

Quarter 1 Headlines:

- 7,002 referrals achieved by Nottingham Warm Zone to July 2009.
- 4,364 (62%) referrals are from Priority Group householders.
- 2,634 (38%) referrals from the Able to Pay householders.
- 3,005 (69%) referrals from the Priority Group are for insulation.
- 1,386 (53%) referrals from the Able to Pay Group are for the discounted £49 home insulation.
- £486,000 of CERT home insulation measures have been installed.

The Nottingham Warm Zone

- Nottingham Warm Zone (NottWZ) is Nottingham City Council's domestic energy efficiency programme, delivered on a ward by ward basis.
- NottWZ delivers FREE and discounted energy efficiency measures for the private residential sector.
- NottWZ also provides an income maximisation service.
- Nottingham Energy Partnership administers the Warm Zone partnership programme.
- The partnership comprises, Scottish & Southern Energy, Nottingham City Council, NHS City Primary Care Trust and Warm Zones CIC.
- Together they aim to ensure every households in Nottingham has affordable warmth.



Figure 1: Nottingham Warm Zone Energy Assessors

Number of measures installed in the first 8 months of Nottingham Warm Zone (NottWZ)

Table 1:

Measure	Type	Number
Insulation CERT	Cavity Wall	538
	Loft Insulation	1,093
Insulation Warm Front	Cavity Wall	33
	Loft Insulation	135
Heating Warm Front	Boiler repair/ replacements	130
	Central heating systems	12
Lighting Warm Front	Compact Fluorescent Lamps	538

Table 1 above shows the number of measures installed by Nottingham Warm Zone in the first 8 months of the programme.

The installation of insulation work through the CERT programme is very efficient with a time line of 25 working days after the doorstep assessment. This is well inside the current DECC time line of 40 days from the technical survey for insulation.

The quality of the work remains high, and feedback from customers good. Any customer issues are all being resolved within 48 hours the vast majority on the same day.

Householders that require insulation work and heating improvements are referred to Warm Front to get the measures installed. They may also receive free low energy light bulbs, and draught proofing.

Chart 1 illustrates the number of insulation and heating measures that have been installed in the first 8 months of the Nottingham Warm Zone.

The number of measures installed have increased exponentially per quarter. Since quarter 2 the number of home insulation measures installed through the CERT programme have risen by 80% from 433 to 792.

The 145 heating measures accounts for 8% of the total energy efficiency measures installed approaching our target of 10%. The measures include:

- 132 replacement/ repaired boilers
- 13 full central heating systems.

Chart 2 shows the Lifetime Carbon Dioxide emissions savings by Priority Group and Non Priority Group through the CERT programme.

Chart 1: Proportion of insulation and heating measures installed to the end of Q3

