to resolve their heating issues. In addition, they were often in and out of the hospital making it difficult for them to access needed services.

The property was an 83B rated property with good insulation, including double glazing, cavity wall insulation, and loft insulation. However, this worked against the resident as they were often ineligible for grant funding due to their high EPC, leaving them unable to repair their boiler and being trapped in a cold home, exacerbating their health issues. Due to being a pensioner they lacked the financial means to resolve the issue.

#### **U** MIDLANDS NET ZERO HUB



- Local Energy Advice Demonstrator supported scheme
- Provided safe, warm, and affordable residence to a vulnerable individual
- Arranged grant funding for new gas boiler to be bought and installed
- Wiped out £1,000 of fuel debt
- Reduced daily heating bill by £10 per day

The intervention by officers required multiple agencies assisting both the resident and their family. The team realised early on that immediate help would be needed as it was getting well into winter and the resident would be at risk of enduring another damp and cold season trapped in their home.

Officers arranged a home visit to provide Age UK and Alford Hub warm packs to provide immediate means for the resident to stay warm in the short term. They also provided energy-saving, damp, and mould advice to the resident and a family member. Officers also contacted the National Energy Action and National Energy Foundation to provide £100 of fuel vouchers to pay the increased cost of running their electric fan heater.

The team supported the resident and a family member in their application to the Local Energy Advice Partnership to fund and replace the broken gas boiler. The team also explained the process of applying to the Great British Energy Trust to pay off the resident's fuel debt which they had accumulated while in hospital. Officers planned to arrange dehumidifiers for the property to combat the relatively high humidity of the coastal residence.

#### Approach

The resident was well known to other organisations and departments of the council which were unable to assist with their circumstances. Initially officers contacted them by email and phone to gather a base of information to work with.

Calls with the resident revealed that arranging calls at the same time in the afternoon to make them more accessible due to mobility issues and memory issues proved advantageous in connecting with the resident. In addition, encouraging a family member to attend the home visit and help explain what could be done proved important in progressing paperwork for the grants.

#### Stages

The stages of this intervention were: 1) Information gathering from other involved agencies and council departments.

2) Collating data and forming a plan of action with assistance from senior members of the department.

3) Contacting the resident and discuss the plan.4) Taking new information

from the resident to refine and develop the planned solutions.

5) Scheduling follow up calls to assist resident and monitor plan progress
6) Having a summary call to conclude that all issues had been solved.





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## Supporting a renter with utility bills and an ECO4 application

#### The story

The team first became aware of this case at an event in Skegness before Christmas.

The initial concern for the occupant was the issue of black mould and a rotten window frame within the property that the landlord had failed to fix. This was ultimately affecting their health and wellbeing alongside the excessively damp weather the area experienced.

Upon further enquiry on behalf of the occupant, the landlord was taking action, albeit rather slowly. Finally, the occupant was seeking support for their energy bills.

The property is in Ingoldmells, a seasonally oriented resort town near Skegness. As such it is relatively isolated throughout the rest of the year. This consumer, who has limited mobility due to medical issues, relies on a mobility scooter to get to the main community hub of Skegness which is approximately four miles away.

The property is a small, detached bungalow with cavity walls for the main structure of the building and a flat roof. It is electrically heated, albeit the storage heaters currently in use within the property were very expensive and inefficient - or were either broken or not functioning correctly.

This case was considered 'hard-to-reach' due to the health and learning difficulties the occupant possesses, and as such had a very limited outlook as to the support that is available.

#### **U** MIDLANDS NET ZERO HUB



- Local Energy Advice Demonstrator supported scheme
- Supported a resident with learning difficulties to apply for ECO4
- Lowered their energy bills including £200 annual reduction in their water bill
- Assisted with access to fuel vouchers

The individual was identified as being a 'hard-toreach' due to their learning difficulties. They had lack of knowledge of support avenues which was alleviated through the team's in-person point of contact. They attended an event in the local area to promote information concerning energy efficiency schemes and further support.

The property had an EPC rating of F at the time of meeting the occupant, with additional heating being used due to lack of insulation and a damaged storage heater within the property.

