

**Home Energy Conservation Act**

**Further Report for the Surrey Climate Change Partnership (SCCP)**

**Partners Include:**

Elmbridge Borough Council

Epsom & Ewell Borough Council

Mole Valley District Council

Runnymede Borough Council

Reigate & Banstead Borough Council

Spelthorne District Council

Surrey Heath District Council

Tandridge District Council

Waverley Borough Council

Woking Borough Council

Convened by Surrey County Council

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## **1. Introduction**

This Further Report details how a coalition of local authorities within the County of Surrey satisfies the Home Energy Conservation Act required by the Department of Energy & Climate Change. The report identifies the local councils included in the partnership and how a 5-year county-wide community engagement scheme will assist partners communicate the Green Deal and Energy Company Obligation Scheme, and other relevant government policy to the residential population. The report demonstrates the tools and resources that will be made available to target community engagement activity to encourage take-up of energy improvements, programme objectives by which progress will be measured against, examples of the type of community engagement activity that will be implemented, how the programme will be governed and the baseline statistics that will be used to track overarching geographical trends in carbon emissions.

Included in the Annex of the report is further information on individual councils' plans and ambitions. These include (where possible); existing commitments and strategic documentation, specific needs in the local area and council priorities, tools available, marketing/communications resources and additional reporting requirements the council is required to make to internal Working Groups or Committees.

## **2. Surrey Climate Change Partnership Coalition Commitment**

Surrey Climate Change Partnership (SCCP) was formed in 2008, bringing together officers from across the Local Authorities of Surrey to facilitate joint working to address climate change issues. The group has a particular focus on domestic energy efficiency, decentralised generation from renewable resources and opportunities for joined-up action on our own estates. The SCCP involves officers and elected members of all eleven district and borough councils and the County Council.

The SCCP has recently formed a Green Deal Sub Group that has the remit of exploring options for local authorities in Surrey under the Green Deal. Agreement has been reached by the SCCP that a partnership approach, including the vast majority of authorities in Surrey, taking an advice and brokering role for the Green Deal and ECO. The project will be primarily delivered by the not-for-profit community organisation 'Action Surrey'. The SCCP will be the Steering Group for the Surrey Green Deal and ECO project.

Action Surrey has been operating for 3 years (2009 – 2012) and supports all local authorities across the County in assisting residents to improve the energy efficiency of their homes. Referrals to local installers associated with Action Surrey come from council call centres and independent marketing activity that is implemented day-to-day by the project. The project is operated by the Energy Centre for Sustainable Communities, a Thamesway Group company wholly owned by Woking Borough Council.

Measures the partnership will consider as part of their HECA obligation will include;

- Behavioural changes and free measures to reduce energy consumption;
- All improvements that qualify for Green Deal Finance and/or ECO funding;
- Technology that qualifies for the Feed-in Tariff;
- Technology that qualifies for the Renewable Heat Incentive.

All improvements will be subject to planning regulation, economic and practical feasibility dependent on the dwelling and occupants' situation.

### **3. Tools & Resources**

#### **3.1. Housing Stock Analysis**

In addition to the English Housing Survey, the SCCP will be exploring ways to gain a more detailed understanding of the energy efficiency picture of Surrey. The aim is to provide household level data on existing (or missing) energy efficiency improvements and establish a dataset that can be interrogated as to where resources should be targeted across each district and borough to achieve maximum returns. There will be several tools available to assist with this.

#### **3.2. Energy Performance Certificate Data**

In Surrey a total of 160,000 (approx) EPC lodgements have been made which, when compared to a housing stock of approximately 475,000 properties, equates to roughly 35% of all Surrey stock having an in-depth energy performance assessment.

As part of the SCCP commitment to facilitating Green Deal take up and maximisation of ECO funding, the partnership will evaluate options, with regard to value for money, including the option to purchase EPC records for Surrey and commissioning a modelling consultancy service e.g. BRE or EST, to model the entire housing stock within the County. This data set could then be combined with Experian Segmentation Data on Tenure and Mosaic Consumer Data to provide an in-depth understanding of Surrey.

The results from such an exercise would provide the basis for accurately targeting community engagement and promotional activity to drive take-up of energy efficiency improvements and renewable technology where suitable, and help target homeowners that could benefit from the Green Deal and/or ECO thus ensuring the cost effective targeting (via higher success rates and thus referral fees for project funding) of resources in tackling fuel poverty, health inequality and the reduction of carbon emissions.

