

Annual Impact Report

Financial Year 2022/23



Registered Office: 108, Queens House, Queens Street, Barnstaple, EX32 8HJ
Company Number: 08377598 (England and Wales)

1. Introduction

361 Energy CIC is a not-for-profit social enterprise based in Northern Devon delivering projects and services which save the local community energy, money and carbon. The 361 vision is a region where all communities have access to, and ownership of affordable sustainable energy by tackling fuel poverty and climate change at the local level. We have a social mission to make a positive measured environmental and social impact on the local community of Northern Devon.

361 Energy was set up in 2012 and the organisation celebrated its 10th anniversary during the 2022/23 financial year. This was a significant year for us beyond this milestone, taking on several new employed staff and supporting households through the most severe energy crisis since the 1970s. The scale of our work expanded, with more home energy advice visits as well as greater work on domestic retrofit and business energy advice programmes.

2. Changes to the 361 Energy team

In the past 361 Energy has relied entirely on volunteer Directors and part-time self-employed contractors to make up the delivery team. Our Warmer Homes project funded through the Energy Industry Voluntary Redress scheme is in partnership with North Devon Voluntary Services (NDVS) and our Warmer Homes advisor for the project is employed through NDVS.

In September 2022, Rachael Hunter left her position as programme manager for 361 to work full time for Energy4All. We are grateful for all the hard work she put in, taking 361 forward and that she maintained her involvement with us as a Director.

We decided it was time for 361 to start taking on employed staff. In November 2022, Anne Groom started as Programme Manager for Home Energy Advice, while Jenny Challenger became Programme Manager for Domestic Retrofit, Commercial and Community. Marie Westin also started as Case Work Administrator, taking on some of the follow up work supporting clients for the home energy advice team. In January 2023, we took on additional home energy advisors with Becky Edwards, Kate Holland and briefly Jan Williams joining our team.

The full delivery team was:

- Anne Groom, 361 Programme Manager for Home Energy Advice
- Jenny Challenger, 361 Programme Manager for Domestic Retrofit, Commercial and Community
- Joanna Howard, 361 Programme Administrator
- Marie Westin, 361 Case Work Administrator
- Mel Eyers, NDVS Warmer Homes Advisor
- Claire Balsdon, 361 Home Energy Advisor
- Becky Edwards, 361 Home Energy Advisor
- Kate Holland, 361 Home Energy Advisor
- Nick Backhouse, 361 Home Energy and Retrofit Advisor
- Andy Mansfield, 361 Home Energy and Retrofit Advisor
- Alex Slattery, 361 Retrofit Coordinator
- Jorgi Usher, 361 Retrofit Coordinator
- Martin Slocombe, Business Energy Advisor

There were also changes among our Directors. Jon Gething stood down as Chair in September 2022 after taking us through several challenging years including the COVID pandemic. We are grateful for all the support he has given us and his continued contribution to our work as a Director. Paul Rogers took over again as Chair of 361 with Frank Benbow as Vice-Chair. For the reporting period, the team of Directors were:

- Paul Rogers, Chair of 361
- Frank Benbow, Vice Chair of 361
- Nicola Corrigan
- Jon Gething
- Rachael Hunter
- Alex Slattery
- Martin Slocombe

3. Finances

Our turnover increased from £68,900 in 2021/22 to £381,001 in 2022/23. This was due to an expansion of all our areas of business – home energy advice, retrofit advice and business energy advice, as the country came out of the pandemic. There was an increase in capital and reserves from £9,699 on 31 March 2022 to £61,241 on 31 March 2023. With the increase in scale of the business, there have been higher cash flows on projects with staff and contractors to pay each month as well as items to purchase for clients before recovering these costs from funders. By building up higher reserves we were able to ensure our bank account remained in credit while waiting for payments from funders and partners.

4. Home Energy Advice Service

The 361 Energy Home Energy Advice Service is our core operation through which the majority of our team are involved in providing free advice and support to our local community. The total funding for the Home Energy Advice programme for the financial year 2022/23 was £146,550.

Sources of funding for advice visits (greater than £10,000)

- Energy Voluntary Industry Redress Scheme (Warmer Homes)
- LEAP – Local Energy Advice Partnership
- National Grid/Western Power Distribution
- North Devon Council (NDC)
- Northern Primary Care Collaborative Board

Additional sources of funding for interventions (less than £10,000)

- NHS SW Cost of living fund
- Glasspool Trust
- Various small donations

The Energy Industry Voluntary Redress project in partnership with North Devon Voluntary Service (NDVS) started in October 2021 and ran for 2 years with a phase 2 project starting in October 2023. It has funded a Warmer Homes Advisor who was employed by NDVS with day-to-day management by 361 Energy CIC. This project helps energy consumers in vulnerable situations to save energy and

money in their homes and to live warmer, more comfortable lives. Residents advised through the scheme typically have ongoing medical conditions and are referred for help by local health and voluntary organisations supporting them.

LEAP or the Local Energy Advice Partnership is a nationwide energy advice scheme managed by Agility Eco. 361 Energy CIC is the local contractor for North Devon and Torridge. Households eligible for a free LEAP advice visit are normally in receipt of benefits or on a low income. Visits can include energy advice, installation of small energy efficiency measures and referral to IncomeMax for benefit eligibility checks.

National Grid/Western Power Distribution have provided top-up funding for a consortium of community energy organisations across Devon including 361 Energy CIC. This has helped with promotional activity, management overheads, household interventions and other unfunded costs associated with the Home Energy Advice programme.

