

CRAWLEY BOROUGH COUNCIL HECA REPORT 2019

Introduction

The Home Energy Conservation Act 1995 ('HECA') requires all 326 local authorities ('LA's) in England to submit reports to the Secretary of State demonstrating what energy conservation measures they have adopted to improve the energy efficiency of residential accommodation within that LA's area. This covers measures to improve properties in the owner-occupier, private rented sector, and social rented sector. BEIS uses data submitted through LAs HECA returns to inform policy thinking on energy efficiency, and to build an ongoing picture of local and national energy efficiency policy delivery.

The Report is to be divided by sections to capture information on a range of key themes:

Headline & Overview

- What main strategy and schemes LAs currently have to promote carbon reduction and/or energy efficiency, stakeholders involved and impact at a societal and economic level.

Communication

- How LA engage stakeholders (including consumers and businesses) to promote awareness of energy efficiency.

Green Local Supply Chain

- How LAs engage local businesses involved in the promotion of energy savings products and the societal benefits alongside any local economic impact this might have.

Private Rental Sector Minimum Energy Efficiency Standards

- How LAs enforce and promote awareness of the PRS Minimum Energy Efficiency Standards that came into force in April 2018.

Financial Support for Energy Efficiency

- Financial programmes used by LAs to promote energy efficiency.

Fuel Poverty

- How LAs identify those in fuel poverty and any initiatives used to address this.

The Energy Company Obligation (ECO)

- How LAs are using the recently introduced ECO 'flexible eligibility' programme to refer certain households in fuel poverty or with occupants on low incomes, who are vulnerable to the effects of cold homes, to ECO obligated suppliers for support.

Smart Metering

- How LAs promote awareness and uptake of smart metering.

Headline & Overview

Please provide a link to your current strategy for carbon reduction and/or energy efficiency for domestic or non-domestic properties here:

crawley.gov.uk/sites/default/files/documents/PUB183597.pdf

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?

External wall insulation programme and solar photovoltaic installation programme on council owned social housing stock. 2 Passivhaus developments: very low energy design – total of 19 dwellings – Gales Place and Dobbins Place

Solar PV operational property installations – The Hawth, Bewbush Pavillion, Furnace Green, Ifield Drive and Southgate Community Centre

Since November 2018 we have partnered with AgilityEco (who deliver the “Local Energy Advice Partnership” or “LEAP”) to provide advice, support and energy saving measures to fuel poor and vulnerable households (all tenures) and the “Emergency Central Heating Offer” or “ECHO”, to repair or replace broken gas boilers in fuel poor and vulnerable households (private domestic). Both services are provided free of charge to households, subsidised by funding which has been secured from several licensed energy suppliers under the Warm Home Discount Industry Initiatives scheme.

Utilise Plus - working in partnership with the Sustainable Business Partnership to deliver the programme offering a wide range of sustainability support and grant funding for energy efficiency projects, events, energy saving workshops and energy audits to small and medium sized enterprises (SME's).

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?

Development of an energy centre consisting of a combined heat and power (CHP) plant, forming part of the Town Hall redevelopment site, which will provide heating for a new Town Hall, commercial office space, 273 private sector flats and 37 new Crawley Homes units.

Warmer Sussex – delivered by RetrofitWorks - a BEIS grant funded pilot project ‘to support the coordination of the supply chain for retrofitting energy efficiency measures at a local level. The aim of the project is to develop and test different approaches to increase rates of energy efficiency improvements in non-fuel poor homes, particularly alongside renovation work, by providing support for local supply chain integration and project coordination. Retrofitworks leads a consortium of local organisation including local Citizens Advice, local authorities and community energy organisations across West Sussex, East Sussex and Brighton and Hove local authority areas.

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

Retrofitworks, Agility EC, MPS, West Sussex County Council, Citizens Advice in West Sussex (North, South, East), Age UK West Sussex, Sussex Energy Centre, Christians Against Poverty, National Landlords Association, Circles Network, Crawley Community Church, Crawley Community and Voluntary Service, Clinical Commissioning Groups, GP practices, National Energy Action. Westrock, Sustainable Business Partnership, other Local Authorities.

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.)?

EWI Council owned housing stock – considerable improvement to thermal performance of 140 households, with U Values reduced so far as to comply with standards for new thermal elements in Approved Document L1B.

Solar PV operational property installations – an additional 73,500 kWh generated annually.

LEAP and ECHO – 72 home energy visits provided since launch in November 2018. 613 measures installed with 28 residents identified as qualifying for new income.