#### **3.3. Thermal Imaging**

Six councils within the SCCP partnership are also currently working with BlueSky to conduct an Aerial Heat Survey. This will map where the greatest heat losses are occurring across the district/borough which will then inform further community engagement activity.

#### **3.4. Existing Action Surrey Database**

Action Surrey has an existing customer database of approximately 6,000 homeowners who have contacted the scheme in the past. This database will be utilised in targeting the following schemes at relevant households and the database will continue to be updated through the course of the 5 year programme;

- Impartial Energy Efficiency Advice (including education and free measures)
- Green Deal and ECO;
- Feed in Tariffs;
- Renewable Heat Incentive.

Action Surrey data records full customer contact details, construction details and existing energy efficiency measures. All records are held inline with Data Protection requirements and customers are informed that their data will not be passed to third parties unless they have requested a specific service such as a quote from an associated installer.

### **3.5. Community Engagement & Communication**

Through Action Surrey the SCCP will have a 5-year support programme for local authorities that actively engages the local community and provides tangible, bespoke energy advice to homeowners and private sector tenants helping them save energy in the home, provide guidance on Green Deal, ECO, FIT and RHI, and delivers measurable CO<sub>2</sub> reductions from housing. The project can be defined as a Green Deal Advice and Partnership programme - facilitating the successful take-up of Green Deal and use of ECO by residents and landlords in Surrey. The service will be built around 4 main strands:

- a) Marketing & Community Engagement (Community outreach, communications and marketing)
- b) Advice (Impartial energy advice service through a call centre and website)
- c) Installer Network and Panel of Providers (a local, trusted installer network and referral service to a panel of Green Deal Providers)
- d) Strategic Support and Reporting (Local Authority reporting and strategic support around energy efficiency)

Through Action Surrey, residents and landlords will be able to consult an impartial energy advice service at each stage of the Green Deal process.

The main objectives of this 5 year programme are:

- 1,250 Green Deal Plans (worth approx. £6,000 each)
- 1,200 ECO funded energy improvements
- 1,300 privately funded energy improvements (outside of green deal finance)
- £11,500,000 worth of local economic activity
- Save 100,000 lifetime tonnes of CO<sub>2</sub>
- Save residents over £1 million in energy bills
- Assist fuel poor households reduce their fuel bills

Action Surrey already has the following assets at its disposal:

- An established brand that is recognised by a key target market (early adopters);
- A team of trained and experienced staff who can advise on energy efficiency, Green Deal, a trusted, local installer network and good links in industry;
- A support network comprising of environmental groups across Surrey who can influence residents and communicate on behalf of the project;
- A fuel poverty and health agenda and established County-wide Surrey Healthy Homes Partnership designed to link good health with energy efficiency.

Action Surrey will also set up as a Green Deal Advisor Organisation (GDAO) and develop its own network of Green Deal Assessors and technical advisors. The aim of this is to drive interest from Providers whilst maintaining control over the scheme in Surrey. Each local council participating in Action Surrey is investing £9,000 in the 5-year project plan to signal their commitment to improving the energy efficiency of the housing stock within their respective areas. An additional investment of £48,200 is being raised by Thameswey Ltd to assist in securing a partnership scheme that will ensure energy efficiency, including the Green Deal and ECO, is promoted across the county whilst giving local government a degree of control in a new market place.

#### **4. Tracking Carbon Emissions**

The partnership will use DECC Statistical reporting on local authority CO<sub>2</sub> emissions to illustrate trends on a macro level (County-wide). As part of Action Surrey each local authority will be provided with quarterly reports that track energy efficiency installations and associated CO<sub>2</sub> savings that will be aggregated at the end of the 2 year period when the Progress Report is due. Details that will be available to councils through Action Surrey will include:

- Referrals / enquiries
- Resulting Green Deal assessments
- GD / ECO / Privately funded installation
- Conversion rates

Property-specific data will include:

- Address
- UPRN
- Tenure
- Landlord (if a housing association)
- Measures installed
- CO<sub>2</sub> savings (annual and lifetime) resulting from measures installed
- Delivery route – e.g. Green Deal / Green Deal and ECO (if ECO what route)
- GD provider

## **5. Action Surrey Engagement Activity**

Action Surrey already has a brand and project identity that has been developed over 3-years. This is not only visual but reflects certain values including localism, competitiveness, quality and impartiality. The programme aims to give confidence to homeowners to install energy efficiency measures and, through a close association with local authorities, offers a trusted source of information on what can be expected from such improvements (financial/environmental savings and limitations).