Our partnership with North Devon Council (NDC) funds us to deliver Home Energy Advice visits including fitting small energy efficiency measures. Clients referred to us by the Council are usually households who have applied for Disabled Facilities Grants.

The project with the Northern Primary Care Collaborative board meant local GP practices were able to proactively offer home energy advice visits to clinically vulnerable patients. This was also targeted at households more likely to be in fuel poverty due to living in a home with low energy efficiency.

In addition to our main sources of funding, smaller grants were used to support households on home energy advice visits with fuel top-ups, emergency electric blankets and boiler repairs.

Home energy advice referrals

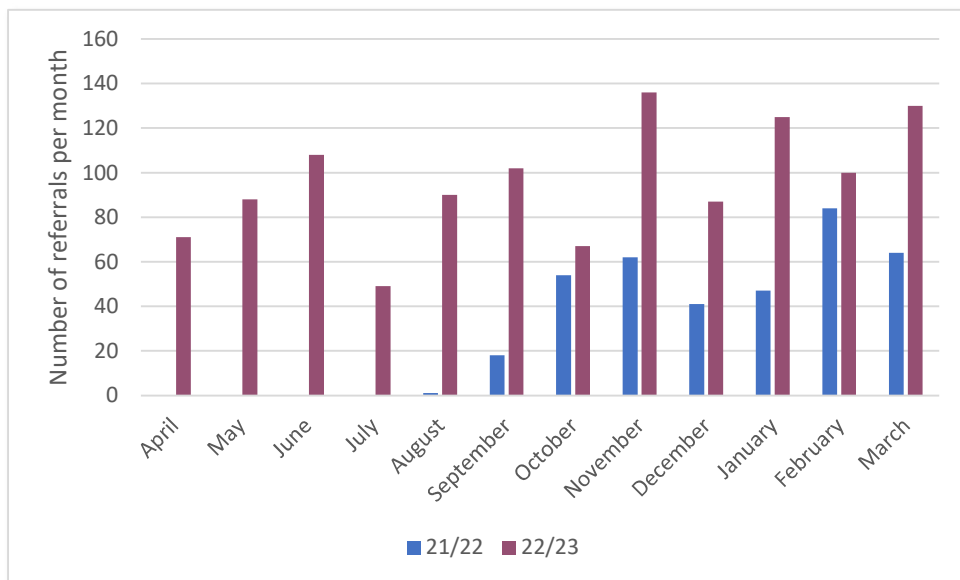


Figure 1 Comparing the volume of home energy advice referrals between financial years

Total number of referrals received for Home Energy Advice in 2022/23 was 1153. Comparing this volume with the previous year (for which we have only partial data) shows that the Home Energy

Advice programme had a much busier year overall, with the rate of demand being roughly double that seen in the same period of 2021/22.

The highest volume of referrals was directed into the Primary Care Network (PCN) Fuel Poverty Programme, followed by Warmer Homes, North Devon Council (NDC) and then LEAP. Note that there is some management discretion involved in attributing referrals between Warmer Homes and LEAP (to meet programme targets and balance finances) whereas the PCN and NDC referrals were predetermined by the source providing the referral.

The main source of our referrals was from our network of referral partners which accounted for 70% of all referrals in the year. Self-referrals accounted for 19%, with the remainder driven by our outreach and promotion, or received from LEAP as direct referrals.