However, the potential rating of the property could improve to a B with the installation of insulation and renewable technologies.

#### Approach

As a result of assistance, it became apparent that the occupant was eligible for the ECO4 scheme. Since initial signposting and an application to the scheme, the occupant has the opportunity for solar panels, an air source heat pump, as well as cavity wall insulation to be installed on the property.

Despite the occupant's learning difficulties and struggles with paperwork, guidance was provided throughout each part of the process. The team gave step-by-step instructions for filling out the required paperwork and provided contact numbers.

The primary focus remained on assisting with the occupant's energy bills. The most notable avenue for achieving this was through Anglian Water low-income tariff which the occupants was eligible for due to their medical and financial situation – saving the occupant over £200.00 on their annual water bill.

The team also assisted with access to fuel vouchers for their prepayment meter, initially through National Energy Foundation, but more recently through the team's use of the council-delivered Household Support Fund.

#### Stages

The stages of this intervention were: 1) Initial contact was made at an event in December and a warm pack was delivered to the occupant shortly before Christmas. 2) Further catch-up and reassurance that the landlord was addressing original problems took place, and submission and acceptance into the **Energy Company Obligation** (ECO) scheme happened in the new year. 3) Any offered measures will hopefully be completed over the summer following contact between the occupant's case officer and ECO installer.



# Building ECO Support in Shropshire & Telford

#### The story

Building ECO Support in Shropshire & Telford aspires to support vulnerable householders across Shropshire and Telford in accessing ECO grant funding. It is believed that many vulnerable people are currently inadvertently excluded from receiving this grant funding due to the process being difficult to navigate. Hardto-reach householders and hard-to-treat homes are most likely to encounter this difficulty.

The team believe that with their extensive customer journey support, these otherwise excluded householders can benefit from much-needed grant funding for energy efficiency improvements. This will ultimately transform their homes into warmer, healthier, and greener spaces.

The resident lived in a two-bedroom apartment within the Coton Manor apartment block, located in central Shrewsbury. The apartment block is a concrete-framed 1960s system-build with the majority of apartments having no insulation, and inefficient electric heating. This apartment was no different, with no insulation, old, double-glazed windows, and old largevolume electric storage heaters. The apartment shares a party wall to the east, while the west wall is sheltered by an unheated corridor, and the north and south walls are completely exposed. There are heated apartments above and below.

The system-built walls and off-gas heating clearly rendered this apartment as hard-to-treat, while the residents could also be considered hard-to-reach on account of suffering from fuel poverty.

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- Local Energy Advice Demonstrator supported scheme
- Modelled cost saving of £1,750 per annum through appliance usage survey
- Energy arrears of £1,206 were paid off through council debt fund
- Application made to ECO4
- Low-cost draughtproofing to window seals was installed

Installing external wall insulation and upgrading the heating system to either high-heat retention storage heaters or a ground-source heat pump district heating network would transform the apartment. These improvements would take the apartment from cold, costly, and presenting health risks, to a warmer, cheaper, healthier home that would ultimately improve the residents' mental and physical wellbeing. As well as the health benefits, their energy usage will reduce and therefore associated carbon emissions.

An updated energy performance report provided a current score of E50, which would improve to C74 with the addition of external wall insulation and high-heat retention storage heaters.

#### Approach

After the residents reached out for support, we arranged a joint home visit with expert energy advisors and a qualified retrofit assessor. As well as conducting the retrofit assessment, the team provided energy efficiency advice, guidance regarding the ECO4 grant funding scheme, and how to prepare relevant evidence of eligibility.

An innovative appliance usage survey was conducted, providing the residents with an indication of their current electricity usage, as well as a modelled reduction in energy, cost, and carbon if behavioural recommendations were followed. A basic thermal imagery survey was conducted which identified areas of significant heat loss via the window seals.

During the visit, they learned that the residents were in significant debt due to their energy supplier. They arranged for the energy advisor to fit appropriate draughtproofing to the window seals and provide an energy-efficient heated blanket at no cost to the residents.

