

Project  
Performance Q2  
July 2015 -  
September 2015



**Home Energy visits**

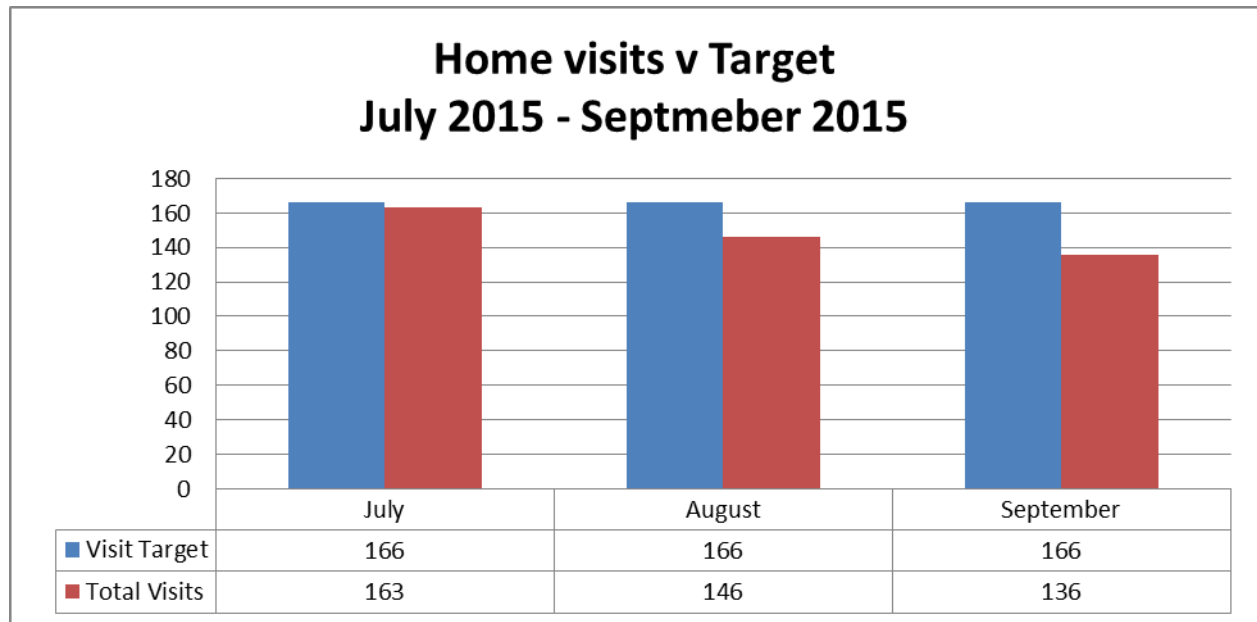
The yearly target for G.HEAT home visits with our current resource is approximately 2000. To date we have completed a total of 858 home visits, against a target of 1000.

Since April we had an additional 79 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 continuing to book in the GCC HEEPS ABS support visit and have started to book in visits for the Improving the Cancer Journey project. This has resulted in backlog of visits building up as a result.

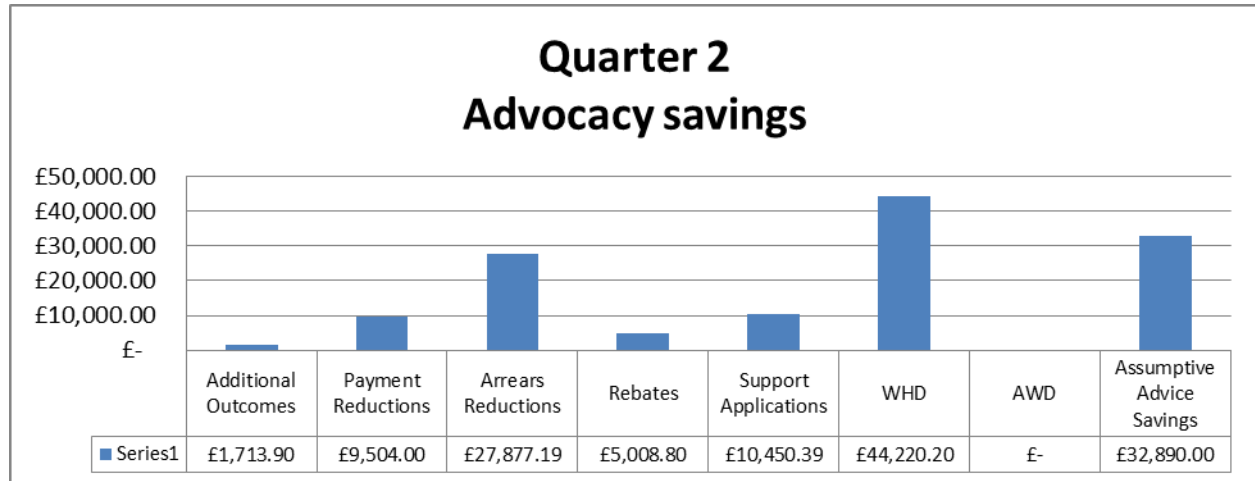
We also have one advisor working alongside Cube Housing. For most of August and the half of September we have been an advisor short due to sickness.

