

# HEET

Annual Report  
2010-2011



<b>Contents</b>	<b>Page</b>
<b>Introduction .....</b>	<b>1</b>
<b>Aims .....</b>	<b>2</b>
<b>Section 1 – Energy Roadshows .....</b>	<b>4</b>
<b>Section 2 – Energy Efficiency Enabling Works .....</b>	<b>6</b>
<b>Section 3 – Installing Energy Efficiency &amp; Heating Measures ...</b>	<b>7</b>
<b>Section 4 – Installing Security Measures .....</b>	<b>9</b>
<b>Section 5 – Fire Safety Works .....</b>	<b>10</b>
<b>Section 6 – Advice &amp; Advocacy .....</b>	<b>11</b>
<b>Section 7 – Partnership Working .....</b>	<b>12</b>
<b>Section 8 – Training &amp; Work Experience.....</b>	<b>13</b>
<b>Section 9 – Customer Satisfaction &amp; Evaluation.....</b>	<b>14</b>
<b>Section 10 – Customer Group &amp; Equal Opportunities .....</b>	<b>16</b>
<b>Section 11 – Finances .....</b>	<b>17</b>
<b>Acknowledgements .....</b>	<b>18</b>

# Introduction

In our 11th full year of trading, HEET has achieved the following:

- Installed energy efficiency, security and/or fire safety measures in 554 homes
- Installed 4859 m<sup>2</sup> of loft insulation in 123 homes
- Installed new heating or repaired heating/hot water systems in 77 homes
- Fitted draught proofing in 155 homes
- Carried out work in 242 households that enabled energy efficiency measures to be fitted
- Trained 40 health and social care workers to make referrals to HEET

2010/11 has seen the continuation of HEET's Healthy Homes project funded by the **Big Lottery Fund**. This project continues to progress well and we are over-achieving against most of our targets. Match funding for the Healthy Homes Project has come from our long-term supporters **Ascham Homes** and **London Borough of Waltham Forest**. We are deeply grateful for this support and without it we would not have been able to attract Lottery funding. HEET's other major project has been the Residential Target Hardening project which has continued to be supported by **SafetyNet**.

HEET is now entering the last year of its five-year Big Lottery funding. Replacing this funding, given the current economic circumstances, will be our greatest challenge in the coming year. Identifying where there is still a need and defining HEET's role is also a key challenge. Our own efforts, and the impact of Government and Energy Company funding (Warm Front, Warm Zones and CERT), mean that most of our customer group now have their loft insulated and cavity walls filled. With fuel prices rising and the need to curb climate change there is still work to be done though. The challenge, for us and others, is now to find cost-effective ways to fit other energy efficiency and renewable energy measures that benefit fuel poor and vulnerable households.

Tom Ruxton (June 2011)

## HEET Staff

Project Co-ordinator	Tom Ruxton
Energy Efficiency Installer	Norman Stuckey
Carpenter/Handy person	Adam Wilesmith
Energy Efficiency Trainer	Alex Hodson
Energy Advisor/Surveyor	Laurence Budge
Administrator	Jane Laporte
Outreach worker	Liz Rowlands

## Session Workers

Bernard Aarons  
Afshan Iqbal  
Tahir Sheikh  
Sarah Tobias

## Trainees/Volunteers

Shavon Burrows  
Romain Foster

## HEET Management Committee

Chairperson	Janet Rudge
Treasurer	Brian Kelly
Secretary	Ros Bedlow
Committee	Jowanna Lewis
	Chris Bateson (co-opted member)

## Registered Office

c/o Trinity URC, 58 Orford Road, London E17 9QL

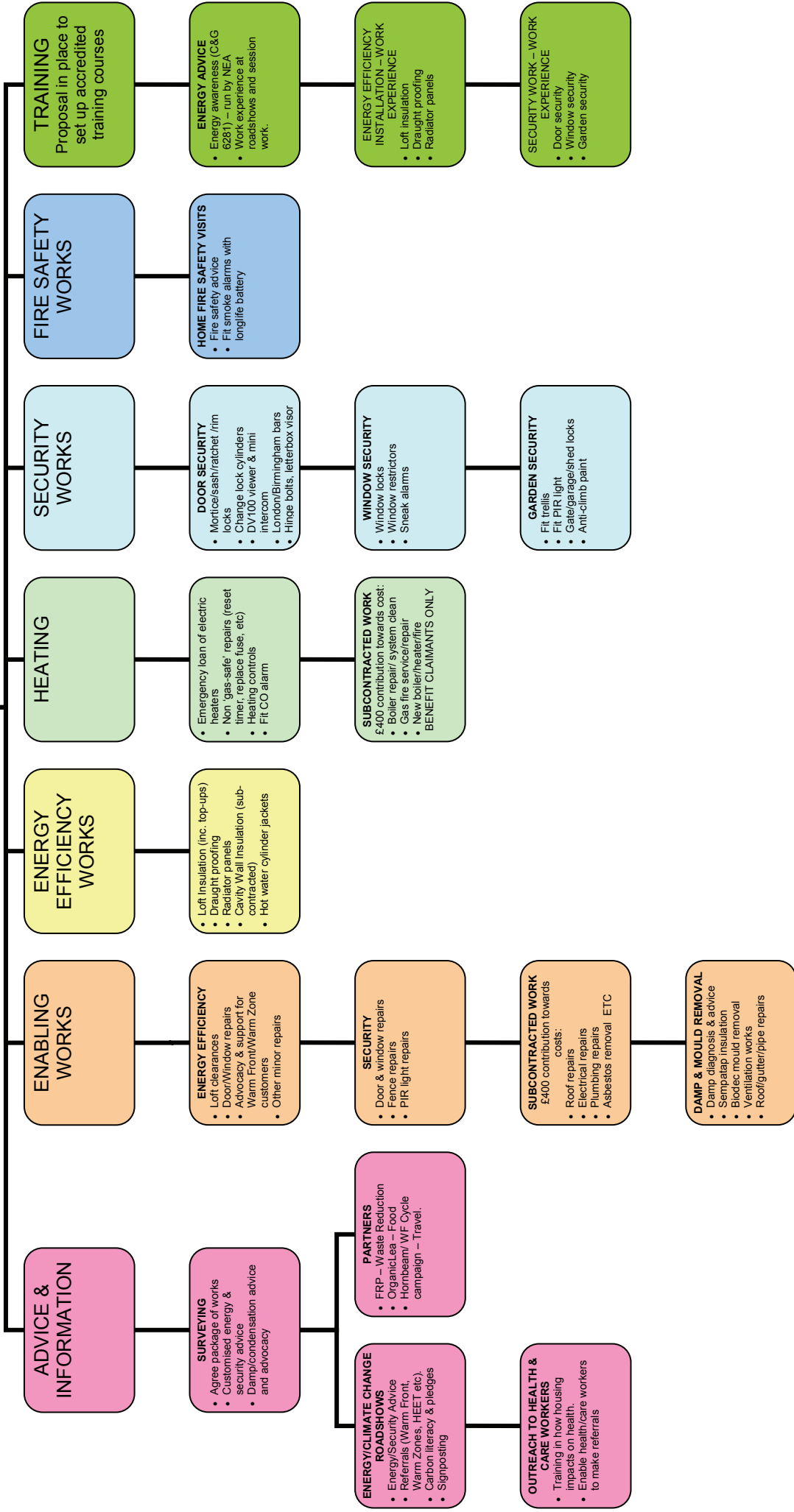
[www.theheetproject.org.uk](http://www.theheetproject.org.uk)

