



Home Energy Conservation Act (HECA) Report 2019

Completion date:

15/5/2019

Name of Local Authority:

Scarborough Borough Council

Type of Local Authority:

Borough Council

Name and contact details of official submitting the report:

Lynne Williams

Job title of official submitting the report:

HIA Manager

Names of teams working on policy areas covered by this reporting tool:

- Home Improvement Agency
- Residential Regulation Team
- Asset Management Team
- Recycling and Waste Management Team

Total number of staff working in above policy areas (by FTE) broken down by team if possible:

Full time employees involved in energy efficiency indicatives by team:

Home Improvement Agency – 2 FTE

Residential Regulation Team – 1 FTE

Assets Management Team – 1 FTE

Recycling and Waste Management Team – 1 FTE

Headline and Overview

1. Does your Local Authority have a current strategy on carbon reduction and/or energy efficiency for domestic or non-domestic properties?

YES

2. If yes, please provide a link to your current strategy here:

Environmental sustainability strategy and policy:

<https://democracy.scarborough.gov.uk/documents/s64478/Environmental%20Sustainability%20Policy%20Strategy.pdf>

Asset management maintenance strategy:

<https://democracy.scarborough.gov.uk/documents/s79635/1843%20Appendix%20C%20Asset%20Management%20Maintenance%20Strategy%202018%20-%202028.pdf>

North Yorkshire Housing Strategy 2015-21

<http://nycyerhousing.co.uk/data/documents/New-Y-NY-and-ER-Housing-Strategy-2015-to-21-LR-DRAFT-FINAL.pdf>

3. If no, are you planning to develop one?

N/A

4a. What scheme(s) has your local authority implemented in support of energy saving/carbon reduction in residential accommodation (such as owner-occupied, privately rented and social housing) or non-domestic properties since 2017? (if you have not implemented any scheme, please enter 'N/A')

Since 2017, Scarborough Borough Council has delivered the following initiatives:

Discretionary Repair Scheme

Helping extremely vulnerable residents improve the energy efficiency of their homes through Disabled Facility Grants.

Ex Forces Discretionary Repair Scheme

Offering subsidised energy saving measures to elderly and vulnerable residents who have served in the armed forces.

Gas Safety Scheme

Providing a tailored gas safety service to ensure vulnerable householders have a working and energy efficient gas boiler.

Warm and Well North Yorkshire

Reducing fuel poverty across North Yorkshire - providing vulnerable residents with home visits, advice sessions and access to energy efficiency measures.

Health Through Warmth

Working with Npower to reduce excess winter deaths whilst capitalising on match funding for heating and insulation upgrades.

Choices4Energy

Bespoke unbiased energy saving advice for residents across Scarborough.

Oil Buying Cooperative

Working with Ryedale District Council to help residents in rural communities buy heating oil at competitive rates.

Collective Switch

Helping residents switch their energy tariffs via the group buying expert - Ichoosr, who can source the cheapest deals through economies of scale.

4b. What scheme(s) is your local authority planning to implement in support of energy saving/carbon reduction in residential accommodation (such as owner-occupied, privately rented and social housing) or non-domestic properties in the next two years? (if you are not planning to implement any scheme, please enter 'N/A')

We plan to continue to deliver all of the schemes highlighted in section 4a. We are also in the planning stages for the following initiatives:

North Yorks Warm Homes Scheme

Working with North Yorkshire County Council, Ryedale District Council and Hambleton District Council to install first time central heating in 108 fuel poor households off the mains gas network. The scheme will blend Warm Homes Funding from National Grid with ECO grants and capital secured from each Local Authority. Scarborough Borough Council is committed to helping 20 vulnerable homeowners and range of private renters benefit from the scheme.

LA Flex

Ensuring eligible residents that meet the criteria in our Statement of Intent (SoI) receive support from industry approved and respected installers, helping to maximise the impact of ECO Flexible Eligibility funding whilst safeguarding vulnerable householders in the process.

Heat Pump Programme

Working with a range of partners to bid for external funding to implement a renewable heating scheme across North Yorkshire, helping households in remote off-gas rural communities upgrade their heating facilities using clean and sustainable home-grown energy.

