

# **Wiltshire Council Home Energy Conservation Act (HECA) Progress Report 2015**

### **Further Report 2013**

The Secretary of State for Energy and Climate Change required all English local authorities to prepare further reports by 31st March 2013 setting out the energy conservation measures that the authority considers practicable, cost effective and likely to result in significant improvement in the energy efficiency of residential accommodation.

The 2013 report setting out Wiltshire Council's existing and planned activities for the years 2013 to 2015 is published here: [www.wiltshire.gov.uk/communityandliving/greeneconomy/gecoenergyefficiencyinwiltshire.htm](http://www.wiltshire.gov.uk/communityandliving/greeneconomy/gecoenergyefficiencyinwiltshire.htm)

### **Progress Report 2015**

Following submission of the Further Report a Progress Report is required every 2 years. This report summarises the outcomes of the work undertaken over the course of the last 2 years and outlines new projects and initiatives which will further contribute to improving energy efficiency in Wiltshire.

Improving the energy efficiency of properties reduces carbon emissions, enables affordable warmth, alleviates fuel poverty and improves the condition of the housing stock. We will continue to encourage energy efficiency in residential accommodation by implementing the actions set out in this report.

Action	Example
Priorities	<b>i) Local Energy Efficiency Ambitions and Priorities</b>
	<p>Progress to 2015:</p> <p>Since the council's further report in 2013 a number of partnership projects have been completed (detailed below). These have utilised a variety of funding sources including the Department of Energy and Climate Change, Department of Health and the European Interreg programme. Working in partnership to share resources, expertise, and to access and target funding, remains a priority of the authority's fuel poverty activities.</p> <p>The council's fuel poverty work is now led by the public health service. This work is being integrated across council services in order to target support at vulnerable residents e.g. adult and children social care. A key external partnership has also been formed with the Wiltshire Fire &amp; Rescue Service and this will be developed further during 2015 and beyond, under the newly launched Warm &amp; Safe programme.</p>
	<ul style="list-style-type: none"> <li data-bbox="584 890 1951 959">• Maximise opportunities to bring in funding to tackle fuel poverty in Wiltshire with partners. <span style="float: right;">March 2017</span></li> <li data-bbox="584 999 1951 1067">• Integrate the council's approach to fuel poverty into public health service delivery and related internal and external programmes. <span style="float: right;">March 2017</span></li> <li data-bbox="584 1107 1951 1142">• Gain a better understanding of fuel poverty within the county. <span style="float: right;">March 2017</span></li> </ul>

## ii) Measures we are taking to result in significant energy efficiency improvements of our residential accommodation

The Council is committed to ensuring the success of the Green Deal both as a way of improving the housing stock and as a way of promoting economic development within Wiltshire. Consumer confidence in ECO and Green Deal are critical to their success. As such the council has undertaken a range of actions to promote confidence in the Green Deal and energy efficiency retrofit generally. The Council is also developing a range of projects to enable ECO funding to be targeted to households in Wiltshire.

- **Warm & Safe Wiltshire:** Wiltshire Council and Wiltshire Fire & Rescue Service are working in partnership to deliver Warm & Safe Wiltshire. The programme aims to support households with advice on energy efficiency and affordable bills, coupled with a home fire safety service. The partners are sharing intelligence to understand how the service can best be targeted.

Ongoing
- **Free cavity and loft insulation:** Wiltshire Council has partnered with the Centre for Sustainable Energy to enable funded measures to be offered through the Warm & Safe scheme. This funding will enable free cavity wall and loft insulation to be offered to all suitable households. Wiltshire Council will also be exploring the opportunity to set up their own scheme partnering with an energy company.

Winter 2015/16
- **Royal College of General Practitioners pilot project:** This project aims to enable GPs to identify their patients who have a health condition, who may also be at risk of living in a cold home. It will develop a system to allow GPs to refer their patients directly into Warm & Safe Wiltshire. To enable this project a funding partner from the energy sector is being sought.

2015/16
- To produce a **Wiltshire Fuel Poverty Strategy.**

2015/16
- **District heating study:** Wiltshire Council has secured grant funding from the Department of Energy and Climate Change Heat Network Delivery Unit. This is for energy mapping and masterplanning for potential district heat networks on strategic housing development sites in Trowbridge and Chippenham. The project is designed to support the early stage development of a heat network that could serve existing commercial and new residential areas. It will act as a model for mapping further opportunities for heat networks in the county.

2015/16

## Progress 2013-2015

- **Wiltshire Winter Warmth Campaign:** Funding was secured from the Department of Health's 'Warm Homes, Healthy People' fund, for the 2012/2013 Wiltshire Winter Warmth Campaign (WWWC). This fund was for specific work to support vulnerable residents and reduce the number of excess winter deaths throughout Wiltshire. The winter period of 2012/13 was followed by the coldest spring period on record. Many partners extended their work to the end of April 2013 to take this into consideration, with demand for services from some partners remaining very high throughout this period.