The advisor also assisted with an application to pay off the energy bill arrears via the Shropshire Council debt fund, which has been successful.

#### Outcome

This approach led to the residents consenting to refer to installers for ECO4 grant funding, with eligibility also being validated during the visit.

Referral for ECO4 is pending, and the team are exploring the possibility of a whole-block application for large-scale retrofit.

Combining the home visits and retrofit assessments was a successful, efficient approach which the team will look to replicate where appropriate. This reduced staff time, carbon emissions due to travel, and disruption to residents.



# Educating residents on heating to improve health outcomes

#### The story

The residents are an elderly, retired Kashmiri couple who live 10 minutes away from the advice centre. They live with their adult son who is working. Their terraced home had been heated sparingly through the winter because of the worry about high gas bills. The one of the residents is unwell, and the team thought the cold environment and lack of ventilation in their home have contributed to her poor circulation and low immunity.

The team noticed the thermostat was set at 26°C and a high boiler flow temperature. The whole family sat in a living room which was heated by an electric heater. The rest of the house was cold with visible damp and black mould on many walls because the family didn't open the windows.

The advice workers showed the family how to set their thermostat timer and explained the false economy of using electric heaters instead of central heating. The team showed the family how to bleed radiators as well as how to check and adjust water pressure. The also team discussed the importance of opening vents to allow proper ventilation.

The team suggested eligibility to an ECO-Flex scheme would be the most beneficial way to make effective improvements and would investigate which grant would be best suited for their property.

#### **U**MIDLANDS NET ZERO HUB



- Local Energy Advice Demonstrator supported scheme
- Energy advisors on hand to speak Arabic, Punjabi, or Mirpuri if residents struggle with English
- Advice given on using central heating, ventilation, and boiler flow temperatures
- Placed resident on the priority register
- Looking into grant funding for retrofit measures

The consumer's home has an EPC rating of E although the team believed this could be incorrect and quite likely lower. The impact of a retrofit grant on this property could significantly improve the EPC rating. Ideally, a series of measures, including wall insulation as the most important measure combined with new double-glazing could improve the EPC rating to D. Additional measures such as loft insulation and solar panels could lower their annual electricity bills of £790 by 20%.

#### Approach

Our consumer visited two energy café sessions meeting the team informally while listening to presentations on retrofit and how to reduce energy bills. They then requested a home visit.

The energy café is open plan with display boards of homes showing various images relating to home retrofit. Visitors are offered tea and biscuits and comfortable chairs where they can listen in should they wish to. Members of the team mingle with visitors and are on hand to speak to anyone in Arabic, Punjabi, or Mirpuri if they struggle with English.

Energy cafés sometimes focus on a theme and the one this consumer attended looked at internal and external thermal images of a terraced house. The consumer organised for someone to visit his home because he wanted to know what measures he would be likely to get if he applied for a grant.

The team always advise that outcomes can be very different from what they might suggest through their assessment but they usually can quickly gauge from a home visit the likely measures to be carried out.

#### Outcome

The resident is going to use central heating and stop using expensive electric heater.

The team suggested ways to ventilate the main living room and bedroom to avoid black mould that could be affecting the lungs of the resident's partner.

The resident is now on the priority register with EON and British Gas.

It is likely that this resident will be eligible for an ECO Flex grant offered by EON, which the team is now looking into.





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# Multi-agency approach to resolve fuel debt

#### The story

The Home Energy Advice and Retrofit Team was contacted by a Social Link Carer. The carer was concerned about an elderly gentleman who was long-term sick, in fuel debt, and struggling to pay their energy bills.

The building was a leasehold top-floor flat that was located on the coast, approximately a mile away from the nearest urban centre of Skegness.

This case was considered 'hard-to-reach' as the resident was often in hospital, making home visits impractical and communication difficult. The resident also had no access to the internet and had lost their phone early in the case referral.

The flat was a typical D-rated property. As is typical of the area, the flat was powered by electrically, and for an elderly resident on a fixed income it proved challenging to keep safe, warm, and well.