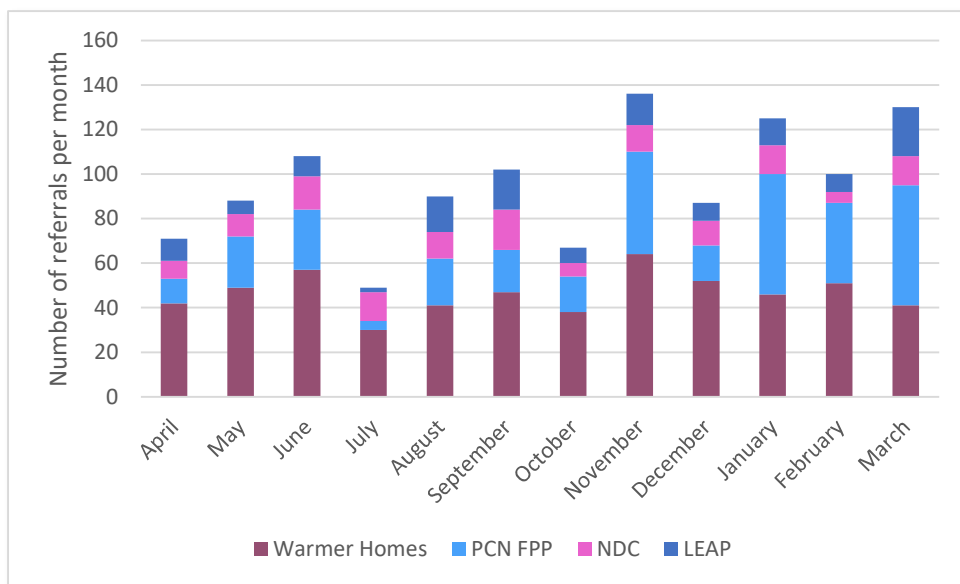


Figure 2 Home energy advice referrals receive by programme in 2022/23

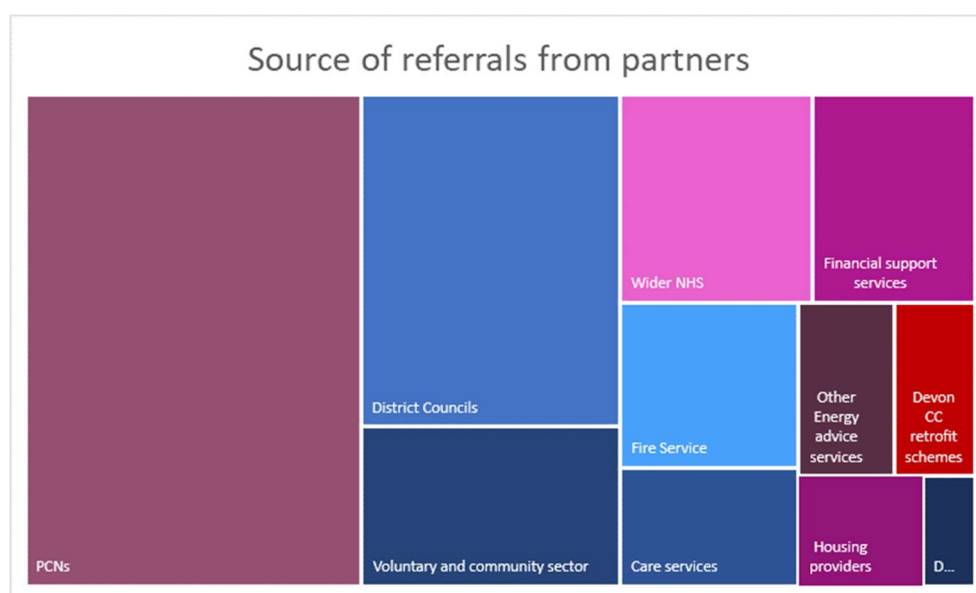


Figure 3 Home energy advice referrals by partners

Our partnership with the GP Network provided 35% of all partner referrals in 2022/23. The next largest contribution came from the District Councils, with the majority of these under our North Devon Council funded programme. Other NHS agencies, the Fire Service, Financial support organisations (Citizens Advice, Navigate etc), Home care providers, Social Landlords, all made a significant contribution. Small voluntary or community organisations (NDVS, Age Concern, Food banks etc.) together accounted for around 10% of our partner referrals.

361 Energy CIC works across North Devon and Torridge. A high proportion of our referrals came from the more densely populated areas with Barnstaple accounting for 24% of referrals, Bideford (including Northam and Westward Ho!) 14% and Ilfracombe 9% of referrals. Villages such as Braunton, South Molton, Combe Martin, Torrington, Holsworthy and Lynton accounted for a further 20% of referrals. The remaining third of referrals were widely distributed across the districts which presents challenges in terms of operating efficiency.