A major part of the Action Surrey partnership is a marketing and community engagement strategy. Futerra, the sustainability communications specialist, will be consulted to assist with mapping out the 5 year programme including seasonal marketing campaigns and how best to utilise the data available.

As part of its marketing strategy, Action Surrey will be conducting marketing activities on behalf of, and in partnership with, local councils across Surrey. These activities will include (and not be limited to):

- Targeted and relevant direct mail to existing contacts
- E-newsletters
- Door knocking campaigns (Warm Zones)
- Community events (road shows)
- Council magazine communications
- Press releases to the local papers and news stories
- Print advertising
- Radio campaigns

Action Surrey in partnership with the local authorities in Surrey was successful in securing Pioneer Places Funding in March 2013 which has assisted in launching the Green Deal and ECO scheme in Surrey and introducing the new policy to the resident population.

For the past two years Action Surrey has been working to align health with energy efficiency across Surrey. As part of this work the project has been provided funding from the Department of Health to run winter warmth campaigns and specifically target residents in Surrey who may be at risk during cold weather. This work-stream will continue under Action Surrey as a Fuel Poverty project that will harness ECO funding (HHCRO) to improve the energy efficiency of properties housing vulnerable residents.

As well as conducting wider, more mainstream marketing campaigns, Action Surrey has also developed a county-wide community network that can communicate messages on behalf of the project and provide access to a key target market for Green Deal (Early Adopters) and also engage with vulnerable groups in tackling fuel poverty and harnessing ECO and Affordable Warmth funding. The community network can also distribute marketing materials in their own areas and to their membership databases as well as participating in more interactive marketing campaigns such as an eco-open homes weekend (Surrey Green Homes).

## **6. Governance & Reporting**

The Surrey Climate Change Partnership meets on a quarterly basis to discuss progress with environmental projects and any barriers that are being experienced. It is also the forum for discussing policy changes and implications for local government.

The Green Deal and ECO, and progress with Action Surrey will be discussed at SCCP quarterly meetings. Barriers to take-up and how these can be overcome will be considered as well as how to best target Green Deal / ECO communications to the resident population.

To assist in structuring SCCP discussions that affect HECA reporting, Action Surrey will be publishing quarterly reports that will detail progress that has been made towards its 5-year targets. This will provide a breakdown of measures installed by type and be available on a property-by-property basis.

## **7. Baseline – Domestic Emissions**

The following emissions data will provide a high level baseline by which a general trend of carbon emissions can be assessed against.

<b>Local Authority</b>	<b>Emission ktCO<sub>2</sub> - 2010</b>
Elmbridge	368.44
Epsom and Ewell	180.69
Guildford	328.97
Mole Valley	227.99
Reigate and Banstead	340.88
Runnymede	192.98
Spelthorne	218.50
Surrey Heath	217.80
Tandridge	216.47
Waverley	326.80
Woking	227.00
Total:	2,846.51

  

<b>Local Authority</b>	<b>Emissions Per Capita 2010 (tCO<sub>2</sub>p/person)</b>
Elmbridge	2.80
Epsom and Ewell	2.40
Guildford	2.40
Mole Valley	2.70
Reigate and Banstead	2.50
Runnymede	2.20
Spelthorne	2.30
Surrey Heath	2.60
Tandridge	2.60
Waverley	2.70
Woking	2.40



Surrey Total: 2.50

South East Total Per Capita: 2.30

## **8. Annex 1**

The following annex provides further details on each local authority under this consortium, and their existing plans for carbon reduction and forthcoming strategies that will assist in meeting HECA requirements.

### **8.1. Elmbridge**

#### **a) Existing Commitments and Strategic Documentation**

##### *Elmbridge BC Corporate Plan 2013/14*

The Corporate Plan sets out how the Council is going to deliver its local priorities for 2013/14 and what is being implemented to make Elmbridge a better place for local people. This overarching document is supplemented by service-specific plans, such as the Housing Service Delivery Plan (SDP) which provide greater details on the targets set and the tasks to be undertaken.

