

Project  
Performance Q1  
April 2015 -  
June 2015



### Home Energy visits

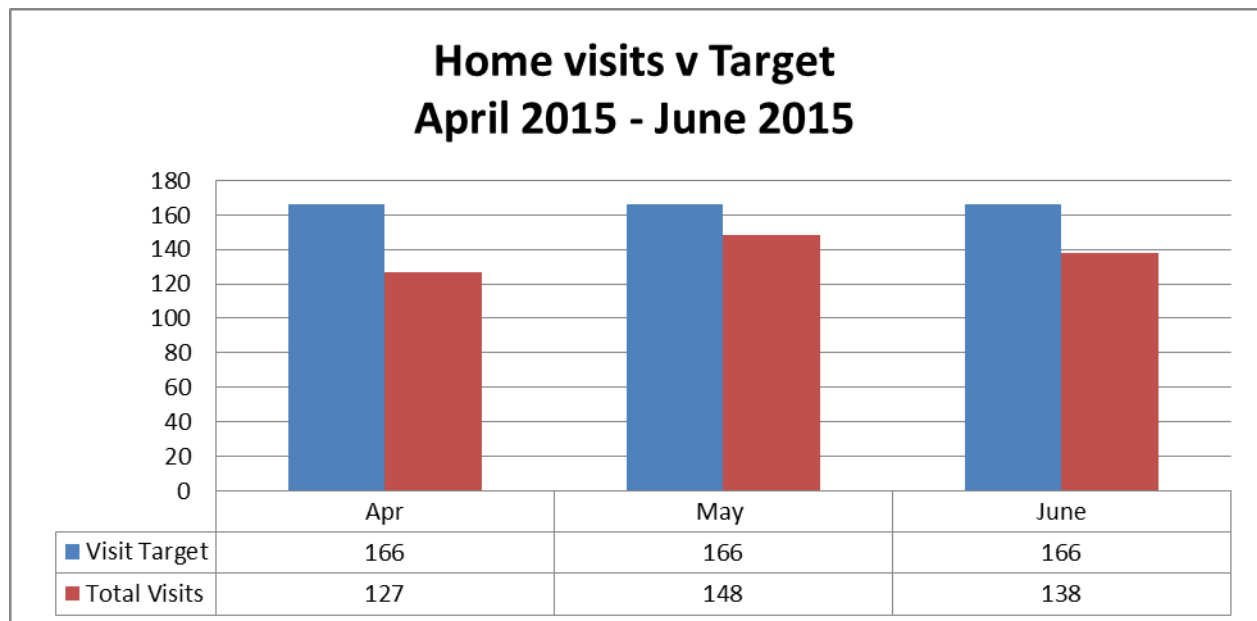
The yearly target for G.HEAT home visits with our current resource is approximately 2000. To date we have completed a total of 413 home visits, against a target of 498.

Since April we had an additional 47 Visits that were No Access or were Cancelled.

The average number of new referrals to G.HEAT has been around 30 - 40 per week. On average our advice team of 4 x advisors would normally be expected to be able to carry out 30 - 40 new "first" visits, so the team is now working at full capacity. We are beginning to book in the GCC HEEPS ABS support visits which will likely mean a backlog of visits will begin to build up as a result.

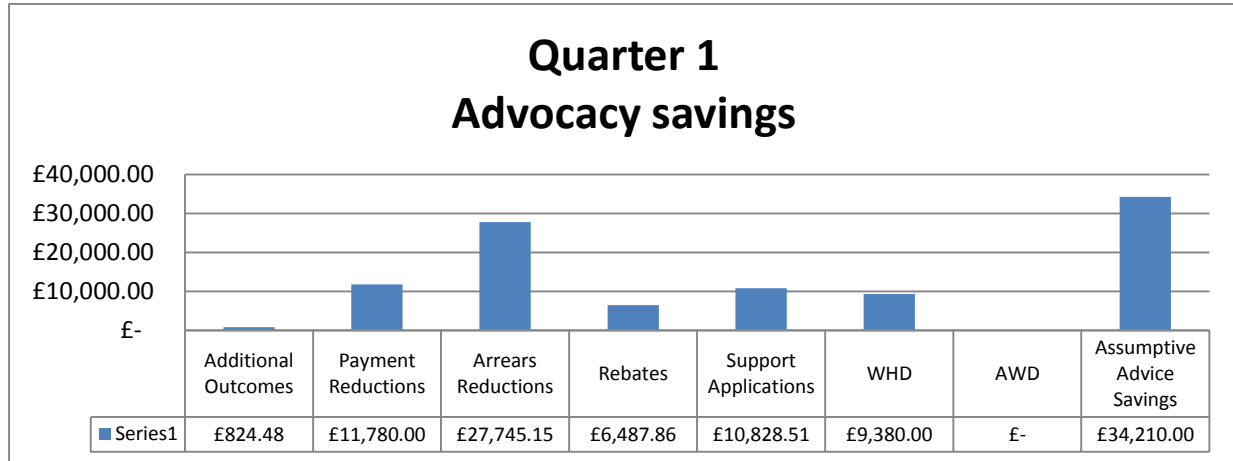
We also have one advisor working alongside Cube Housing.

The figures for home visits are detailed below, against target for each month to date.