#### Opportunities

The elderly resident was increasingly unable to pay for their increased heating costs. The property was all electric and the resident was on a fixed income, including benefits and pension payments. They were getting sick more regularly and accumulating fuel debt while in hospital.

The opportunity was available to reduce or clear the resident's debt, find additional short-term funding for their bills, and improve their long-term financial well-being via income maximisation.

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- Fuel debt of £500 cleared
- £100 of fuel vouchers delivered to the resident
- Supported resident to find a part-time job
- Overcame challenges around lack of internet access, limited phone access, and caution with disclosing financial information

The team wanted to overcome the challenge of reaching and supporting the resident as they were sent to the hospital for a few months shortly after being referred. They managed to reach the resident via a different mobile number as they had lost their phone while in hospital, and they struggled to answer the landline in time.

The team referred the resident to several charities and services which they were eligible to be assisted under, however, the resident was unable to keep track of different organisations. The team adapted to this by setting up regular calls on a set time and day every two weeks. They then worked through services one by one. The resident was suspicious of callers who may have required financial details, including Citizens Advice. To be able to provide in-person advice and confirm the legitimacy and safety of financial details being shared was important to reassure the resident.

#### Outcomes

The key achievements of this intervention were as follows:

- The resident's fuel debt of £500 was cleared by the British Gas Energy Trust,
- £100 of fuel vouchers were delivered to the resident by the National Energy Action and National Energy Foundation alongside additional energy saving advice,
- Citizens Advice also assisted with income maximisation and assisted the resident in finding a part-time childcare job in their local community which would ensure their long-term financial resiliency.

The team learned to adjust their referrals and potential avenues of solutions to the amount of information that the resident was able to handle. In addition, by having an in-person presence with Citizens Advice, the resident was reassured by the authenticity of partner organisations and assisted with processing grants and advice services.

#### Stages

The stages of this intervention were: 1) Information gathering from partner services, including the social care worker who referred the resident.

2) Setting up routine calls with the resident.

3) Fortnightly check-in calls.

4) Having a summary call





# Empowering a resident to receive energy efficiency upgrades

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#### The story

The resident supported is a lady of pensionable age who lives alone in a 3-bedroom semidetached house that she owns. At the side of the house is a lean to area which extends to the neighbour's fence. Her main goal when contacting the HERO scheme was trying to get extra insulation in her home.

The property would be classed as hard-to-treat due to their solid walls. It has 100 mm of loft insulation according to the resident and the expired EPC. Other energy efficiency measures in the home include UPVC double glazing, mostly LED bulbs, boiler programmer, room thermostat, and thermostatic radiator valves. The home has a main gas central heating and two multi fuel burning stoves and has a 4-yearold condensing/combi boiler.

The resident is classed as vulnerable due to her age but not hard to reach as she has both good communication and I.T. skills.

#### Opportunities

As the property has an expired EPC, the team arranged for an updated one to be created, which came back as 49 E.

The resident is in receipt of Pension Credit so was potentially eligible for energy efficiency measures through the ECO4 scheme. She was provided with links to participating energy suppliers to access this funding, and the team empowered her to contact them directly.

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#### Resident feedback

She is very satisfied as the service was "absolutely great!", and she is more likely to install retrofit energy efficiency measures in her home.

Some of the advice the team gave during the home visit included:

- Suggesting that she unlocks the blocked air vent in her lounge.
- Checking that her carbon monoxide alarm is working.
- Highlighting some of the compromised brickwork on the outside which needed repointing.
- Checking that she is on the Priority Services Register.

#### Outcomes

The resident has had a home visit from Octopus Energy and had a survey completed by them.

They pointed out to the resident that even though she has low levels of insulation in her loft at the joist area (100 mm) she does have spray foam insulation on the rafters. She reported that as there is no dampness/moisture in her roof area the surveyor advised this area should be left alone.

An interesting thing to note is that both the resident and the current/previous EPCs failed to mention the spray foam insulation.

The resident reported that EON are due to send a surveyor out to her home soon.

Some feedback from the resident post-visit include that she is very satisfied as the service was "absolutely great!", and she is more likely to install retrofit energy efficiency measures in her home.

