

Housing Energy Advice Tamworth (HEAT)

2021/22

	Q1 APR-JUN	Q2 JUL - SEPT	Q3 OCT-DEC	Q4 JAN-MAR22	Cumulative
Enquiry count					
No of advice line enquiries	173	114	242	381	910
No of individual Households supported			147	324	471
Of which:					
Disadvantaged households (health issues)*	133	98	78	177	486
Disadvantaged households (benefits/low income)*	155	102	120	304	681
Not Vulnerable on application	18	10	76	10	114
Home visits LA funded	0	0	1	1	2
Home visits BTC funded	0	2	0	1	3
Community events LA funded	0	1	0	0	1
Community events BTC funding	0	0	0	0	0
Engagement with referral agencies/stakeholders/partners LA funding	0	0	0	0	0
Engagement with referral agencies/stakeholders/partners Beat The Cold funding	1	2	7	6	16
Support provided - figure may exceed No enquiries					
General energy advice	149	102	126	263	640
No of referrals for energy efficiency improvements	11	12	10	23	56
Self reported improvement wellbeing			37	131	168
Issue with a problems supplier resolved			26	28	54
No of referrals for benefits checks	0	3	1	1	5
Advice given for tariff switching/billing	42	29	44	45	160
Value of referrals for Warm Home Discount (WHD)	£7,140	£6,020	£2,240	£1,680	£17,080
Estimated household bill savings p.a. from tariff switching	£4,200	£0	£0	£0	£4,200
Other Savings from BTC intervention/Gesture of Goodwill	N/A	N/A	N/A	£300	£300

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Benefit increases	£0	£0	£0	£0	£0
No Priority Services Register (PRS) sign-ups	12	20	26	67	125
Fuel Vouchers issued £	£1,800	£952	£3,339	N/A	£6,091
No SCF referrals for heat grant (£350.00 per household)			74	294	368
Food Vouchers Issued			3	15	18
Water Tariff Support Given			39	179	218

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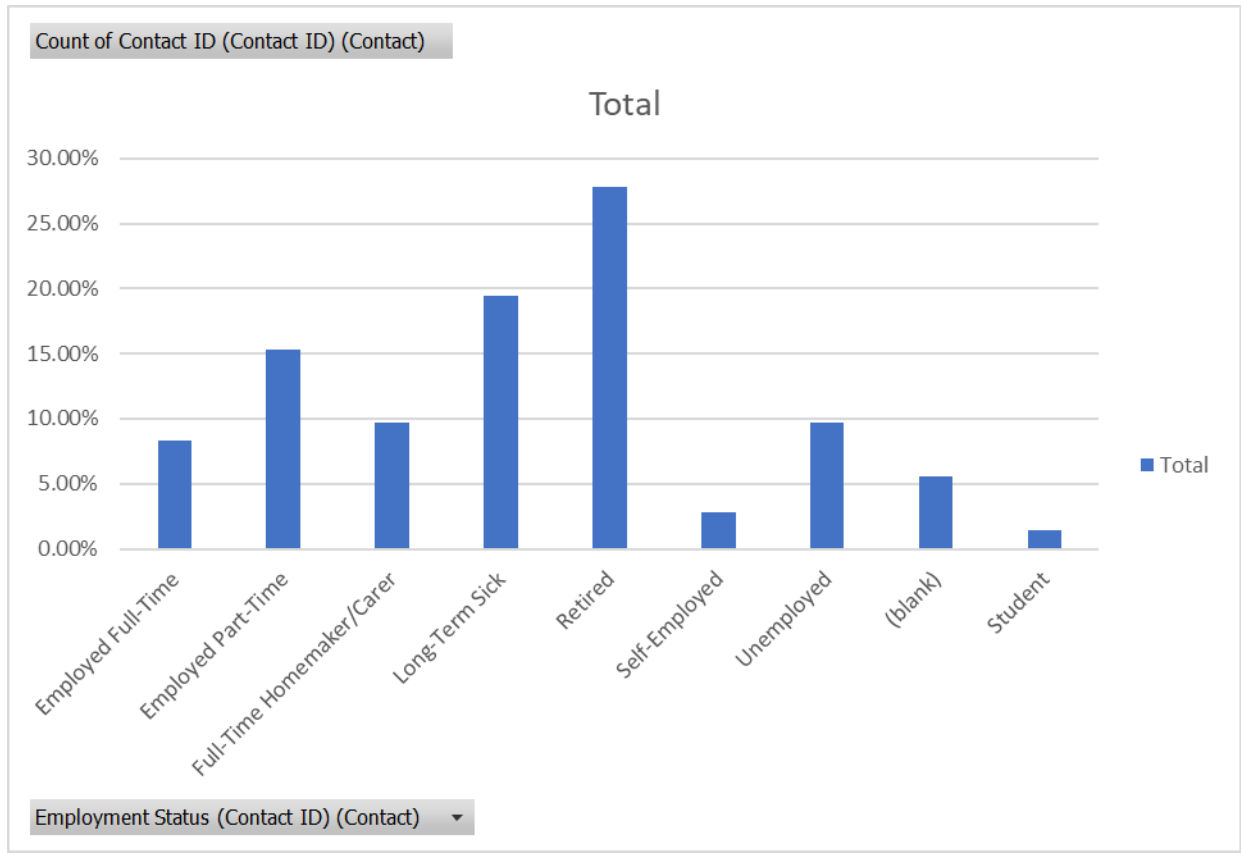
2022/23