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



## Energy Advocacy Savings July 2015 – September 2015

The total amount of advocacy savings achieved by G.HEAT for the period is **£131,664.48**. 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:**

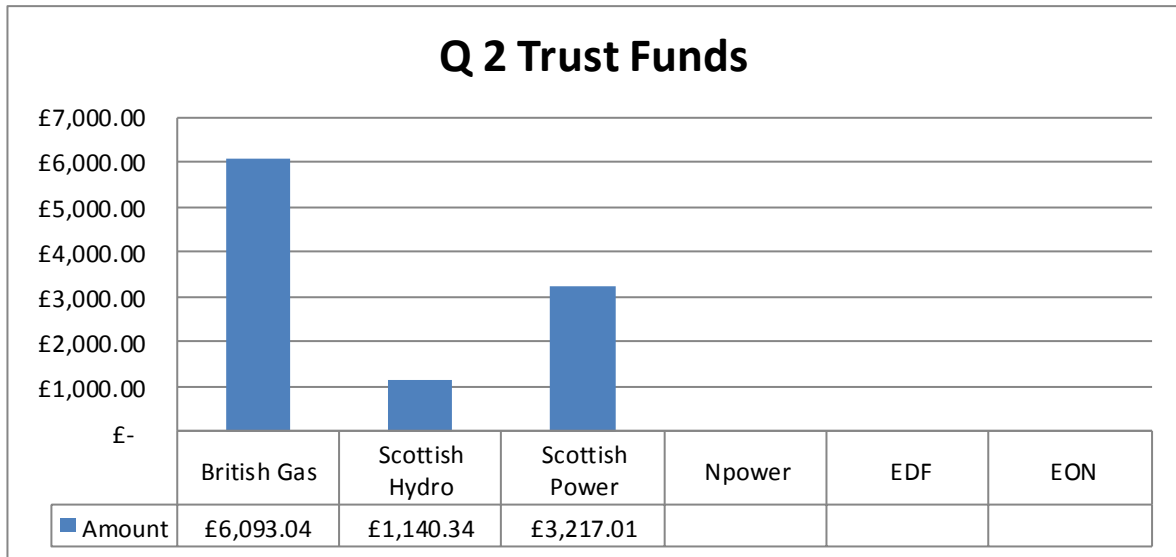
*Applications assisted by the G.HEAT team to the Glasgow City Council Affordable Warmth Dividend payment which credits £100 to residents of the City who are over the age of 80.*

**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.*

## Trust Fund Breakdown

Breakdown of Trust Fund Applications by supplier scheme.



## HEEPS ABS

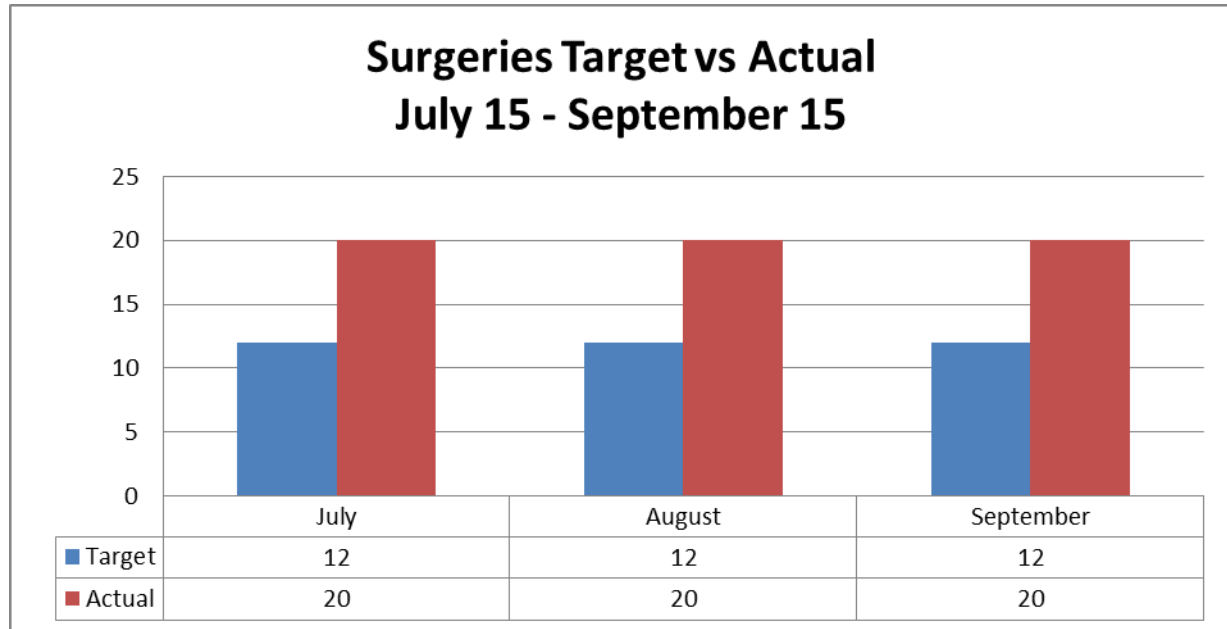
We have attended three public engagement events, two in Greenfields and one in Milton as part of our GCC HEEPS ABS support. From these events there were 58 expressions of interest in a GHEAT home visit, and to date we have booked in 20 visits.