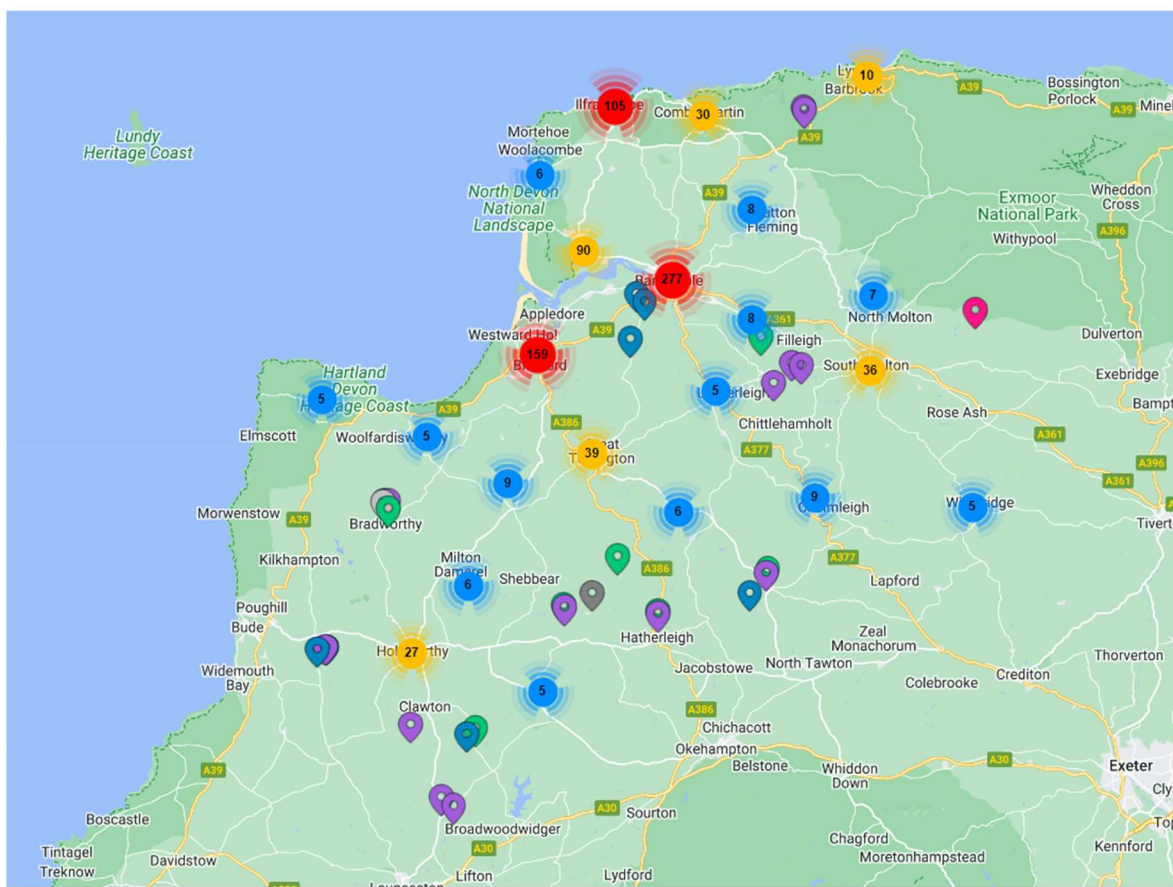


Figure 4 Map showing location and numbers for referrals in 2022/23

Home energy advice visits delivered in 2022/23

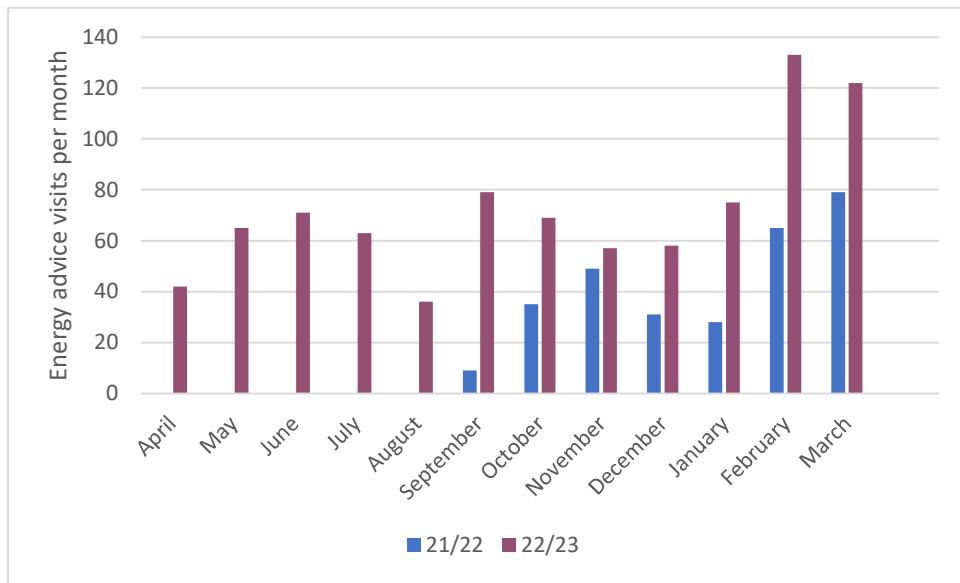


Figure 5 Comparing the number of home energy advice visits between financial years

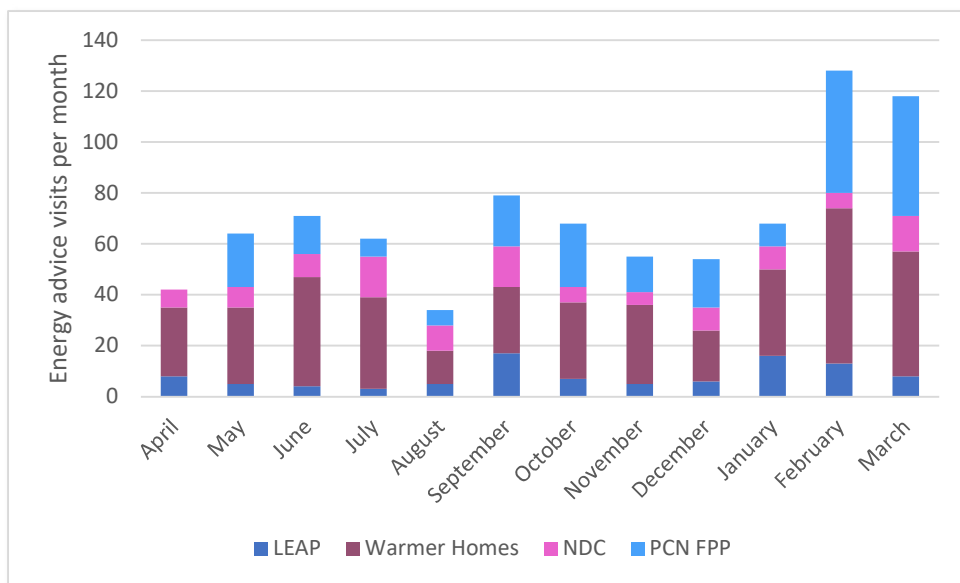


Figure 6 Home energy advice visits delivered by scheme in 2022/23

As for the number of referrals, the number of advice visits delivered was also significantly higher than for the previous year, with the number delivered 98% higher than the equivalent period in 2021/22. Over the financial year 2022/23 there were 870 advice visits delivered.

Clients were referred across the different funding schemes where there was discretion to do this. A lack of suitably trained advisors over the period led to reduced numbers of LEAP visits. A lot of the Warmer Homes scheme visits were delivered by advisors other than the Warmer Homes advisor which created pressure on the budget for that scheme.