5. What has been, or will be, the cost(s) of running and administering the scheme(s), such as the value of grants and other support made available, plus any other costs incurred (such as administration) as desired? Please provide figures and a brief narrative account if desired.

Administration - the equivalent of 1 FTE administers our energy efficiency schemes at an estimated cost of £21,000 per year. Larger consortium initiatives utilise the services of external partners who are paid out of external funding sources.

Grants - since 2017, £63,457.47 of grant-funding was distributed from a variety of sources including ECO, Disabled Facility Grants and external partners.

Advice - £19,579.99 was spent on energy advice and consultation services via our Choices4Energy scheme and Warm & Well programme.

Future schemes - £10,000 has been committed to the North Yorks Warm Homes Fund scheme to support 20 installations.

6. What businesses, charities, third sector organisations or other stakeholders do you work with to deliver the scheme(s)?

- Age UK
- Beyond Housing
- Carers Resource
- City of York Council
- Elder Persons Forum
- GP Surgeries across Scarborough borough
- Hambleton District Council
- Ichoosr
- Mid-North Yorkshire Citizen Advice (Warm & Well Team)
- National Energy Action (NEA)
- North Yorkshire County Council
- Northern Gas Networks
- Richmondshire District Council
- Rural Action Yorkshire (RAY)
- Ryedale District Council
- Whitby, Scarborough & Ryedale Disability Action Group
- YES Energy Solutions
- Yorkshire Housing

7. What has been the outcome of the scheme(s) (e.g. energy savings, carbon savings, economic impacts such as job creation and/or increased business competitiveness, societal impacts such as alleviation of fuel poverty and/or improved health outcomes etc.)?

This does not have to be measured against national data or benchmarks, but rather focuses on the local authority's own monitoring and evaluation.

Since 2017 we have helped 5,727 households benefit from our energy efficiency schemes, the majority of which are vulnerable resident in or at risk of fuel poverty:

- Discretionary Repair Scheme – 7 households received an energy saving home improvement.
- Ex Forces Discretionary Repair Scheme – 38 households received an energy saving home improvement.
- Gas Safety Scheme - 57 households received gas safety work including boiler services, upgrades and replacements.
- Warm and Well North Yorkshire – 2 households received energy advice and referrals to wider support groups.
- Help Through Warmth – 7 households received a heating measure part funded by Npower.
- Choices4Energy – 436 households received energy saving advice.

- Oil Buying Cooperative –199 households registered on the scheme, accessing heating oil at a lower rate.
- Collective Switch – 4881 households registered on the scheme and received energy saving advice, with approximately 30% switching to a lower energy tariff as a group.

Scarborough Borough Council currently does not have a system to directly monitor energy or carbon savings other than comparing national statistics.

Our energy saving schemes have helped secure the employment of five members of staff, working across Ryedale and Scarborough:

1 X Project Officer
2 X Wellbeing Advisors
1 X Energy Advisor
1 X Handy Person

8. What lessons have you learned from delivering this scheme(s)?

Main lesson - ensuring we manage customer expectations in line with fluctuating funding streams.

We are unable to secure consistent levels of internal and external funding and have to work within the constraints of annual budgeting. This has an impact on the householders we are supporting.

We often find that external funding (e.g. ECO) doesn't cover full installation costs, meaning our Council budgets become top up funds. External funding also has strict compliance requirements that add cost to installations. In some cases we find we can get a cheaper, local service without benefiting from external funding.

Local Communications Strategy

9. Does your local authority provide any advisory service to consumers (and businesses) on how to save energy?

YES

10. If yes to question 10, please briefly outline how this is undertaken (or enter 'N/A' if appropriate)

We employ an Energy Advisor who fronts our Choices4Energy service. This representative provides advisory support to domestic residents on how to save energy and reduce fuel bills over the phone and through home visits.

Many of our schemes interlink and our front line teams are well briefed and refer residents into the appropriate services.

General energy advice and behavioural tips are also disseminated via leaflets, briefing papers and on the Council's website.