## GHEAT / Improving The Cancer Journey

We have started supporting the ICJ pilot and to date we have booked in 31 visits during the quarter.

## Energy Advice Surgeries July 2015 – September 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.



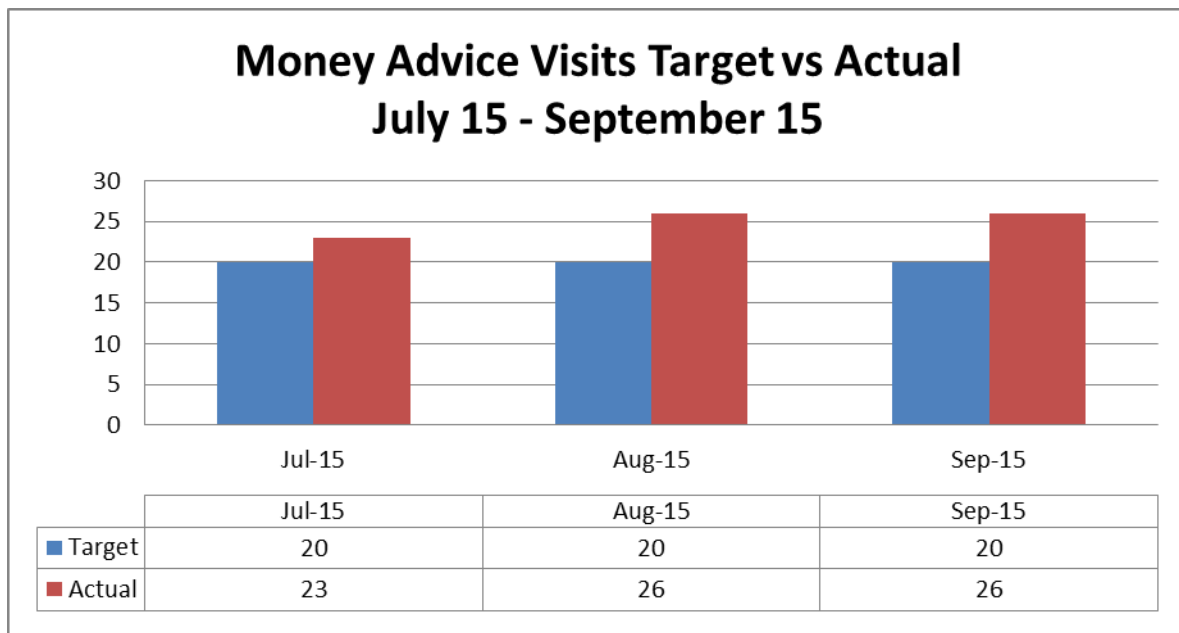
## Surgery Outcomes Breakdown Q2

Quarter2 2015	Surgery Total	Total Engagements	Numbers Helped	Outcomes Total	Average Engagements
Tollcross Advice Centre	11	46	39	£4,746.00	4
Helenslea	2	13	4	£420.00	7
Parkhead CAB	5	10	10	£1,400.00	2
NE Foodbank	4	6	3	£700.00	2
Milnbank	10	18	18	£840.00	2
Central CAB	12	14	14	0	1
Cadder H.A.	9	1	1	0	0
SandyHills Foodbank	4	0	0	0	0
Hogganfield Foodbank	3	0	0	0	0
<b>Total</b>	<b>60</b>	<b>109</b>	<b>89</b>	<b>£8106.00</b>	<b>2</b>