Winter 2012/13

Partners included Wiltshire Citizens Advice, Community First, The British Red Cross, Wiltshire CIL, Aster Living Care & Repair and The Community Foundation for Wiltshire & Swindon.

In summary, across the partnership the following achievements were reported:

- *525 enquiries were made to the Warm & Well advice line during the campaign.*
- *120 clients were assisted in some way via the crisis fund e.g. emergency heating repair and energy efficiency measures.*
- *338 people applied for crisis grants under the Surviving Winter banner.*
- *78 clients received a Healthy Homes Assessment.*
- *551 patients received a bedside visit from a discharge support co-ordinator, with 194 of these then going on to receive a visit at home from a support worker.*

- **Warm & Well programme:** Wiltshire Council worked in partnership with Severn Wye Energy Agency (SWEA) and alongside Stroud District Council, Forest of Dean District Council and South Gloucestershire to provide a local delivery partnership for energy advice and support for home energy improvements. This partnership also provided the basis for the Green Deal Pioneer Places project led by Wiltshire Council.

Completed  
December 2014

Across the partnership the Warm & Well programme has resulted in £30m investment in local home energy improvements to date. Over £11m of this has come from the energy suppliers' energy and carbon saving obligation funding, £8.1m from government Warm Front programme for vulnerable households, £8.5m from private

sector housing grants, and £3.25m invested by homeowners themselves (SWEA, 2014<sup>1</sup>).

In Wiltshire, the Warm and Well programme benefitted 472 properties in 2012/13, with 553 measures installed. This equates to an investment across all funding streams of £268,000. Activity was substantially lower in 2013/14, with 38 measures installed, predominantly heating for the priority customer group.

In parallel with this work a database of local energy installers has been created to facilitate the market opportunities for SME's. The 'Link to Energy' installers' network (managed by SWEA) is open to installers of energy efficiency and renewable energy measures operating in Wiltshire, Gloucestershire and South Gloucestershire. Local and smaller businesses are particularly welcome to join. As of summer 2014, there were over 130 businesses registered with the network.

- **Green Deal Pioneer Places:** funding was secured from the Department of Energy and Climate Change to kick start Green Deal (GD) activity in Wiltshire. The Warm & Well partnership aimed to deliver a number of activities that would stimulate GD demand in predominantly rural areas. Two elements of the project were principally delivered by Wiltshire Council:
  - 1) Promotion of exemplar homes as part of an 'open homes' initiative across Wiltshire and Gloucestershire.
  - 2) Use of local authority data and intelligence to undertake and test 10 area-based campaigns for Green Deal and ECO engagement, aiming to achieve 500 Green Deal home assessments.

Wiltshire Council worked with Wilton Community Land Trust (WCLT) to deliver a Green Open Homes event in May 2013. This was the first major initiative of its kind in the county; a weekend where 10 home-owners welcomed 250 visitors to share their experience of energy retrofitting. WCLT ran this event again in 2014.

Mosaic data was used alongside local authority datasets to identify households that may be 'early adopters' of Green Deal or eligible for ECO funding. During the funding

Completed Spring  
2013

<sup>1</sup> [www.countdowntolowcarbonhomes.eu/index.php/gb/project-reports-and-case-studies](http://www.countdowntolowcarbonhomes.eu/index.php/gb/project-reports-and-case-studies)

period 111 surveys were completed. As of the first week of April, there were over 270 clients awaiting a survey through Warm & Well, showing that the response to marketing and promotional activities had been good and demand remained high into April and May.

SWEA staged a series of events, including a Link to Energy network event for installers in Salisbury and a co-learning session in Trowbridge. Across the network 18 companies benefited from receiving free training for their installers on solid wall insulation products.

- **Sustainable Energy Across the Common Space (SEACS):** The EU funded SEACS programme involved working with a range of community groups and schools to promote awareness and action on sustainable energy. Completed June 2014
  - 27 events were organised or attended to promote the energy saving message, reaching an estimated 1,500-2,000 participants.
  - Transition Marlborough and Melksham Energy Group have delivered draught-busting projects in their local areas.
  - Two Green Doors events in 2014, with a total of 28 homes opening to visitors, following the South Wiltshire pilot led by the Wilton Community Land Trust in 2013 and supported by SEACS.
  - Training provided on thermal imaging to community groups.
  - Demonstration kits available to support draught busting project and LED lighting promotion.
  - Mosaic data has been used to identify 795 vulnerable households in the Marlborough Area that are likely to be in fuel poverty. This has informed Transition Marlborough's work to promote access to ECO funding for hard to treat properties.
  