11. How do you communicate or encourage energy saving amongst domestic consumers and/or local businesses? (If you do not, please enter 'N/A' and move on to the next section 'Local Green Supply Chains')

Scarborough Borough Council encourages energy saving amongst domestic consumers and local businesses through a range of marketing and communication activities including:

- Forums and events throughout the community
- Press releases
- The Council's website and social media channels
- Partner networks
- GP surgeries
- Engaging wider stakeholders to share information (e.g. fire service)

Specific marketing activity is also carried out on some of our schemes. For example, we promoted the Collective Switching offer to every home in the borough as part of our Council Tax mailing. The scheme was also advertised on local radio.

Local Green Supply Chains

12. Does your Local Authority promote the use of energy efficient products amongst consumers (and businesses)? (if you answer no please move onto the next section 'Private Rented Sector')

YES

13. If yes to question 12, please briefly detail how this promotion work is undertaken.

Residents are provided with advice on the best energy efficient products as part of our home visits and wellbeing checks that take place on our various schemes.

This includes advice on domestic lighting, home appliances and white goods.

Every resident that takes part in our Collective Switching scheme also receives information on other ways to save energy, including choosing A-rated electrical equipment and lifestyle tips on ways to conserve energy in the home.

14. What engagement (formal or informal) does your local authority have with local businesses/supply chains involved in promoting energy efficiency products or carbon reduction?

Our primary focus in supporting vulnerable residents who can benefit from energy efficiency products, services and advice. Therefore we engage with businesses that support this objective, such as the national fuel poverty charity NEA and the community interest company, YES Energy Solutions.

However, we have started to engage with larger businesses to promote energy efficiency products and carbon reduction techniques to their employees. However, this approach is still in its infancy and will be rolled out on a wider scale over the next two years.

Domestic Private Rented Sector (PRS) Minimum Energy Efficiency Standards

The Minimum Energy Efficiency Regulations (the Regulations) apply to all privately rented properties in England and Wales. As of April 2018, all such properties are legally required to have an Energy Performance Certificate (EPC) of at least an E before they can be let on a new tenancy. This requirement will then extend to all such properties by 1 April 2020, even if there has been no change in tenant or tenancy (please see BEIS's published guidance documents for the full details on the standard).

The PRS Regulations give enforcement powers to local authorities, and authorities are responsible for ensuring landlord compliance within their area.

15. Is your authority aware of the PRS Minimum Efficiency Standards which came into force in April 2018?

YES

16. Which team within your authority is responsible for, or will be responsible for, leading on enforcement of the PRS minimum standard?

Residential Regulation Team

17. Please provide the contact details of the person leading this team.

Steve Reynolds
Private Sector Housing Manager
steve.reynolds@scarborough.gov.uk

18. What method or methods does your authority use to communicate with landlords and tenants about the standards and other related issues?

Since the new legislation was announced we have communicated with a range of landlords via the following channels:

- Landlord forums – providing information and guidance on the new rules and implications.
- Selective licensing – writing to landlords with properties in priority areas to encourage them to make improvements where required.
- Website – providing information on MEES on the website for landlords and tenants to access.

Although we have not actively targeted tenants, we have provided advice to private renters as and when enquiries are made via the Council's front line teams and contact routes.

19. Do you directly target landlords of EPC F and G rated properties?

YES

We have a number of Selective Licensing areas in Scarborough that were established by evaluating and comparing the standard of private rented accommodation across the borough. This included reviewing Energy Performance Certificates and highlighting the worse cases (those in band F and G).

We have since written out to landlords who own properties in these areas and informed them of the new legislation and their duty of care.

Financial Support for Energy Efficiency

20. What financial programmes, if any, do you have to promote domestic and non-domestic energy efficiency or energy saving? If applicable, please outline the sums, where such funding is sourced, and where it is targeted.