One of the objectives set out in the Corporate Plan is to “Improve the physical standards and energy efficiency of the housing stock in Elmbridge”. To help achieve this, the Council intends to:

- Improve at least 75 substandard homes in the borough through the intervention of the Private Sector Housing Team by March 2014
- Promote take-up of the Green Deal / Energy Company Obligation within Elmbridge, with a target of at least 12 households having had work completed and by carrying out a campaign in Autumn 2013 to promote home energy conservation

Over the two years that this report covers, it is proposed that the Council will improve at least 150 substandard homes through the intervention of the Private Sector Housing Team by March 2015. It is anticipated that a sizeable number of these properties will benefit from improvements in their energy efficiency of the properties as a result of the interventions.

Furthermore, the Council will commit to a target of at least 30 households having had work completed through the Green Deal / Energy Company Obligation within Elmbridge by March 2015. This reflects our expectation that take-up will increase in year two as the Green Deal / ECO becomes established.

##### *Elmbridge Housing and Homelessness Strategy*

The Council plans to produce a new strategy in 2013/14 which will set out the main housing challenges facing the borough over the next three to five years and the Council's plan to deal with them, in partnership with residents, housing providers and others. Like the strategy that it will replace, it is anticipated that key priorities will include tackling fuel poverty, promoting

improvements in home energy efficiency and supporting reductions in the level of CO2 emissions from the local housing stock.

The most recent Housing and Homelessness Strategy covering 2009-2012 is available here [http://www.elmbridge.gov.uk/documents/detail.htm?pk\\_document=16461](http://www.elmbridge.gov.uk/documents/detail.htm?pk_document=16461)

The Council is no longer a provider of social housing, with this role taken by a variety of housing associations. Evidence gleaned from our housing association partners and the Private Sector Housing Condition Survey dated in 2008 does not point to clusters of housing which have particularly low SAP rating and which would benefit from an area-based approach. Instead, it appears that fuel poor households and homes which are energy inefficient are dispersed across the borough.

#### **b) Specific Needs in the local area and council priorities**

The Council's priority remains tackling fuel poverty. However, it is recognised that residents in Elmbridge have, on average, one of the largest carbon footprints per household in the country. This is largely explained by the characteristics of the local housing stock, with the average privately-owned home being larger than the national average and there being a greater proportion of detached houses here than elsewhere, alongside household incomes being higher here on average, when compared to the rest of the country. As such, efforts to promote behaviour change and reductions in energy use remain important.

#### **c) Tools**

The Council has used and is committed to continue using the tools available to it to help deliver improvements in home energy efficiency and to run targeted campaigns.

These tools include:

- i. Data on households in receipt of Housing Benefit and / or Council Tax Support – broken down by tenure
- ii. A database of private-sector landlords with property portfolios in Elmbridge, comprising over 500 individuals
- iii. The Elmbridge Residents Panel – comprising nearly 1000 residents, who can be used as a sounding board
- iv. Our relationships with housing associations – in terms of promoting good practice, running joint campaigns etc

#### **d) Marketing/communications assistance**

The Council is able to offer a range of assistance in this regard, including:

- Including content with the Council's "Elmbridge Review" magazine which is distributed to household and businesses in the borough three times a year.
- Multi-media – from the issue of press releases and use of the Council's Twitter feed, through to posters on Community noticeboards and displays at local community events, including "Let's Talk Elmbridge"

- Use of the Council's website, including publicising campaigns on the Council's home page to boost awareness
- Targeted activity – ranging from presentations to older residents at local Centres for the Community, through to engagement with private-sector landlords through the Elmbridge Private Sector Landlord Forum etc

**e) Reporting requirements of the council**

The Council's activity around cutting the borough's carbon footprint is overseen by the Carbon Footprint Reduction Group, comprising of a number of Councillors and officers. This provides a level of challenge and scrutiny to support the setting of targets and implementation, not just in relation to home energy efficiency, but to wider initiatives as well. This group provides regular updates to the Council's Overview and Scrutiny Committee.