#### Stages

The stages of this intervention were: 1) Visited the home of the resident and provided advice.

 Arranged for an updated Energy
 Performance Certificate to be created for the property.

3) Provided details and links for the resident to access ECO4 funding.
4) Survey completed by Octopus Energy and follow up survey planned with EON.







#### Dispelling myths around heat pumps

#### The story

An elderly resident approached Lincs 4 Warmer Homes in early December. They had recently moved into their property on the outskirts of Lincoln, after moving from the rural area of Fenton.

The property's only source of heating was an underfloor heating system that hadn't been working since they moved into the property in September 2023. Th resident was relying on a small portable ceramic heater to heat the house. The resident was downsizing due to only needing premises for herself.

The property is a semi-detached bungalow, located on the suburban Birchwood estate on the outskirts of Lincoln.

This case falls into both "hard-to-treat" and "hardto-reach". This is because the house had no existing central heating system and would require large-scale work to implement one. The resident is elderly and vulnerable to low temperatures.

The building was built in the early 80's, estimated 1984. The property was insulated well with 300 mm of loft insulation and an assumed filled cavity wall. The resident stated that the property originally had old, double-glazed windows which had likely not been replaced in a long time. Hence, she selffunded new double-glazed windows.

#### Opportunities

The EPC of this property was an E with a score of 43. The areas of improvement would be insulating the party wall, floor, hot water cylinder, installing high retention storage heaters, solar water heating and installing solar photovoltaic panels with a 2.5kWp system. This would increase the property to an A with a 94 score. Based on EPC data the property currently produces 2.9 tonnes of carbon dioxide. If these improvements were made it would result in a reduction to 1.2 tonnes.

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#### Resident feedback

"Great service right from the very beginning, contact with YES Energy took a while but as soon as they said they were ready to install it only took a couple of weeks and kept me informed all of the time. The installers were very friendly and explained a lot of the process and they were very clean workmen."

The method the team used in this case was to utilise the Home Upgrade Grant 2 funding, as the resident was a prime candidate and in need of a better system than what she currently had.

Fixing the underfloor heating had a large cost to repair which the customer couldn't afford. After talking to the resident, they expressed some potential concerns around an Air Source Heat Pump and their effectiveness. The team overcame these with addressing the residents' concerns such as noise generated by the heat pump, heating ability as well as invasiveness of the installation.

After this, the resident was put at ease that these issues would be overcome in the design process, and the system would be bespoke to their property resulting in a well-performing heating system.

#### Outcomes

The main achievement from this project is the resident now has a fully heated home, running off renewable energy.

This was the best possible outcome, the property was already well insulated, but the resident was heating the property with portable heaters.

Since visiting the resident post-install, they were very pleased with the outcome of the grant funding scheme and has since mentioned it to neighbouring properties.

Thankfully, the only problems that the tea had were very low level in helping quell myths surrounding Air Source Heat Pumps.

#### Milestone update

- Initial contact was made from the customer in December and the referral was made by the team to YES Energy soon after that.
- A quote for work was received in January and installation started in late February.
- The resident has been visited after the works were completed to make sure that she's happy and understands what measures are installed and how they work.



# Innovative survey techniques to save residents time and money

#### The story

This case study relates to a two-bedroom apartment within the Coton Manor apartment block, located in central Shrewsbury. The apartment block is a concrete-framed 1960s system-build with the majority of apartments having no insulation, and inefficient electric heating.

This apartment was no different, with no insulation, old, double-glazed windows, and old large-volume electric storage heaters. The apartment shares a party wall to the east, whilst the west wall is sheltered by an unheated corridor, and the north and south walls are completely exposed. There are heated apartments above and below.

The system-built walls and off-gas heating clearly rendered this apartment as hard-to-treat, whilst the residents could also be labelled as hard-to-reach on account of suffering from fuel poverty.

#### Opportunities

Improving the thermal efficiency with external wall insulation, and upgrading the heating system would transform the apartment. Rather than being cold, costly and presenting health risks due to risk of condensation and mould-development, the property would become warmer, cheaper, healthier home. This would ultimately improve the residents' mental and physical wellbeing, alongside reducing their energy usage and therefore associated carbon emissions.