## Money Advice Visits July 2015 – September 2015

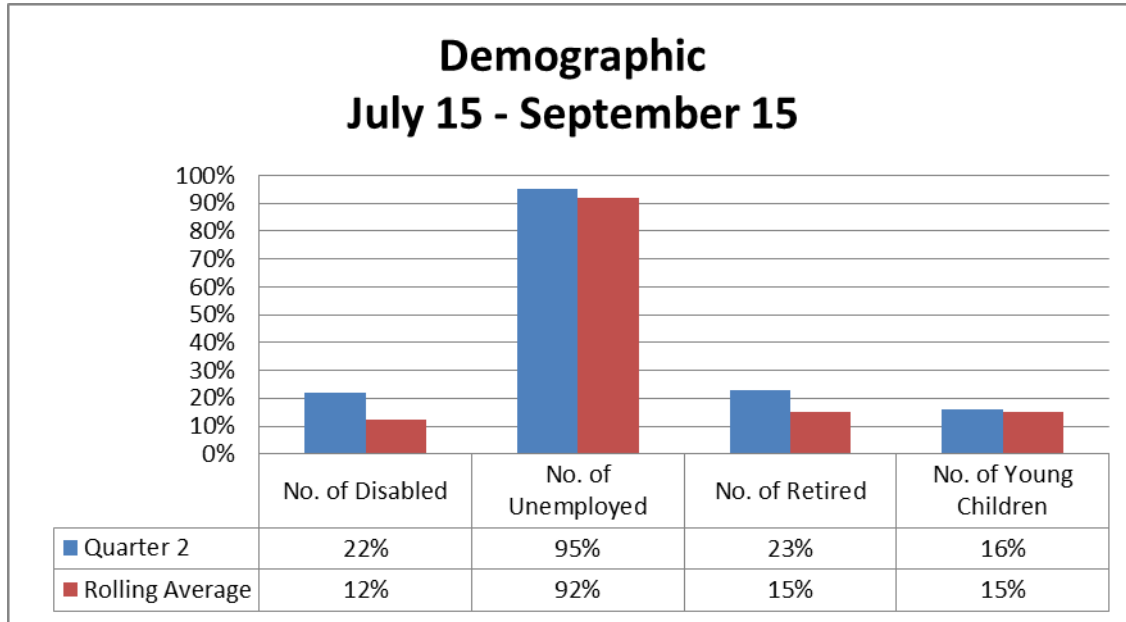
The number of referrals passed across from GHEAT advisors has decreased due to the reduced resource. This is largely due to the majority of G.HEAT referrals coming from advice agencies who have already undertaken benefit and debt advice on behalf of the clients. There are a number of initiatives we are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

- We have started our partnership with Cadder H.A. and the initial signs had been good. These have started to taper off so I will engage with them to see if there are any ways of increasing demand for the service.
- We have started two new surgeries supporting Glasgow NE Foodbank. These have not yielded any visits to date.
- 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 service to the service users.
- We have started supporting the Community Alcohol Support Services with a surgery once a month.