**8.2. Epsom & Ewell Borough Council**

**a) Existing Commitments and Strategic Documentation**

Epsom & Ewell's existing commitments to energy conservation can be found in our Climate Change Action Plan using the following link: <http://www.epsom-ewell.gov.uk/NR/rdonlyres/CFD3037C-8BA6-4729-8E9E-D08E891C49B6/0/ClimateChangeActionPlan2013.pdf>

**b) Tools**

We have previously used the Benefits register for contacting residents who could be eligible for assistance to improve the energy efficiency of their property. Where possible, this data will be used to assist the Action Surrey Community engagement plan. We have also commissioned a thermal Ariel survey that is due to be completed in 2013-14. This will provide a graphic representation on property heat loss across the Borough.

**c) Marketing & Communications**

In addition to the marketing and community engagement provided by Action Surrey, we will promote energy efficiency improvements and policies that assist take-up through:

- Residential Magazine
- Press Releases
- Website

### **8.3. Mole Valley**

#### **a) Existing Commitments and Strategic Documentation**

Mole Valley's existing commitments to energy conservation and fuel poverty can be found in the following documentation:

Climate Change Strategy

[http://www.molevalley.gov.uk/media/pdf/a/k/MVDC\\_Climate\\_Change\\_Strategy\\_November\\_2009.pdf](http://www.molevalley.gov.uk/media/pdf/a/k/MVDC_Climate_Change_Strategy_November_2009.pdf)

Carbon Management Plan

[http://www.molevalley.gov.uk/media/pdf/e/4/LACM\\_Publicity\\_A4doublesided\\_v1\\_1.pdf](http://www.molevalley.gov.uk/media/pdf/e/4/LACM_Publicity_A4doublesided_v1_1.pdf)

Agreement to the Nottingham Declaration

[http://www.molevalley.gov.uk/media/pdf/s/f/Nottingham\\_Declaration\\_MVDC\\_Signed\\_30.pdf](http://www.molevalley.gov.uk/media/pdf/s/f/Nottingham_Declaration_MVDC_Signed_30.pdf)

#### **b) Specific Needs in the local area and council priorities**

Mole Valley has a high proportion of off-gas properties (compared with the rest of Surrey) using oil and LPG heating fuels. Such properties are subject to higher heating costs and are often in remote locations difficult to access during cold weather. Areas containing these properties will be targeted as part of the wider Action Surrey community engagement plan.

Mole Valley also has a large number of mobile homes located in very inaccessible parts of the district. Where assistance is available, these properties will be targeted as part of Action Surrey's ECO engagement work.

#### **c) Tools**

Mole Valley has previously used the Benefits Register for contacting residents who could be eligible for assistance to improve the energy efficiency of their property. Where possible, this data will be used to assist the Action Surrey community engagement plan. Mole Valley has also commissioned a thermal Aerial survey that is due to be completed in 2013. This will provide a graphic representation on property heat loss across the district.

### **8.4. Reigate & Banstead**

#### **a) Existing Commitments and Strategic Documentation**

The Council's commitment to maximizing the entire Borough's ability to reduce its carbon footprint whilst tackling sustainability and energy issues is communicated in the Corporate Plan 2012-15, and the Borough's Community Plan 2008-20. Both the Corporate and Community Plan have an environment theme with a number of improvement priorities aimed at taking action to reduce the effects climate change including increasing the

efficiency of existing buildings to reduce the amount of water and energy wasted, and promote effective renewable energy sources to help combat climate change.

RBBC's commitments relating to home energy conservation and fuel poverty are contained within the Sustainable Energy Strategy (adopted by Full Council in 2009), see [http://www.reigate-banstead.gov.uk/Images/Sustainable%20Energy%20Strategy%20FINAL%20uly09\\_tcm9-37068.pdf](http://www.reigate-banstead.gov.uk/Images/Sustainable%20Energy%20Strategy%20FINAL%20uly09_tcm9-37068.pdf)

Reigate and Banstead Borough Council will empower its local communities to achieve an 80% reduction in CO<sub>2</sub> emissions between 1990 and 2050. The Council will be a focus for excellence in sustainability, ensuring that the energy needs of the growing community remain secure and affordable. In order to achieve the Vision above, an annual Borough-wide reduction in CO<sub>2</sub> emissions is needed of 13,227 tonnes per year to 2050.