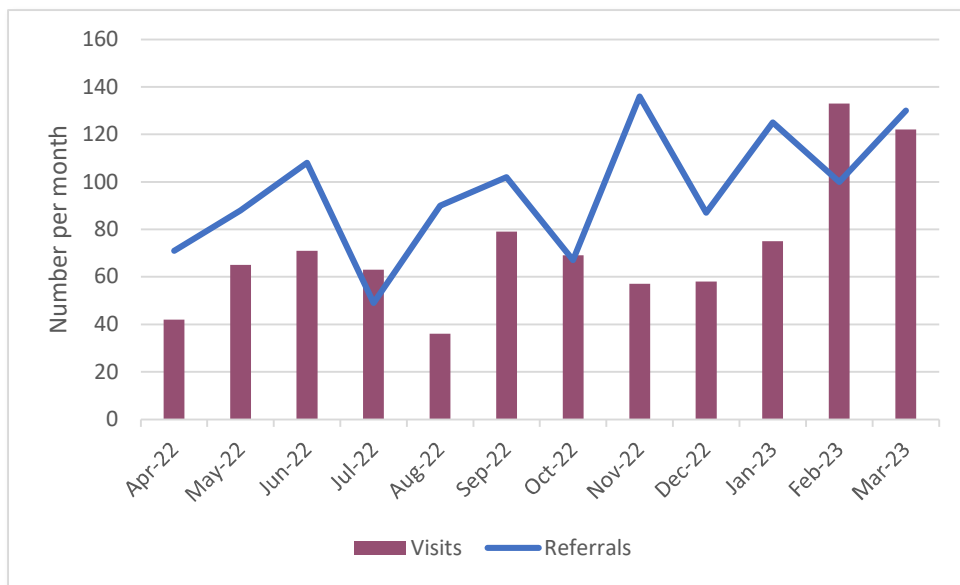


Figure 7 Demand and supply of home energy advice visits in 2022/23

Demand for home energy advice increased significantly as a result of the energy crisis and targeted referrals from the PCN programme. The capacity of our energy advice team was insufficient to meet the flood of demand in the latter part of 2022. New home energy advisors were recruited in January 2023 and began to boost the number of visits from February onwards.

Social Benefits from Energy Advice Visits

We categorise the main outcomes from Energy Advice visits into 5 groupings:

- Income maximisation: includes discounts, fuel debt actions, new benefits identified, Household support fund, Fuel vouchers, tariff switching
- Energy efficiency measures: includes energy savings from bulbs, radiator reflectors, draught proofing etc as well as the energy saving benefit of replacing inefficient boilers / white goods with new efficient ones
- Behaviour advice: includes energy saved from changing behaviours (thermostats, washing machines, kettles, lights etc); a good portion of this results from residents using their gifted heated blankets to keep warmer without needing to excessively heat the living space.
- Smart energy measures: comprises benefits from renewables (e.g. export tariffs, diverting from Solar PV to water heating), making better use of storage heaters, smart meters, time-of-use tariffs
- Wider support: other onward referrals often do not have a monetary value (Add to Priority Services Register, Fire safety visits, Care Direct etc) but this may also include the value of white goods and heated throws (aside from the energy savings these items contribute)

We have estimated the benefits from these activities using methods similar to organisations like the Energy Saving Trust and Centre for Sustainable Energy. The savings were adjusted in line with changing energy prices each quarter.