# **Aims**

## **The HEET project aims to:**

- 1. Enable Waltham Forest residents, and in particular those facing social exclusion, to save money on their fuel bills.**
- 2. Improve the health, comfort & safety of residents who live in cold damp homes.**
- 3. Reduce greenhouse gas emissions from Waltham Forest homes.**
- 4. Reduce overall levels of residential burglary and in particular repeat burglaries.**
- 5. Enable local people to access training & job opportunities being created in the construction & energy efficiency sector.**

# HEET SERVICES



## Section 1 – Energy Roadshows

Funded by the **Lottery & LBWF Climate Change commissioning Programme** HEET delivered Roadshows and talks at 35 different venues/ events during the year offering 128 hours of free energy advice to 1046 people.

Venue	No. advised	Venue	No. advised
20/04/10 - Cornerstone Church Leyton	10	24/04/10 - All Saints Church Leyton	30
24/04/10 Quaker Green Harmony	2	23/05/10 May Fair – Lloyd park	67
26/06/10 Chingford Hall Children's Centre	34	27/06/10 Lloyd Park – Green Fair	46
04/07/10 Ridgeway Park – Chingford Day	19	10/07/10 Priory Court Community Centre	20
17/07/10 St Andrews Church Higham Hill	16	18/07/10 Caribbean Carnival	74
25/07/10 Chestnuts Field - Mela	41	01/08/10 Peter May Sports Centre	29
21/08/10 Hornbeam centre	12	12/09/10 Leyton Day Festival	74
19/09/10 Leytonstone Car Free Day	102	28/09/10 Epicentre Age UK fuel poverty	5
12/10/10 Chingford Age UK fuel poverty	2	14/10/10 Town Square	6
29/10/10 Coney Burrows Centre	35	06/11/10 Asian Centre (Walthamstow)	40
14/11/10 Nexus Centre (Leytonstone)	22	27/11/10 Town Square - Energy Fair	85
09/12/10 Town Square – crime prevention	12	14/12/10 Leyton Mills	3
16/12/10 Chingford Assembly Halls	25	20/01/11 Leytonstone CREST elderly club	18
01/02/11 Leyton CREST elderly club	16	15/02/11 Jubilee Centre - Wellspring Club	27
03/03/11 Jubilee Centre - Gujarati Mandal	14	16/03/11 Ma Kelly Epicentre	35
16/03/11 Ma Kelly Peterhouse	6	16/03/11 Chingford CREST	18
17/03/11 Ma Kelly Chingford	60	19/03/11 Hawkwood Plant Nursery	20
27/03/11 Leytonstone Methodist Church	25		
<b>Totals</b>	<b>35 events</b>		<b>1046 people advised</b>

## Outputs

### 1.1 Energy Efficiency Referrals

Scheme	No. referrals	Max. grant value	Total potential grant value	Average fuel bill savings	Total potential fuel bill savings	Average C02 saving	Total potential C02 savings
Warm Front	21	£3,500	£73,500	£150	£3,150	1.5 tonnes	<b>31.5 tonnes</b>
Warm Zone	7	£3,500	£24,500	£150	£1,050	1.5 tonnes	<b>10.5 tonnes</b>
Eaga	16	£400	£6,400	£80	£1,280	0.8 tonne	<b>12.8 tonnes</b>
HEET	76	£600	£45,600	£100	£7,600	1 tonne	<b>76 tonnes</b>
<b>Total</b>	<b>120</b>		<b>£150,000</b>		<b>£13,080</b>		<b>130.8 tonnes</b>

Referrals are down on previous years but still exceed our target. Warm Front and Warm Zone referrals are down because these schemes have been closed to new applications for much of the year due to lack of funding or over-subscription to services. Referrals to Eaga were for free cavity wall insulation.

### 1.2 Energy Advice & Signposting

Participants complete a short questionnaire about their home at the Roadshows. From their answers we are able to provide advice, and signposting to appropriate services, on issues of energy efficiency and renewable energy production. This includes advice on loft insulation, draught proofing, solar thermal and PV, and energy-saving behaviours. 512 people completed questionnaires and received energy-saving advice specific to their circumstances. Using Energy Saving Trust figures we can assume that each household receiving energy advice will save 370 kg of carbon each year. Thus a total of 189.4 tonnes of carbon can be assumed to have been saved as a result of energy advice given.

### 1.3 Climate change awareness & carbon literacy

In order to make informed decisions about cutting carbon emissions people first need to understand the impact that carbon emissions are having and, second, how their existing carbon footprint is made up. We have three main ways of engaging people in climate change awareness and carbon literacy discussions:

- A. *Quizzes* – 348 people engaged in interactive exercises that promote an understanding of climate change, how our carbon footprint is made up and how we can best reduce it. We use two types of quiz.
  - i) Climate Change Quiz – this quiz helps raise awareness of some of the causes and impacts of climate change. It then leads on to some information that participants take away, about the carbon emissions associated with everyday household activities such as heating your home and different forms of travel. This helps to inform people when they are pledging to reduce their carbon emissions.
  - ii) Energy Awareness Quiz – participants are asked to rank a number of household appliances according to their energy consumption. This helps raise awareness of how energy is used in the home and in what areas it is most important to conserve energy.
  
- B. *Pedal powered generators* – 391 people used the HEET bikes. HEET has two of these.
  - i) The first bike generates electricity to power a light box so that participants can see and feel the different amount of energy required to power a low-energy light bulb compared to a conventional bulb. The display also shows how many watts of energy a person is generating when cycling. This is a useful way of making people aware of just how much energy is needed for certain activities.
  - ii) The second bike is used to make smoothies using locally grown and fair trade fruit. We use this bike to engage people in a discussion about air miles for food. We also use soya milk to make the smoothies, which helps initiate a discussion about carbon emissions associated with meat and dairy farming.
  
- C. *Pledge tree* – 200 people have been encouraged to make specific carbon pledges that will save approximately 88.2 tonnes of carbon each year. Participants have a menu of activities, such as turn room thermostat down by 1°C, with an associated carbon saving. They then hang their carbon pledge on our 'tree' (a portable rotary drier) for others to see and get a sense of how individuals' small actions build up to have a bigger impact. One of the main impacts of the way that we encourage pledging is that it focuses people to consider the relative value of different actions in terms of carbon saving.

## Section 2 – Energy Efficiency Enabling Works

### 2.1 Background

HEET has pioneered the concept of providing enabling works for those households where the basic state of repair of their home is so inadequate that energy efficiency or security measures cannot be fitted without remedial works. **Ascham Homes & the Lottery fund this work.** If our own installers are unable to carry out the work we have a budget of £400 per customer that we can spend on subcontractors.