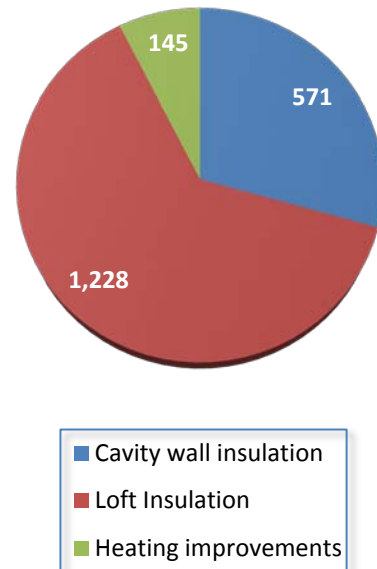
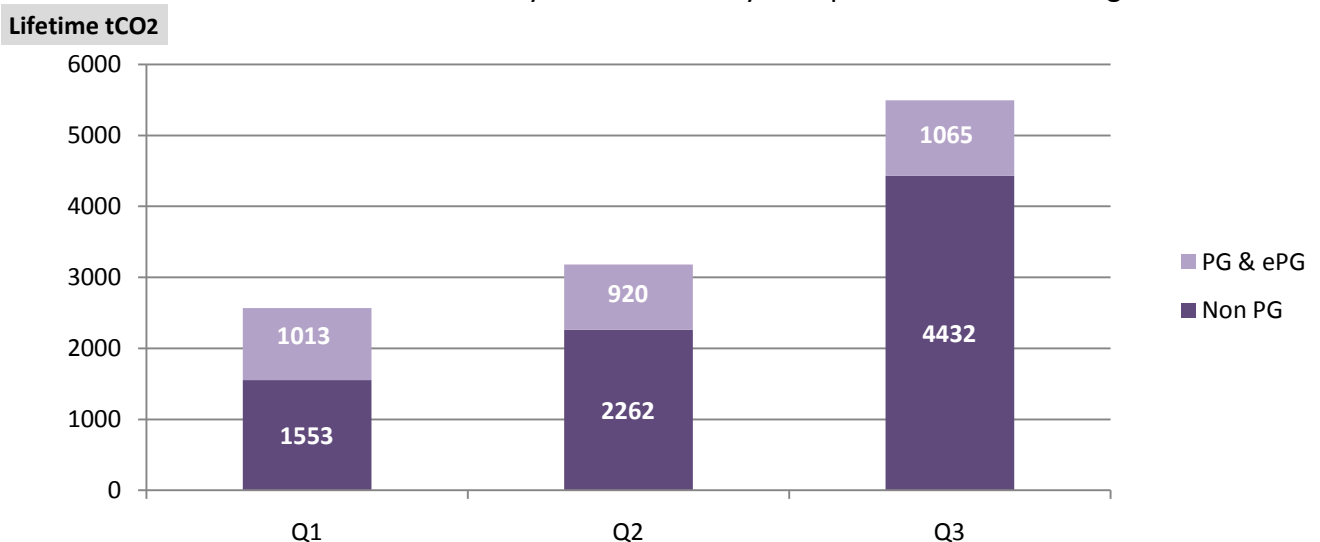


Chart 2: NottWZ Q3 Priority and non Priority Group Lifetime tCO2 Savings



The chart shows there has been a greater level of insulation activity with Non Priority Group customers, and it has almost doubled since quarter 2. Our customer satisfaction results show that this is due to the low price of £49 that is currently the cheapest in the East Midlands, coupled with the short timelines to installation.

The Priority group accounts for a total of 2998 tonnes of Carbon Dioxide, while the non Priority Group activity accounts for 8,247 tonnes of Carbon Dioxide.



Illustration 1: Nottingham City Council Area Committee

Illustration 1: Nottingham Warm Zone operates on a ward by ward basis. The programme schedule was determined by the Index of Multiple Deprivation (IMD) and fuel poverty statistics. As much of Area Committee three experiences extreme deprivation with more than 70% of Super Output Areas (SOAs) ranking amongst the 10% most deprived in England the assessment work started here.

The programme is on schedule, with Area Committees 3 and 2 completed. The team of energy assessors is currently working in the Berridge ward of Area Committee 4. The high concentration of student lettings and private tenanted properties in Arboretum and Radford and Park wards of Area Committee 4 require a different approach to the doorstep assessments and are scheduled into year 2 .

The Sherwood and Mapperley wards of Area Committee 5 will complete the first year of operations for Nottingham Warm Zone.

Table 2: Completed Wards

Ward	Total Properties	Total Referrals	Energy Efficiency Referrals	Benefit Referrals	PAD Referrals
Aspley	3361	1101	623	99	102
Bilborough	3857	1545	763	124	117
Leen Valley	3286	1136	483	132	67
Bestwood	3891	1707	716	127	141
Basford	4782	2000	805	49	72
Berridge	4949	1784	836	40	51

Table 2 above shows the wards that have been completed by Nottingham Warm Zone since the start of the programme and the total referrals made for energy efficiency measures, benefit claims and preventative adaptations for people aged over 60 through the City Councils PAD scheme .

The total numbers of referrals generated have steadily increased, and after completing the Aspley ward a 40% return rate has been maintained.