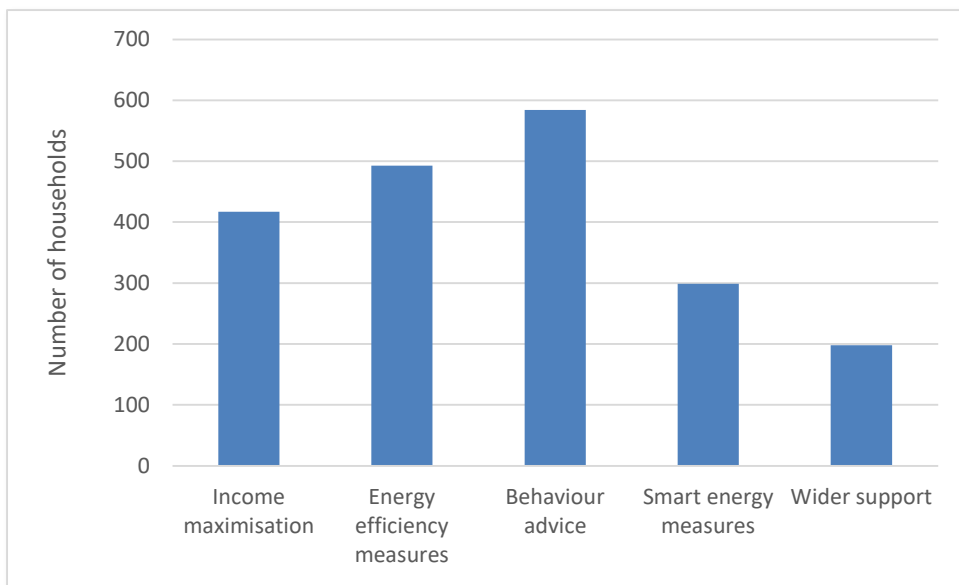


Figure 8 Type of advice and support provided to households in 2022/23

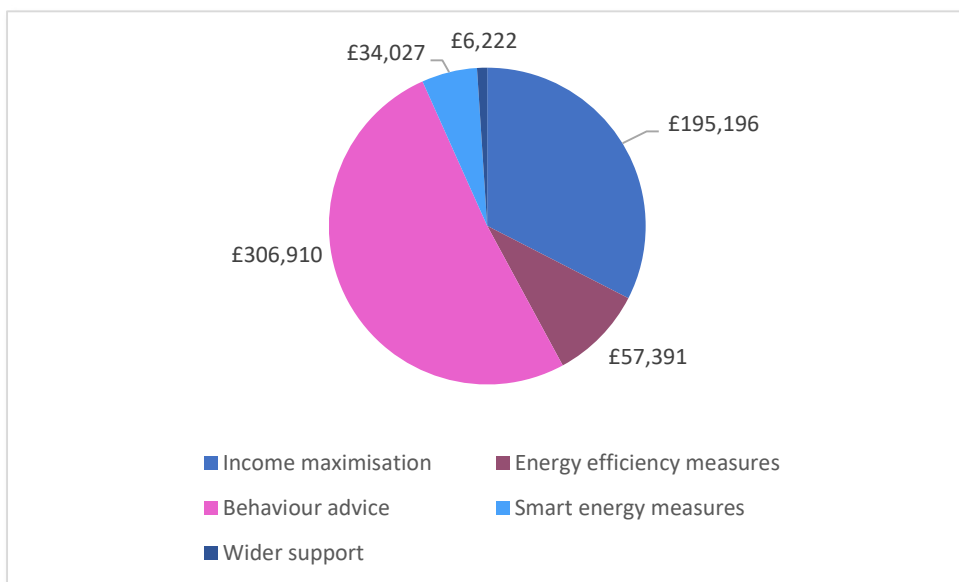


Figure 9 Overall financial benefit delivered to households in 2022/23

Figure 8 shows the number of households that received each type of support while figure 9 shows the financial benefit from each type of support. In total it is estimated that residents saved just under £600k from visits and casework delivered in 2022/23. This represents roughly a 4:1 return on the cost of operating the advice service. Changing behaviours accounts for over 50% of all financial benefits.

The benefit to an individual household, on average, from our home energy advice visits was £720. This value ranged from £0 to over £6,600 (including new boiler) with the median value being £601.

As well as financial savings to households we calculate the potential energy savings from energy efficiency advice. From visits in 2022/23 we estimated these savings to be 3,478,843 kWh.

Eliminating this energy use saves around 720 tonnes of CO₂, or the equivalent of 137 households' gas usage plus 200 households' electricity usage.

The 'wider support' category includes a variety of casework activities which don't always have a calculated financial value but can offer households a range of highly practical and welcome support.

Organising these measures and the funding of them takes a great deal of staff effort, but with the recruitment of our casework administrator during the second part of the year we have been able to ramp up our work in this area considerably during 2022/23.

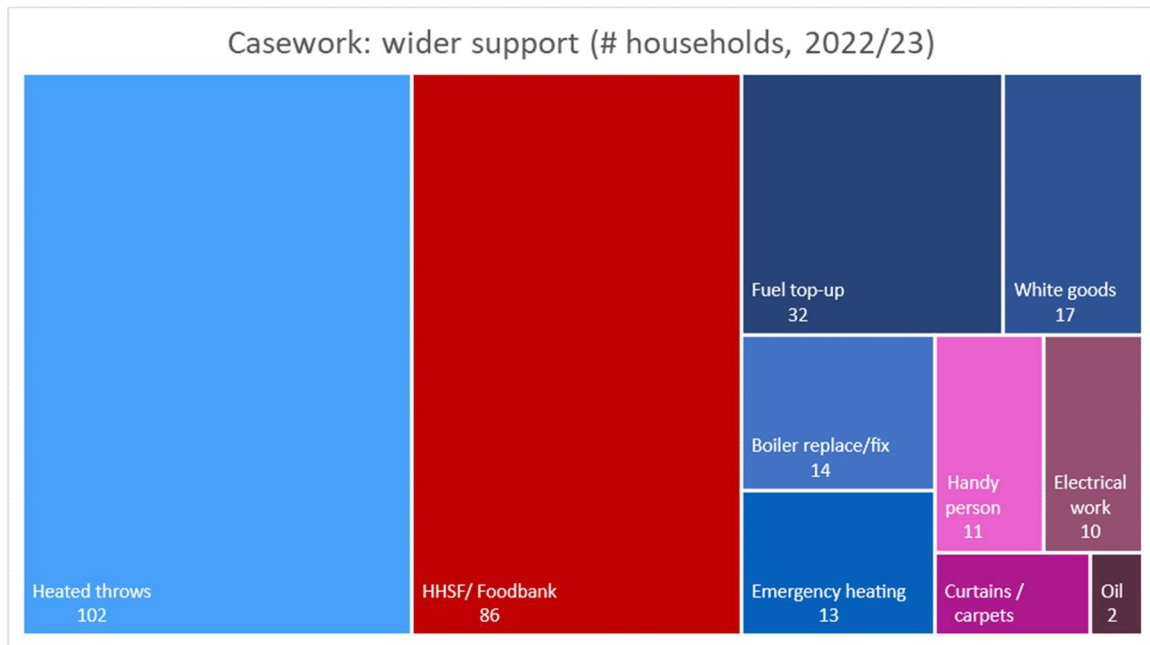


Figure 10 Wider support provided which did not always have a calculated financial value

Home Energy Advice team feature on BBC News

The 361 Energy CIC Home Energy Advice service featured on the BBC News at One on 30 Jan 2023. The package showed how our team have worked with the local Primary Care Network who have referred clients with medical conditions for energy advice. It also featured our curtain bank project where clients could receive free second-hand curtains to reduce draughts in their homes.

<https://361energy.org/videos/>

5. Retrofit Advice Service

361 Energy CIC has been referring households for many years into Government and Industry energy efficiency schemes such as the Energy Company Obligation (ECO). PAS 2035 is the British standard for retrofitting dwellings. All Government funded retrofit programmes must now be compliant with PAS 2035. This includes properties having a Retrofit Assessment and a Retrofit Coordinator managing the PAS 2035 process and ensuring the installation is compliant.