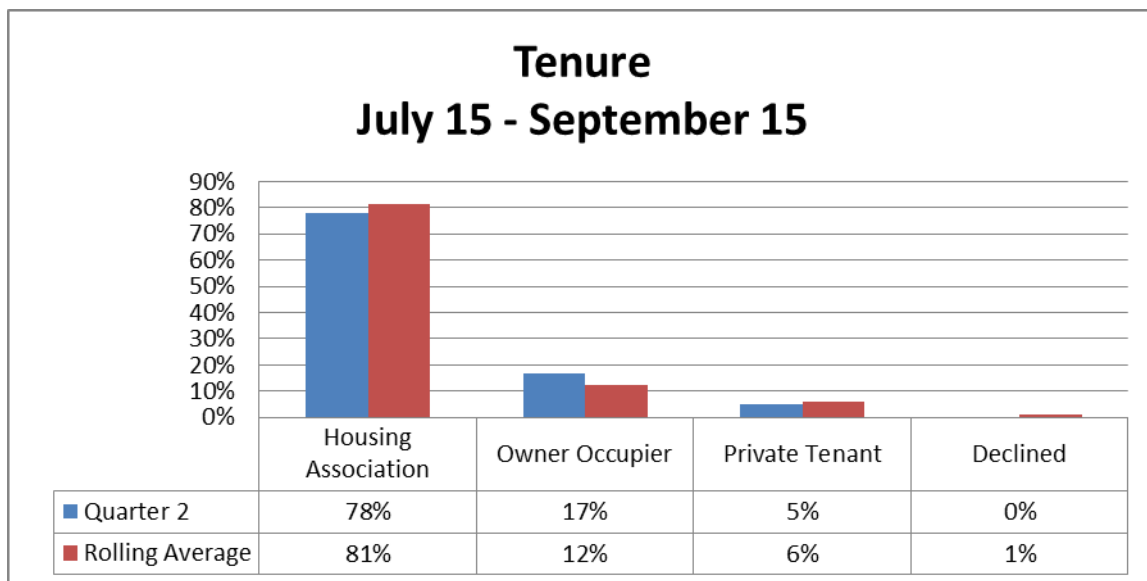
## Demographic Profile

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



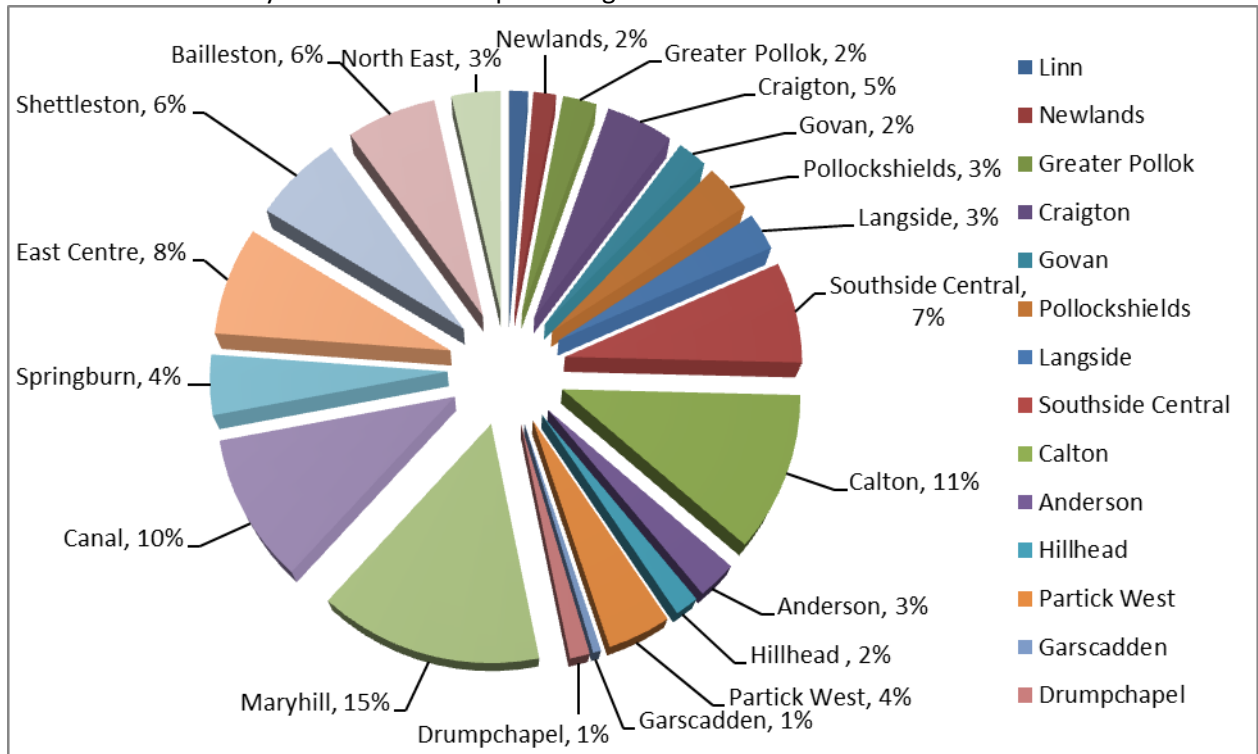
## Tenure

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

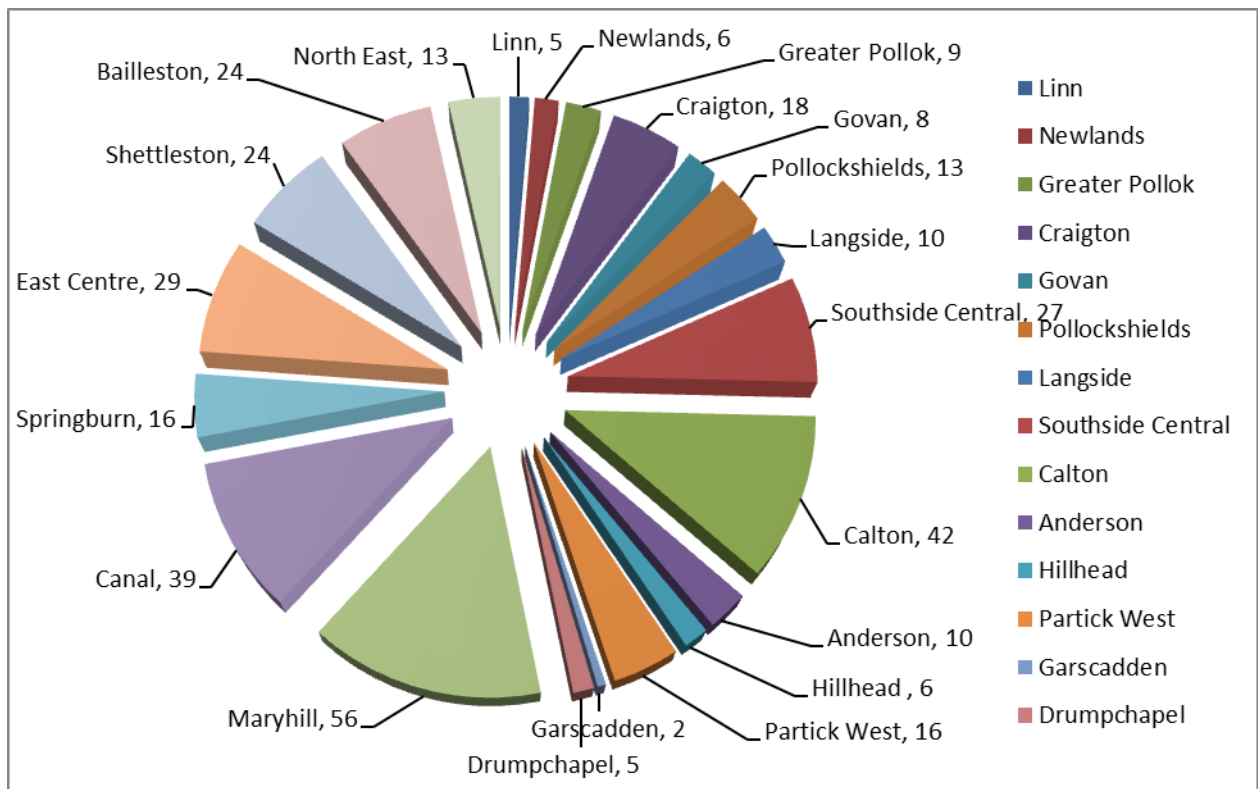


# BREAKDOWN BY COUNCIL WARD July 15- September 15

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