## Energy Advocacy Savings April 2015 – June 2015

The total amount of advocacy savings achieved by G.HEAT for the period is **£101,256.00**. This is broken down below:



Definitions:

**Arrears reductions:**

*Work undertaken by the G.HEAT team to reduce fuel arrears of clients referred.*

**Rebates:**

*Cash payments credited to clients as a result of the G.HEAT team identifying substantial over-payments.*

**Warm Home Discount:**

*Successful applications made by the G.HEAT team to Utility providers which result in the £140 Warm Home Discount credit to the electricity account.*

**Support Applications:**

*Debt written off Utility account as a result of the G.HEAT team making applications on behalf of clients who have demonstrated hardship.*

**Additional Outcomes:**

*These outcomes can include moving meters, cancellation of warrant proceedings, and moving clients onto Priority Service Registers.*

**Affordable Warmth Dividend:**

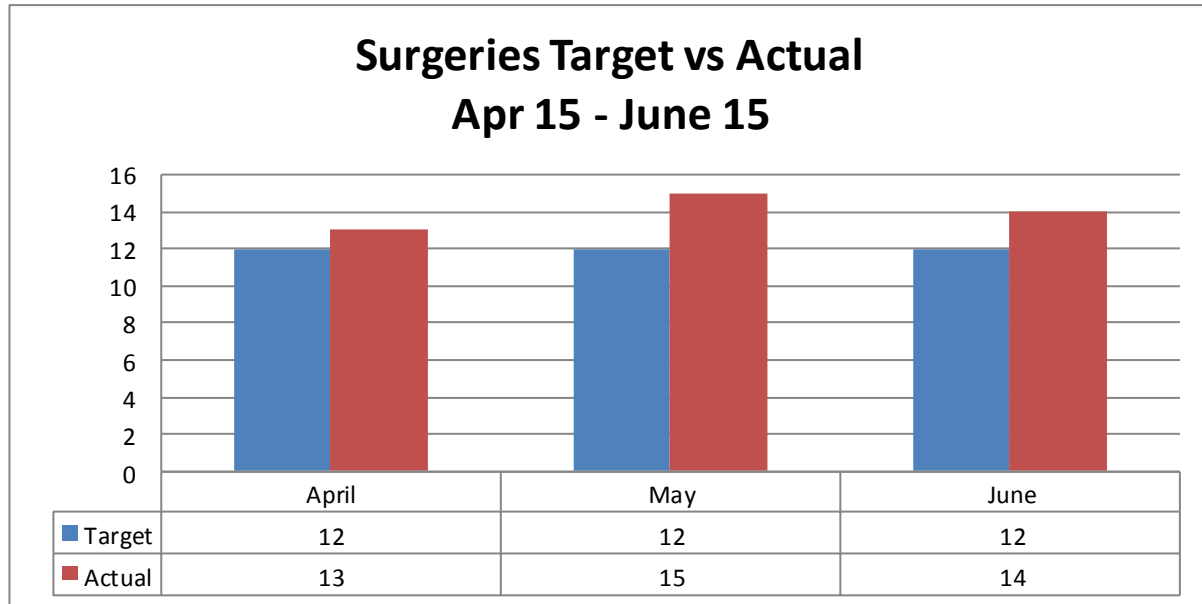
*Applications assisted by the G.HEAT team to the Glasgow City Council Affordable Warmth Dividend payment which credits £100 to residents of the City who are over the age of 80.*

**Assumptive advice savings:**

*The assumptive estimate of the saving per a client based on the quality and depth of a face-to-face energy advice visit in the home, an average of £110 per year of saving per client.*

## Energy Advice Surgeries April 2015 – June 2015

We now deliver regular surgeries to Glasgow Central CAB, Milnbank Housing Association, Parkhead CAB and Northeast Foodbank. There are also one-off ad-hoc surgery / events which are attended, but less frequent. The average number of engagements per surgery for the period is two engagements per surgery.