The full Sustainable Energy Strategy can be found here: [http://www.reigate-banstead.gov.uk/environment/energy\\_saving/sustainable\\_energy\\_strategy/](http://www.reigate-banstead.gov.uk/environment/energy_saving/sustainable_energy_strategy/)

#### **b) Specific Needs in the local area and council priorities**

In 2002, the housing stock condition survey in the Borough gave an average Standard Assessment Procedure (SAP) energy rating of 45 and an energy rating for private housing stock of less than 40, placing R&B amongst the 22 worst local authority areas in the South East. Properties with a SAP rating of 35 or less have a likely presence of Category 1 hazard from excess cold.

The Council transferred its stock to Raven Housing Trust in the same year. By 2010 the Trust successfully brought all homes up to the Decent Homes Standard in 2010, and is now focussed on maintaining this standard with ongoing planned works programmes.

#### **c) Tools**

Data on 63.2% of the 55,481 homes in the Borough was gathered in 2004/5 and is held on the Energy Savings Trust's Homes Energy Efficiency Database. The BRE has integrated further data arising from consecutive stock surveys and other sources to provide the Council with a comprehensive targeting tool.

GIS systems has recently used benefits data to map "Warm Zones" throughout the Borough to enable house to house promotion of the Surrey Healthy Homes measures to vulnerable residents.

## **8.5. Runnymede Borough Council**

### **a) Existing Commitments and Strategic Documentation**

Runnymede's existing commitments to energy conservation and fuel poverty can be found in the following documentation:

*Housing Strategy*

[http://www.runnymede.gov.uk/portal/site/runnymede/Housing\\_strategies/](http://www.runnymede.gov.uk/portal/site/runnymede/Housing_strategies/)

### **b) Tools**

Runnymede has previously used the Benefits Register for contacting residents who could be eligible for assistance to improve the energy efficiency of their property. Where possible, this data will be used to assist the Action Surrey community engagement plan. Runnymede has also commissioned a thermal Aerial survey that is due to be completed in 2013-14. This will provide a graphic representation on property heat loss across the district.

### **c) Marketing & Communications**

In addition to the marketing and community engagement provided by Action Surrey, Runnymede will promote energy efficiency improvements and policies that assist take-up through:

- Residential Magazines
- Press Releases
- E-newsletters

## **8.6. Spelthorne District Council**

### **a) Existing Commitments and Strategic Documentation**

Sustainable Development Strategy – The council will report on HECA and NI 186 and intends to achieve a 10% reduction in energy consumption within the domestic sector.

Carbon Management Action Plan – The Council aims to achieve a 30% reduction on CO<sub>2</sub> by March 2014 compared to 2009/10 baseline CO<sub>2</sub> emissions figures. The council's CMAP has been developed with the assistance of the Carbon Trust with annual reporting of CMAP delivery and achievements.

Spelthorne Energy Policy – Although the energy policy is still in development the council intends to achieve a target of a 20% reduction of CO<sub>2</sub> emissions from their building assets by 2015 compared to 2009/10 baseline emissions figures.

Staff Travel Plan – The Council aims to achieve a 10% reduction in staff mileage and associated CO<sub>2</sub> emissions and 15% from contractor and fleet mileage by 2014.

**b) Specific Needs in the local area and council priorities**

Due to a changing political situation council priorities are currently in a state of ongoing consultation and agreement. Spelthorne however will report will report to the Surrey Climate Change Partnership once such local priorities have been agreed.

Although the council has no remaining housing stock of its own to manage it is working in collaboration with local RSLs and is contributing to their asset management strategy and to ensuring that energy saving measures are identified and included in both new builds and refurbishment projects.

**c) Tools**

The council will utilise current and ongoing benefit claimants' information to deliver targeted mail-outs to tenants and homeowners. Mail outs will targets groups at risk from issues of fuel poverty and promote energy efficiency advice and information support through Action Surrey. The council will ensure that information about local and national schemes providing assistance, including Green Deal and ECO, is included in targeted mail-outs.

**d) Marketing/communications assistance**

The council's Environment Services Teams will provide dedicated assistance to deliver the effective marketing and promotion of local and national energy efficiency and fuel poverty schemes.