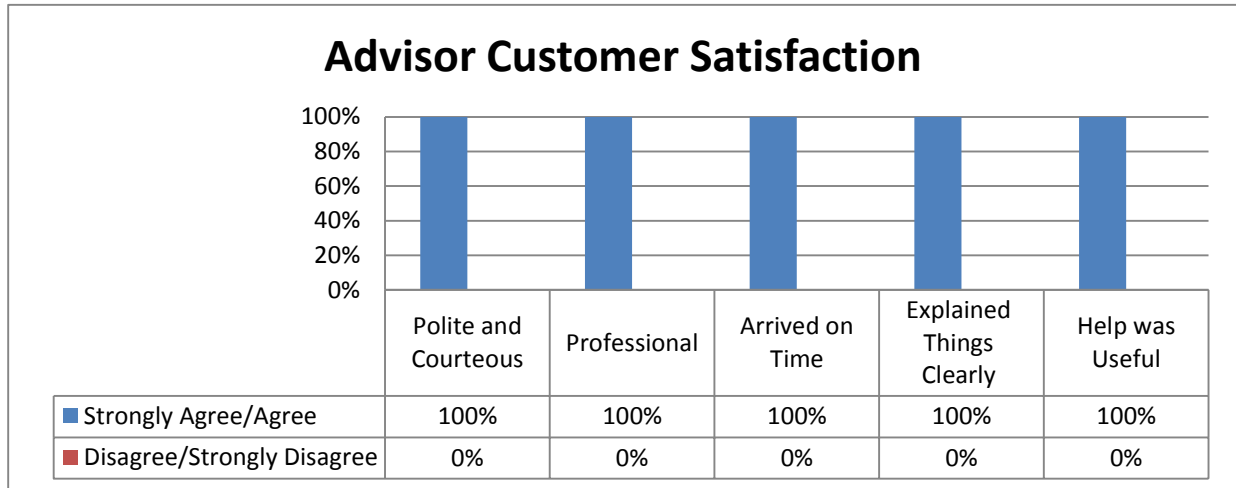
Visits broken down by council ward as numbers within each ward.



## 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. Due to staff resources the figures below are for September only.



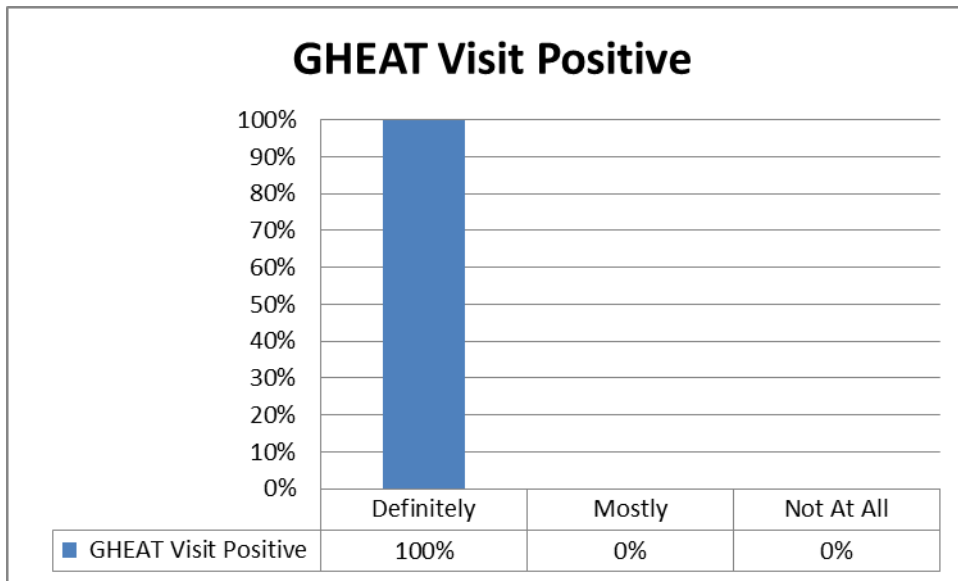
The next section outlines the clients perceptions of the service GHEAT provide as a whole.