Energy Efficiency referrals include those for home insulation and heating improvements. The total numbers of referrals for energy efficiency measures, (4,226) that have been achieved from the above wards in Area 3, 2 and 4 and have put us on course to achieve at least 75% of our year one target as a result of the doorstep assessments and marketing activity such as advertisements on the buses and in the Local Authority publication The Arrow as well as Nottingham Evening Post.

Upgrading homes to a high standard of thermal efficiency is the first step needed to tackling fuel poverty while the second is to maximise householders income to combat the steep rise in energy fuel prices that have already occurred and are forecast over the next decade. The Benefits Entitlement Check Service is a key component of the Warm Zone model and has achieved successful claims for previously ineligible households. Benefit entitlement checks take a long time to translate into a positive outcome (the average successful claim takes at least 4 months to process). To date the average increase in income resulting from a successful new benefit claim is £1,530 per year per client.

The Preventative Adaptations Service (PAD) completes the package of measures that are available for householders. It is a key falls prevention service providing measures to aid mobility in the home for the elderly living in Nottingham.

Glossary of Terms

- **CERT** - Carbon Emissions Reduction Target 2008-2011 is an obligation on utilities to save Carbon Dioxide and energy with at least 40% of the carbon savings to be saved from a priority group of vulnerable and low income households by delivering measures that will provide overall lifetime carbon dioxide savings of 154 MtCO₂.
- **CO₂** – Carbon Dioxide Emissions.
- **DECC** – Department of Energy and Climate Change
- **ePG - Elderly Priority Group** comprises private sector residents aged 70 or over.
- **Fuel Poverty** - A person is living in fuel poverty if, in order to maintain a satisfactory heating regime, they would be required to spend more than 10 per cent of their household income
- **Life time CO₂ savings** - the amount of CO₂ emissions saved over the lifetime of the measure e.g., for Cavity Wall Insulation 25.4 tonnes of CO₂ will be saved over the lifetime of the measure i.e., 40 years.
- **nPG - Non Priority Group**
- **PG - Priority Group** comprise low-income consumers who are in receipt of certain income-related or disability benefits, tax credits and pension credit.

Nottingham Warm Zone Developments

The last 8 months have been extremely busy. We have been successful in strengthening partnerships across the public sector to provide a more comprehensive package of energy efficiency measures for the private sector householder that include:

A Free Home Insulation Scheme for Persons Aged over 65 - funding was secured in January 2009 from NHS City Primary Care Trust.

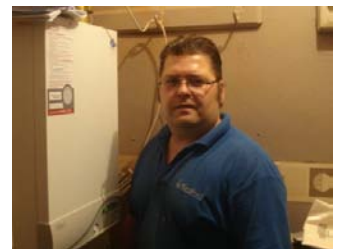
A Discounted A-rated Boiler Scheme has been set up with Nottingham City Homes and will be piloted in October 2009.

Free Water Saving Measures Scheme being developed with Severn Trent. Installations should start in October 2009. Free dual toilet flushes and aerated shower heads will be available to all householders that have loft or cavity wall insulation through CERT.

A Tender for the Installation of Loft and Cavity Insulation Measures for Nottingham Warm Zone is underway. The successful bids will be selected in September 2009.

Case Study

When 35 year old Shaun Mignano lost his job last November all ambitions of paying for expensive home improvements suddenly seemed unachievable.



The two-bedroom semi in Bulwell Hall that he shares with his family had a solid fuel fire and back boiler - a system fitted by the previous owners which Shaun says was dirty, expensive and inefficient.

The family wanted it replaced with a new central heating system. But after Shaun was laid off from his fabrication job, paying out more than £4,000 for a new boiler and radiators was an obvious problem. Into the breach stepped Nottingham Warm Zone. The family received a £2,700 Warm Front grant for home insulation and heating improvements. However due to the extent of the heating works they still had a big shortfall. An additional grant £1,700 enabled the family to go ahead with the installation.

The old coal fire in the living room has been replaced with an A-rated condensing boiler with timer. "My family is now looking forward to a warmer winter and lower fuel bills." says Shaun. "We're looking forward to being like everybody else and being warm when we get up in the morning." Shaun is adamant that he couldn't have afforded the work without grants from Warm Front and NottWZ.