



**SevernWye**  
ENERGY AGENCY

**Cheltenham Borough Council  
Warm and Well Plus**

**Provision of Local Sustainable Energy Retrofit Hub**

**Service Level Agreement**

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**Service Level Agreement**  
**Warm and Well Plus**  
**Provision of local sustainable energy**  
**retrofit support hub in**  
**Cheltenham Borough Council**

Agreement between **Severn Wye Energy Agency Ltd**  
on the one hand and **Cheltenham Borough Council**  
on the other hand, for the provision of services in  
Cheltenham provided by Severn Wye Energy for the  
two year period

April 2013 – March 2015.

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# SERVICE LEVEL AGREEMENT

## 1. Purpose of this Agreement

- To assist Cheltenham Borough Council's Affordable Warmth Strategy and HECA reporting requirements to increase the take up of sustainable energy retrofit measures by the **provision of a local sustainable energy retrofit support hub**.
- The hub will provide advice, outreach and marketing and supply chain activities aimed at increasing the take up of energy retrofit, ECO (Energy Company Obligation) and Green Deal activity in the Cheltenham area.
- The hub will carry out the activities of the preceding two paragraphs by supporting householders and local installers access the Gloucestershire **Warm and Well** scheme and **Link to Energy** Installer Network.
- The hub service is limited to **private homeowners and private tenants** within the administrative area of Cheltenham Borough Council and will directly complement the services provided by the Gloucestershire County Council Fuel Poverty telephone advice line.

## 2. Service to be provided by Severn Wye Energy Agency

### 2.1 Advice and customer contact

- Provide householders with access to detailed energy retrofit advice and support aimed at maximising the uptake of sustainable energy measures for all householders in the Cheltenham Borough Council district.
- Severn Wye Energy Agency is an accredited Green Deal Advice Organisation (GDAO) as such all advice will be given in line with GDAO and ECO requirements
- Support clients referred to the Warm and Well Plus from the Gloucestershire Fuel Poverty Advice Line to take action to install measures.
- Contact with clients will be via outgoing phone calls, email, website and other social marketing activities
- Where appropriate clients who are "able to pay" will be expected to contribute to the cost of Green Deal Energy Assessments in line with the current market rates

## **2.2 Outreach and Marketing – Warm and Well**

Marketing and awareness activities will include the following:

- Developing promotional and advice materials for use across the Cheltenham Borough Council district
- Developing Cheltenham Borough Council district wide campaigns and promotions to increase the take up of ECO, Green Deal and other relevant finance options and schemes through Warm and Well
- Promoting national campaigns as appropriate
- Data mapping activities to develop area based approaches to target specific groups. In particular those eligible for ECO/ Green Deal and those wishing to carry out energy retrofit activities to their homes.
- Delivering presentations, outreach events and providing media interviews and press releases.

## **2.3. Finance and Funding**

Encourage and support the development of partnerships and funding opportunities, including:

- Negotiating ECO funding with Energy Suppliers and Installers on behalf of Cheltenham Borough Council
- Negotiating and refereeing to Green Deal Providers
- Referral of appropriate clients to the Warm and Well Plus Energy Installers and other relevant finance, grants and schemes
- Referral of appropriate clients to local Link to Energy Installers
- Identify and develop proposals for and if required administer funding on behalf of Cheltenham Borough Council as appropriate. This may include development of partnership proposals with other Local Authorities in Gloucestershire and the unitary authorities South Gloucestershire Council and Wiltshire Council

## **2.4. Supporting local supply chain - Link to Energy Installers**

Provide a network and support for local Energy Installers to encourage the development of the local retrofit supply chain, local jobs and economy including:

- Provide a web based data base of Energy Installers for householders to search for local Energy Installers who provide a range of technologies
- Work with local Energy Installers to enable them to reach more households

- Support local Energy Installers to become Green Deal or PAS 2030 accredited or link to other Energy Installers with the appropriate accreditations
- Support Energy Installers in developing specialist skills within the green economy by providing access to training, co learning and other relevant events
- Link with other traders and suppliers through the regular Energy Installer network meetings
- Provide access to ECO and Green Deal funding for the Energy Installers' clients

### **2.5 Observation and Dissemination of the Countdown Project to low carbon homes**

- Cheltenham Borough Council will act as an observer and dissemination partner to the Countdown Project including attending meetings and receiving full details of the development of the Revolving Retrofit Guarantee Fund and learning's from the Action Research Project.
- For clarification, the Countdown Project is a partnership between Stroud District Council, Forest of Dean District Council, Wiltshire Council and South Gloucestershire Council and is managed by Severn Wye Energy Agency on their behalf.

### **3. Standards of service**

- All Severn Wye Energy Agency staff who will be giving advice in the provision of the service will have passed City & Guilds in Energy Awareness and/or be a qualified Green Deal Assessor.
- Severn Wye Energy Agency is an Accredited Green Deal Advice Organisation and as such complies with the relevant systems and procedures.
- All personal data will be handled in compliance with the Data Protection Act.
- Severn Wye Energy Agency is Accredited under Investors in People and follows the relevant standards of service

### **4. Reporting**

Severn Wye Energy Agency will report on all service activities detailed in this Agreement to Cheltenham Borough Council and the Warm and Well Plus Steering Group which consists of all Local Authorities who have joined the Warm and Well Plus Sustainable Energy Retrofit Hub. Further details on reporting is set out in paragraph 16. The Steering Group will meet a minimum of quarterly Warm and Well,

and an annual report will be provided at the end of the financial year. The following indicators will be recorded and reported.