## Surgery Outcomes Breakdown May 2015 and June 2015

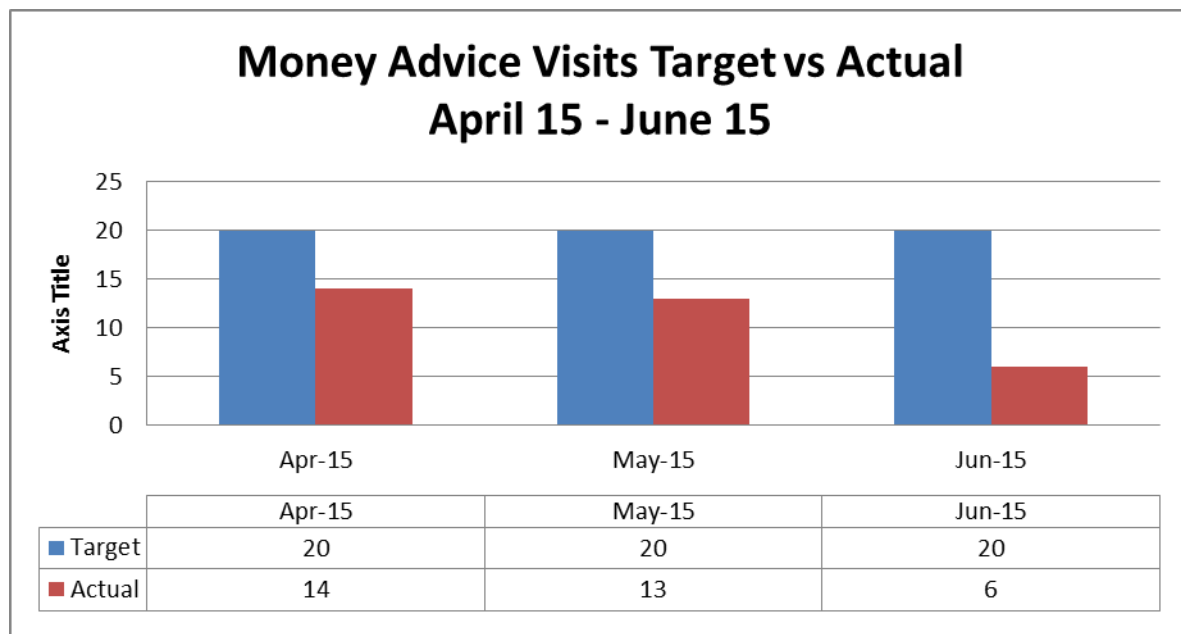
Surgery outcomes for May and June

<b>MAY/JUNE 2015</b>	<b>Surgery Total</b>	<b>Total Engagements</b>	<b>Numbers Helped</b>	<b>Outcomes Total</b>	<b>Average Engagements</b>
<b>Tollcross Advice Centre</b>	<b>6</b>	<b>17</b>	<b>13</b>	<b>£2098.63</b>	<b>3</b>
<b>Helenslea</b>	<b>2</b>	<b>9</b>	<b>4</b>	<b>£700</b>	<b>5</b>
<b>Parkhead CAB</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>£100</b>	<b>1</b>
<b>NE Foodbank</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>£0</b>	<b>0</b>
<b>Milnbank</b>	<b>6</b>	<b>10</b>	<b>9</b>	<b>£295</b>	<b>2</b>
<b>Central CAB</b>	<b>5</b>	<b>11</b>	<b>11</b>	<b>£140</b>	<b>2</b>
<b>Cadder H.A.</b>	<b>5</b>	<b>4</b>	<b>2</b>	<b>£0</b>	<b>1</b>
<b>Total</b>	<b>29</b>	<b>55</b>	<b>42</b>	<b>£3,333.63</b>	<b>2</b>

## Money Advice Visits April 2015 – June 2015

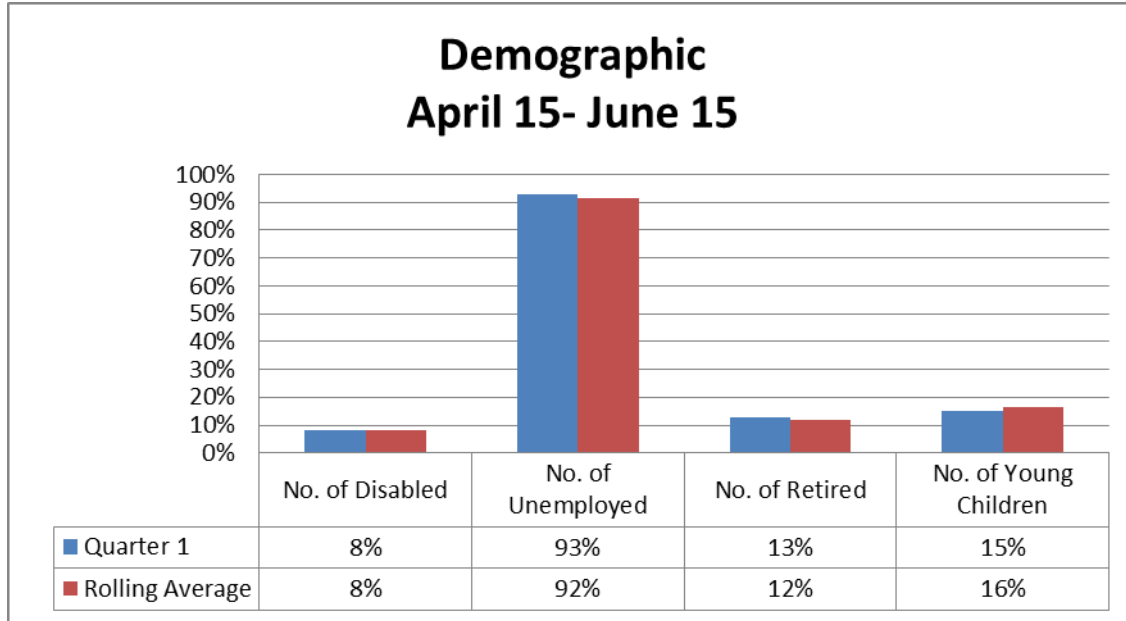
The number of referrals passed across from GHEAT advisors has reduced due to the reduction in advisor numbers across the period. This is largely due to the majority of G.HEAT referrals coming from advice agencies who have already undertaken benefit and debt advice on behalf of the clients. There are a number of initiatives we are undertaking above our normal remit to increase the volume.

- We have started our partnership with Cadder H.A. and the initial signs have been good.
- We are waiting for the go ahead from Glasgow NE Foodbank to start a pilot with two more of their hubs offering energy and money advice. This will start on a fortnightly basis to see how effective it is.
- The Scottish power hardship fund requires advice from a Money and debt Advisor so from July we have integrated this into our process, which is beginning to generate more visits.
- We will also re-engage again with Wise Group projects to offer a financial healthcheck.



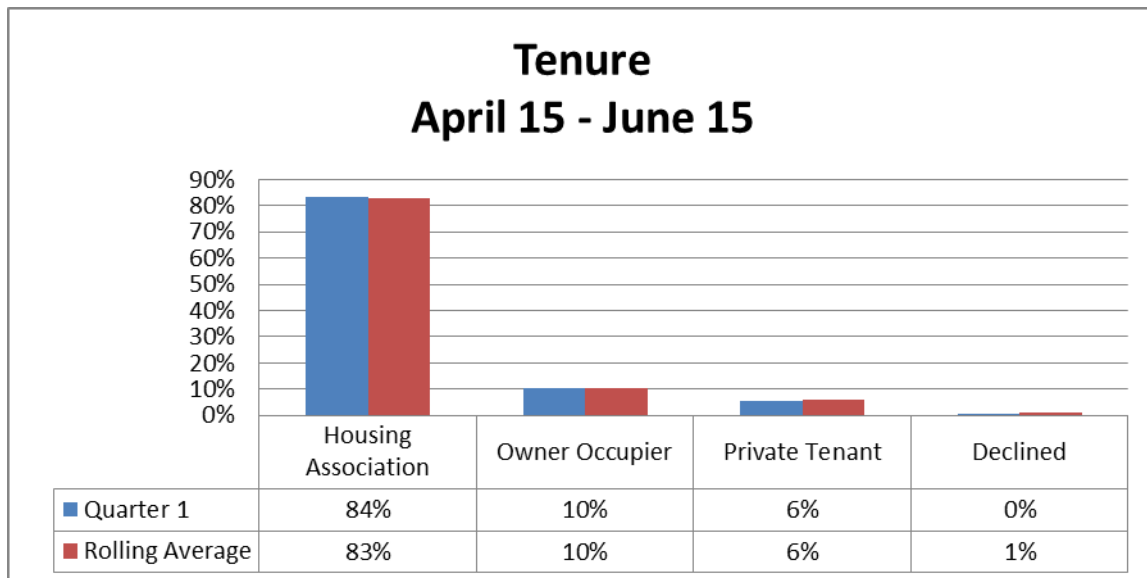
## Demographic Profile

A demographic breakdown of clients visited by GHEAT advisors averaged across the period, compared against the rolling average.



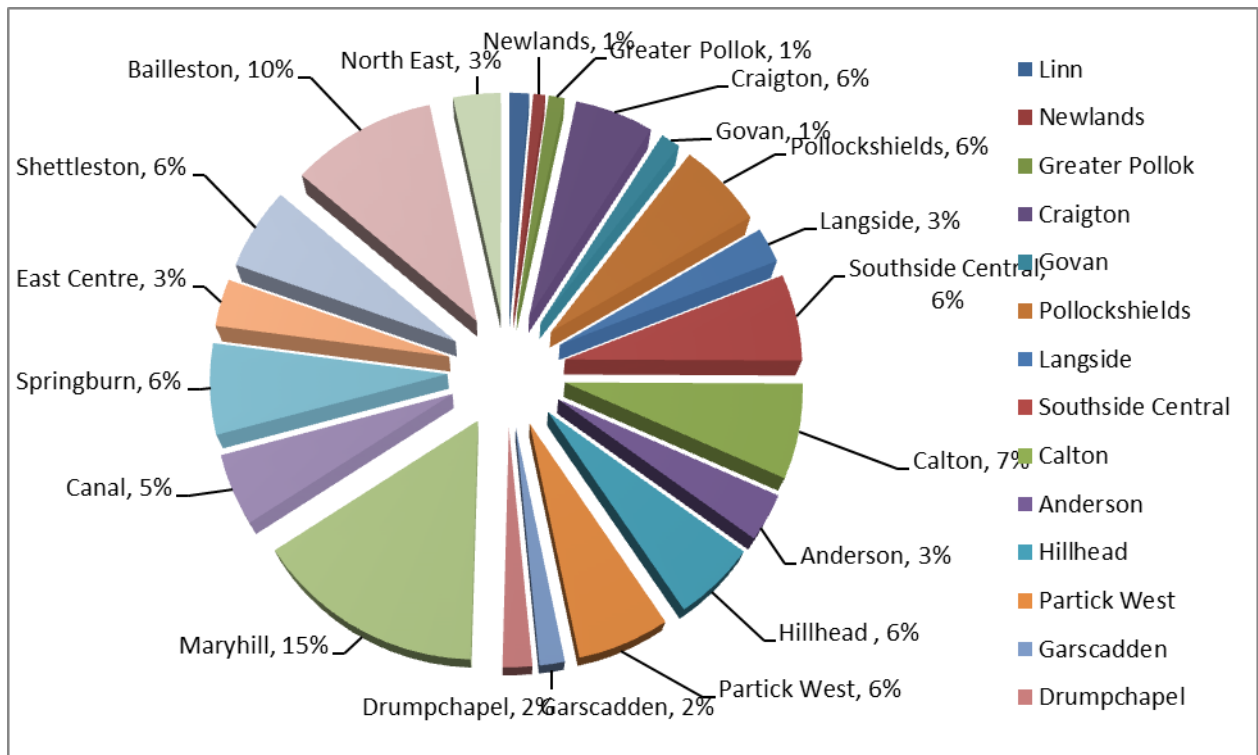
## Tenure

The breakdown of Home Visits by tenure across the period, compared against the rolling average.