(If you do not have any financial assistance programmes, please enter 'N/A' and move onto the next section 'Fuel Poverty')

We secure and blend funding from a variety of sources to support our energy efficiency and fuel poverty schemes. The funding is sourced from a range of different organisations as detailed below:

- Disabled Facilities Grants – sourced from Ministry of Housing Communities and Local Government (via the Better Care Fund) £34,800 has been utilised since 2017.
- ECO funding - sourced through YES Energy Solutions who have contracts with a range of obligated Energy Companies. £8,024.79 has been utilised since 2017.
- Health Through Warmth funding - provided by Npower where 50% of install costs are covered. £4,245.24 has been utilised since 2017, supporting the cost of boiler upgrades and central heating installations.
- Warm Homes Fund – North Yorkshire County Council secured £268,529 through National Grid's Warm Homes Fund programme to support a first time central heating scheme in Scarborough, Ryedale and Hambleton. We envision that around £81,000 will be used to support installations in Scarborough.

Fuel Poverty

21. Does your local authority have a fuel poverty strategy?

If yes, please describe the scope of the strategy, and the support that is available for low income and vulnerable households to help tackle fuel poverty in your local area. Please also provide a link to your strategy if published.

YES

Our approach to fuel poverty alleviation is specified in our wider environmental strategy:

<https://democracy.scarborough.gov.uk/documents/s64478/Environmental%20Sustainability%20Policy%20Strategy.pdf>

The strategy sets out three key priority areas, one of which is 'to improve energy efficiency and reduce fuel poverty.' Targets are set for both the Council and wider community which are monitored by the Council's Sustainability Working Group.

When the strategy was published, 12.1% of households in Scarborough were classified as fuel poor and the Council was ranked 57 out of 326 as having the highest levels of fuel poverty in England. The latest statistic (2016 data) show that fuel poverty proportions remain at 12.1%, however the Council is now ranked 80 out of 326.

We have made progress since the strategy was launched. We have tailored all of our energy efficiency schemes so that they directly support low income householders with high energy costs. We have particularly focused on developing our energy advice service (Choices4Energy), so that tailored impartial support on all energy related matters is provided to the most vulnerable residents.

We have also broadened our partnerships with relevant organisations to offer additional support to the fuel poor, helping people improve their health and wellbeing beyond energy efficiency interventions.

Action on fuel poverty will remain a key priority and will feed into our new environmental strategy for the next four years which is currently in development.

22. What steps have you taken to identify residents/properties in fuel poverty? (enter 'N/A' if not appropriate)

All of our energy efficiency schemes are tailored to support vulnerable residents in or at risk of fuel poverty. The eligibility criteria for every scheme is tailored around residents with low household incomes and high energy costs.

Since 2017, we have not had to actively identify and recruit fuel poor residents, as we have a consistent flow of enquiries coming into all of our schemes.

However, we do review fuel poverty data at ward and LSOA level and analyse scheme results to see if there are any trends (e.g. more fuel poor residents coming into our schemes from certain areas of the borough). This helps us focus our future planning.

In preparation for the North Yorks Warm Homes Fund scheme, our partners Mid-North Yorkshire Citizens Advice commissioned YES Energy Solutions to undertake a detailed research study to identify households with no central heating in areas with a high proportion of fuel poor residents. This research has been used to create a targeted address list covering Scarborough, Ryedale and Hambleton and will be used to promote the scheme.

23. How does fuel poverty interlink with your local authority's overall carbon reduction strategy? (enter 'N/A' if not appropriate)

Action on fuel poverty completely interlinks with our wider approach to energy efficiency and carbon reduction.

The majority of our energy saving schemes are aimed at supporting vulnerable householders who struggle to afford to heat their homes to an acceptable temperature.

The key focus of our Home Improvement Agency is to support resident who will gain the greatest wellbeing benefits from improving the energy efficiency of their homes.

We have purposely interlinked with external fuel poverty specialists such as NEA and YES Energy Solutions to support our work and help us connect directly with vulnerable residents.

All of our future initiatives will focus on fuel poverty alleviation as well as carbon reduction.

24a. What measures or initiatives have you taken to promote fuel cost reduction for those in fuel poverty? (enter 'N/A' if not appropriate)

Bill saving information and fuel cost reduction is heavily promoted within all of our energy efficiency and fuel poverty schemes.