**8.7. Surrey Heath District Council**

**a) Existing Commitments and Strategic Documentation**

Surrey Heath's Energy Conservation and Fuel Poverty Strategy and progress report 2012 can be found using this link:

<https://www.dropbox.com/s/471tgqot8q1dh99/Surrey%20Heath%20Home%20Energy%20Conservation%20%26%20Fuel%20Poverty%20Strategy.doc>

**b) Specific Needs in the local area and council priorities**

The council no longer manages its own stock of housing. The council's priorities are vulnerable groups in non RSL properties and the private rented sector. Please see the partnership section entitled **Community Engagement & Communication** of this HECA report for a detailed analysis of the council's priorities.

### **c) Tools**

The council will utilise data sources associated with users of the following council services and assessment activities to deliver targeted marketing, communication and support activities:

- Meals on Wheels service users;
- Assisted Bin Collection service users;
- Community Transport service users;
- Benefit claimants over the age of 70;
- Tenants/owners of poorly insulated homes as identified from an aerial thermal image survey.

### **d) Marketing/communications assistance**

To assist in the promotion of local and national energy efficiency and fuel poverty schemes the council will:

- Post regular communication inserts into council's community news letter
- Post regular communication updates on the Council's web-site
- Promote and cascade press releases as issued by Action Surrey

## **8.8. Tandridge District Council**

### **a) Existing Commitments and Strategic Documentation**

Tandridge's corporate objectives include the overarching aim of improving our private sector stock. This is achieved through collaborative working with private home owners and landlords to achieve a high standard of thermal efficiency and repair. This objective will involve the direct intervention of the Private Sector Housing Team through measures including education, financial assistance in the form of loans and direct monies from government departments.

If necessary this will also involve legal intervention through the Housing Health and Safety Rating System to ensure rented properties comply with legislative standards to benefit tenants. It is anticipated that residents will take advantage of improvements funded through the Green Deal and ECO and substantial marketing is in place to maximise the take up of these programmes. Tandridge are working with partners to ensure the smooth delivery of these government initiatives.

Specific Needs in the local area and council priorities (Council stock, Social):

Tandridge retains its public sector stock, which has been improved to current sustainability and regulatory standards over time. Properties have cavity wall insulation, loft insulation and double glazing in all cases where this is practicable. Homes are maintained with modern



heating systems and recent new build developments have been constructed to Code Level 3 and higher in some cases.

Properties that become void are surveyed and refurbished to a high thermal standard and renewable technology employed where appropriate. Tenants are kept informed of housing initiatives through regular published information and delivered magazines and their views are taken into account through feedback and officer contact.

Tackling fuel poverty is a priority and recent funding from the Department of Health and DECC have enabled the council to target poor quality mobile homes which house residents with low incomes and homeowners with poor and inadequate heating and insulation.

**b) Tools**

Tandridge are proposing to target home owners and private tenants on benefit incomes with information on home improvements funded under the Green Deal and ECO. This will be through a direct mailing to appropriate residents. Existing data from survey findings will also be incorporated in this project. Data can be interrogated and broken down by tenure. This project will be assisted by funding partners to ensure maximum take up of measures.

**c) Marketing/communications assistance:**

The council is proactive in keeping residents informed of initiatives and government projects designed to improve their well being and specifically thermal comfort.

Initiatives include the circulation of the Tandridge Magazine three times a year to every household in the District; this publication has contributions from all departments and is an excellent vector for information to benefit residents.

Regular press releases on matters relevant to residents are produced and the council web site is a useful tool to keep residents informed of services and new initiatives.

Leaflets are produced and circulated by our partners and in house to give specific information on more complex initiatives which may benefit residents.

These compliment community engagement by officers at forums, meetings and social groups. These informative exchanges allow officers to meet personally with our residents and are extremely useful.

**d) Reporting requirements of the council:**

In the field of energy efficiency and current government planning to improve the wider housing stock, our colleagues at Action Surrey will be providing data on the success of the Green Deal and ECO and can give tenure specific detail on properties and measures installed under this scheme. This will provide data on carbon saving and EPC/ SAP details which will enable targeting of resources.

## **8.9. Waverley Borough Council**

### **a) Existing Commitments and Strategic Documentation**

- Housing Strategy – This strategy is currently being updated and when agreed will be delivered and promoted to the Surrey Climate Change Partnership and local residents.
- Asset Management Strategy – available on request
- Home improvement policy – The policy is currently being drafted and will be communicated to the Surrey Climate Change Partnership and Waverley local residents when agreed.

### **b) Specific needs in the local area and council priorities**

Waverley Borough has the highest proportion of over 65 years olds and tenants/homeowners in receipt of disability benefits in comparison with all other boroughs in Surrey County. Almost 10% of the borough's housing stock is social housing.

Waverley also has a high proportion of off-gas properties (compared with the rest of Surrey) using oil and LPG heating fuels. Such properties are subject to higher heating costs and are often in remote locations difficult to access during cold weather. Areas containing these properties will be targeted as part of the wider Action Surrey community engagement plan

### **c) Tools**

Waverley will also utilise data secured from local surveys such as:

- The House Condition survey conducted in 2005 and updated annually with available information
- Social Housing Condition Survey
- Housing stock projections modelling report from BRE 2005 report

### **d) Marketing/communications assistance**

Waverley will utilise all marketing data secured through schemes and programmes previously and currently being delivered in the borough such as:

- Warmth for 1000 project
- Surrey Healthy Homes - [http://www.waverley.gov.uk/news/article/771/surrey\\_healthy\\_homes](http://www.waverley.gov.uk/news/article/771/surrey_healthy_homes)
- Heat Seekers Project: Successfully delivered 360 insulation measures to Waverley residents.
- Home Improvement Grant

- i. 2010/11 – (5 window replacements, 3 boiler replacements, 1 central heating replacement)
- ii. 2011/12 - (4 window replacements, 2 boiler replacements, 1 hot water cylinder, 2 park home insulations)
- iii. 2012/13 – (1 boiler replacement, 1 boiler repair, 2 park home insulations)

## **8.10. Woking Borough Council**

### **a) Existing Commitments and Strategic Documentation**

Woking Council's Existing Commitments and Strategic Documentation all included within the Climate Change Strategy and associated Action Plans which is located at the following link:

[www.woking.gov.uk/environment/climate/Greeninitiatives/climatechangestrategy/climatechange](http://www.woking.gov.uk/environment/climate/Greeninitiatives/climatechangestrategy/climatechange)

### **b) Specific Needs in the local area and council priorities**

Woking Borough Council views its priorities as delivering effective action and positive change within the following areas of concern:

- Decent and Affordable Housing
- The Environment
- Health and Wellbeing
- The Local Economy.

### **c) Tools**

Woking Borough Council will utilise data for marketing and promotions activities from the following sources:

- Housing Stock Condition Surveys
- Social Housing Asset Management Plan - <http://www.woking.gov.uk/council/strategies/assetmngtplan05>
- Thameswey Solar panel monitoring web site - <http://www.thamesweysolar.co.uk/>

### **d) Marketing/communications assistance**

Woking Borough Council will utilize the following data sources and marketing opportunities to promote information about local and national energy efficiency and fuel poverty schemes:

- Woking Magazine issued quarterly to all residents.
- A to Z of Council Services issued to all residents.
- Ad hoc media work through marketing communications personnel.
- Social Media e.g. council Twitter Account.
- LA21 web site and mailing list - <http://www.woking.gov.uk/environment/climate/canyoudo/la21/actionplan>

**e) Reporting requirements of the council**

Internal Annual Sustainability Report compiled for July each year:

[www.woking.gov.uk/environment/climate/Greeninitiatives/sustain/20092010](http://www.woking.gov.uk/environment/climate/Greeninitiatives/sustain/20092010)

Climate Change Strategy Action produced and monitored quarterly:

[www.woking.gov.uk/environment/climate/Greeninitiatives/climatechangestrategy/ccsap](http://www.woking.gov.uk/environment/climate/Greeninitiatives/climatechangestrategy/ccsap)

**8.11. Surrey County Council**

Surrey County Council is actively working across council departments with boroughs and districts, to enable a more joined up delivery of services to residents and businesses. This has so far included Sustainability and Procurement services, Adult Social Care with regard to fuel poverty and health prevention, Trading Standards for consumer protection and quality assurance with local suppliers and Communications for Surrey wide campaigns. This partnership approach will continued to be facilitated by Surrey County Council. Surrey County Council is not a statutory HECA authority.

**9. Annex 2**

SCCP - Agreed and published strategy <http://www.surreyimprovement.info/climate/SCCS/sccs>