We measure this by asking the following three questions.

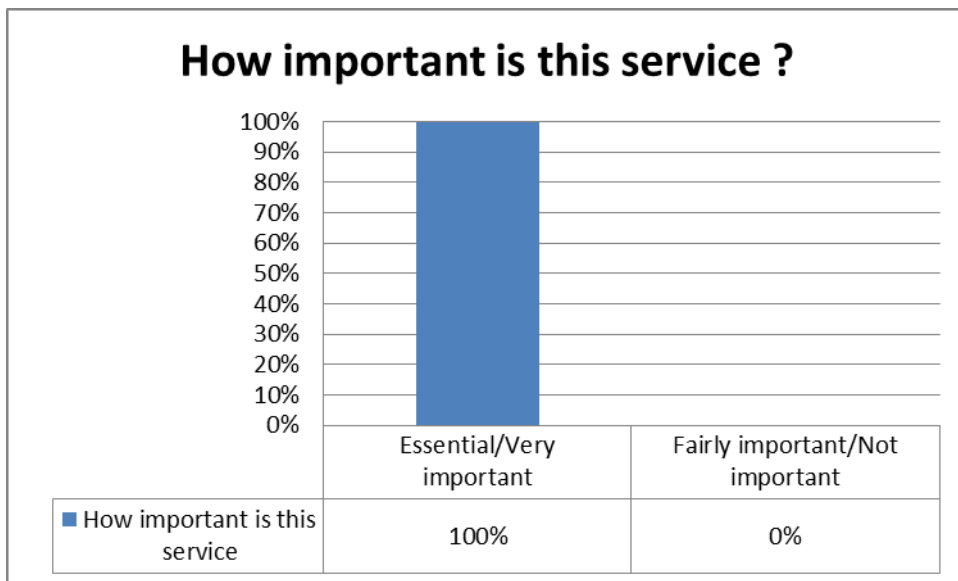
- 1) Was your experience of GHEAT positive ?
- 2) How important do you think the GHEAT service is ?
- 3) Is there anything we could have done better ?



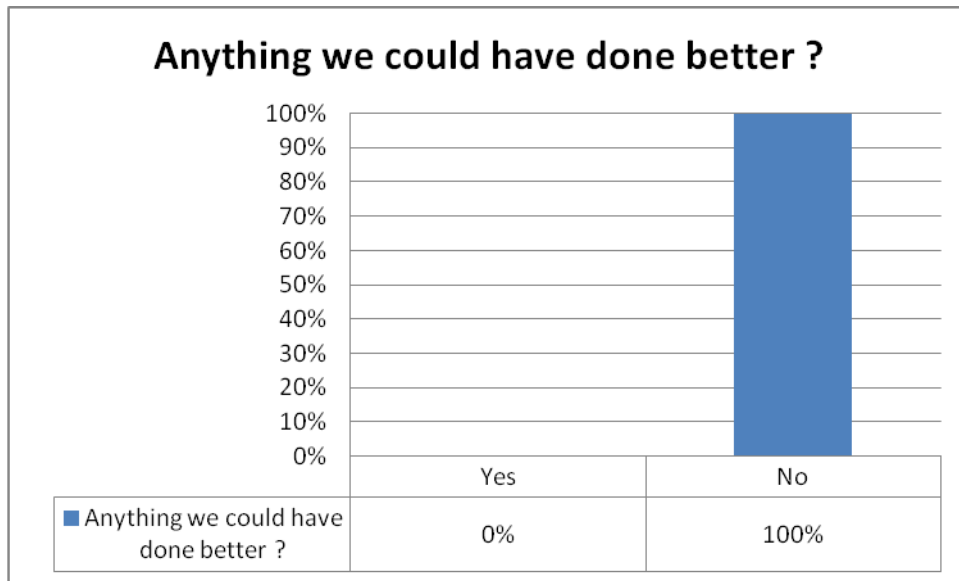
1) Was your experience of the GHEAT service positive?



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



3) Is there anything we could have done better?