An updated energy performance report provided a current score of E 50, which could be improved to C74 with the addition of external wall insulation and high-heat retention storage heaters.

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#### Project learnings

Combining the home visits and retrofit assessments was a successful, efficient approach which we will look to replicate where appropriate. This reduced staff time, emissions due to travel, and disruption to residents.

After the residents reached out for support, the team arranged a joint home visit from an expert energy advisor and a qualified retrofit assessor. As well as conducting the retrofit assessment, the team provided general energy efficiency advice, guidance regarding the ECO4 grant funding scheme, and how to prepare relevant evidence of eligibility.

An innovative appliance usage survey was conducted, providing the residents with an indication of their current electricity usage, as well as a modelled reduction in energy, cost, and carbon if behavioural recommendations were followed. A basic thermal imagery survey was conducted which identified areas of significant heat loss via the window seals.

During the visit, the team learned that the residents were in significant energy debt. The team arranged for the energy advisor to return for a second visit to fit draughtproofing to the window seals and provide an energy-efficient heated blanket, at no cost to the residents, with these low-cost measures being funded via a separate project.

The advisor assisted with an application to pay off the energy bill arrears via the Shropshire Council debt fund, which has been successful. The advisor also added the residents to the Priority Services Register due to their young child and signposted the residents to Citizen's Advice for guidance regarding benefits.

#### Outcomes

The residents consented to refer to installers for ECO4 grant funding. The retrofit assessment confirmed eligibility in terms of the energy performance, as well as confirming the proposed insulation and low-carbon heating measures as appropriate.

The appliance usage survey indicated cost savings of  $\pm 1,750$  per annum if recommendations were followed. The thermal imaging survey highlighted the window seals as particularly draughty, which was remedied with low-cost measures.

The residents' energy arrears of £1200 were paid off via the successful application to the Shropshire Council debt fund, and the residents are now on the Priority Services Register.

#### Milestone update

- Initial contact was made from the customer in November.
- Due to the residents' holidays, a home visit was arranged for January.
- An ECO4 application is pending as the team explore the possibility of a whole-block application for a largescale retrofit project.







#### Creating a phased retrofit schedule to reduce energy consumption

#### The story

The approach taken by Nottingham Energy Partnership is to target houses within the conservation area, those off the gas network and/or those with a low Energy Performance Certificate (EPC) rating. Tailored in-person advice is provided to homeowners through a range of activities that are scheduled each month, including events, workshops, home visits, and future fit plans for homeowners.

The client's wanted to seek advice on how to treat their home, find reputable companies to contact, and which products or materials to purchase for retrofit measures. The HEAT Hub's approach is to promote the project to areas across the region that meet the eligibility criteria.

This property is a 1900s traditional two-storey semidetached house located within the village of Darley Abbey, near Derby city centre. It is considered hard to treat because it is a Grade II listed building in the Derbyshire conservation area. According to results of the home survey, the property also has a low estimated EPC score of E.

#### Opportunities

At events, registrations are generated for a retrofit assessment of the home to complete a Future Fit Home Energy Plan. Homeowners can also request a 30-minute consultation following the receipt of their plan if they have any questions.

Given the low energy performance rating of the house, the client was advised to improve the energy efficiency by installing fabric insulation measures, upgrading the ventilation and heating systems to low-carbon technologies, and implementing better heating controls.

This guidance prompted the client to sign up for future workshops on renewable energy technologies.

After consultation with her local council, she plans to contact Nottingham Energy Partnership for a recommendation for installers who carry out insulation using natural materials like hempcrete.

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#### Testimonial

"Good advice about what to do and which contractors for the job... The work you do is especially important as global warming is increasingly happening and people need to be more aware and conscious about more comfortable homes now rather than later". -Homeowner

For this client, her in-person advice journey started when she attended one of the events held in Darley Abbey. Following the event, an in-person retrofit assessment of her home was booked by the HEAT Hub team and completed by a trusted Retrofit Assessor who visited their home to complete the survey.