There are only a handful of Retrofit Coordinators based in Northern Devon. 361 Energy CIC has 2 team members who are both Retrofit Assessors and Retrofit Coordinators.

Sustainable Warmth project

Devon County Council made a successful bid for the UK Government Sustainable Warmth competition¹. This provided funding for the Green Homes Grant LAD3 (Local Authority Delivery Phase 3) and Home Upgrade Grant (HUG) Phase 1. Installations needed to be completed between January 2022 and 31 March 2023.

Our Retrofit Coordinators acted as project liaison officers in the first phase of the Green Homes Grant LAD scheme. In 2022/23 they carried out Retrofit Assessments and were the project Retrofit Coordinators for the Green Homes Grant LAD3 and HUG1 installations in North Devon and Torridge.

To be eligible for LAD3 or HUG1 funding, the combined household income needed to be below £30K and the energy rating for the Energy Performance Certificate (EPC) must be in band D, E, F or G. LAD3 funding was for homes on the gas grid and the maximum average subsidy for owner occupiers was £10K per property, with no contribution required from the resident. For private rented properties, the maximum average subsidy available per property was £5K with the landlord required to fund at least one third of the overall costs.

HUG1 funding was for homes off the gas grid. The subsidy available was dependent on the type of heating and the EPC band of the property. The maximum average amounts for owner occupiers receiving HUG1 funding are shown in table 11. For private rented properties, the landlord was required to fund one third of the cost of the upgrades.

	F&G	E	D
Electric	£20,000	£15,000	£10,000
	F&G	E	D
Off-Gas Grid Fossil Fuel (oil, LPG, coal)	£25,000	£20,000	£15,000
Park Homes (off the mains gas grid)	£15,000		

Table 11 Maximum average amounts for HUG1 funding for owner-occupiers

There were 68 homes registered for the Sustainable Warmth scheme during the 2022/23 financial year. The retrofit design process by another contractor took several months to complete and this meant that it was not possible to complete the installations for all these homes in the time allowed by the scheme. Devon County Council decided to focus on installations for the on-gas properties. This was due to there being no funding available in the next financial year for properties with gas heating. Where possible, off-gas properties were moved into the HUG2 scheme which started in the following financial year.

In total 27 homes in North Devon and Torridge progressed to installations through the Sustainable Warmth funding (LAD3 and HUG1), with 26 of them lodged with Trustmark. 41 homes did not progress, but some of these were moved into the HUG2 scheme.

¹ Sustainable Warmth Competition – Guidance for Local Authorities, BEIS, June 2021, <https://assets.publishing.service.gov.uk/media/60c89278d3bf7f4bcfe76546/sustainable-warmth-competition-guidance.pdf> (Accessed 6 Jan 2024)

There were 11 properties which received retrofits under LAD3. The measured installed were:

- 2 cavity wall insulation
- 4 loft insulation
- 1 replacement windows
- 2 replacement doors
- 5 solar PV systems

The average improvement to the EPC score for the LAD3 installations was 10.09 based on pre-survey and post EPC data.

There were 16 properties under HUG 1 (with 2 of these park homes) and the measures installed were:

- 1 cavity wall insulation
- 6 loft insulation
- 3 replacement windows
- 1 replacement doors
- 8 solar PV systems
- 8 high heat retention storage heaters
- 1 underfloor insulation for a park home

For HUG 1, the average improvement in the EPC score was 17.5.

One off-gas property near Braunton which had improvements funded through HUG 1 saw the EPC score increase from 43 (Band E) to 81 (Band B). The bungalow had old broken storage heaters and only 100mm of loft insulation. Under the funding scheme, it was possible to install new high heat retention storage heaters, loft insulation to a depth of 300mm and solar PV. The space heating demand for the property fell by almost 3,000kWh and the annual carbon emissions fell from 6.7 tonnes CO₂ to 3.0 tonnes.

Score	Energy rating	Current	Potential
92+	A		92 A
81-91	B	81 B	
69-80	C		
55-68	D		
39-54	E		
21-38	F		
1-20	G		

Figure 12 Ratings and score from the post-installation EPC

Social Housing Decarbonisation Fund

The UK Government has also provided funding for energy efficiency improvements for social housing through the Social Housing Decarbonisation Fund. Wave 1 of the scheme targeted homes where the energy rating for the home was EPC band D, E, F or G. The maximum grant available was between £10K and £16K, with the higher grants available for the least energy efficient properties. Social landlords had to contribute a minimum of one third towards the total spend on retrofit works².

North Devon Homes made a successful application for funding for Wave 1 of this scheme as part of a consortium with the West of England combined Authority. The Retrofit team at 361 Energy CIC carried out the Retrofit Assessments and were the Retrofit Coordinators for this project. Installations took place in Witheridge and Bishops Nympton. There was a total of 18 properties in Witheridge and 30 in Bishops Nympton.

The properties selected for retrofit were all bungalows and typically had traditional storage heaters and cavity wall insulation. The old fibre cavity wall insulation had failed and therefore was extracted. The cavities were allowed to dry for several weeks before thermal bead cavity wall insulation was installed. This was followed by external wall insulation with a rendered exterior. There was flat roof insulation fitted on the outhouses and new doors fitted. Properties with traditional storage heaters had them replaced by modern high heat retention storage heaters.

Although all the retrofit assessments were completed in the financial year 2022/23, there were delays with the installation of the external wall insulation due to capacity of the installer. As a result, none of these installations were completed before the end of March 2023.