Utilise Plus -2 SMEs 'supported' (grants, energy audits, 12+ hours event attendance) and 6 SMEs 'in progress' (have had some support through attending events but not enough to be classed as an 'output').

Local Communications Strategy

Does your local authority provide any advisory service to consumers (and businesses) on how to save energy? Please briefly outline how this is undertaken.

We partner with Agility ECO to provide an advisory service to domestic consumers through the 'Local Energy Advice Partnership' We offer the Green Business Programme (GBP) a free service offered by the Council to help business reduce its impact on the environment.

Utilise Plus provides advice to SME's and for those ineligible Sustainable Business Partnership offer energy audits, as well as EPCs and bespoke 'Green Team Days' (tailored workshops).

How do you communicate or encourage energy saving amongst domestic consumers and/or local businesses?

Via our website, social media, local press, council magazines and direct mail-outs, attending events, presentations and through local groups, organisations and elected members. Home energy visits provided by LEAP service and site visits, free tailored reports/action plans and ongoing support through the Green Business Programme.

Utilise Plus / Sustainable Business Partnership - via sharing case studies of success stories on our website and social media, running the 'Sustainable Business Network' and the monthly Network Update (sent to 1,400+ organisations), holding various events where good practice is overtly celebrated, and by attending third-party networking events to meet new organisations.

Local Green Supply Chains

Does your Local Authority promote the use of energy efficient products amongst consumers (and businesses)?

Utilise Plus - recommendations are listed in audit reports, made at events, and supported with grant funding. We can also put organisations in touch with suppliers in our Sustainable Business Network if appropriate.

Green business programme through action plan.

LEAP visits - products supplied: LED bulbs, chimney balloons, cylinder jackets fitted, Door brushes, draught-proofing, Letterbox brushes, radiator reflector panels, shower aerators, TV standby plugs.

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

A local insulation company has been appointed to carry out works on Council owned properties.

We intend to support Retrofitworks to deliver Warmer Sussex, a BEIS grant funded pilot project 'to support the coordination of the supply chain for retrofitting energy efficiency measures at a local level.

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.

What method or methods does your authority use to communicate the PRS Minimum Efficiency Standards, which came into force in April 2018, with landlords and tenants about the standards and other related issues?

Attending and presenting at National Landlords Association forums (two annually). When targeting rogue landlords, Direct mail outs, Council magazine (distributed to every household in Crawley four times a year).

Financial Support for Energy Efficiency

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?

Discretionary repair and renovation interest free loans for private sector, awarded to fund certain works considered essential to meet the Government's Decent Homes Standard.

Safe & Warm at Home Grants for disabled and vulnerable private sector residents, though these are not 'targeted' at fuel poor households, instead used reactively.

The Sustainable Business Partnership, Utilise Plus programme offers: grant funding for energy efficiency projects, events, energy saving workshops and energy audits to SMES. £250,000 'capital' grants issued to SMEs; £500,000 'capital' SME match funding; £250,000 'revenue' (for events, energy audits, staff costs, etc.) = £1,000,000 in total, of which we receive £500,000. Worth noting that Utilise Plus is throughout the Coast to Capital LEP, not just West Sussex.

Fuel Poverty

Does your local authority have a fuel poverty strategy? If so, 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.

The West Sussex Fuel Poverty Partnership Framework for Action is currently being revised by the West Sussex Affordable Warmth Partnership (<https://westsussexenergy.co.uk/professionals/framework-for-action>)

While in the ideal West Sussex, no one would live in fuel poverty, it is outside the control of the partnership to control all the elements that would achieve this. However, we aim for a West Sussex where the worst effects of fuel poverty are eradicated by identifying residents with the greatest need, increase energy efficiency in private sector and social sector housing and providing guidance and information on reducing energy costs and usage

Partnership with Agility ECO to deliver LEAP & ECHO as previously mentioned.

Support and promote Your Energy Sussex - a local, not-for-profit energy supplier offering competitively-priced gas and 100% renewable electricity to local residents. It has a competitive pre-payment meter tariff and encourages PPM customers to move to credit meters where appropriate. YES proactively contacts customers to move them off more expensive standard variable tariffs and on to more competitively fixed price tariffs.

Emergency Heater Scheme - providing standalone heaters as a temporary measure to West Sussex households with no working heating system.

Fuel poverty guidance and training material and relationships with councillors and frontline organisations (eg Age UK, Citizens Advice, Family Mosaic) to ensure those in need are identified and signposting to relevant services can be delivered.

West Sussex Affordable Energy Website www.westsussexenergy.co.uk and produce 'Stay Well This Winter' Booklets.

A system of discretionary, interest free, loans to help private sector residents meet the costs of maintaining their home.