### 2.2 Enabling Works Completed

A total of 242 households received enabling measures from HEET that opened up access to energy efficiency works. Some households received more than one type of enabling measure. The type of work completed included:

Enable loft insulation	Enable draught proofing or security work	Damp, condensation & mould prevention
Loft clearance	Replace sash cords	Repairs to gutters/down-pipes
Create new loft hatch	Supply & fit new window	Seal gap with mastic
Fit loft hatch panel	Replace louver window	Treat mould growth
Carry out repairs to loft hatch	Re-glaze window	Fit extractor fan
Roof Repairs	Repair window frame	Create roof ventilation
<b>Safety Works</b>	Replace sliding or hinged casement	Paint & make good door or window
Fit carbon monoxide alarm	Ease and adjust door	Repair leaking pipe
Arrange gas safety check	Supply & fit new door	Investigate cause of damp
Electrical repairs	Ease and adjust window	Supply convector heater

### 2.3 Case Study 1

Mr. Lewis\* of Melbourne Road E10 is 59 but has suffered a stroke which has left him disabled and very forgetful. He registered an interest in HEET at one of our Roadshow events because his house was very cold. Having established that Mr Lewis would have difficulty with the small amount of paperwork associated with agreeing to works being carried out we were able to give him support with this. Our surveyor identified the main cause of heat loss in Mr Lewis' upstairs flat was his lack of loft insulation. Insulation had not been fitted because there was no access to the loft space. An additional problem was that the roof was leaking so that any loft insulation fitted would soon become soaked and ineffective. We used our sub-contractor fund to pay a roofer to fix the roof and gutters and then our own installer created an access hatch to the loft. Once this work was done we were able to fit 270mm of loft insulation as well as draught proofing the windows and fitting radiator panels. Mr Lewis also benefited from HEET's target hardening service and we carried out a home fire safety visit.

### 2.4 Case Study 2

Mrs Brown\* of Orford Road E17 contacted HEET because she wanted cavity wall insulation fitted. As Mrs Brown is aged over 70 years she is entitled to have insulation fitted free of charge under the energy supplier funded CERT programme. Mrs Brown, however, lives in a block of four flats and there were two barriers to having insulation fitted. Firstly, scaffolding was needed to fit the insulation. CERT grants would not cover the cost of this so HEET arranged and paid for this. Secondly, insulation could not be fitted to Mrs Brown's flat in isolation of her three neighbours. HEET therefore made contact with the neighbours. One was entitled to the CERT grant and the other two neighbours were persuaded that it was to their advantage to get cavity wall insulation done now as HEET would pay for the scaffolding. HEET negotiated a good deal for the whole block with a CERT registered cavity wall installer and the work was carried out.

\* Names in all case studies have been changed to preserve anonymity.

## Section 3 – Installing Energy Efficiency & Heating Measures

### 3.1 Background

HEET's energy efficiency package is targeted at two groups:

1. *Those whose health is, or is likely to be, at risk* due to cold and damp living conditions. This includes older people, young children, people with a disability and people with an existing long-term health problem.
2. *Fuel poor households that are excluded from the government's Warm Front scheme*. NEA research suggests that only half of fuel poor households are Warm Front eligible. The majority of these non-benefit claiming fuel poor are single pensioner households or people claiming incapacity benefit.

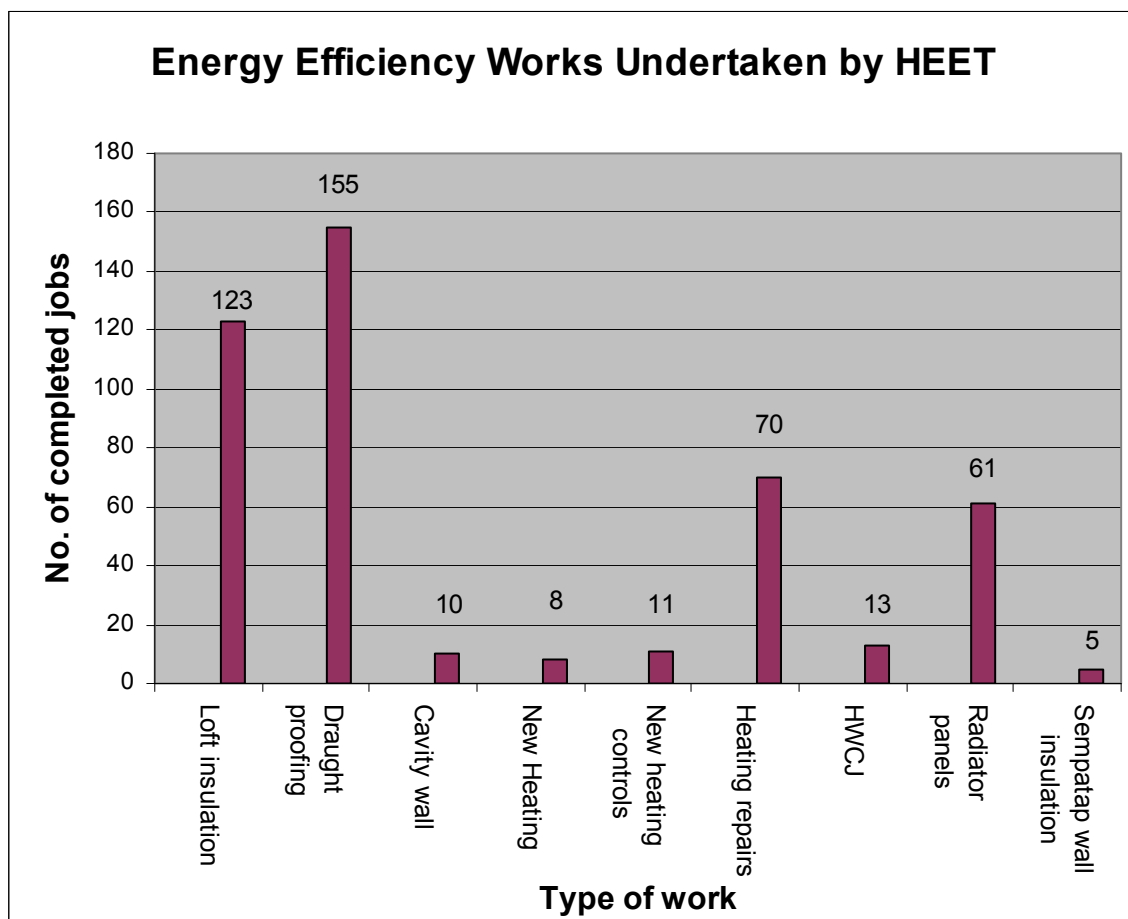
HEET's services are therefore open to Waltham Forest residents living in private sector housing (owner occupied or private rented) who are also:

- Aged 60 or over **OR**
- Receiving one or more benefits (including incapacity benefit) **OR**
- Referred by a health or care worker

This work is funded through the **Big Lottery** grant fund, **Waltham Forest Commissioning** programme and **London Warm Zones**.

### 3.2 Energy Efficiency Works Completed

**310 households** benefited from HEET's energy efficiency service in 2010/11. Most households received more than one measure.



