

Home Energy Conservation Act 1995 (HECA) Report (Online Survey 2019)

Name of Local Authority

Borough Council of King's Lynn & West Norfolk

Name and contact details of the official submitting the report;

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Job title of official submitting the report: Housing Standards Manager

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

Answer - No

Question - If you answered no, are you planning to develop one?

Answer - No

Question - What scheme(s) has your local authority implemented (or is planning to implement) in support of energy saving/carbon reduction in residential accommodation (such as owner-occupied, privately rented and social housing) since 2017?

Answer - The BCKLWN are partners to the Warm Homes Fund (WHF) project administered by Broadland District Council. This project secured £3.1m of funding to assist private sector households with first time heating installations, heating repairs and energy efficiency advice. This scheme also dovetails with available ECO3 funding streams for other measures such as insulation etc.

The BCKLWN are currently developing a proposal to provide a holistic approach to energy efficiency for households utilising detailed EST (Home Analytics) data and an online service to promote the WHF and ECO3.

The BCKLWN are also developing a project to provide disrepair assistance to owner occupiers. This scheme, administered by the Council's Home Improvement Agency (HIA), will potentially assist owner occupiers with disrepair issues and will therefore have a positive impact in terms of energy efficiency and carbon reduction.

The BCKLWN handyperson service will continue to provide grants and assistance to vulnerable households with regards energy efficiency measures such as draught proofing, low energy lighting and radiator reflective panels etc.

Question - What has been, or will be, the cost(s) of the scheme(s)?

Answer - The WHF project administered by Broadland District Council (BDC) has secured funding totalling £3.1m.

The costs of the proposed holistic energy efficiency scheme will be substantially met via the WHF project.

The costs of the potential owner occupier support project are currently being established. The costs of the energy efficiency work undertaken by the handyperson service are included within the general budget provision for the handyperson service.

Question - What businesses, charities, third sector organisations or other stakeholders do you work with to deliver the scheme?

Answer - The HIA has ongoing liaison with numerous third sector organisations and representative bodies as part of the overall HIA service delivery.

The WHF utilises local ECO suppliers/installers and BDC is currently procuring a new framework for energy efficiency suppliers and installers supplying services Norfolk wide. The BCKLWN will look at the potential for piggybacking this framework.

Question - What has been the outcome of the scheme(s) (e.g. in terms of economic impact such as job creation, societal impact such as alleviation of fuel poverty and/or improved health outcomes etc)?

Answer - The WHF will provide detailed project data in due course as this is a funding requirement.

Question - What lessons have you learned from delivering this scheme(s)?

Answer - The WHF scheme is evolving and will inform the thinking behind the broader BCKLWN holistic energy efficiency project.

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

Answer - Yes

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

Answer - We have some basic information on the Council website for domestic clients only.

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

Answer - Via our website currently however the holistic more broad energy efficiency project will use new dedicated online resources.

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

Answer - No

Question - If yes to above question, please briefly detail how this promotion work is undertaken.

Answer – N/A

Question - What engagement does your local authority have with local businesses/supply chains in promoting energy efficiency products or carbon reduction?

Answer - The BCKLWN does not have any formal partnering agreements with ECO energy suppliers/installers however this is being considered.

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

Answer - Yes

Question - Which team within your authority is responsible or will be responsible for leading on enforcement of the PRS minimum standard, and what are their contact details?

Answer - The BCKLWN Housing Standards team are responsible for the enforcement of the MEES Regulations;
Housing Standards,
Borough Council of King's Lynn & West Norfolk,
King's Court,
Chapel Street,
PE30 1EX
Email: HousingStandards@West-Norfolk.gov.uk
Tel: 01553 616 200

Question - What method or methods does your authority use to communicate with landlords and tenants about the standard and other related issues?

Answer - Methods adopted are varied and include: Council Website; Landlords Forums; Telephone Calls; Email; Social Media.

Question - Do you directly target landlords of EPC F and G rated properties?

Answer - Yes

Question - If yes, how? If no, please explain.

Answer - We deal with compliance with the MEES Regulations as cases arise however we are considering using the EST (Home Analytics) data to target PRS properties as part of the broader energy efficiency project.

Question - What financial programmes, if any, do you have to promote domestic energy efficiency or energy saving?

Answer - No specific discretionary funding is available.

Question - 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.

Answer – We have no strategy at present.

Question - What steps have you taken to identify residents/properties as being in fuel poverty?

Answer - N/A

Question - How does fuel poverty interlink with your local authority's overall carbon reduction strategy? (enter 'N/A' if appropriate)

Answer - N/A

Question - What measures or initiatives have you taken to promote fuel cost reduction for those in fuel poverty and if so what partnership with business or energy providers have you undertaken? (enter 'N/A' if appropriate)

Answer - The Borough Council supports and promotes the Norfolk Big Switch and Save fuel switching project.

Question - Has your local authority published a Statement of Intent (Sol) for ECO flexibility eligibility? If yes, please include a link to your Sol below. (enter 'N/A' if appropriate)

Answer - Yes, however the Sol is being updated in line with BEIS Guidance issued February 2019.

https://www.westnorfolk.gov.uk/downloads/file/5197/eco_flexibility_eligibility_statement_of_intent

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

Answer - A limited number of declarations have been issued and where households apply under the low income thresholds they are reluctant to provide supporting eligibility documentation hence declarations are not completed.

Question - Please provide a brief statement outlining your current or planned approach to: Engage and support your residents (including those in vulnerable circumstance 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, Smart Energy GB under their Partnership Programme and energy suppliers.

Answer – There is no current or planned activity in respect of smart metering.

Question - 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.

Answer - Smart metering will be considered when looking at the potential broader energy efficiency project.

Question - Please detail any resources/support (e.g. services, funding) available to residents who have had an appliance(s) condemned for safety reasons and can't afford to replace it (e.g. during visual safety checks conducted during their smart meter installation or otherwise).

Answer - Funding Options: Warm Homes Fund, ECO3, Emergency Repair Grant - available to vulnerable owner occupiers on MTB.

Question - 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).

Answer - N/A

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

Answer - As described above.

End of submission.