

## Quarter 4 Performance Report (1<sup>st</sup> Jan 2010 – 31<sup>st</sup> March 2010)

### Local Area Agreement 2008-2011

**LAA Priority:** Improve the energy performance of the housing stock and reduce fuel poverty (LAA33)

**Lead Contact:** Emma Quest

**RAG Status:** Green

**RED** = fundamental blockage to progress with milestones and/or achievement of target  
**AMBER** = positive movement but with risks to achievement of milestones and/or target (so cannot say with confidence that priority would be achieved)  
**GREEN** = on track to achieve target and Milestones

**Delivery Board Recommendations:**  
**Delivery Board are asked to:**

#### Quarter 4 Summary Statement:

The main vehicle used to improve the status of LAA33 is a Devon wide, local authority endorsed, energy efficiency scheme – Cosy Devon.

To date close to 5000 measures have been installed via the scheme. For Devon, 844 loft/cavity wall insulations have been installed this quarter, the total this financial year is 1985 measures installed, helping approximately 1627 households.

In previous performance reports amber status was given as a data collection survey (Devon wide house condition survey) is only carried out once a year to monitor progress of fuel poverty percentages. Therefore, although making positive progress in installing energy efficiency measures, it was not known exactly what impact these improvements made on the overall percentage of NI187 performance indicator.

Data gathering was complete in March 2011 and shows that targets for this year have not only been met, but have exceeded targets.

#### End of year 2 review:

##### Achievements:

##### Rebranding

The main vehicle for delivering energy efficiency measures across Devon is the local authority supported scheme Cosy Devon. This was previously known as Devon Warm Zones. All 8 districts and the 2 unitary authorities agreed to rename the scheme to firstly save money (as a franchised payment was made previously) and secondly in order to maximise the uptake of grants by being a recognised, endorsed and one-stop-shop for energy efficiency measures. Along side this a marketing plan was developed and a new website launched with the ability for online referrals. The new brand name was rolled out in January 2010, which has since led to an increase in installation numbers going through the scheme within the last quarter.

### Increase in performance

During this last quarter, 844 measures were installed into households, this makes 43% of the total for the entire year. This is largely due to re-branding and the development of the marketing plan.

### Marketing plan

A marketing plan was developed alongside a re-branding process, in order to increase uptake and referrals into the Cosy Devon scheme. This then led to a series of marketing activities producing 7 separate mail out campaigns, reaching in excess of 150,000 households across the geographical area of Devon. There were also 2 radio campaigns in Exeter and a series of promotional events across the districts at country shows, shopping centres etc to promote the scheme and give face to face advice.

**Outcomes for local people:** Local people now have a single point of reference to access energy efficiency of grants/assistance and advice.

Approximately 1627 households have received energy efficiency improvements to their homes, making it warmer and cheaper to heat.

The scheme uses local installer firms sustaining local jobs.

The scheme allows a “referral fee” from the sponsorship utility supplier e.on to be paid to local community groups and organisations who refer the public to the scheme, thus allowing these community groups greater sustainability and to reach out to the more vulnerable groups within the community.

**Value for money:** (Please give examples of how the achievements this year have improved value for money and efficiency savings have been made)

LAA33 has no budget, therefore the majority of the activity within this priority has been by making use of available funds such as CERT and Warm Front. Some funding for measures and marketing has come from the district authorities and the County via LAA5, by using CERT and Warm Front, these funds have been able to maximise the number of households receiving grants and also allows local authorities to target funds to the more vulnerable of householders. In, addition, by working together (with the unitary authorities also) savings have been made by having a single delivering agent (Energy Action Devon) who administer the scheme for local authority level grants and marketing.

### Performance Indicators – National and Local

Code	Title	+/- (see 1 below)	Year	Annual Target	Status (see 2 below)	Improvement (see 3 below)	Actual to Date	Officer Notes
NI 187a	Tackling fuel poverty a) % of people receiving benefits living in low energy efficient rating homes	-	08/09	Baseline for LAA	No Data	na	16.2%	Improvement data will not be available until April 2010. Survey is only carried out once a year.
NI 187a	Tackling fuel poverty a) % of people receiving benefits living in low energy efficient rating homes	-	09/10	15.5%	Well Above Target	↑	13.6%	

NI 187b	Tackling fuel poverty a) % of people receiving benefits living in high energy efficient rating homes	+	08/09	Baseline for LAA	No Data	na	17.5%	See above
		+	09/10	18.29%	Well Above Target	↑	20.7%	

**Key to PI symbols (insert as appropriate):**

1. **+** equals higher figures are better and **-** equals lower figures are better
2. **No Data/Well Below Target/Below Target/On Target/Above Target/Well Above Target**

Well Below Target	Under	5%
Below Target	Under	0.0001%
On Target	On	
Above Target	Over	0.0001%
Well Above Target	Over	5%

3. Improved Performance ↑ Worse Performance ↓ Unchanged ↔ compared with the same period in the previous year

**Key Milestones (Last Quarter – Quarter 4 09/10, ends 31 March 2010)**

	Description	Date	Outputs expected	Achieved/missed
1.	Cold weather PR Exeter and Mid Devon	11/01/10	Increased awareness of the scheme and grant take up	<b>Achieved</b>
2.	Teignbridge targeted council tax mail out to 3000 homes	8/02/10	Increased awareness of the scheme and grant take up	<b>Achieved (went out in March)</b>
3.	Torrige targeted council tax mail out to 5000 homes	8/02/10	Increased awareness of the scheme and grant take up	<b>Achieved (went out in March)</b>
4.	South Hams and West Devon targeted benefit mail out to 2000 homes	15/03/10	Increased awareness of the scheme and grant take up	<b>Achieved</b>
5.	Insert in Mid Devon council tax bills to 30,000 homes	31/03/10	Increased awareness of the scheme and grant take up	<b>Achieved</b>

**Key Milestones (This Quarter – Quarter 1 10/11, ends 30 June 2010)**

	Description	Date	Outputs expected	
1.	Develop a marketing plan for 10/11	May		
2.	Community Newsletter distributed	End April		
3.	Myth Busting leaflet for CWI developed	End May		

**Key Risks (\*\*Please update the following with reference to scoring guidelines below\*\*)**

Risk	Impact	Likelihood	Score	Mitigation
1.Sponsorship partner terminates the agreement to part fund measures				

<b>*Risks – Scoring Guidelines:</b>		
Likelihood of risk:	Impact of risk:	Total risk score (likelihood x impact)
1 – Very low 2 – Low 3 – Medium 4 – High 5 – Very high	1 – Insignificant 2 – Minor 3 – Moderate 4 – Serious 5 – Very serious	<b>1 – 6 Low</b> <b>8 – 12 Medium</b> <b>14 – 20 High</b> <b>Over 20 Very high</b>

**Spatial Implications (please input if possible)**

District	Impact (insert √ or x or unknown)	Disaggregated Data (√ or x)	Examples of Local Delivery Outcomes
Exeter			
East Devon			
Mid Devon			
North Devon			
Torridge			
West Devon			
South Hams			
Teignbridge			