Details of indicative savings relating to energy efficiency measures are included in leaflets, letters, web promotions and event handouts.

On all of our schemes we explain the cost benefits to residents who are considering energy saving home improvements. We advise on the likely savings that can be achieved and refer householders to the Energy Saving Trust's website for additional information on bill reduction for different measures and property types.

Our Collective Switching and Oil Buying schemes are positive examples of specific activity focussed on helping vulnerable residents reduce their energy bills and keep warm for less.

24b. If you have taken measures or initiatives to promote fuel cost reduction for those in fuel poverty, what partnership with business or energy providers have you undertaken? (enter 'N/A' if not appropriate)

We work with a range of organisations that link directly into energy providers.

Ichoosr, an independent organiser of group buying schemes, manages our Collective Switching programme. They work with multiple energy suppliers to find the most competitive deals for scheme participants.

Our Oil Buying scheme is managed by the White Rose Home Improvement Agency who works directly with local firms to source competitive deals and buy heating oil in bulk. Residents that join the scheme can reduce their heating bills as a group through economies of scale.

YES Energy Solutions, a Yorkshire based community interest company, provides ECO funding for a range of energy saving measures. We work with them across our various schemes to maximise external funding opportunities. YES Energy Solutions have ECO contracts with many obligated energy providers.

We also work collaboratively with neighbouring Councils (especially Ryedale District Council) to promote fuel cost reduction across North Yorkshire and attend a regular Winter Heath forum to consolidate our approach to fuel poverty and share ideas.

The Energy Company Obligation

The Energy Company Obligation (ECO) is an obligation on energy suppliers aimed at helping households cut their energy bills and reduce carbon emissions by installing energy saving measures. Following the Spring 2018 consultation, the Government set out in its response that ECO3 will fully focus on Affordable Warmth – low income, vulnerable and fuel poor households.

The recently introduced ECO “flexible eligibility” (ECO Flex) programme allows LAs to make declarations determining that certain households in fuel poverty or with occupants on low incomes and vulnerable to the effects of cold homes, are referred to ECO obligated suppliers for support under the Affordable Warmth element of ECO. LAs involved are required to issue a Statement of Intent that they are going to identify households as eligible, and the criteria they are going to use; and a declaration that the LA has been consulted on the installation of measures in a home.

25. Has your local authority published a Statement of Intent (Sol) for ECO flexibility eligibility?

YES

Link to Sol: <https://www.scarborough.gov.uk/home/environment/local-authority-flexible-eligibility-statement-intent>

26. Please use the following space to provide any further information you feel might be of benefit to BEIS, in helping us to understand ECO Flex delivery in more detail. For example, the number of declarations signed versus the number of households helped.

The Council has received requests from installers working in the area who are keen to deliver ECO Flex measures. However, we are taking a cautious approach, as we do not want to endorse any rogue traders or contractors that use pushy cold calling sales techniques.

Due to limited time and resource, we have enlisted our ECO delivery partner YES Energy Solutions to support our flexible eligibility administration process.

We have entered into an agreement with them to on-board quality contractors, validate eligible customers against the criteria in our Statement of Intent and collect and store the qualifying evidence. They then submit a progress report stating which addresses have met the criteria for us to issue the ECO declaration. We then audit a proportion of the customers to ensure YES Energy Solutions are compliant with our criteria and making appropriate recommendations.

This process is very much in its infancy, but is supporting some ECO Flex delivery in Scarborough. We predict that this will increase when the North Yorks Warm Homes scheme gathers momentum over 2019 and 2020.

Smart Metering

27. Please provide a brief statement outlining your current or planned approach to:

Engage and support your residents (including those in vulnerable circumstances or with pre-payment metering) to promote take up of smart meters and achieve associated benefits (e.g.

ability to control energy use, identify best value tariffs)? Please detail any work undertaken or planned with local/community groups, housing associations, micro businesses, Smart Energy GB under their Partnership Programme and energy suppliers.

Although we understand the benefits of using Smart Meters, we have purposely not promoted their roll out, as there still seems to be some significant teething issues with the technology. Our main concern is their lack of flexibility which will cause issues when residents want to switch providers.