### 3.3 Case Study

Mrs. Khan\* of Newport Road, Leyton is 90 and living on her own. Although in good health & independent, Social Services have concerns about Mrs Khan because she has suffered a couple of falls. Both falls were associated with trying to answer the door in a hurry and her social worker asked HEET to fit a wireless doorbell. On visiting Mrs Khan we found that actually her main concern was her fuel bills. Our surveyor found a number of issues:

- She has an adequate heating system but little understanding of how to use the controls. In particular she was turning on the heating every time she wanted hot water.
- A previous house owner had left a large number of items up in the loft which Mrs Khan was not able to dispose of. The loft therefore had no insulation.
- Ill-fitting doors and windows were letting out a lot of heat through draughts.

To tackle these problems our surveyor provided detailed verbal and written energy-saving advice focusing on use of the heating/hot water controls. We also cleared the loft of unwanted possessions and fitted 270mm of loft insulation and draught proofed all the doors and windows. Our installer also fitted a wireless doorbell, carried out additional security work and made sure that Mrs Khan was still using the heating controls correctly – which she was.

### 3.4 Case Study

Mrs Bee, from Walthamstow, is 85. She was referred to HEET by the Social Worker at Whipps Cross hospital following a stroke. The social worker thought that the stroke may have been brought on by Mrs Bee's cold living conditions and was reluctant to discharge her whilst it was snowing and no improvements had been made to Mrs Bee's home.

When we surveyed Mrs Bee's home we found that boiler had broken down about 12 years ago and she had been unable to afford a new one. The loft was uninsulated but was full of unwanted items that Mrs Bee had been unable to clear. Furthermore, the property had unfilled cavity walls. As Mrs Bee does not claim benefits and was unwilling to have a benefits check she was *not* eligible for a Warm Front grant to have a new boiler fitted. HEET therefore arranged for three gas safe engineers to provide quotes to fit a new boiler for her and secured a very good price on her behalf. HEET then arranged for Mrs Bee to benefit from a government voucher worth £300 towards the cost of the new boiler and added £400 of our own towards the boiler. This brought the cost of the new boiler down to a level that Mrs Bee could afford. Before the boiler was fitted HEET also cleared Mrs. Bee's loft and fitted 270mm of insulation. Soon afterwards we arranged for the free fitting of cavity wall insulation under the CERT scheme. Mrs Bee now lives in a well-insulated home with an efficient heating system.

\* Names in all case studies have been changed to preserve anonymity.

### 3.5 Financial & environmental impact of work

In order to evaluate our work we take SAP ratings, before and after works are completed, on 10% of homes. A SAP rating scores the energy efficiency of a home on a scale of 0 – 120 (120 being the most energy efficient). The average improvements resulting from our work were:

- SAP rating improvement of 9 points
- Annual fuel bill savings of £241
- Annual CO<sub>2</sub> reductions of 1.2 tonnes

Using these average figures we can estimate that HEET's work will save 372 tonnes of CO<sub>2</sub> each year and that customers will save a total of £74,710 each year.

The reality is that some customers who, for example, just received draught proofing from HEET will only save about £12 each year. Other customers, such as Mrs Bee described above, could save as much as £600 on her fuel bills. Mrs Bee's actual savings will not be as great as this though as she will take some of these savings as extra warmth. This in turn, however, will reduce Mrs Bee's risk of suffering from further cold related ill-health and provide financial savings to the NHS.

## Section 4 – Installing Security Measures

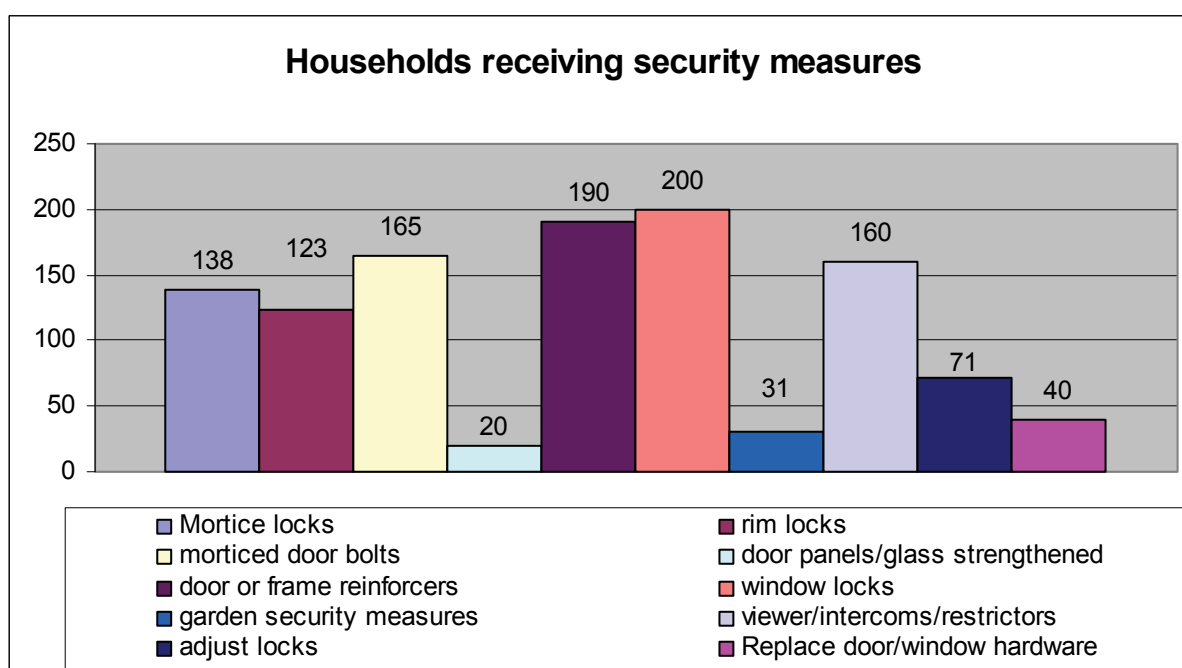
### 4.1 Background

Funded by **SafetyNet**, the fitting of security measures is a logical adjunct to HEET’s energy efficiency work. Unlike with our energy efficiency scheme, social tenants, as well as private tenants and homeowners, are all eligible.

### 4.2 Measures fitted

Homes are surveyed by our own surveyor who then specifies what measures are to be fitted. In most cases we are simply looking at target hardening measures such as door and window locks, door frame strengthening (London bars), etc. For households in private sector housing, HEET also considered works such as door replacement, louver window replacement etc – particularly if this also enhances energy efficiency

**317 households benefited from security measures in 2010/11.** Most received more than one measure and many also received enabling and energy efficiency works.



### 4.3 Case Study 1

81 year old Mrs Gold\* of Marmion Close, Chingford was referred to HEET by her social worker. While in hospital her house had been broken into. There was a suspicion that her daughter’s ex-partner might have had something to do with this as he had previously threatened to smash the windows. HEET changed all the locks on the doors and fitted locks to ground floor windows. We also fitted blast-film to windows at the front of the house so that if anything was thrown at the window it would hold together making it difficult to break in and minimising the potential damage caused by flying fragments of glass.