The data from the retrofit assessment enabled the Future Fit Home Energy Plan (FFHEP) to be compiled. Essentially, the FFHEP includes a phased 15-20 year retrofit schedule that illustrates a potential 78% reduction of her energy consumption, provided the guidance is followed.

The main challenge this client faced during the process was the long wait between the assessment being completed and receiving her plan. This concern was alleviated when she received an update on the progress, reassuring her that the plan was still on its way.

Another challenge that the client faced was that the plan was initially shared digitally, making it harder for her to read. To solve this, a physical copy of the plan was printed and posted to the client.

#### Outcomes

Altogether this client had two in-person experiences with industry experts, totalling four hours. She has expressed interest in attending the in-person technology workshops and have a further 30 minute in-person consultation about her Future Fit Home Energy Plan.

#### Milestone update

- Client Registration: 26 November 2023
- Retrofit Survey Date: 8 March 2024
- HEAT Hub Introduction Event: 23 March 2024
- Future Fit Plan
   Update: 24 May 2024
- Future Fit Plan Date Sent: 26 July 2024
- The client has expressed interest in attending a workshop on Renewable Technologies so that they understand the concepts better.
- They will also be in contact again for recommendations on insulation.





#### **Walsall** Council

### Delivering energy efficiency improvements to a primary school catchment

#### The story

Achieve Your Goals CIC in partnership with Walsall Council have been delivering an innovative project within Walsall, principally the catchment area of Hillary Primary School.

A package of learning has been created that incorporates literacy, numeracy, and reading through core subjects to allow pupils to fully understand the road to net zero. The programme allows to learn about actionable changes while integrating a full engagement project to access support with a number of targeted advice:

- Energy Efficiency Advice
- Energy Efficiency Tariff Advice
- Energy Efficiency Measure Advice
- Energy Efficiency Measures Installed

The programme has a four-step approach process to enable delivery of a full turnkey approach to reducing fuel poverty and reducing the impact of carbon emissions.

#### Step 1: Prepare

Install monitoring equipment at the school to explore the energy consumption of the building, understand about Kwh and how much energy is used per Kw per square metre.

#### Step 2: Explore

Innovative, bespoke learning packages provide a full understanding of sustainability and prepare pupils to leave a legacy.

#### Step 3: Community

Engage with the wider community to give cost saving tips and advice on energy efficiency, while assessing the residents' suitability for funding to install energy efficiency measures.

#### Step 4: Deliver

Schools can make informed decisions and make steps to reduce their environmental impact of the school, they can also look at how new technologies can be implemented.

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#### Testimonial

"My home is certainly warmer, I have experienced the difference, the wall insulation has made a better difference. In the summer it tends to be a lot cooler than the previous summer. In the winter I internally operate my central heating between the months of October and May, having the insulation is appropriate because I do not have to use my radiators as frequently."

- scheme beneficiary

Through the programme and with support from a number of funding streams, Walsall Council offered 128 residents within the catchment area of the school energy efficiency measures. This comprised of 60 External Wall Insulation, 9 Loft Insulation, and 59 Solar PV systems installed.

Prince Street, Walsall received extensive External Wall Insulation to a number of properties within the street. Due to the nature of the streets planning restrictions the houses were required to have brick slip feature to the front elevation of the properties.

#### Outcomes

The total value of works completed in WS2 was in the region of £1.5 million and the average property received £12,500 of funding with annual energy savings of £78,500.

The properties completed within the WS2 area have had an average EPC increase from band E (pre EPC) to band C (post EPC).

#### Testimonial from school staff

"We have been working with Walsall Council and Achieve Your Goals for a year now and have seen a real impact for our pupils. The project has many strands and has benefited the local community as well as our children. It is fully funded and hasn't cost us a penny".

#### Milestone update

- Phase 1 generated key success outcomes which enabled the scheme to go from strength to strength.
- With this success, the schools of Walsall have engaged with the team to promote the project across a further four schools.
- Hillary Primary School is continuing into year two of the project.