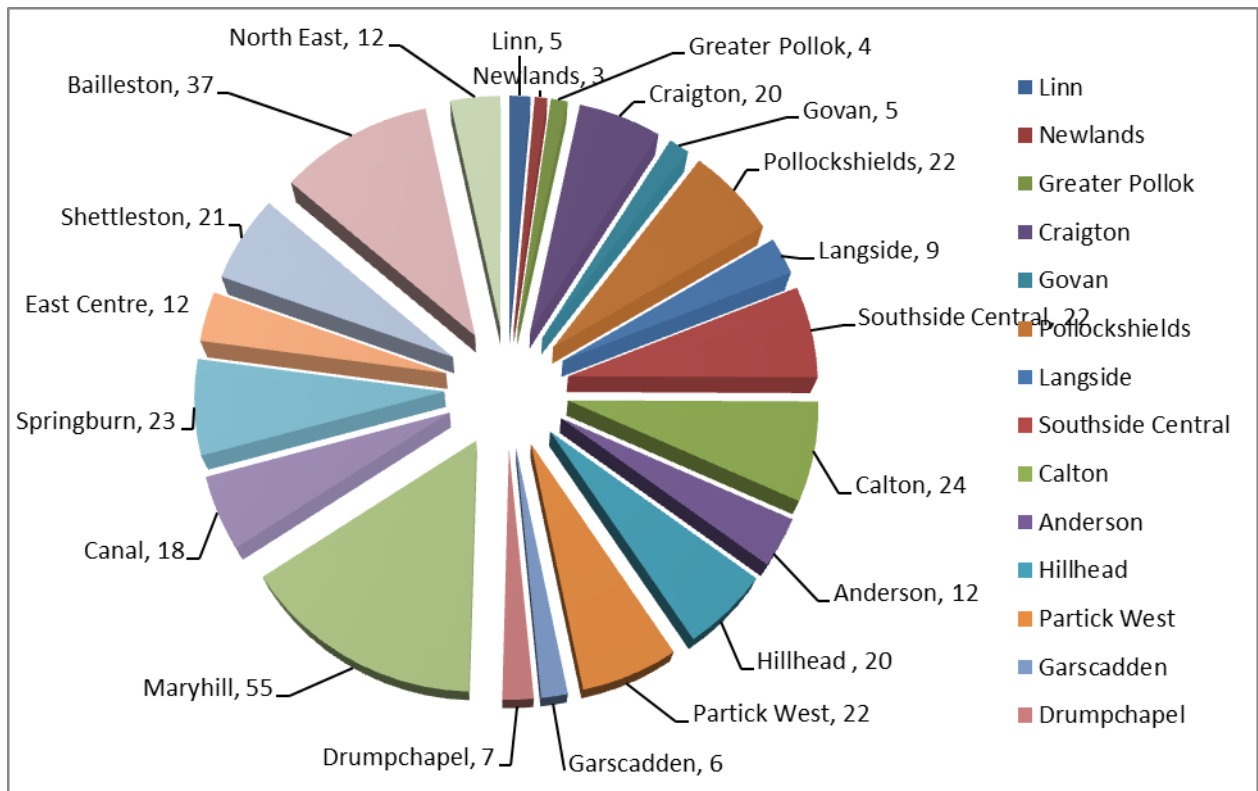


# BREAKDOWN BY COUNCIL WARD Apr 15- June 15

Visits broken down by council ward as a percentage of total received.



Visits broken down by council ward as numbers within each ward.



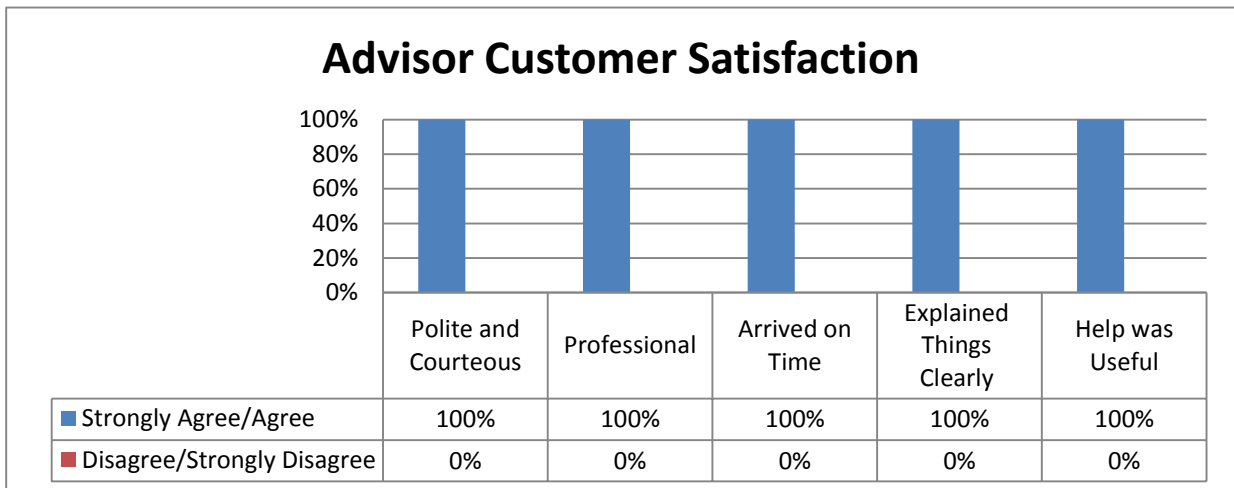
## HEEPS ABS

We have attended three public engagement events, two in Greenfields and one in Milton as part of our GCC HEEPS ABS support. From these events there were 58 expressions of interest in a GHEAT home visit. We are starting to book in home visits from these.