### 4.4 Case Study 2

Mr & Mrs Martin’s son\* was the innocent victim of a gang-related murder. The Police referred the Martins to HEET because they were, not surprisingly, very shaken by events and wanted their home to be made as secure as possible. HEET fitted additional mortice locks to the front and back doors, strengthened the door panels with plywood and fitted London bars and hinge bolts. Locks were fitted to all windows and blast film to ground floor windows.

\* Names in all case studies have been changed to preserve anonymity

## Section 5 – Fire Safety Works

### 5.1 Fire safety

In 2010-11 HEET carried out Home Fire Safety Visits for 112 vulnerable households. This work was paid for by London Fire Service.

Sixty-five Londoners died in fires in 2005/6 and 1,131 were injured. Most of these deaths and injuries could have been prevented if simple fire precautions had been taken and working smoke alarms were fitted. London Fire Brigade have therefore developed a programme of Home Fire Safety Visits (HFSV) to survey people's homes, help them to identify fire risks and plan for what to do should they have a fire. HEET's services are targeted at the same groups that the London Fire Brigade are trying to reach with their HFSVs, notably people aged over 60; people with a disability or health problem and those living on low-incomes. A partnership has therefore been developed where HEET is paid by London Fire Service to provide HFSVs for its customers.

### 5.2 Case Study

Ms Thomas\* is aged 21 and lives in Walthamstow with her baby. Having been the victim of domestic violence she had recently split up from her partner and was taking legal action against him with the help of Victim Support. A specific threat to set fire to her property had been made so Waltham Forest's hate crime officer referred her to HEET to fit an anti-arson letterbox. The flat had no smoke alarms so we fitted these at the same time. As part of the visit we asked Ms Thomas how she would escape in the event of a fire. It became evident that Ms Thomas does not have a regular place where she keeps her front door keys and that two separate keys are needed to open the door. HEET therefore simplified the escape route by fitting thumb-turns to the front door locks.

### 5.3 Case Study

Mr Patel\* is aged 71 and lives in Leytonstone with his wife. Mr Patel had received an energy efficiency and security service from HEET in the past but had fitted smoke alarms himself some years earlier. The battery on the smoke alarm had run out and whilst attempting to change this Mr Patel had fallen and hurt himself. HEET fitted new alarms that have a ten-year battery life.

\* Names in all case studies have been changed to preserve anonymity

## Section 6 – Advice & Advocacy

### 6.1 Advice Given

438 Waltham Forest homes were surveyed by HEET in 2010/11 and provided with advice and guidance on saving energy and keeping safe at home. Advice is tailored to the needs of the customer but can include no cost energy saving tips, effective use of heating controls, tackling condensation, understanding tariffs, meters, payment methods and budgeting for fuel, dealing with bogus callers. We also advise people of their eligibility for grants and 44 homes were referred on for Warm Front, Warm Zone or Eaga for heating or cavity wall insulation grants. This is fewer than in previous years because Warm Front was closed to new applications over the winter because of over subscription and lack of funding.

### 6.2 Advocacy

HEET responds to every referral made on health grounds by a health professional. For council or housing association tenants we cannot carry out enabling or energy efficiency works directly ourselves but advocate on behalf of tenants for improvements to be made. HEET wrote a total of 20 customer reports this year of which 13 were for social tenants written on the request of health professionals. Reports include a description of the problem, our analysis of the cause and recommendations for remedial action to eradicate the problem. Reports are sent to the customer and the referrer and can be used by them in any way that they see as appropriate. Time constraints mean that we are unable to follow up the outcome of every report written but a questionnaire sent to referrers suggests that they find them very useful. The case study below illustrates one example of how reports have been used.

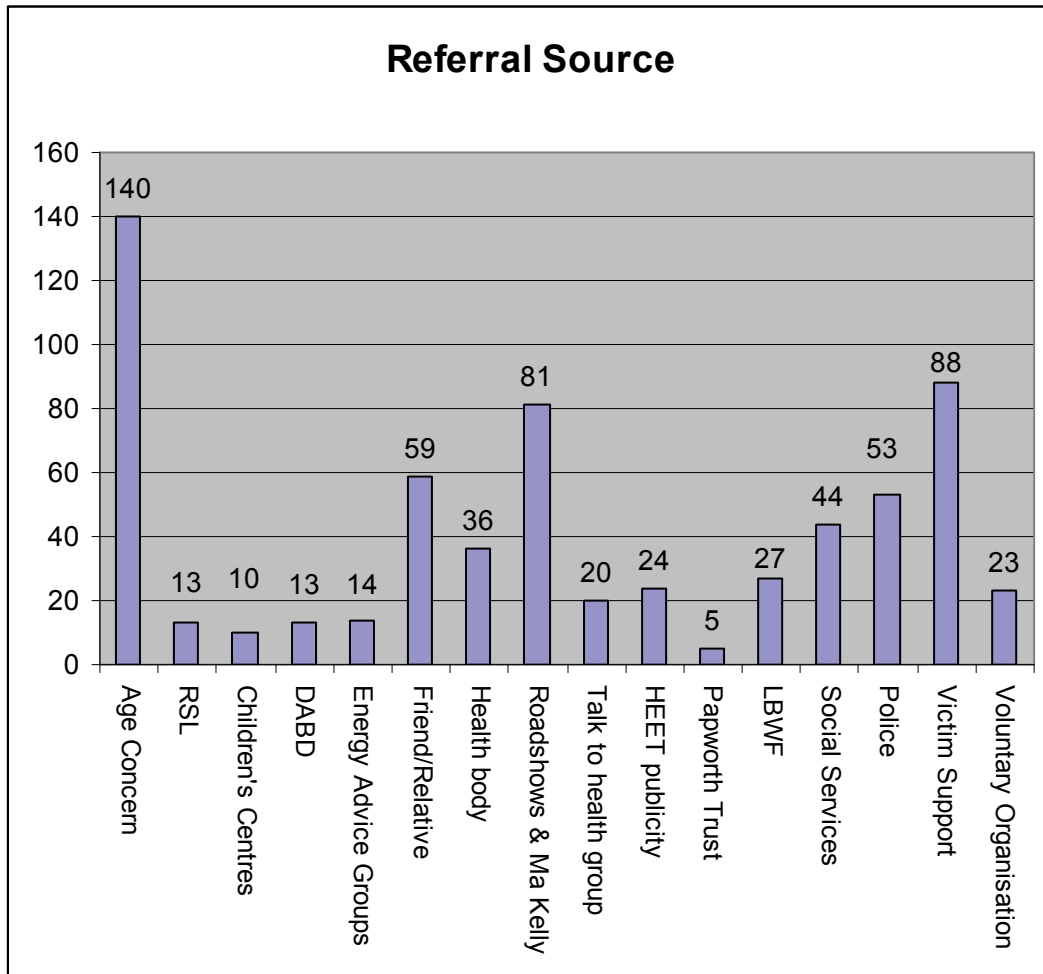
### 6.3 Case Study

Mrs Iqbal is 32 and lives in a one bedroom flat on the third floor of a block rented from a Housing Association in Walthamstow. Mrs Iqbal has 4 children ranging in age from aged 9 years to 4 months. The two older children both have quite severe respiratory and throat problems (asthma, tonsillitis and adenoid problems). The Outreach Worker for her local Children's Centre had picked up on the fact that housing might be contributing to the ill health of Mrs Iqbal's children and made a referral to HEET. We made a home visit and found that on entering the flat you could smell damp. There were several areas of black mould on walls and ceiling. The flat, however, was in good condition with adequate heating and no obvious signs of water penetration from outside. It was fairly clear that the problem was one of condensation associated with the high occupancy of the flat. As a single bedroom flat it was built with the intention of housing one or two people. With five people living in such a small space there was inadequate ventilation. Compounding this problem is the fact that the flat is on the top floor and is constructed in such a way that an unusually high proportion of walls are exposed to the outside or unheated areas. This makes the flat difficult to heat and therefore prone to condensation. HEET wrote a report which we sent to Mrs Iqbal, the Outreach Worker and the Housing Association. Mrs Iqbal had already applied for re-housing but been turned down. We suggested that she try again presenting our report to strengthen her case. Two months later we heard from the Outreach Worker that Mrs Iqbal had been accepted for re-housing.

\* Names in all case studies have been changed to preserve anonymity

## Section 7 – Partnership Working

One of the key aims of our Lottery funding is to tackle the links between physical & mental ill-health and poor housing. The way in which we are achieving this is by working with health & social care professionals to identify vulnerable households living in cold, damp and insecure homes. Over a four year period (2007-11) we had a target to train 150 health/care workers to make referrals. In the first three years we trained 203, so this year we have concentrated on consolidating the partnerships already formed. 394 referrals came in during the year from trained health/care or crime prevention workers - which suggests that most people trained have made at least one referral to HEET for a healthier home.



## **Section 8 – Training & Work Experience**

It has always been an aim of HEET's to use the delivery of our services as an opportunity to provide training to local unemployed people.

### **8.1 Energy Efficiency & Security Installation Skills**

The Future Jobs scheme has enabled HEET to provide a structured programme of work experience for local unemployed people in a way that has not been possible for us before. On this scheme trainees are placed with HEET for a six month period whilst being paid the minimum wage instead of benefits. Over the year we took on three people, Ali Nazir, Romain Foster and Shavon Burrows, through this programme. They have worked three days each with HEET with day release for formal training and back to work assistance from O-Regen College. On their days with HEET they have received supervised work experience and on-the-job training in the basic tasks that HEET carries out such as loft insulation, draught proofing and lock fitting. On completion of their placement two of these trainees have gone straight into employment. The third person has only just completed his placement and is continuing to volunteer for HEET.

### **8.2 Energy Advice Training**

HEET has trained local people as energy advisors and provided opportunities for those trained to gain paid session work helping HEET to deliver our Roadshows. This year we attempted to expand this programme by working with Circle 33 to train a group of tenants to provide peer advice to their fellow tenants. An initial training session for those interested attracted 12 people from which 5 were selected to go ahead with the City & Guilds 6176 Energy Awareness training course. The idea was that these five would then be paid by circle 33 to deliver 100 energy audits for tenants on the Priory Court estate. Unfortunately none of the tenants passed the City & Guilds course and we had to drop the project. This has, however, been a useful learning experience for us and all of those involved feel that they learned some useful skills.

## Section 9 – Customer Satisfaction & Evaluation

All customers that have received a service from us during the year are sent a questionnaire to help us assess levels of satisfaction with the services that we provide and an estimation of the impact of our work.

### 9.1 Customer satisfaction

Levels of satisfaction appear to be very high. 96% were satisfied or very satisfied with the work of the installer and the same percentage was either satisfied or very satisfied with the overall service provided by HEET. 100% said that our staff were courteous and polite. It is our practice to contact anyone who says that they are dissatisfied with our service. One customer was very dissatisfied but it turned out that his dissatisfaction related to work carried out under the Warm Front scheme following a referral from us. Two customers were dissatisfied because we disconnected unsafe gas or electrical installations and did not have the funding to re-instate them (in one instance we replaced a faulty gas fire with an electric fire). Six people responded saying that they were unsure how satisfied they were with our service. In most of these cases we had only done very minor works.

### 9.2 Impact of energy efficiency works

59% of customers say that they have felt warmer in their home since HEET carried out work. 22% said that they use less energy to keep the same level of warmth. 19% said that they had not noticed any additional warmth or financial saving. 81% rated our energy saving advice as useful or very useful.

### 9.3 Impact of security works

91% of households for whom we fitted target-hardening measures said they felt safer in their home as a result of the work that we carried out for them. 88% said that the advice we gave on keeping safe was useful or very useful.

### 9.4 Health impact of energy efficiency works:

HEET asks customers to rate their current 'physical and mental well-being' before works are carried out and again 12 months later in order to gauge the impact of our work on their health and well-being. Customers rate their health from five options (5 - Excellent, 4 - Very Good, 3 - Good, 2 - Fair, 1 - Poor or 0 - Very Poor). **We found that on average people scored themselves 0.61 points higher 12 months after the work than before.** This is a 12.2% health improvement or a change from, for example, a health rating of 'fair' to 'good'. Given that the majority of HEET's customers are elderly, one might expect an average health deterioration over 12 months, so we are pleased to have found a health improvement.

### 9.5 Customer comments

The following are a small selection of unsolicited comments from customers:

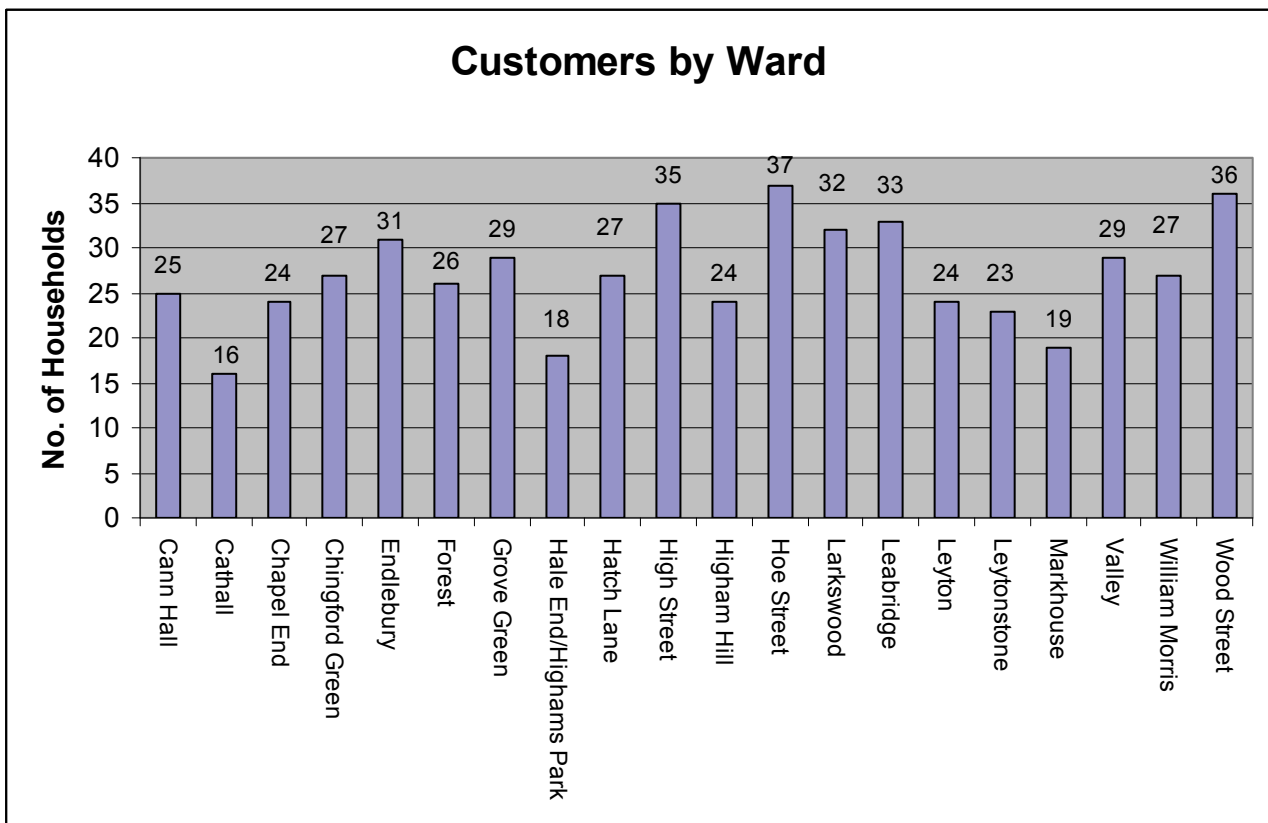
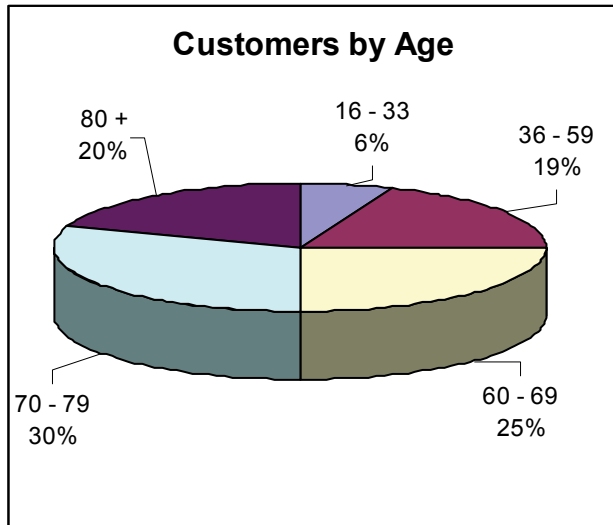
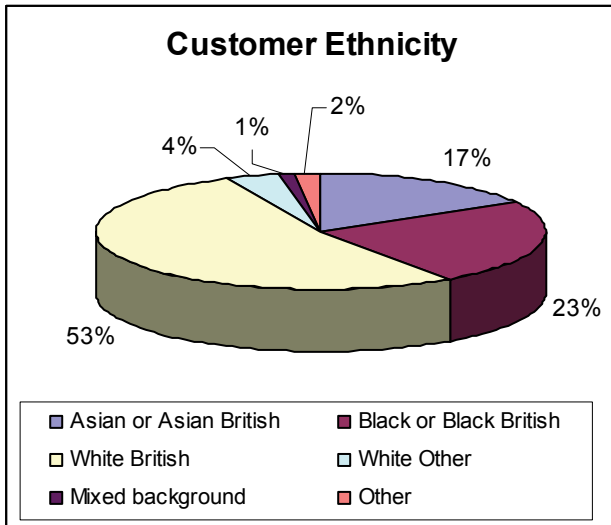
I wanted to let you know that the work carried out was exceptional and the professionalism shown (by your installer) is a real credit to your company (Lyndhurst Drive, Walthamstow).

All your staff were punctual, polite and worked with professionalism. The security work undertaken makes me feel so much safer. I am now able to turn my hot water on without the central heating coming on which must be saving me money on my fuel bills. I have also noticed that my hot water stays warm for much longer since you fitted a hot water cylinder jacket. Thank you very much indeed (Kettlebaston Road, Leyton).