Figure 13 North Devon Homes property which received replacement cavity wall insulation, external wall insulation, flat roof insulation, new doors and high heat retention storage heaters under the Social Housing Decarbonisation Fund wave 1

² Social Housing Decarbonisation Fund – Competition Guidance Notes, BEIS, August 2021, <https://assets.publishing.service.gov.uk/media/6139e4098fa8f503b02d1e65/shdf-wave-1-competition-guidance.pdf> (Accessed 7 Jan 2024)

Community Renewal Fund

The Community Renewal Fund (CRF) was a government programme which aimed to promote community resilience and pilot new approaches to support businesses and communities. This was one of several projects in Devon and was led by the Retrofit Academy and aimed to support training and employment in the retrofit construction sector. Among the project partners were Devon County Council, 361 Energy CIC, Tamar Energy Community and Plymouth Energy Community.

The objectives of the CRF Pilot Project were:

- To test the appetite for whole house retrofit for the “able to pay market
- Determine the effectiveness of marketing tools
- Develop the retrofit supply chain
- Develop the retrofit advisory services
- Improvements to the governance of 361 Energy and Tamar Energy Community
- Identify the barriers to retrofit amongst the “able to pay” market

Torrige & the Bere peninsula were selected as the trial areas

- The target was for 100 homes across the 2 trial areas to express an interest in “able to pay” retrofit, from which a target of 10 homes agreeing to receive retrofit assessments was set
- Although the target of 100 homes expressing an interest was not met 5 homes received retrofit assessments from 361 Energy
- Several supply chain engagement events were held

The outputs from the CRF Pilot Project included:

- Governance improvements report from an independent consultancy
- A marketing analysis report from an independent marketing consultancy
- The barriers to take up of retrofit for the “able to pay” market and supply chain were identified
- 361 Energy’s Retrofit Advisory Service offer was improved

6. Business energy advice and commercial services

Our business energy advice and commercial services work has grown out of previous activities such as energy advice and workshops for schools, Climate Change workshops for North Devon and Torridge councils and energy/carbon saving advice for Parish and Town Councils.

During 2022/23, the business energy advice team supported:

- Devon & Plymouth Chamber of Commerce at a series of sustainability Workshops
- Devon County Council to deliver Farming Carbon in North Devon as part of the Future Farming Resilience project
- Plymouth Council to support four organisations through grant application for their Meet The Expert for Energy improvements programme
- Petroc's 'Big Benefits for Small Businesses' workshops which led to work with Harland & Wolff and Kingsley School in Torridge
- Biosphere's Green Economy Group

The Decarbonise Devon scheme set up by Devon County Council aimed to support Small and Medium Enterprises (SMEs) across the county to reduce carbon emissions and energy costs. Our team played a major role in delivering this project. We combined with Plastic Free North Devon's commercial service (Sustainable Business Resource) and supported 70 organisations to produce energy and carbon reviews with recommendations for energy saving measures for them.

We also supported 24 farms by using the Farm Carbon Toolkit for the Future Farming Resilience project. This helped farm owners to explore various ways of transitioning land use to increase soil health, carbon sequestration, and help them to produce additional income streams to replace dwindling government subsidies.

Overall, our business and commercial services team have produced 206 carbon footprints for clients during the 2022-23 financial year.

In the future we will be exploring opportunities for grant funding to support businesses with retrofit advice. We will explore barriers to local businesses prioritising energy efficiency. We will also work with education establishments to deliver workshops advising businesses on energy and carbon saving. We will build on our strong connections with schools and community organisations. We will also continue to work closely with local business groups.

7. Events

Over the year, 361 Energy CIC organised many small events from drop-in clinics to workshops. However, our largest event was the 361 Energy Fair in Barnstaple Pannier Market on Sunday 25th September 2022. This was our 5th Energy Fair after previously holding events in the Pannier Market in the Autumn of 2014, 2015, 2016 and 2018. This year's event was opened by Councillor Louisa York, Mayor of Barnstaple for 2022-23.

We had nearly 30 exhibitors including energy advice from 361 Energy, National Energy Action and Citizens Advice. There was additional support from North Devon Council and Lendology. The Food Bank provided advice on making cheap nutritious meals with a slow cooker and free samples. Energy saving and renewable installers exhibiting included RES Devon, GMEC/Powervault, Mitchell and Dickenson and South West Lighting. There were electric cars from Westerly BMW and the latest Kia, Vauxhall and Renaults from County Garage. The Bike Shed brought a wide range of electric bikes. There were a number of community and environmental organisations such as the North Devon Biosphere Reserve, the Devon Wildlife Trust, Plastic Free North Devon, the Northern Devon Cycling Campaign, Repair Café, Earth Repair Shop and the Green Party. There was live music, food and entertainment.

Barnstaple born artist Rich Thorne aka Richt who produced the mural in Barnstaple town square came to the event along with his friend Ricky Martin, who presents the children's TV programme 'Art Ninja'. They presented prizes to young people who participated in a series of workshops with the North Devon Biosphere and carried out art activities with children who attended the event.

The event ran from 10am to 4pm and over the day we counted over 1,200 visitors. However, the total may have been closer to 2,000 as it was not possible to count everyone who came in through the different entrances.





Articles about the event appeared in the North Devon Gazette and North Devon Journal.
<https://www.northdevongazette.co.uk/news/local-news/1217858/361-energy-fair-returns-to-barnstaple-pannier-market.html>