What steps have you taken to identify residents/properties in fuel poverty?

Developing and maintaining links with health professionals and key frontline and voluntary sector organisations. GP practices provided with copies of Stay Well this Winter booklets, CCG websites promote Home Energy Visit services. Publishing newsletters and publications.

Training frontline teams to be able to identify fuel poverty and refer households for support – including OTs, Social Workers, Community Support teams, Prevention Assessment teams, Children & Family Centres, CABs, Age UK, etc.

Online mapping tool developed using EPC and Mosaic data to help locate households at risk of fuel poverty.

<https://public.tableau.com/profile/ellen.gayler#!/vizhome/WestSussexenergyhousingdatabaseJuly2017/Story1>.

How does fuel poverty interlink with your local authority's overall carbon reduction strategy?

Key strategic external objectives and aims of our carbon reduction strategy: promote sustainable housing and set an example with our own social housing stock and delivering Local Combined Heat and Power (CHP) schemes to help reduce energy costs and reduce fuel poverty. And provide low carbon, decentralised energy network for the Town.

The West Sussex Fuel Poverty Partnership Framework for Action proposes that improving the energy efficiency of homes may also contribute to carbon reduction initiatives.

What measures or initiatives have you taken to promote fuel cost reduction for those in fuel poverty?

Council housing stock: energy provider of void properties are 'switched' to 'Robin Hood Energy Tariff' who install a smart meter (and clear any dept. on pre-paid meters).

Crawley Borough Council provides residents with a collective energy switching scheme by participating in the iChoosr, 'Big Community Switch'.

Stay Well this Winter booklet – promotes energy efficiency and switching, with advice and signposting for help & support. The West Sussex Affordable Energy website – supplements booklet with further online resources and advice on reducing energy costs and switching

Home Energy Visitor Services – provide telephone and/or home visits to help vulnerable households with switching.

Through LEAP service: £2,947 potential bill savings made with an average saving of £196 per household. 8 households have switched energy tariff.

Your Energy Sussex is a local, not-for-profit energy supplier offering competitively-priced gas and 100% renewable electricity to residents in West Sussex, East Sussex and Brighton & Hove. Crawley Customers on supply up to 31 March 2019 – 417 of which 5 are receiving the Warm Home Discount. A set of local tariffs were launched in February 2018 to encourage more people in the county to compare their energy costs, switch and save money The service is supplied under a 'white label' agreement between West

Sussex County Council and Robin Hood Energy, the licensed energy company owned by Nottingham City Council. YES has a competitive pre-payment meter tariff and encourages PPM customers to move to credit meters where appropriate. YES proactively contacts customers to move them off more expensive standard variable tariffs and on to more competitively fixed price tariffs. Your Energy Sussex encourages customers with an electricity account to sign up for a Smart meter as part of the government roll-out. Customers are encouraged to complete an online request form and will be contacted with an installation date when installers are planning to be in their area.

Within its first year of operation, Your Energy Sussex acquired a large enough customer base to cover its modest set up costs and now, in year two, will begin to use the surplus it generates to build a Fuel Poverty Fund which will be used to support projects targeted at residents who are struggling to pay their bills.

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?

Robin Hood Energy

Your Energy Sussex energy supplier, supplied under a 'white label' agreement between West Sussex County Council and Robin Hood Energy

Agility ECO/ Local Energy Advice Partnership

iChoosr

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.

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

Link to Sol: www.arun.gov.uk/energy-efficiency.

Smart Metering

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.

Your Energy Sussex encourages customers with an electricity account to sign up for a Smart meter as part of the government roll-out. Customers are encouraged to complete an online request form and will be contacted with an installation date when installers are planning to be in their area.

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).

Council housing stock: void properties are 'switched' to 'Robin Hood Energy Tariff' who install a smart meter (and clear any dept. on pre-paid meters). New tenants are encouraged to contact Your Energy Sussex to secure a fixed tariff.

Future Schemes or Wider Initiatives

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.

Local Plan Review and policies relating to climate change mitigation and adaptation. Specifically policies ENV6 and ENV7 of our Local Plan and the supporting guidance in our Planning and Climate Change Supplementary Planning Document relate to energy consumed by buildings. We will be reviewing these as part of our Local Plan review. We plan to undertake a public consultation and a further consultation in 2020.

Re-Energise project - a joint initiative between West Sussex County Council, Crawley Borough Council and the Manor Royal Business Improvement District (BID) to increase the amount of sustainable energy generated, shared and used by businesses across the district, which includes a heat network. HNDU has awarded £103,600 to carry out initial feasibility work on the proposed heat network and cover project management costs.