## Customer Satisfaction

The following graphs are a snapshot from our customer satisfaction feedback survey. It is based on approximately 5% of clients that GHEAT visited during the reporting period.

The first section and graph is based on the customer's perception of our advisors approach to the visit.

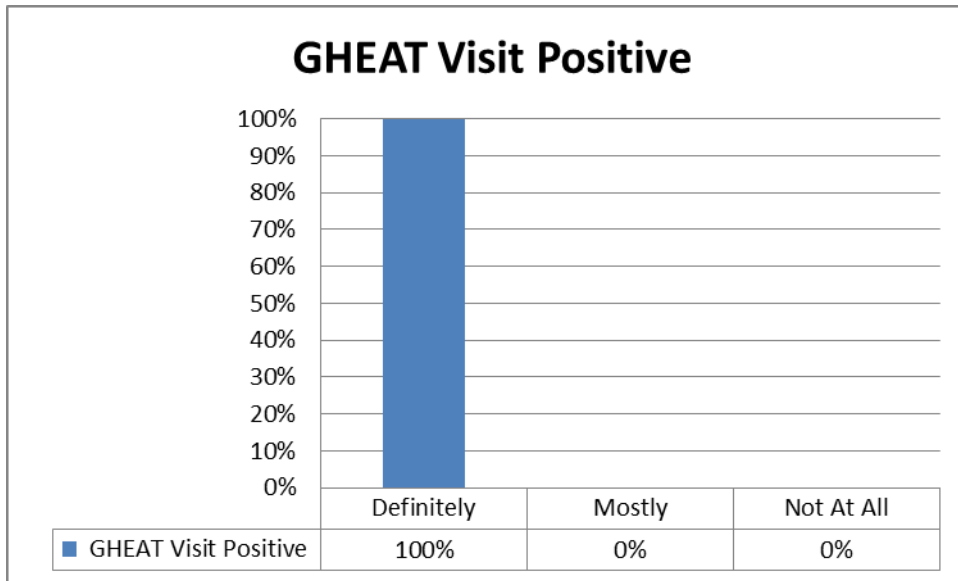


The next section outlines the clients perceptions of the service GHEAT provide as a whole.

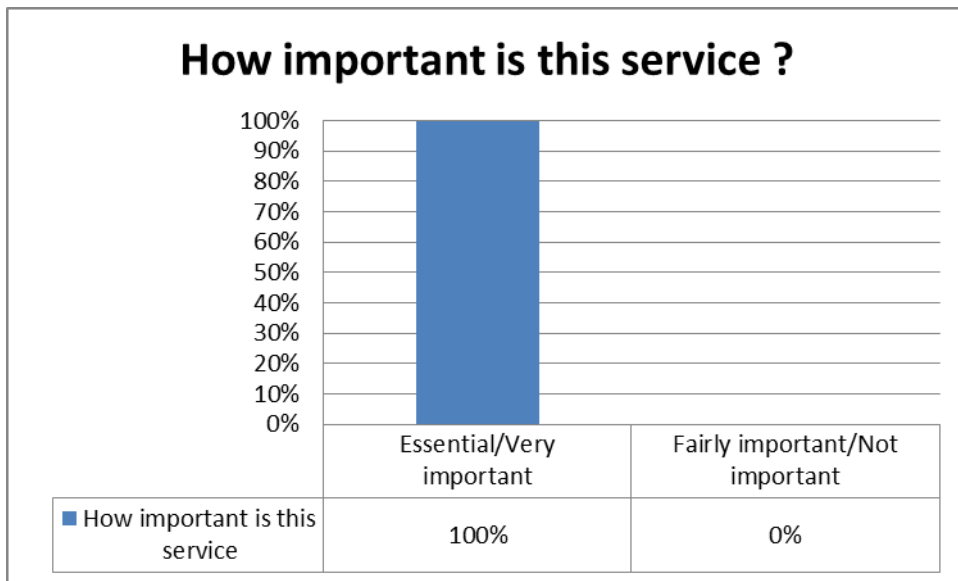
We measure this by asking the following three questions.

- 1) Was your experience of GHEAT positive ?
- 2) How important do you think the GHEAT service is ?
- 3) Is there anything we could have done better ?

1) Was your experience of the GHEAT service positive?