To our knowledge, each Energy Company is installing its own version of Smart Meter and at the moment there is no universal model (which would make more sense, especially with the Government's drive for a fairer energy market). However, we do understand that modifications to Smart Meters are taking place.

Once Smart Meters are transferable across suppliers and the benefits are clearly highlighted to customers, we will of course support the roll out. We will also ensure our frontline staff are appropriately trained and will seek to access any funding that becomes available to support the activity.

28. Please provide a brief statement outlining your current or planned approach to:

Integrate your approaches to delivering energy efficiency improvements in residential accommodation with the opportunities presented by the installation of smart meters, drawing upon materials from the Smart Meter Energy Efficiency Materials Project or other sources of independent information.

Presently, Energy Companies are focusing on their own approach to rolling out Smart Meters. This may include capitalising on other available energy efficiency interventions in the home.

Scarborough Borough Council has not been approached by any Energy Company to support the roll out. However, we are open to the idea of working with Energy Companies and their partners once improvements to Smart Meters have been implemented. And we can see the additional benefits of linking the roll out to our wider energy efficiency schemes.

We will keep up to date with the progress of Smart Meters and any future developments.

29. Please detail any:

Resources/ support (e.g. services, funding) available to residents who have had an appliance(s) condemned for safety reasons and cannot afford to replace it (e.g. during visual safety checks conducted during their smart meter installation or otherwise).

Scarborough Borough Council runs several projects linked to energy efficiency schemes. This support is available through the Council's Home improvement Agency who will assist vulnerable residents with funding and practical arrangements to allow them to repair and replace condemned appliances.

Although there is a limited budget for the service, we could certainly link this to a Smart Meter programme when the technology has been improved and we are in a position to support the roll out.

30. Please detail any:

Existing relationships with energy suppliers to help ensure that the opportunities presented by vacant properties under your control are effectively utilised (i.e. gaining access to install a smart meter).

Scarborough Borough Council does not own any domestic properties. However we do have close links with Housing Associations and larger private landlords, some of whom will be involved in the roll out of Smart Meters and have their own relationships with Energy Companies.

We are open to introducing our partners to relevant Energy Companies when we are in a position to support a Smart Meter programme.

Future Schemes or Wider Initiatives

31. Please outline any future schemes or wider initiatives not covered above that your local authority has carried out or is planning to undertake to improve the energy efficiency of residential accommodation or businesses in your area, for example, within your Local Enterprise Partnership (LEP) Energy Strategy (if you do not plan any future schemes currently, please enter 'N/A').

Outside of our main schemes, Scarborough Borough Council is actively involved in the promotion of energy efficiency throughout the community.

We are members of the North Yorkshire Winter Health Partnership - a group of proactive organisations including community groups, businesses and other Councils, with a shared drive to reduce fuel poverty across North Yorkshire. The group has helped us develop and strengthen our approach to energy efficiency, taking advice and key learnings from other stakeholders implementing similar initiatives.

As part of our environmental strategy, we ensure the suppliers we work with also take steps to address environmental matters relating to their products and services in domestic properties.

We have always been an advocate for the Government's Energy Company Obligation scheme and have advised eligible householders to find accredited installers and apply for grants to reduce the cost of heating and insulation measures.

According to the latest Government statistics (Household Energy Efficiency National Statistics), 3,081 measures were delivered through the ECO programme in Scarborough up to the end of September 2018. Of which 61% (1,881 measures) were installed after September 2017 during ECO2T.

Through our whole house approach, we are always promoting additional services that link to energy efficiency interventions. This includes ensuring residents have working some alarms and CO detectors as part of our home visits, and linking vulnerable householders to other wellbeing services to help them maximise their income. In our commitment to reduce excess winter deaths, we have started issuing alarms to warn elderly residents when their homes become too cold.

Our plan for the future is to maximise external funding opportunities, promote the latest energy efficiency innovations and continue to link our schemes to other critical front line services, helping vulnerable people get all the support they need through a single point of contact.