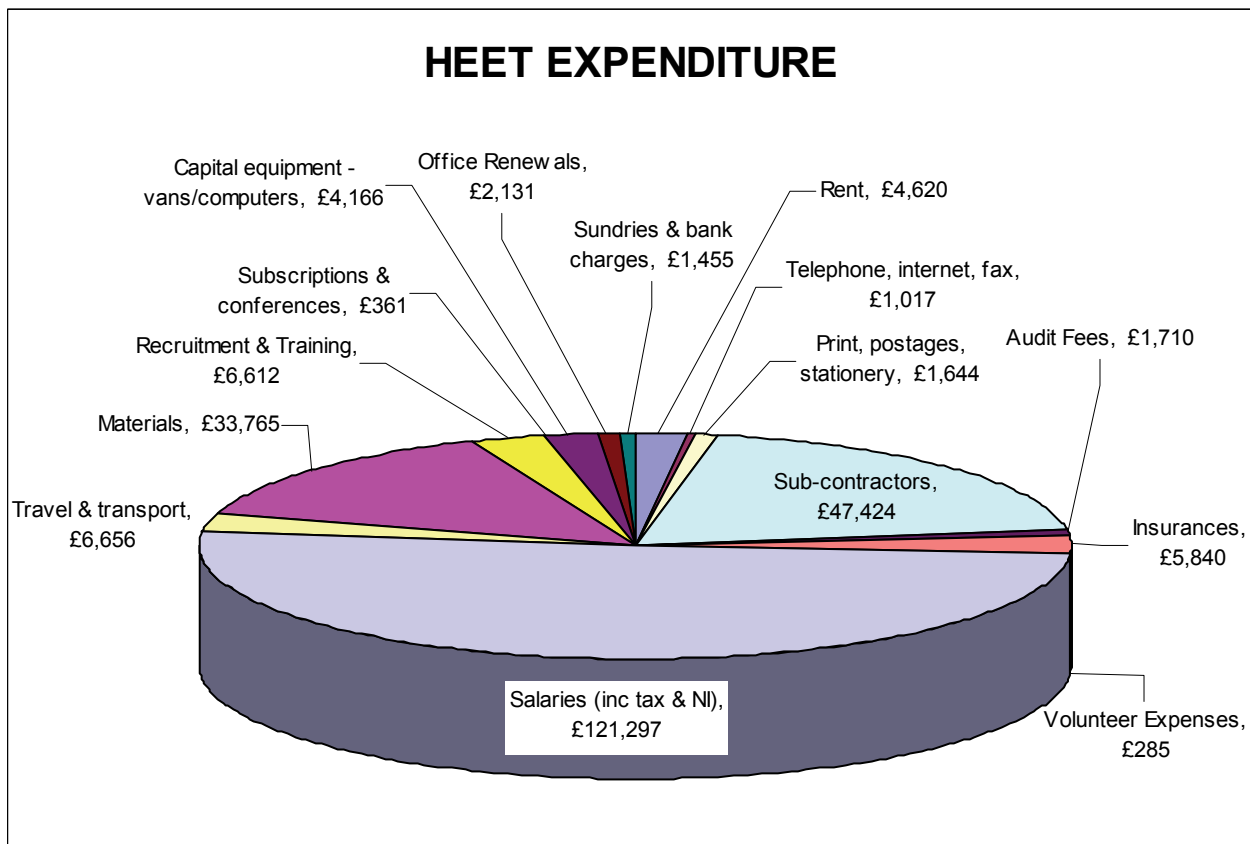
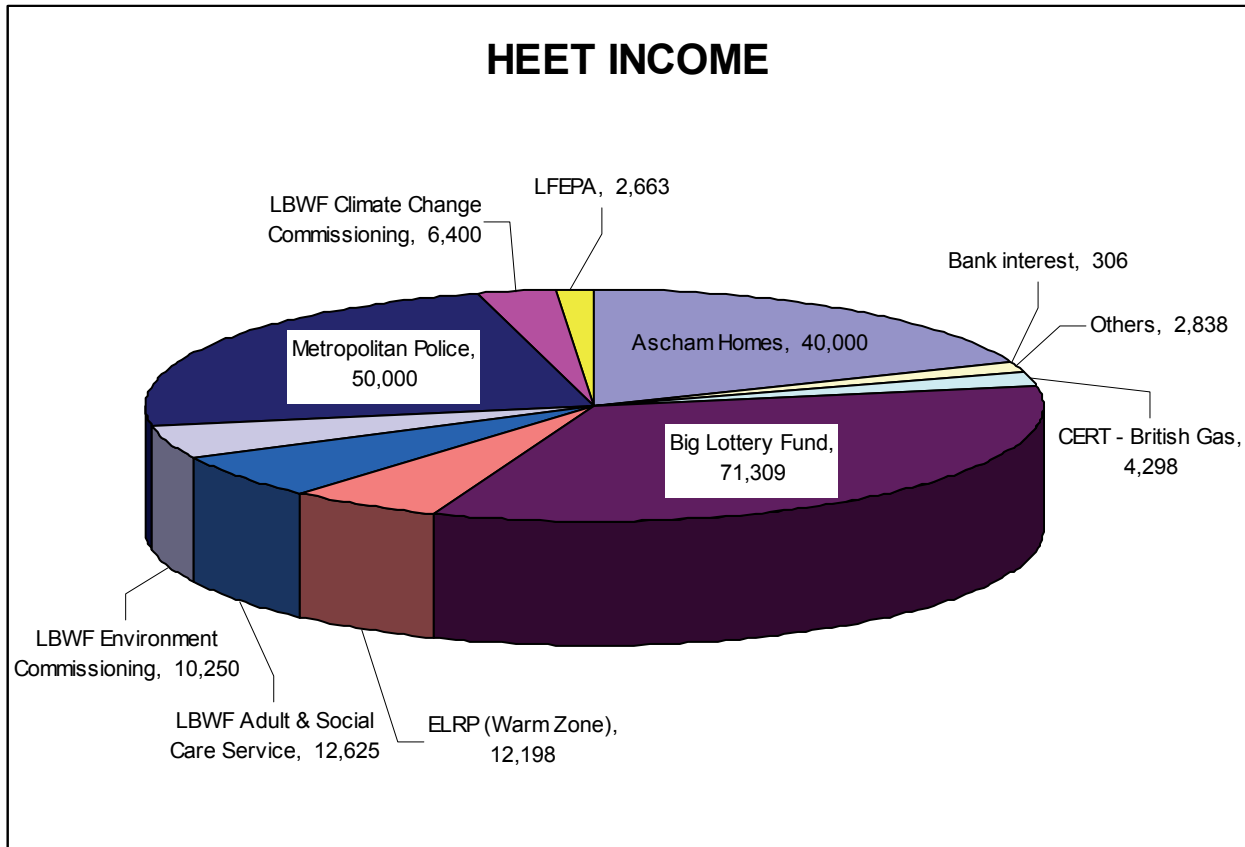
Thanks for a fabulous job improving the security for me and my family. I feel so much safer (Kitchener Road, Walthamstow).

... Many thanks for all the wonderful energy saving work carried out on my place through your guidance. I am extremely grateful for this and feel so lucky for the financial support I received (Osborne Road, Leyton).

# Section 10 – Customer Group & Equal Opportunities



# Section 11 – Finances



### SUMMARY

Income	£212,817
Expenditure	£238,983
Balance	- £ 26,096

**Accumulated funds** (as at 31 March 2011)

**£94,237**

# Acknowledgements

## Funding Organisations

We gratefully acknowledge the financial support given by the following organisations:

Big Lottery  
London Borough of Waltham Forest  
Ascham Homes  
Metropolitan Police/SafetyNet  
London Fire Brigade  
British Gas

## Partner & Supporting Organisations

Thank you to all the organisations that have given their support to HEET. We look forward to working together in the future.

- Age UK
- Asian Seniors
- Circle 33
- DABD
- Eaga Partnership
- Hornbeam Environmental Centre
- Human Management Agency
- Metropolitan Police
- NEA (National Energy Action Charity)
- Papworth Trust
- OrganicLea
- Toucan Tools
- Victim Support
- Primary Care Trust
- Ascham Homes
- Blue Lizard
- Co-operative Bank
- Disability Action
- Forest Recycling Project
- GT Insulations
- London Borough of Waltham Forest
- Mould Growth Consultants
- N.E.L.E.E.A.C
- Phone Co-op
- O'Regen
- LBWF Social Services
- Voluntary Action Waltham Forest
- Warm Zone

## Sub-Contractors:

HEET uses sub-contractors to carry out essential works that are outside our capacity. Principally this is roof work, electrical work, cavity wall insulation and boiler repairs. Many thanks go to the following for their fast and efficient service:

David Bull – Plumbing & Heating	Ricki Marsh - Plumbing & Heating
Dave Norman – Architectural Roofing	M. Cook & Son – Roofing Contractors
Eaga Insulation	Peter Stevenson – New World Plumbing
John Burger - Electrician	Smiles & Sons – glazers
Lordship Double Glazing	Simon Abrahams – Plumbing & Heating

## Individuals

A big thank you to all the following people for their invaluable support:

Amy Graham	Grant Apicella	Nick Burton
Carolyn Seymour	John Dulwich	Pan Poullais
Chris Bateson	John Hodgkins	Peter Snell
Chris Smith	Kathryn Cassidy	Ralph Burkinshaw
Cynthia Bonds	Kathryn Geraghty	Safina Sadiq
De Mason	Lian Cholerton	Simon Bartlett
Dianne Andrews	Marie Modeste	Sussan Rassoulie
Elizabeth Blewett	Nigel Thornton	Tony Robinson

**Apologies to anyone we may have forgotten to mention.**