- **Wiltshire Core Strategy:** Wiltshire Council's core policies 41 (sustainable construction and low carbon energy) and 42 (standalone renewable energy) set out how development in Wiltshire will contribute to reducing carbon emissions and the expansion of renewable energy. In the case of major developments, evidence is required from developers in the form of Sustainable Energy Strategies setting out how Adopted January 2015

	<p>proposed developments will meet carbon reduction targets, and identifying how maximum targets can be achieved, particularly where lower cost solutions are viable (such as Combined Heat and Power).</p> <ul style="list-style-type: none"> <li>• New homes will be required to achieve at least Level 4 (in full) of the Code for Sustainable Homes.</li> </ul>	
	<ul style="list-style-type: none"> <li>• <b>Collective Switching:</b> The council bid for and received £60,000 government funding in 2013/14 to launch and promote collective switching for energy bills. To date 2,447 households in Wiltshire have taken part in the Ready to Switch scheme. Depending on the offer, between 10 and 20% are accepting the offer to switch. In the last round of switching (February 2015) registrants who could make a saving were looking at an average saving of £190 for a dual fuel switch.</li> </ul>	Ongoing
Feed in tariff, Renewable Heat Premium Payment, and the domestic Renewable Heat Incentive	<ul style="list-style-type: none"> <li>• Green Doors / Open Homes events have provided the opportunity to demonstrate to interested home owners the options for installing renewable energy.</li> </ul>	May 2013, 2014
	<ul style="list-style-type: none"> <li>• Wiltshire Council has updated its website to provide information to householders and business owners of the opportunities to invest in renewable energy.</li> </ul>	November 2014
	<ul style="list-style-type: none"> <li>• Wiltshire Council has shown leadership in utilizing renewable technologies on its own estate with a programme of biomass boiler installations in schools and solar PV installations on corporate sites. These experiences will form part of a communications strategy to raise awareness of low carbon technologies.</li> </ul>	Ongoing
Heating and fabric improvements	<b>Private sector housing</b>	
	<p>In 2013/14 there were 45 inspections under the Housing Health and Safety Rating System (HHSRS) that resulted in a Category 1 hazard being assessed under the Housing Act and where the council required the landlord to take action to resolve.</p>	2013/14

Council-owned and managed housing	<b>Council-owned and managed housing</b>	
	<ul style="list-style-type: none"> <li>In the last 2 financial years Wiltshire Council has installed 101 full gas heating systems, replacing existing storage heating systems.</li> <li>The council has also replaced 1,163 standard efficiency gas boilers with new high efficiency models; each boiler being approximately 20% more efficient than the existing boiler.</li> <li>163 properties, with old style electric storage heater systems, have had their heating replaced with new high heat retention “Quantum” storage heater systems. Saving approximately 20% on energy use over the older style heaters.</li> </ul>	2013-15
	<b>iii) Measures we propose to cost effectively deliver energy efficiency improvements in residential accommodation by using area based/street by street roll out</b>	
	<ul style="list-style-type: none"> <li>Wiltshire Council aims to target the Warm &amp; Safe advice line at vulnerable households within the county. Work will be undertaken with a number of departments internally such as adult social care to identify ‘at risk’ households. The work will be intelligence lead and information provided by Wiltshire Fire &amp; Rescue will be utilised alongside our datasets and fuel poverty indicators.</li> <li>In the council’s own managed sheltered housing, an old oil-fired communal heating system serving 23 bungalows is to be replaced with individual air source heat pumps. Each bungalow will also be fitted with a solar PV system to further assist with heating running costs.</li> <li>Over the next two financial years a further 1,100 standard efficiency gas boilers will be replaced which will mean that all the council’s housing stock will have high efficiency gas boilers.</li> </ul>	<p>Winter 2015</p> <p>2015</p> <p>2015-17</p>

#### iv) Time frame for delivery and national and local partners

- **Wiltshire Health and Well Being Board:** Ensure that affordable warmth is addressed through the work of the board partners. Ongoing  
  
Wiltshire Council, Clinical Commissioning Groups, NHS England, Healthwatch, Wiltshire Police, Wessex Local Medical Committee, South West Ambulance Service Trust, Local Hospital Trusts and Avon & Wiltshire Mental Health Partnership.
- **Warm & Safe Wiltshire Partnership:** Wiltshire Fire & Rescue Service and Centre for Sustainable Energy. Ongoing
- **GP referral pilot project:** Royal College of General Practitioners, Clinical Commissioning Groups, Wiltshire Council and funding partner (tbc). 2015/2016
- **Collective Switching Campaign:** Wiltshire Council; Peterborough; Hull; iChoosr; Blackpool Council; Cheshire West and Chester; Havering London Borough; Herefordshire; Hull City Council; Luton Borough Council; Great Yarmouth Borough Council; South Holland District Council; Northumberland County Council and the Local Government Association. Ongoing