Customer or Referrer Comments/Feedback:

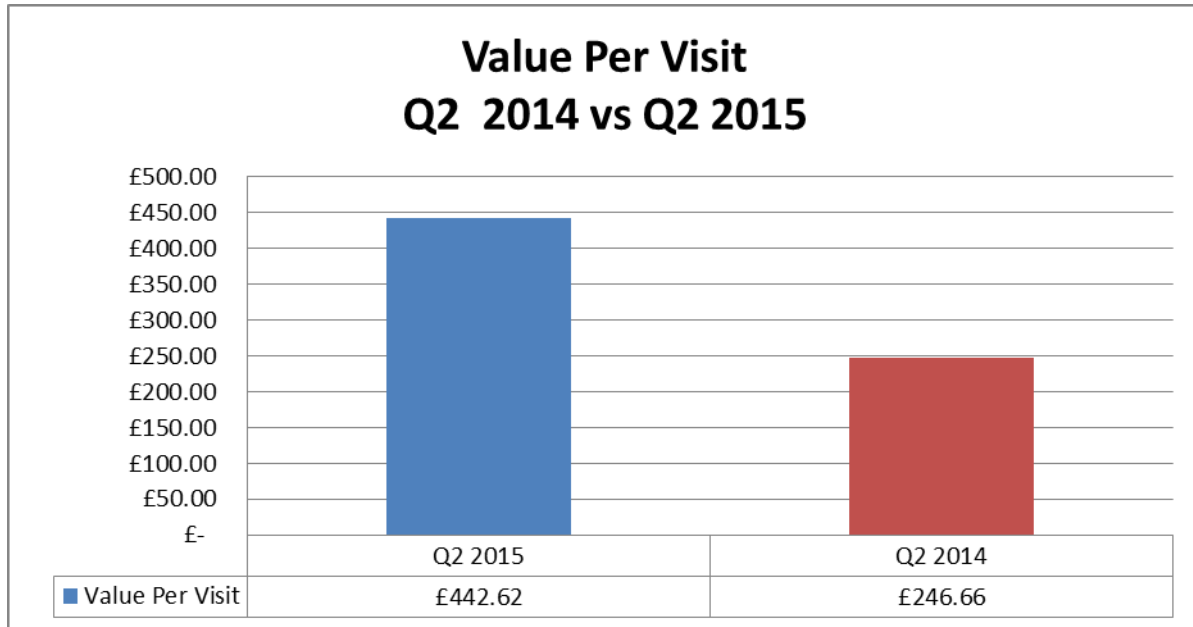
The advisor was great. Saved me a good few quid and got me my £140 Warm Home Discount too.

**See Case Studies for more customer comments**

## Value per Visit Q2 - 2015 vs Q2 - 2014

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

So for Quarter 2 2015 every visit that a GHEAT advisor undertook returned or saved a client an average of **£442.62**



**Background**

*Recommended by Housing*

*Issue with Bills and Supplier*

*Had been paying quarterly Received letter from Debt collection Agency saying she owed £715.00 she contacted Supplier who told her she had to pay it.*

**Your Actions**

*The advisor called the utility and got to the root of the problem, they identified the fault lay with Scottish Gas who had 2 Accounts and 2 Meter Serial Numbers both being billed to Customers address*

*Through discussion with Mrs B it was also identified that she would qualify for The Warm Home Discount and would be in her interest to be added onto Priority Care Register.*

**Outcomes**

*Mrs B had the debt of £715.00 wiped from her account*

*Mrs B also is getting a refund of £393.75.*

*Mrs B was added onto the Priority Care Register*

*An application was forwarded for the WHD which would pay £140*

*A goodwill gesture was made for £25 for inconvenience.*

*An internal Referral was made to CAB to have a benefit check done*

**Impact**

*Mrs B Thanked GHeat for sorting out an issue that she couldn't resolve herself and had been trying for a few months. She also thanked us for getting her debt wiped as well as a refund which will come in handy as she has a new baby of 2 months old and her husband is on the sick after a car accident.*

**Customer Quote**

*A quote from the customer about the G.HEAT service and advisor*

*Thank you for resolving an issue in one visit that I have been trying to resolve for some time. Much appreciated*

**Background**

Home Energy Efficiency Programmes Scotland Area Based Scheme Referral  
Client was contacted through the Glasgow HEEPS ABS Program  
The utility stopped taking the Direct debit in March and as a result an arrears of over £500 had built up on the clients account.

**Your Actions**

Called supplier and arranged for an affordable payment plan to be set up and direct debits to begin again. Checked back in September and DD still not taken so intervened and client made payment over phone.  
Applied to the Scottish Power hardship fund.  
Referral for money advisor as client health issues were identified at point of call.

**Outcomes**

Solid Wall Insulation to be Installed  
Client had the debt of £627.00 wiped from the account.  
Payment scheme has been established  
WHD £140  
Tariff Switch to current suppliers cheapest tariff £130  
Attendance allowance for Mrs G £4,729.60 p.a  
Carers Allowance for Mr G £1,799.20 p.a

**Impact**

Client has no arrears to repay so will only pay for consumption, income is maximised and they will benefit from lower bills due to solid wall insulation being installed along with comprehensive energy advice.