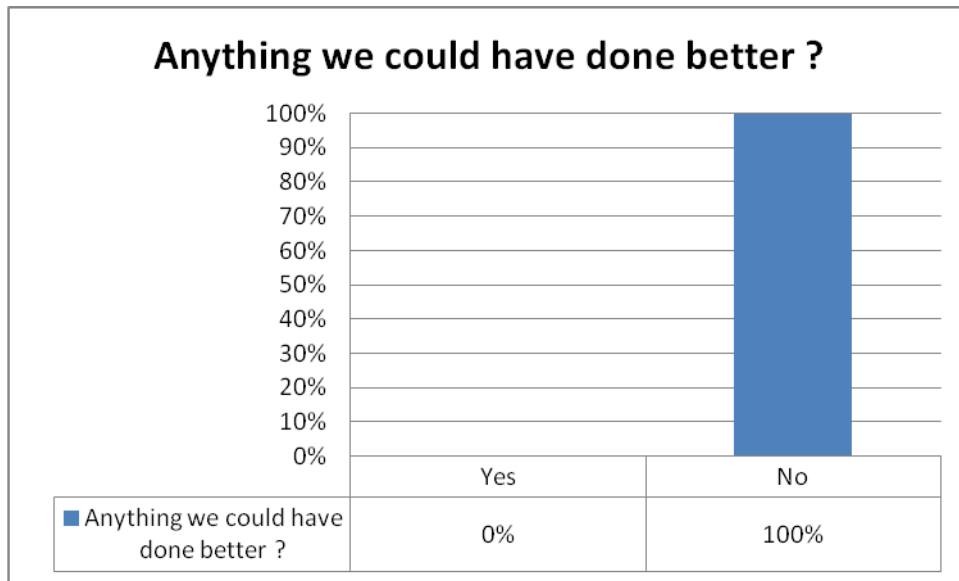


2) How important do you think the GHEAT service is ?





3) Is there anything we could have done better?



Customer or Referrer Comments/Feedback:

The advisor sorted the issues in one phone call when I had been trying for months. It was beginning to get me frustrated and really upset and I am extremely grateful to them.

**See Case Studies for more customer comments**

## TEXT MESSAGE SURVEY RESULTS "MAY"

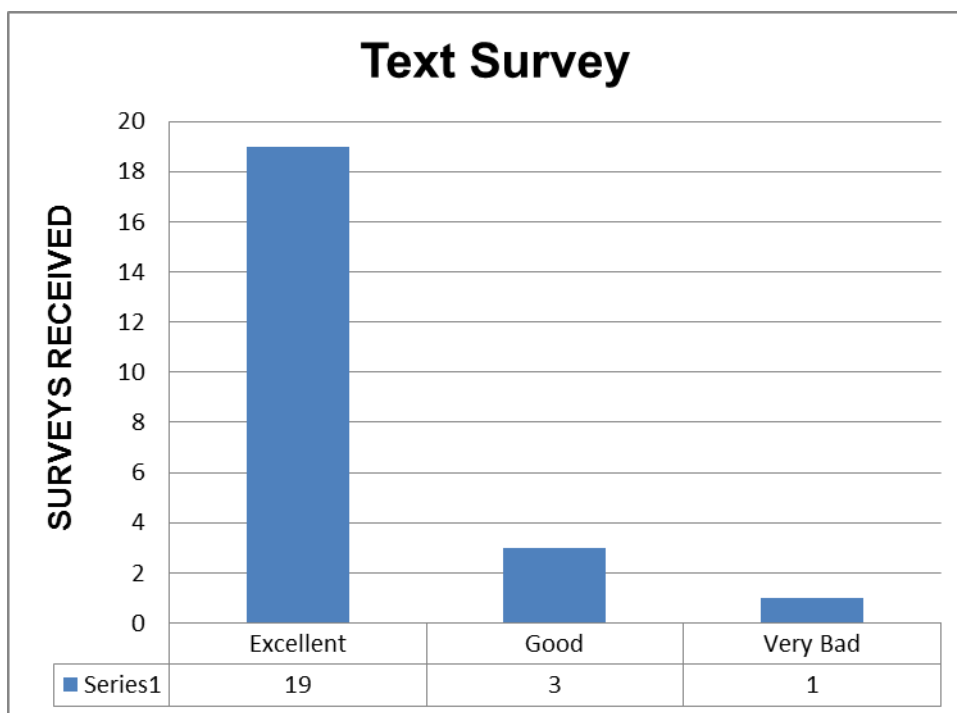
The results below are from a text survey sent to clients that had been contacted or had been visited by a GHEAT advisor in May.

The survey was sent to all 86 people who provided a mobile number at point of contact. The number who replied to the survey was 23.

The question that was asked in the survey was "How would you rate the service received?"

There were four possible answers -:

- 1) Excellent
- 2) Good
- 3) Poor
- 4) Very Bad

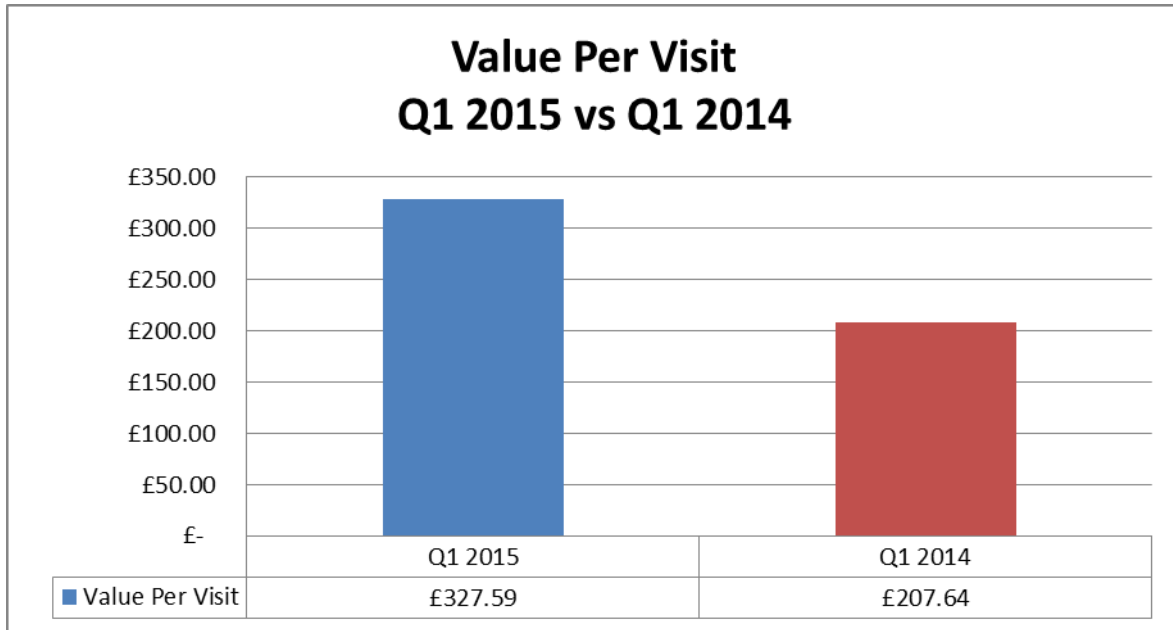


The one client who responded with "Very Bad" never actually had a visit by an advisor. They had been contacted on three separate occasions by our administrator and did not answer their phone or call back to book in a visit. The client was also sent out a contact letter and did not respond to this.

## Value per Visit Q1 - 2015 vs Q1 - 2014

The value attributed to each visit when calculating total outcomes achieved against visits undertaken.

So for Quarter 1 2015 every visit that a GHEAT advisor undertook returned or saved a client an average of £327.59



## Case studies

### Background

*Customer called in to ask for our help as supplier put her weekly payment plan up by £13 which she is struggling to pay. Before the payments increased she had tried to speak to them, but supplier wouldn't do anything to help. Mrs F has recently been diagnosed with Breast cancer and is currently going through treatment so is concerned as she feels the cold even more.*

*Mrs F also has a disabled daughter who she also looks after.*

### Your Actions

*Contacted the Supplier and they confirmed that the amount she was paying was not covering her usage. I contacted N Power Fuel Management Cancer Support Line. I explained Mrs F's situation and asked if they could support an application for help. I completed an application over the phone on the customers behalf and after going through the process they agreed to put it forward to Npower. They came back to say it had been approved.*

### Outcomes

*They have agreed to clear any outstanding debt on her account at present*

*They have decreased the amount she pays to **£8.50** in Total, for both per week, reducing her payment plan by **£24.50** per week.*

*They have agreed to do this for 2 years and any outstanding balance on the account after this time will be cleared.*

### Impact

*Mrs F sent a nice thank you letter .*

*The card said that she was very grateful for all my help and it would make a huge difference to her and her disabled daughter. She can now concentrate on getting well and feel warm in her home without worrying how to pay the bill..*

### Customer Quote

*How very grateful I am to you for all your help with my bill it will make a big difference to me and my daughter*

**Background**

Emergency appointment through Glasgow NE Foodbank client had no gas or electric

**Your Actions**

I received a phone call late on a Friday afternoon from the foodbank, Miss M had no power in her property, she has 2 pre-payment meters and had no money to top up. I went to meet Miss M and she had a child under five and is 9 month pregnant and was due at any moment, Miss M advised me that she would be without power until the Tuesday until she received her benefits, I called her supplier ( Scottish Power ) and arranged to get £15 credited on each meter. This would be enough to see Miss M through to Tuesday until her benefits would be paid.

**Outcomes**

See above

**Impact**

*This allowed Miss M to get back into a routine in regards to topping up every 2 weeks when she receives her benefits, I left my contact details with Miss M so I could do a full home visit, she said she would call me once her baby is born.*

**Customer Quote**

*Miss M was very thankful for this out come*

**Background**

*Miss L phoned our office and asked if we could visit her at her home regarding a problem she was having with her gas and electricity supplier Scottish gas over fuel arrears.*

*Miss L took up tenure of the pre-1900's mid floor flat at the end of 2011, and she has been having a lot of problems with her heating costs since. Miss L had been advised by her Landlord that the reason their flat was cold was due to the radiators needing flushed and there was large gaps around the windows which was causing heat loss for the little heat that the radiators were producing, These issues have been resolved but Miss L believes that these have played a major part in having the high heating costs which she could not afford, which has subsequently led to the high arrears.*

**Your Actions**

*I have provided Miss L with energy saving advice, discussed and demonstrated her heating controls and ensured client was aware of comfort levels. I applied to the British Gas energy trust fund to ask if they could provide any financial assistance.*

**Outcomes**

*An application was made to the Energy trust and an award for £3051.57 was made to clear off her gas arrears. An award of £1112.16 was made to clear of her electricity arrears.*

**Impact**

*Miss L phoned me to thank G.HEAT for the help and advised that this award has taken a load of stress and worry away from her.*

**Customer Quote**

*Miss L phoned me to thank G.HEAT for our help.*