	Quarter 1	Quarter 2	Quarter 3	Cumulative
	(01 Apr - 30 Jun 2022)	(01 Jul - 30 Sep 2022)	(01 Oct - 31 Dec 2022)	
Enquiry count				
Total No. of enquiries	59	126	115	300
No. of individual Households supported	50	102	72	224
Of which:				
Disadvantaged households - health related	32	91	44	167
Disadvantaged households benefits & low income	28	94	55	177
No. of Hospital/MPFT* referrals	5	2	0	7
Home visits LA funded	0	1	0	1
Home visits BTC funded	0	2	0	2
Community events LA funded	0	0	2	2
Community events BTC funding	0	0	0	0
Engagement with referral agencies/stakeholders/partners**	6	6	6	6
Support provided - figure may exceed No. enquiries				
General energy advice	49	124	113	286
Advice given for tariff switching/billing/problem supplier	12	14	18	44
Estimated savings from tariff advice	£0	£0	£0	£0
Self reported improvement wellbeing	24	57	23	104
No Priority Services Register sign-ups	13	37	12	62
Potential Warm Homes Discount (WHD) savings	£150	£5,400	£150	£5,700
Other Savings from BTC intervention/Gesture of Goodwill	£0	£0	£0	£0
No. of SWH/GHG Referrals***	9	7	20	36
Staffs Community Foundation (SCF) referrals for heat grant (£350.00 per household)	6	79	2	87

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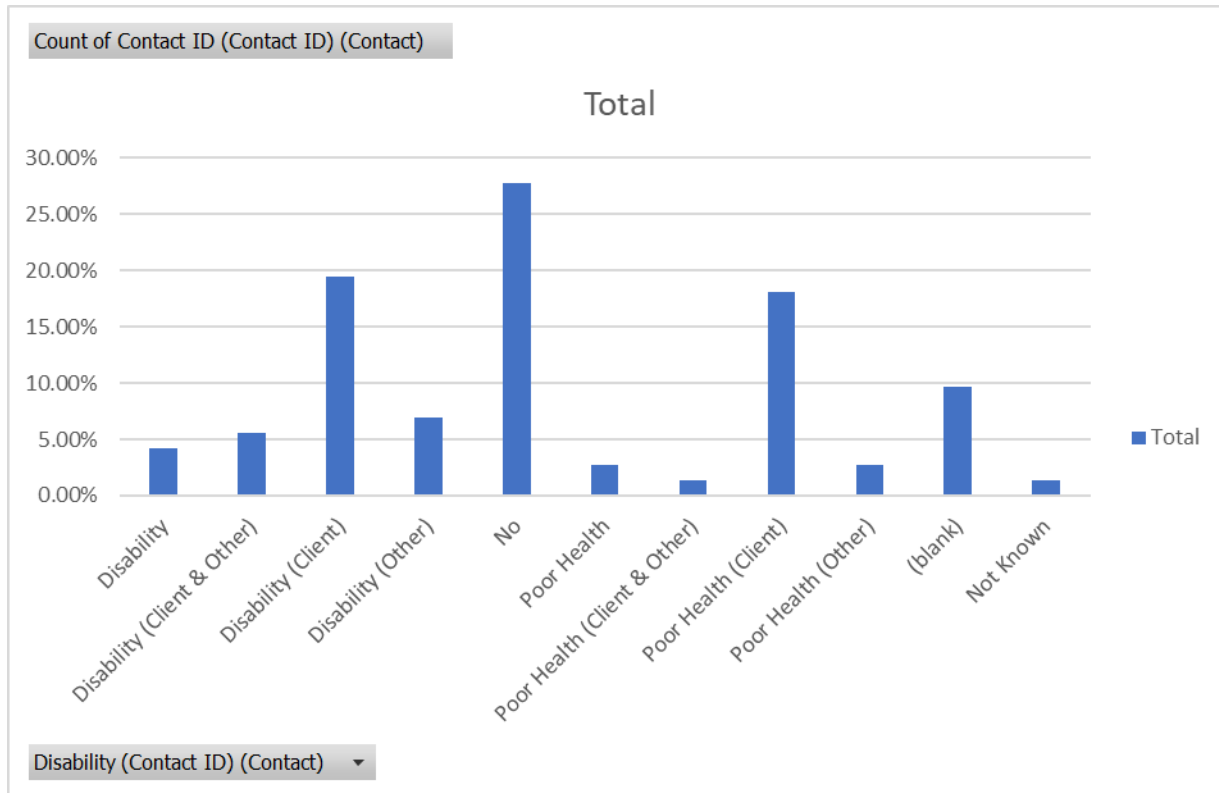
Potential value of SCF referrals	£2,100	£27,650	£700	£30,450
Food Vouchers Issued	3	9	13	25
No of household referred for water tariff support	20	42	28	90
Estimated savings from water tariff support (avg. £250 per household)	£5,000	£10,500	£7,000	£22,500
No. of referrals for debt advice/consolidation support	2	1	1	4
No of referrals for benefits checks	0	2	1	3
*Midlands Partnership Foundation Trust				
**SFRS, ST/SS Water, DWP, SCF, Trussell Trust, CAB				
***Staffordshire Warmer Homes/Green Homes Grant				

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Count of Contact ID – April 2022 – December 2022

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Disability Contact ID April 2022 – December 2022