Number of:

- Green Deal Assessments carried out
- Referrals to different funding options including ECO and Green Deal Finance
- Homes improved through Warm and Well scheme
- Measures installed by technology
- Value of measures installed and source of funding
- Cat 1 Hazards removed
- Installers on Link to Energy data base
- Homeowners referred to local Energy Installers
- Outreach, promotional and marketing activities
- Amount of Carbon saved annual and life time savings

## **5. Payments for the service**

Cheltenham Borough Council will pay the sum of £10,000 per annum over a period of two years (unless otherwise varied in accordance with this Agreement) to Severn Wye Energy Agency. Payments will be made in two separate instalments as follows:

- Payment of £10,000 will be made prior to July 31st 2013, following Cheltenham Borough Council's receipt of an invoice, provided Severn Wye Energy Agency allow at least 21 days for payment
- Payment of £10,000 will be made prior to April 30th 2014, following Cheltenham Borough Council's receipt of an invoice, provided Severn Wye Energy Agency allow at least 21 days for payment.
- Payments during any extension period will be a matter for negotiation and agreement between the parties.
- Details of any additional payments for additional services can be found in paragraph 15

## **6. Cheltenham Borough Council promotion, advice and assistance**

**In order to maximise the effectiveness of this service Cheltenham Borough Council will commit to support Severn Wye Energy Agency by:**

- Promoting the services of **Warm and Well Plus and Link to Energy** to staff and residents.
- Advising Severn Wye Energy Agency staff of promotional and marketing opportunities. These opportunities include identifying local events, local Energy Installers, communities and other groups appropriate for targeted activity presentations and briefings.



- Assisting Severn Wye Energy Agency in identifying opportunities for promotion alongside existing services, such as mail-outs to residents or local events.

## **7. Liabilities**

Severn Wye Energy Agency agree to hold the relevant public liability and professional indemnity insurance up to the value of £2,000,000

## **8. Variations**

Any effective variations to this Agreement must be in writing and signed by the parties' respective authorised signatories.

## **9. Disputes**

Any disputes in connection with this Agreement will be discussed by the Steering Group at first instance. If the dispute is not resolved by the Steering Group, it will be referred to the directors of the Severn Wye Energy Agency and the relevant authorised officer of sufficient status at Cheltenham Borough Council to be resolved.

## **10. Period of this Agreement**

- This Agreement will operate for a period of 24 months commencing 1st April 2013 to 30th March 2015 unless otherwise varied in accordance with this Agreement.
- This Agreement may be extended by a period or periods of up to 2 years by agreement in writing signed on behalf of both parties.

## **11. Monitoring and Review**

Cheltenham Borough Council in conjunction with the Warm and Well Plus steering group will form the mechanism for monitoring and review of services under this Agreement. Cheltenham Borough Council will also consider the quality of service provided, the satisfaction or otherwise of the parties with working arrangements and will agree what action, if any, needs to be taken by either party.

## **12. Termination**

This Agreement will terminate on 30th March 2015 unless otherwise varied or extended in accordance with this Agreement. Termination prior to 30<sup>th</sup> September 2014 may only take effect after 3 months notice in writing from either party, under the following circumstances:

- a) Mutual written consent.
- b) Circumstances which by the agreement of both parties make it inoperable in its current form.

## **13. Point Of Contact**

The first point of contact will be the Severn Wye Head of Homes and Affordable Warmth, or a nominated officer acting on her behalf who has been notified to Cheltenham Borough Council,

Name : Kaye Welfare  
Address : **Severn Wye Energy Agency Ltd**  
Unit 15 Highnam Business Centre  
Highnam, Gloucester, GL2 8DN

Telephone: 01452 835060  
e-mail: kaye@swea.co.uk

#### **14. Staffing**

The services will be delivered by a team of appropriately qualified staff under the direction of the Severn Wye Energy Agency, Head of Homes and Affordable Warmth.

#### **15. Additional Charges**

Additional charges will be made for services provided over and above the standard service described within this Agreement. The rate charges will be quoted in each instance, in accordance with the nature of the services required and whether these can be provided in house or by an associate. For general guidance the standard charges for in house provision are (exclusive of VAT):

- a) Desk work: £500 per day, or £300 per half day
- b) Training: £500 per day, or £350 for a half day session
- c) Technical consultancy: £500 per day

#### **16. Minimum annual activity in Cheltenham Borough**

The service contained in this Agreement is a developmental project and many of the activities to provide the service will be delivered in conjunction with discussion with Cheltenham Borough Council and a range of other relevant stakeholders. However the minimum activities that will be carried out annually during the period of this Agreement will be:

<b>Min Annual Activity</b>	
4	Quarterly Meetings (with written reports) to report on SLA activities and support HECA report or other data gathering activity
1	Annual report to support HECA reporting or other data gathering activity
200	Number of properties improved
100	Number of vulnerable and non-vulnerable homes improved where Category 1 hazards removed

2	Area based outreach activity campaigns - including promotional / marketing activities, promoting energy retrofit through Link to Energy and the Warm and Well
5	Outreach events and or presentations to community groups about energy efficiency retrofit Warm and Well and Link to Energy services
4	Countywide Energy Installer Network Events
Other	Development of sustainable energy advice materials for use by householders

**The above activities may be reviewed annually and changed with the agreement of both parties**

**17. Agreement parties and addresses**

- **Severn Wye Energy Agency, Unit 15 Highnam Business Centre, Highnam, Gloucester, GL2 8DN**
- **Cheltenham Borough Council, Municipal Offices, Promenade, Cheltenham GL50 1PP**

**18. Date of this Agreement**

.....day of.....2013

**Signed by the duly authorised representative of *Cheltenham Borough Council*:**

Name:

Signature:

Position held with Cheltenham Borough Council.....

**Signed by the duly authorised representative of *Severn Wye Energy Agency*:**

Name:

Signature: