



To: Greener Renfrewshire Thematic Board

On: 29 August 2016

**Report by:
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**Heading:
FUEL POVERTY STRATEGY UPDATE 2016**

1. Summary

- 1.1 The fuel poverty strategy details the actions taken by Renfrewshire Council to mitigate the levels of fuel poverty in Renfrewshire. The strategy is subject to an annual review and revision. This paper presents the most recent revision of the Fuel Poverty Strategy for any comments and feedback from the Board members.

2. Recommendations

- 2.1 That the board acknowledges that Renfrewshire Council has one of the lowest levels of Fuel Poverty in Scotland as reported.
- 2.2 That the board acknowledges that though the levels of fuel poverty in Renfrewshire may be low relative to other authorities that there are many households in the area that struggle with domestic energy issues.
- 2.3 That the board acknowledge that the actions outlined in the fuel poverty strategy are practical and support their on-going delivery.
- 2.3 That the board returns any comments and feedback to the Energy Management Unit.

3. Background

- 3.1 The Housing (Scotland) Act 2001 placed a requirement on the Scottish Government to eradicate fuel poverty in Scotland as far as is reasonably practicable by November 2016. Renfrewshire's Fuel Poverty Strategy (FPS) details the actions taken locally to mitigate the levels of fuel poverty. The FPS sets a target of fuel poverty being 5 percentage points below the reported national average. This form

of target recognises the importance that policy from Holyrood and Westminster can influence fuel poverty levels and is far beyond the influence of a local authority.

- 3.2 Fuel poverty is reported by the Scottish Government in their Scottish Housing Condition Surveys (SHCS) as a 3 year rolling average. That is the most recent 3 years of sampling are summed and averaged, (available here; <http://www.gov.scot/Topics/Statistics/SHCS/keyanalyses/LAtables2014>). The table below compares the reported levels of fuel poverty in Renfrewshire and Scotland.

	Not fuel Poor		Fuel Poor		Extreme Fuel Poor	
	000s	%	000s	%	000s	%
Scotland	1,569	65	845	35	241	10
Renfrewshire	51	71	24	29	6	7

- 3.3 In order to mitigate levels of fuel poverty Renfrewshire Council has;

- Invested in its own stock
- Worked with other social rent providers to improve their stock
- Provided sign posting and supported applications to fund improvements in the private housing stock.
- Explored options for collective purchasing, targeted switching advice, small scale renewable generation and district heating.
- Worked with the Home Energy Scotland Energy advice team.
- Provided face to face energy advice, at homes in partnership with a range of local service providers including; Advice Works, C4R, HES, CAB, Trussell Trust, LEAP and RAMH.
- Successful funding applications in partnership with C4R, Williamsburgh and LEAP.

- 3.4 Moving forward we have implemented a new service level agreement with HES, we are currently investigating DHS potential projects, increased deployment of renewable technologies locally, including a hydro generating scheme, partnership funding submissions with RAMH, C4R and Williamsburgh HA.

- 3.5 We believe that the above actions are practical mitigations to fuel poverty levels. Our FPS commits us to continue offering this level of support. These are detailed in the action plan of the FPS.

Fuel Poverty Strategy



May 2016

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ਜੇ ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ, ਤਾਂ ਇਹ ਸਾਥੋਂ ਮੰਗ ਲ

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Abbreviations

AW	Affordable Warmth
BG	British Gas
CCA	Climate Change Agreements
CCC	Committee on Climate Change
CCS	Community Carbon Saving
CERT	Carbon Emissions Reduction Target
CESP	Community Energy Saving Partnerships
CH	Central heating.
CO ₂	Carbon dioxide
CT	Carbon Trust
CWI	Cavity Wall Insulation
DECC	Department of Energy and Climate Change
EAP	Energy Assistance Package
EAS	Energy Action Scotland
ECO	Energy Company Obligation
ECO AW	ECO Affordable warmth
ECO CERO	ECO Carbon Emissions Reduction Obligation
ECO CSCO	ECO Carbon Saving Communities Obligation
ECO HHCRO	ECO Home Heating Cost Reduction Obligation
ECO CT	ECO Carbon Targets
EdF	Energie de France, an energy supply company
EON	Energy supply company.
EPC	Energy Performance Certificate
EST	Energy Saving Trust
EWI	External Wall Insulation
FiT	Feed in Tariff
FP	Fuel Poverty
FPv	Fuel Poverty Vouchers, assisted gas connection scheme from SGN
GD	Green Deal
GDAR	Green Deal Assessment Report, necessary report to access GD and ECO funds.
GIB	Green Investment Bank
HA	Housing Association
HECA	Home Energy Conservation Act

HEEPSABS	Home Energy Efficiency Scotland, Area Based Schemes
HES	Home Energy Scotland
HTH	Hard to Heat, refers to homes which are HTT and therefore difficult to heat.
HTT	Hard to treat, generally refers to non-cavity walls
IWI	Internal Wall Insulation
LA	Local Authority
LI	Loft Insulation
LITU	Loft Insulation top ups (60-150mm insulated to over 270mm)
NHER	National Home Energy Rating, form of evaluating the energy used by a home.
Ofgem	Energy regulator
RHi	Renewable Heat Incentive
RHPP	Renewable Heat Premium Payments
RSL	Registered Social Landlord
SAP	Standard Assessment Procedure, alternative to NHER.
SG	Scottish Gas, also BG
SGov	Scottish Government
SGN	Scottish Gas Connections
SH	Scottish Hydro, also SSE.
SIMD	Scottish Indices of Multiple Deprivation
SP	Scottish Power
SSE	Scottish & Southern Electric, also SH.
SWI	Solid Wall Insulation, either internal or external.
UHS	Universal Home Insulation Scheme
VLI	Virgin loft insulation (below 60mm increased to over 270mm)

1 Introduction

1.1 Renfrewshire's Fuel Poverty Strategy

This document reflects the commitment of Renfrewshire Council and its community planning partners to reaching the Scottish Government's target to eradicate fuel poverty, so far as reasonably practicable, by the end of 2016.

The latest figures estimate that 29% of Renfrewshire residents live in fuel poverty. This compares to 35% across Scotland (footnote 1).

This strategy updates and replaces our previous Fuel Poverty Strategy developed in 2014.

That strategy helped set a framework for fuel poverty actions in Renfrewshire; a partnership with Home Energy Scotland was developed; a multi-agency fuel poverty steering group was established and a range of actions were progressed by this group to help tackle fuel poverty.

Over the course of the last three years there have been major changes in government led programmes and energy supplier commitments that seek to cut fuel poverty and reduce carbon emissions. At the same time the UK government is making significant changes through the Welfare Reform programme that will affect people's income levels. These changes present both a key opportunity and challenge for partners in Renfrewshire in their bid to seek to reduce fuel poverty.

This revised strategy seeks to tackle the factors that put householders at risk of fuel poverty that the Council and partners can influence. It seeks to build on existing partnerships and procedures to refocus our approach to tackling fuel poverty in Renfrewshire.

1.2 Development of the Strategy

This strategy was developed by a working group of key partners who examined issues around fuel poverty and the related issues of energy efficiency and climate change. In developing the strategy the group made reference to government guidance on fuel poverty (footnote 2) and good practice elsewhere. Valuable input has been provided by Home Energy Scotland (HES).

The Fuel Poverty Strategy is a corporate and partnership strategy, setting out the approach across all tenures in Renfrewshire. The Strategy was passed to the Fuel Poverty Forum for consultation prior to publication.

1.3 Outcomes

The overarching aim of this strategy is that people in Renfrewshire do not live in fuel poverty. We will through our strategy seek to achieve four main outcomes:

¹ Scottish House Condition Survey 2011 and Scottish House Condition Survey Local Authority Analyse 2009-2011

² Guidance to Local Authorities on Fuel Poverty , Scottish Government (2009)

Outcome 1	People have access to good quality, easily accessible, fuel poverty and energy efficiency advice;
Outcome 2	The energy and fuel efficiency of the housing stock in Renfrewshire is improved;
Outcome 3	People do not live in fuel poverty;
Outcome 4	Householders are assisted and encouraged to use their energy efficiently to reduce their fuel costs

Achieving these outcomes will involve delivery of a number of actions set out in an Action Plan in Appendix 2. These actions will include the development of new partnerships with groups who deliver fuel poverty and energy advice services.

2 Background

2.1 What is Fuel Poverty?

Fuel poverty describes a situation where a household cannot afford to pay for energy sufficient to maintain comfortable heating standards and reasonable use of hot water, lighting and electrical appliances.

The Scottish Government defines fuel poverty as:

“A household is in fuel poverty, if in order to maintain a satisfactory heating regime, it would be required to spend more than 10% of its income (including Housing Benefit and Income Support for mortgage Interest) on all household fuel use (i.e. not just heating and hot water). ”

A satisfactory heating regime is defined as 21°C in the living room 18°C in other rooms, for 2 hours in the morning and 4 hours in the evening 5 days a week and 8 hours for 2 days every week. For the elderly and infirm the target temperature is 23°C.

“Extreme” fuel poverty can be defined as a household having to spend more than 20% of its income on fuel to sustain the same heating regime.

2.2 Causes of Fuel Poverty

Fuel poverty is determined by the interaction of three main factors:.

- **Low household income.** The costs of heating a property form a greater proportion of total income for those on low incomes.
- **Fuel costs.** Higher prices reduce the affordability of fuel.
- **Energy efficiency.** The energy efficiency of the building determines the amount of fuel required to heat properties.

Other factors such as household behaviour and inefficient heating systems and also have a role in causing fuel poverty.

2.3 Effects of Fuel Poverty

Excess Winter Deaths - The phenomenon of excess winter deaths is not unique to the United Kingdom but the incidence is markedly higher than for countries with similar climates and living standards.
High rates of cold related illness - Spending too long in the cold will lower the body temperature which can often aggravate circulatory diseases and can lead to respiratory illnesses such as bronchitis or pneumonia.
Condensation, dampness and mould growth and the subsequent increased maintenance costs.
Households making the choice to heat or eat - Often people struggling to pay their bills ration their use of energy, perhaps just heating one room or are forced to make the choice between cooking a hot meal and turning on a heater. (footnote 3) Alternatively choosing to heat the home sufficiently can lead to high fuel bills and fuel debt.

Table 1 The effects of Fuel Poverty

³ Energy Action Scotland website: http://www.eas.org.uk/index.php?page_id=83

3 National and Local Context

3.1 National Context

A range of government legislation, policies and initiatives set the context for work around fuel poverty and energy efficiency. The most important ones are outlined below. Many of these initiatives provide grant funding and this strategy will seek to access as much grant funding as possible for Renfrewshire.

3.1.1 Housing (Scotland) Act 2001

The eradication of fuel poverty is a priority within the Housing (Scotland) Act 2001. The Scottish Fuel Poverty Statement was published by the Scottish Government in 2002 under paragraph 88 of the Act. It is this statement that sets out the commitment to ensuring “so far as reasonably practicable, people are not living in fuel poverty in Scotland by November 2016”.

The Scottish Government’s achieving our Potential: A framework to tackle poverty and income inequality in Scotland (2008). This sets out how the government will support those who face hardship as a result of rising energy prices.

Equally Well – The Scottish Government’s framework for tackling health inequalities (2008). This recommends that any government action on fuel poverty should consider explicitly whether improvements in health and reductions in health inequalities can be expected as a result.

3.1.2 Climate Change (Scotland) Act 2009

This Act established a statutory target of 80% greenhouse gas emissions reductions by 2050, with an interim target of 42% by 2020. It also introduced a duty for public bodies to act in a way that best contributes to these targets, and an obligation for local authorities to set up energy efficiency discount schemes and to include greenhouse gas emissions policies in local development plans.

3.1.3 Scottish Housing Quality Standard

The Scottish Housing Quality Standard (SHQS) sets out the standards that all houses in the social rented sector should meet by 2015. It includes a number of minimum energy efficiency standards including an energy efficient central heating system, minimum insulation levels and any further energy efficiency measures as necessary are put in place in order that the house reaches a minimum NHER rating of 5. The Council is currently on programme to bring the stock up to the required standard by April 2015, with the exception of certain properties where the participation of owners to carry out common work may not be secured. These properties will be revisited when ownership changes or where the availability of additional support funding may secure agreement. Where a tenant refuses internal improvements such as heating upgrades the work will be held in abeyance until a subsequent agreement is reached or there is a change of tenancy.

3.1.4 Energy Efficient Standard for Social Housing (ESSH)

The Scottish Government has introduced a new Energy Efficiency Standard for Social Housing (ESSH). The first compliance milestone is 31 December 2020, with a midterm progress review in 2017. The new standard aims to improve the energy efficiency of social housing in Scotland by targeting reductions in energy consumption, fuel poverty and the emission of greenhouse gases. The Council responded to the initial ESSH consultation document in September 2012 and participated in subsequent national benchmarking and cost modelling exercises which determined the final structure of the new standard.

As with SHQS, ESSH incorporates both internal and external measures and will require the participation of owners in order to deliver common improvements. The ability of Councils to meet the cost of delivering ESSH for their own stock was the subject of discussion nationally, and an 'exemption' category has been introduced where it can be demonstrated that a Council is not in a position to fund the necessary measure(s) outwith their 'business as usual' programmes. The 'exemption' will hold until such time as the Council can resource the necessary work. The ability to deliver ESSH will be impacted by the level of support that can be generated through ECO (Energy Company Obligation), which has been promoted as a key funding component by the Scottish Government. Recent central government changes to the ECO funding structure suggests that it will be increasingly difficult to apply ECO to external wall insulation measures which are a key component of ESSH. This in turn may impact the on benefits of the Home Energy Efficiency Programme for Scotland: Area Based Schemes (HEEPS:ABS) funding for owners, as this requires an element of ECO leverage.

A report on the delivery of ESSH was presented to both the Council on 13 February 2014 as part of the annual budget setting review, and to the HACS Board on 13 May 2014, and further updates will be provided as required.

3.1.5 Tolerable Standard

The Tolerable Standard is a minimum standard for all housing. One element of this is thermal insulation. Housing must have insulation across its entire roof space in order to meet this element.

3.1.6 Tenements (Scotland) Act 2004

The Act gives new rights to homeowners living in a tenement, and is intended to ensure a fairer deal when it comes to the repair and maintenance of these buildings. It will make it easier for homeowners in a tenement block to work together to maintain the shared areas of their buildings, including the roof, the close or stair and garden areas. The Tenements Act was amended by the Climate Change (Scotland) Act so that the installation of insulation is considered a maintenance measure.

3.1.7 Energy Efficiency Action Plan for Scotland

The Scottish Government has published its Energy Efficiency Action Plan and is available at: <http://www.scotland.gov.uk/Publications/2010/10/07142301/0>

3.2 Renfrewshire Strategic Context

3.2.1 Links with Other Strategies/Plans

The Fuel Poverty Strategy will help achieve the aims of other relevant strategies and plans, the most relevant being:

Single Outcome Agreement

- This strategy will help the Council and its community planning partners to achieve the National Outcome – *We have tackled the significant inequalities in Scottish society*

The Local Housing Strategy

- This Fuel Poverty Strategy sits within the context of the Local Housing Strategy. Following guidance from the Scottish Government, the scope of the local housing strategy has been broadened to include homelessness, housing support services, homelessness and fuel poverty issues. Fuel poverty issues and the related issue of climate changes will be fully integrated into the new LHS.

Renfrewshire Anti-Poverty Strategy

- This strategy seeks to prevent poverty, intervene where we know poverty exists, assist those who are in poverty and seek to ensure that any action taken is sustainable in the longer term. Addressing fuel poverty is one of its key actions.

Private Sector Housing Strategy

- The most recent Private Sector Housing Strategy and the associated Scheme of Assistance, were approved by the Council in April 2010. The Scheme of Assistance, which was most recently reviewed in November 2012, recognises the importance of providing information, advice and assistance to owners with regard to energy advice, and works which might improve the energy performance of private sector houses, and signposts owners to agencies providing energy advice.

Climate Change Declaration

- The Council has signed the Scottish Climate Change Declaration which brings together COSLA, Scottish Local Authorities and the Scottish Government in a commitment to work with others to lessen the effects of climate change. As signatories, Renfrewshire Council provide an annual return of our carbon emission figures to COSLA.

4 Levels of Fuel Poverty

4.1 National Position

The Scottish House Condition Survey (SHCS) is the recognised source of information on levels of fuel poverty. Information from this survey shows that levels of fuel poverty in Scotland fell from 1996 to 2002 (from 36% to 13%). Between 2003 and 2009, this figure continued to rise but subsequently fell. The Scottish Government reported fuel poverty in 2013 at 35.8% with a small drop in 2014 to 34.9%.

The 2014 Scottish House Condition Survey estimates:

- 34.9% of households (845,000) in Scotland were fuel poor
- 8% of these households (241,000) were in extreme fuel poverty

	Fuel Poverty							
	Not fuel Poor		Fuel Poor		Extreme Fuel Poor		Unobtainable	
	000s	%	000s	%	000s	%	000s	%
Scotland	1,569	65	845	35	241	10	NR	NR

Table 2 Summary of Scottish FP reported by SHCS (SCHS 2014-10 data)

4.2 Renfrewshire - baseline information

The most recent local authority level information from the SHCS⁴ shows that in Renfrewshire:

- 29% of households (23,562) were fuel poor (compared to 34.9% at Scotland level for this date) as reported by the Scottish Housing Stock Condition Survey (see table below).

	Fuel Poverty							
	Not fuel Poor		Fuel Poor		Extreme Fuel Poor		Unobtainable	
	000s	%	000s	%	000s	%	000s	%
Renfrewshire	51	71	24	29	6	7	NR	NR

Table 3 Summary of Renfrewshire FP reported by SHCS (SCHS 2014-10 data)

At the time of the last strategy in 2014, it was estimated that 29% of households in Renfrewshire were in fuel poverty, compared to 36% across Scotland.

⁴ Scottish House Condition Survey Local Authority Report 2004-2008. This gives a mid-point of June 2007.

The latest figures for Renfrewshire therefore show the area to be maintaining one of the lowest local authority figures for fuel poverty. Identifying why this is the case for Renfrewshire using a national data source that uses a sample basis to identify trends, is difficult. The SCHS acknowledges that with any sample data set the results are estimates and the results may vary from the true values.

However we can see from other data that there has been an increase in the overall energy efficiency of properties within Renfrewshire which will go some way to mitigating the levels of fuel poverty.

In Autumn 2011, fuel prices rose significantly and recent market pressures have sustained low fuel prices. It is likely that this will have a negative impact on levels of fuel poverty.

Although Renfrewshire is reported to have a relatively low level of fuel poverty the Council is aware through the support services it offers to householders that this is a significant negative impact on the health and well being of many of our residents. Whether households are technically in fuel poverty or not many have problems with electricity or gas to their homes, metering, billing and dealing with the energy providers.

4.2.1 Identification of Fuel Poor Households

Identification of fuel poor households is not an easy task; households move in and out of fuel poverty depending on their income, work circumstances, illness, weather and fluctuations in fuel prices. However, in order to successfully target action we need to be able to identify those households most at risk.

The Scottish House Condition Survey sets out the social, economic and environmental characteristics that increase the risk of fuel poverty. These factors, along with the incidence in Renfrewshire are shown in the table below:

Scottish House Condition Survey - fuel poverty risk factors	Incidence in Renfrewshire
Low income households	A sizeable minority of the population live in poverty - an estimated 25,360 individuals experience income deprivation and 37% of people are low paid. (footnote 5) The Scottish Index of Multiple Deprivation 2012 identifies Ferguslie Park as the most deprived datazone in Scotland. It notes that 14.7% of the population of Renfrewshire were income deprived compared to 13.4% across Scotland as a whole. In 2012, 49 (22.9%) of Renfrewshire's 214 datazones were found in the 15% most deprived datazones in Scotland, compared to 42 (19.6) in 2009.
Older smaller and single pensioner households	33,514 adults are of pensionable age. An estimated 12,860 single pensioner households were living in Renfrewshire in 2009(footnote 6) - around 16% of all households.

⁵ Renfrewshire Anti-Poverty Strategy

Households living in properties with 'poor' NHER (National Home Energy Rating) scores i. e. in properties with poor fuel efficiency	30% of dwellings in Renfrewshire have an NHER rating of 0-6 (poor rating). In Scotland, on average 39% of dwelling have poor energy rating (footnote 7). The private sector has generally lower levels of energy efficiency.
Households in rural areas	Renfrewshire is a largely urban area. 86% of the population live in large urban areas or other urban areas. 10% live in accessible small towns and 4% live in accessible rural areas. (footnote 8)
Those living in private sector dwellings are twice as likely as those in social sector dwellings to experience extreme fuel poverty	6% of all stock is private rented, compared to 8% across Scotland. 68% of all dwellings are owner occupied and the social rented sector accounts for 25% of all dwellings.
Households with partial central heating or no central heating	7% of households in Renfrewshire Council have partial or no central heating. (footnote 9)
Households living in properties heated by fuels other than mains gas	No information at present.
Households living in older dwellings are more likely to experience fuel poverty	Renfrewshire has a relatively high proportion of tenement properties. Many of these will have been built before 1919.
Households living in detached houses . A third of households in detached houses are fuel poor compared with 19% of tenement dwelling households.	29% of all stock in Renfrewshire is tenement flatted property, 15% are other flats and 55% are houses. The number of households living in detached houses is likely to be relatively small.

Table 4 Fuel Poor indicators

From the summary above, we can see that in Renfrewshire the key groups at risk of fuel poverty that we need to focus fuel poverty prevention activity on are: those in low income households, those in private sector housing, older person households and those living in fuel inefficient houses.

In addition to prevention activity for those most at risk, the strategy will seek to target those currently experiencing fuel poverty.

⁶ Scottish Government 2006-based household projections by household type and age group

⁷ Scottish House Condition Survey Local Authority Analyse 2009-2011.

⁸ Scottish Government Urban Rural Classification Statistics by Local Authority, 2008

⁹ Scottish House Condition Survey Local Authority Analyse 2004-2007.

4.2.2 Energy Advocacy Renfrewshire (EAR)

Renfrewshire Council has undertaken an Energy Advocacy Project that was funded through uHIS during financial year 2012-13. The Advocacy service focused on vulnerable and socially isolated households and personally assisted them in dealing with domestic energy issues. This proved a success and additional funding has been sought through the HEEPSABS bid that is currently being reviewed. Other funding sources are being sought. This method of communication with local communities is viewed as being very important in the drive to minimise fuel poverty.

From 2013 Renfrewshire Council has continued to provide advocacy services in a partnership with Connecting Renfrewshire which is lead by Linnstone Housing. Linnstone lead the successful bid for Lottery funding to provide a variety of poverty mitigating services. The project includes financial services and advice from Renfrewshire Wide Credit Union, tailored lifestyle support from Renfrewshire Association for Mental Health, support for rent arrears for housing Association tenants and energy advocacy. This bid included sufficient funding for a part time Energy Advocate. Working in partnership with Linnstone, Renfrewshire Council committed to match fund this post, turning it into a full time post.

5 What does the Strategy Seek to Achieve?

5.1 What does the Strategy Seek to Achieve?

Scottish legislation set the target of eliminating fuel poverty by the end of 2016. This was always an ambitious target and has now been recognised as unachievable. Many of the policy and economic tools that may influence fuel poverty are the responsibility of the Scottish and UK governments. In recognition that Renfrewshire has limited ability to alter the impact of national policies our fuel poverty target is set as;

- 5 percentage points below the national average.

This means that if the national average was 35% the Renfrewshire target would be 30% (35-5).

In working towards this target, four key outcomes have been identified. The actions required to achieve these outcomes are further outlined here and summarised in an Action Plan in appendix 2.

Outcome 1	People have access to good quality, easily accessible, fuel poverty and energy efficiency advice.
Outcome 2	The energy and fuel efficiency of the housing stock in Renfrewshire is improved.
Outcome 3	People do not live in fuel poverty.
Outcome 4	Householders are assisted and encouraged to use their energy efficiently to reduce their fuel costs.

5.2 Strategic Outcome 1: People have access to good quality, easily accessible, fuel poverty and energy efficiency advice

Current provision of advice services

The following advice services are available to householders in Renfrewshire:

- **The Energy Saving Trust** through a network of local **Home Energy Scotland advice centres** (HES) provides a freephone advice service to callers from anywhere in Scotland on how to save energy, entitlement to benefits and tax credits and how to access grants and loans for energy saving measures. Funded by the Scottish government, they also administer the Scottish Government's Energy Advice Scheme (see 3. 1 for details). The network has the capacity to deal with 250,000 enquiries per

annum. Residents in Renfrewshire are served by the local Strathclyde and Central advice centre.

- **Advice Works** is a service managed by Social Work. The service provides information and advice to Renfrewshire residents on all issues regarding benefits and debts. Currently, the service is provided from 3 offices in Johnstone, Paisley and Renfrew and various drop-in points across the areas. The focus of the service is on money and debt advice, including fuel debt. However, the service has identified the need for some kind of specialist provision to deal specifically with advice on how to reduce fuel costs.
- **Citizens Advice Bureau (CAB)** The CAB provides advice on a range of benefits issues and complex debt cases, including advice on fuel debt repayment. In addition Renfrewshire Council fund an Independent Housing Advice and Information Officer Post, based in the Paisley CAB. Just less than 10% of this officer's workload relates solely to utilities issues.
- **Renfrewshire Council Website** (www.renfrewshire.gov.uk). The Council have re-designing their energy page to provide useful links and up to date information on a range of issues. These include: fuel switching, heating system user guides, available grant funding, climate change/renewable energy and other helpful information.

http://www.renfrewshire.gov.uk/webcontent/home/Services/Housing/Energy_advice/

HES and the council's Energy Advice Unit provide similar phone advice service to residents in Renfrewshire. The council has been in discussion with HES to further cement the joint working that already exists, streamline services, and to build on the formal agreement whereby HES would become the main provider of energy phone advice in Renfrewshire and provide a one stop energy advice service. This would provide a number of benefits:

- The public has one point of contact for advice on energy through the freephone number 0808 808 2282
- HES are already appointed at a national level to provide help and support on the grant funding packages that are available. They also provide benefits check where required.
- HES have skilled advisors who are well placed to keep up-to-date with the various grant opportunities and often frequently changing criteria for government schemes.

Monitoring Framework

It is important that the impact of energy advice services is measured to determine their success. A monitoring system is being developed which will report to the Fuel Poverty Steering group. The systems will include outputs such as behavioural advice given and the number of energy efficiency and heating measures carried out as a result of advice. Overall progress in achieving targets to reduce fuel poverty by late in 2016 will be measured through

the Scottish House Condition Survey. The success of HES will be monitored through the following KPI's:

- Number of first visits to HES
- Number of follow up visits to HES
- Energy Advice financial savings
- Energy advice carbon savings
- Eco-affordable warmth referrals
- EAS referrals
- Tariff Checks undertaken

Awareness raising and training

Whilst the proposed structure will result in an initial single point of contact, it is important that those in contact with customers on a regular basis are aware of; fuel poverty issues, the effects of fuel poverty, the sources of help available and the appropriate referral routes to services that can help them. A number of training initiatives have been run for Council staff to highlight the key issues above and provide a point of contact to the customers to gain further help and support.

Key groups of staff include housing officers, tenancy support staff, social workers, home helps, health professionals, maintenance staff, finance and revenue staff, Care and Repair staff and those working with disabled persons or other vulnerable households.

Renfrewshire Council will develop an awareness raising programme that will include briefing sessions and circulation of promotional literature. In addition, we plan to develop and deliver a training programme which will provide basic energy advice to a large number of staff and more detailed training to front-line staff as mentioned above. Such training will have a further benefit of helping staff to understand their role in reducing carbon emissions – another important and linked agenda for the Council.

5.3 Strategic Outcome 2: The energy and fuel efficiency of the housing stock in Renfrewshire is improved

Improving the energy efficiency of homes is the most effective long-term means of alleviating fuel poverty. Incomes and fuel prices may fluctuate; however, if a home is made energy efficiently its fuel consumption will be reduced in the long terms and its occupants are less likely to be in fuel poverty.

Energy Efficiency is measured through:

- **NHER** (National Home energy Rating) which rates dwellings on a scale of 0(poor) to 10 (excellent). “Good” is 7 or more.

or

- The Standard Assessment Procedure for the Energy rating of Dwellings (**SAP**) which runs on a scale of 0 to 100, 0 being extremely poor, 100 being extremely energy efficient. 70 and above is considered good and below 30 poor.

The table below shows that Renfrewshire has a higher proportion of properties with a good energy efficiency rating (NHER rating 7-10) than in Scotland as a whole.

NHER rating	0-2	3-6	7-10
Proportion of Properties in Renfrewshire	1%	29%	70%
Proportion of Properties in Scotland	3%	36%	61%

Table 5 NHER profile of all Renfrewshire Stock (SCHS 2009-10 data)

The table below shows that the public stock in Renfrewshire is more energy efficient than the private stock.

	Private Stock NHER rating		Public Stock NHER rating	
	0-5	6-10	0-5	6-10
Renfrewshire	20%	80%	7%	93%
Scotland	29%	71%	14%	86%

Table 6 NHER profile of private and public stock in Renfrewshire (SCHS 2009-10)

Improving the energy efficiency of the public sector stock

Further improvements will take place as Councils and housing associations bring their stock up to the **Scottish Housing Quality Standard (SHQS)**. The SHQS set out a range of minimum standards which the Scottish Government expects all public sector housing in Scotland to meet by 2015. The energy efficiency criteria in the SHQS cover inclusion of efficient full house central heating, 100mm thick loft insulation, cavity wall insulation, insulation of hot water pipes and properties much achieve an NHER rating of 5 or a SAP rating of 50.

Renfrewshire Council has set out its commitment to tenants which amongst other things sets out higher loft insulation standards than required by the SHQS. The most relevant standards are set out in Appendix 2.

The Council's programme of works commenced in April 2010. The heating systems and boiler elements of the programme will mean almost 8400 properties will benefit from heating replacement/upgrading in the period to 2015. The Council has already embarked on an infrastructure programme connecting households off the gas grid into the gas network.

Approximately 2500 homes were part of a fuel switching programme over a 5 year period, of which c2000 properties are now connected to the gas grid by new connection or an existing supply resurrected. Work was targeted initially in the most deprived areas in Renfrewshire. There does though remain a significant minority of households who do not wish gas in their property – around 200 have refused a gas connection as well as being unable to gain access for internal supplies. Since 2010 RC has installed c1100 new gas CH systems (figure for storage to GCH/fuel switch only) and continues to work with the gas infrastructure owners to extend gas services to all of our stock, where possible.

The council is also seeking to address the energy efficiency of buildings of non-traditional construction and has embarked on a programme of over-cladding a number of multi-storey blocks and other non-traditionally built properties. Around 980 properties are likely to benefit from insulated render through ECO funding by April 2014.

In addition to council stock, housing associations operating in Renfrewshire own around 7,300 properties. Some of this stock is relatively new and will already exceed the SHQS. All social landlords are on target to meet the SHQS by 2015.

Improving the energy efficiency of the private stock

In Renfrewshire there are 63,500 owner occupied properties and in the region of 7,079 private rented properties. As noted earlier, the energy efficiency of the private stock is generally poorer than that of the public sector. As yet, there is no regulatory framework in place that requires homeowners or landlords to make energy efficiency improvements, although the Scottish Government is currently considering if this would be appropriate. Encouraging improvement in the private rented sector will be a particular challenge as landlords may be unwilling to invest in energy efficiency measures for which they will see little financial benefit.

There are, however, some national developments that may have some influence on the energy efficiency of this sector:

Energy Performance Certificates – Introduced in 2009, these are required for every property being sold or let. The certificates give the property an energy rating from A to G and provide information as to what measures can be adopted to improve the EPC rating of the property. It is hoped that this information will act as a catalyst for landlords and sellers to make energy efficiency improvements to make their properties more attractive to buyers/renters.

Housing (Scotland) Act 2006 – This Act introduced powers to assist the repair, improvement and maintenance of houses. A council can issue Work Notices if a house fails the Tolerable Standard (which now includes an element of thermal insulation) or serve a Maintenance Order requiring an owner to draw up a Maintenance Plan for a period of up to 5 years.

The Private Sector Housing Strategy sets out how the Council will use these powers. These powers will be used (subject to the availability of resources) where the Council has previously invested in a property and there appears to be no arrangements being made for ongoing maintenance, or where serious lack of maintenance is brought to the council's attention.

New Housing Development – Renfrewshire Council was given more than £1Million from the Scottish Government's Innovation and Investment Fund towards the cost of building new houses on the site of the former Castle House Care Home, on Barrhead Road. This project

will see the first new council houses built in the Renfrewshire area for a generation. The plans consist of 22 terraced houses and a three storey block of flats, of these 22 will be for general needs while 15 will be for older people. These new homes have been built to high insulation areas and, where possible include solar panels to provide some hot water for the residents.

Landlord Accreditation Scheme - Established by the Scottish Government, this scheme aims to raise the standards within the private rented sector by encouraging private landlords to seek voluntary accreditation. The scheme sets out a number of minimum standards that landlords must meet, one of which relates to energy efficiency. The Council entered into a formal partnership with Landlord Accreditation Scotland in 2009 and will work with landlords in Renfrewshire to encourage them to become accredited.

Actions to improve energy efficiency

In relation to the private sector, this strategy's focus is to:

- Promote the Energy Assistance Scheme, including its availability to private sector tenants over a certain age or on qualifying benefits
- Provide information to private landlords on tax breaks and small business loans available for energy efficiency measures
- Encourage landlords to provide only "A" rated white goods and good quality energy efficient light bulbs in furnished properties
- Provide information of energy efficiency through various media including leaflets, the internet and newsletters, in a range of appropriate formats.
- Provide information for prospective tenants on what to look out for before renting a property
- Distribute the Energy Savings Trust private sector landlords leaflets
- Encourage landlords to sign up to the national Landlord Accreditation Scheme.
- Establish a council tax discount scheme for private householders who make energy efficiency improvement, from April 2010 (this is a legislative requirement)

5.3.1 The Green Deal

The UK Government, following market research, proposed and implemented the Green Deal as a means to offering affordable home energy efficient improvements. Renfrewshire Council examined the possibilities of Green Deal in detail and remained cautious in their support of the scheme. Following very poor up take of Green Deal the scheme was abandoned in 2016. Some form of replacement funding mechanism will be developed by the UK Government and Renfrewshire Council will actively engage in any consolation and development of this.

5.3.2 Domestic Renewable Energy

A further step in making the home more energy efficient is to consider the use of renewable technology. Interest free government loans are available to owners for the purchase of heat and electricity producing renewable technology. The introduction of domestic –feed- in tariffs in April 2010 for electricity generation from renewable technology (where a householder is paid a tariff for generating energy from a renewable source and an additional tariff is paid if electricity is fed back to the grid) may increase the interest from householders in this kind of technology.

Feed in Tariff - The introduction of Feed in Tariff and Renewable Heat Incentive, may act as an incentive for private landlords to install renewable technology in their housing as unlike other technologies they will benefit financially.

The Council will provide information to householders in Renfrewshire on the kinds of renewable technology available, their costs, benefits, maintenance issues and sources of grant available. It will examine the potential for some renewable technology pilots in existing stock, and assess the suitability for wider use in existing stock.

Renfrewshire Council's new housing development has been specified to a high standard of insulation and has included solar hot water panels to provide a proportion of the hot water demand in the homes.

In addition the Council will assess if there are sites in Renfrewshire that are appropriate for the development of larger scale renewable heat and electricity generation schemes, including community heating schemes.

Community benefits. Renfrewshire Council has recognised that projects based within communities and delivered by members of the community are one of the most effective approaches to delivering community benefits. Renfrewshire Council will work with community groups to develop projects, submit funding and support them to deliver local solutions.

5.4 Outcome 3 : People do not live in fuel poverty

Fuel poverty can be seen as sub set of general poverty; poorer households spend a disproportionate amount of their income on fuel. Raising income and maximising uptake of benefits is a key task in tackling fuel poverty.

5.4.1 Welfare Reform

On 8th March 2012, the Welfare Reform Act received Royal Assent. The Act legislates the largest change to the welfare system in over 60 years. There are several key changes coming into place but the most profound difference that will have wide-spread impact is the creation of Universal Credit. The dates and details are constantly changing but these are the current key dates for changes:

1,960 Renfrewshire Council tenants have been affected by the under occupancy charge, with many of the affected struggling to cope with the change. Since the beginning of April 800 tenants affected by under occupancy have fallen into rent arrears and the number of Discretionary Housing Payments awarded has risen to 613 (for April, May, June) from 155 during the same period last year.

Advice Works has been able to help many clients affected by offering a variety of supportive services; providing benefit checks and benefit maximisation for clients, as well as assisting with applications for Discretionary Housing Payments and exemptions for overnight carers. Advice Works also offers money advice and can provide assistance with other debts and creditors. Advice Works also distributes food vouchers which help to alleviate the immediate pressure on those struggling to cope.

Anyone who is having trouble adjusting to the Under Occupation charges can contact the Advice Works Helpline by phoning 0300 300 1238 and selecting option 3.

5.4.2 Tackling Fuel Poverty

Tackling poverty is one of the main strands in Renfrewshire's Community Plan. This sets a number of targets relating to poverty. In 2009, the Community Planning Partnership Anti-Poverty Strategy Group launched a Renfrewshire Anti-Poverty Strategy, setting out the approach to achieving these targets. This Fuel Poverty Strategy will complement the Anti-Poverty Strategy. Areas relevant to tackling poverty which will be addressed from a fuel poverty perspective on the Renfrewshire Council website include:

- Advice on payment methods that most suit the householder
- Seeking good energy deals from utility companies for vulnerable households
- Helping vulnerable tenants
- Maximising uptake of state benefits that are "passports" for enhanced grant support for energy efficiency measures
- Linking fuel poverty into money advice/benefit campaigns

5.5 Outcome 4 : Householders are assisted and encouraged to use their energy efficiently to reduce their fuel costs

Provision of advice around the efficient use of energy will complement the work in improving the energy efficiency of homes and maximizing incomes. Typical households can cut around 10%-20% off their fuel bills without losing either warmth or comfort by simply using energy efficiently and effectively(footnote 10).

This strategy seeks to achieve this outcome through these main actions:

Website development– much information already exists on the internet about how to use energy efficiently but there is a role for the council to further develop its community portal to bring some of the key advice together on one site with links to appropriate external sites.

Energy Awareness Week – The council held its first Energy Awareness Week in March 2010, promoting the efficient use of energy amongst staff and householders. This will be an annual event.

¹⁰ <http://www.talktalk.co.uk/money/features/energy-efficiency.html>

Awareness raising - Provide information to tenants (including private sector tenants) on how much appliances cost to run, how to use energy efficiently and steps householders can take themselves to reduce energy use, whilst maintaining appropriate heat levels.

New tenant information – Renfrewshire Council tenants are provided with a “New tenants Pack” with information on all aspects of their new home and appropriate service contacts. We will compliment this by developing a specific energy efficiency advice pack. Opportunities to roll this out to new tenants of all social landlords will explored.

Tenant and Resident publications – Renfrewshire Council has frequently promoted energy efficiency through its tenant newsletter. We will continue to ensure energy efficiency information is included in such publications.

In communicating with customers we will give consideration to equalities issues, establishing the most appropriate format and language for publications and advertising the availability of translation services.

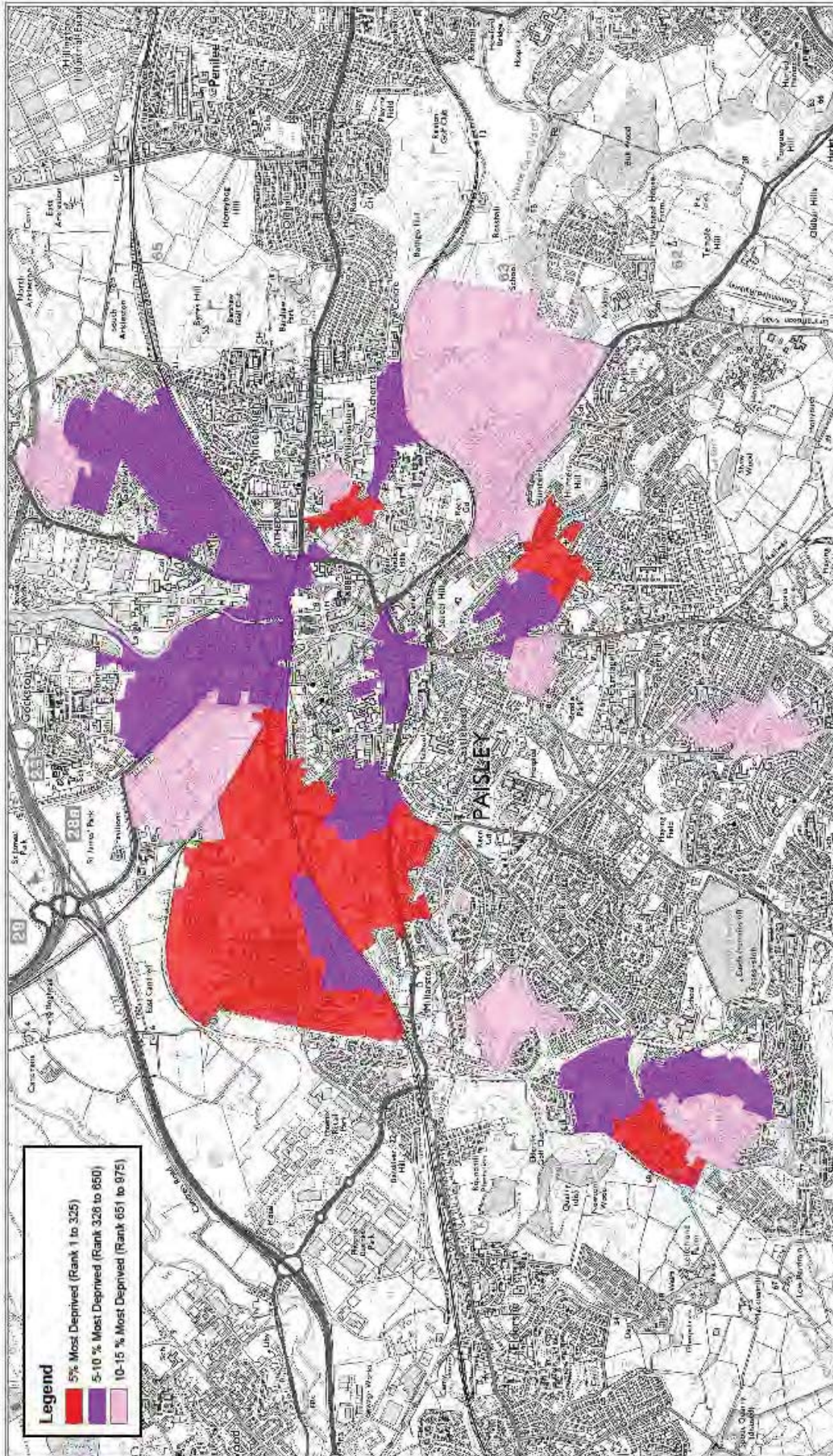
6 Monitoring and Evaluation Framework

To ensure that the Fuel Poverty Strategy is effective in reducing the number of fuel poor households within Renfrewshire, a monitoring and evaluation framework will be established.

As the strategy proposes establishing new partnerships, the monitoring framework will be developed in partnership with appropriate groups including the Council, Home Energy Scotland, local advice agencies and the partner RSLs. We will form a steering group of these partners who will develop this monitoring framework.

The steering group will meet quarterly to review performance in relation to the actions outlined in this strategy and to oversee operational activity. The group will report to the Greener Renfrewshire Thematic group and will, on an annual basis, report on the extent to which the strategic outcomes are being met.

Appendix A Most deprived data zones in Paisley, Renfrew, Johnstone and Linwood



Paisley SIMD 2012 Income Ranking (15% most deprived)

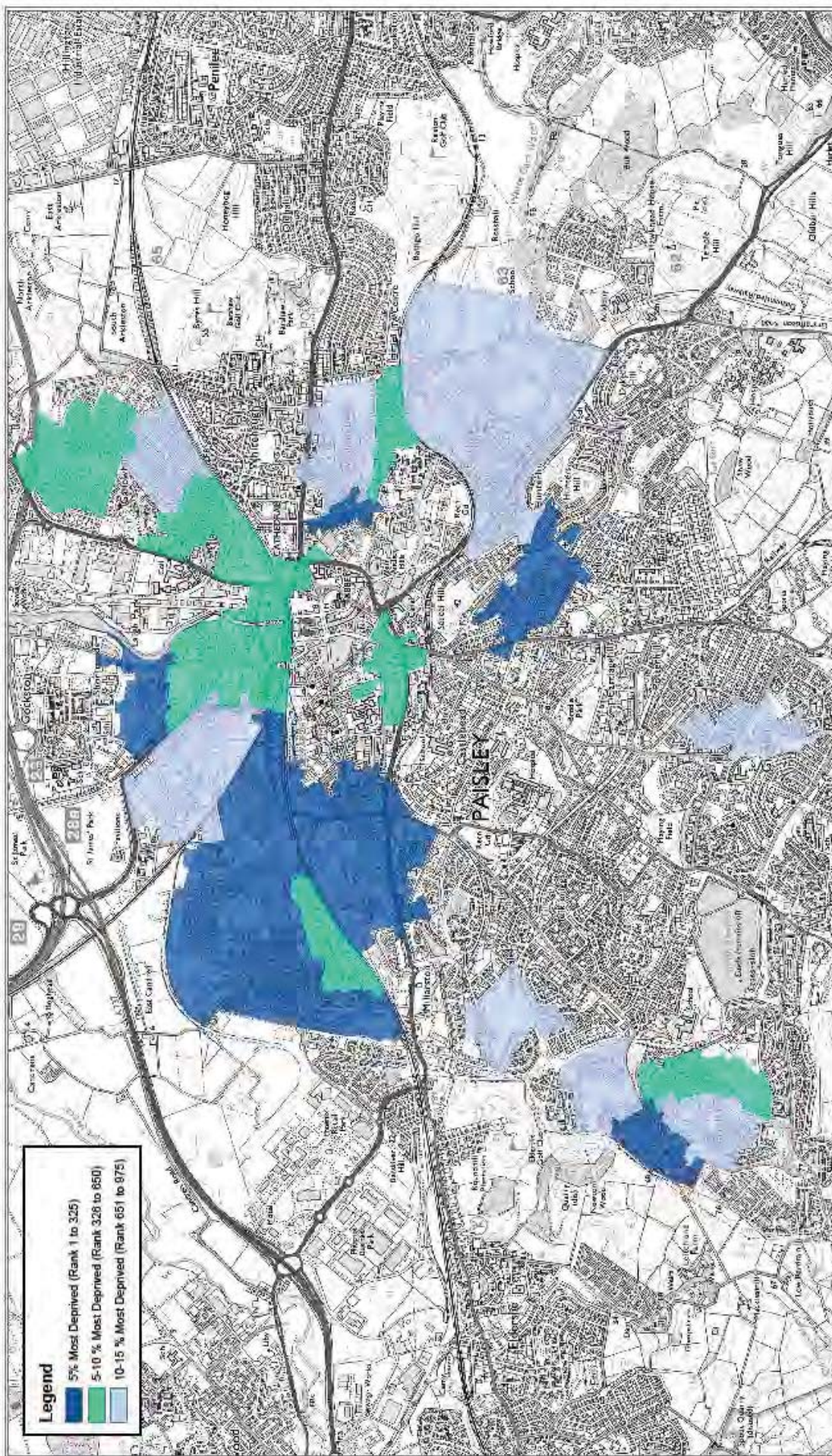
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Date: 18/06/2013

User: howardhaugh12



Legend

- 5% Most Deprived (Rank 1 to 325)
- 5-10 % Most Deprived (Rank 328 to 650)
- 10-15 % Most Deprived (Rank 651 to 975)



Paisley SIMD 2012 Overall Ranking (15% most deprived)

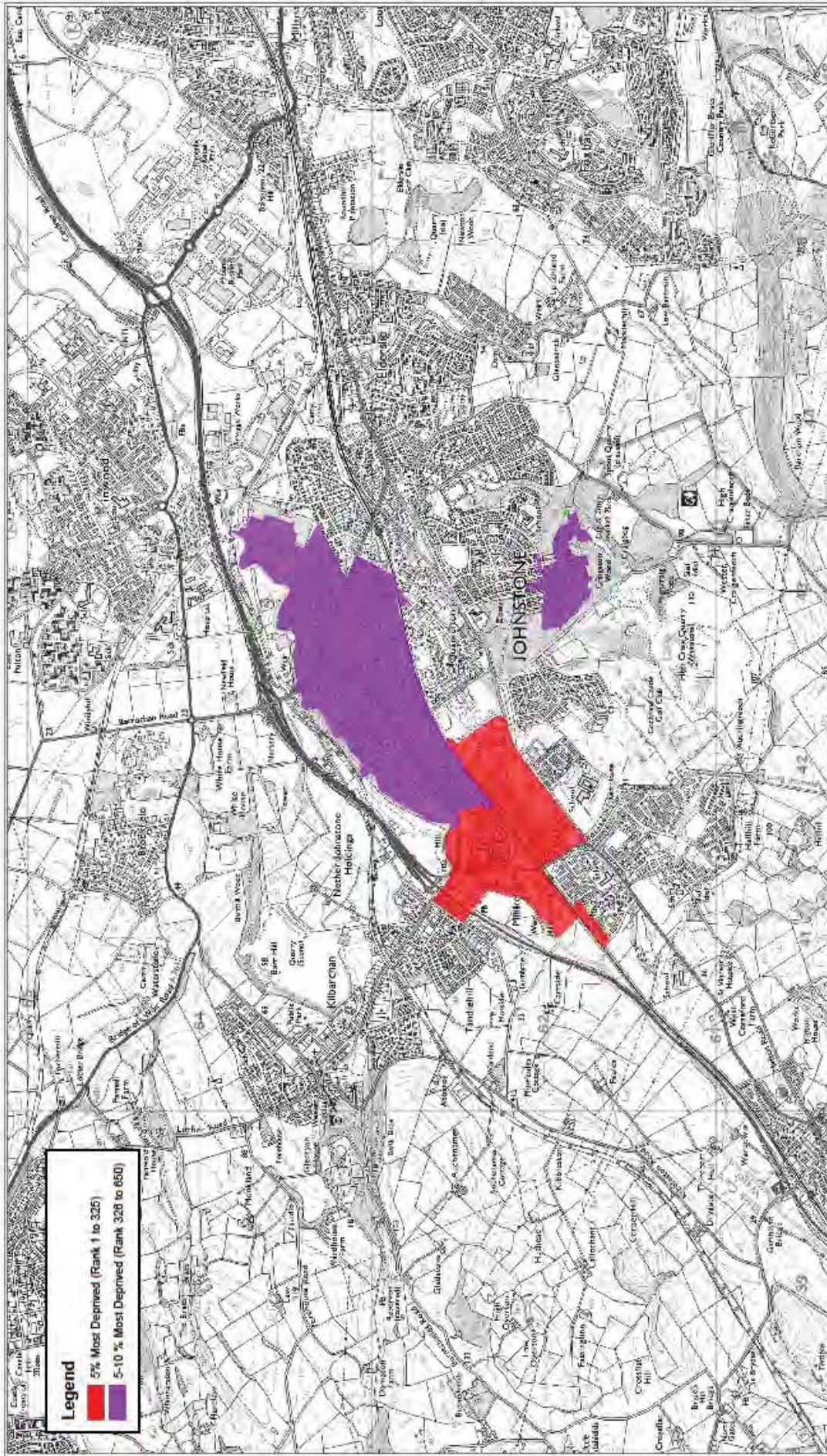
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User: howardhaugh12



Legend

- 5% Most Deprived (Rank 1 to 325)
- 5-10 % Most Deprived (Rank 326 to 650)



Notes:
Plan Ref. E1629



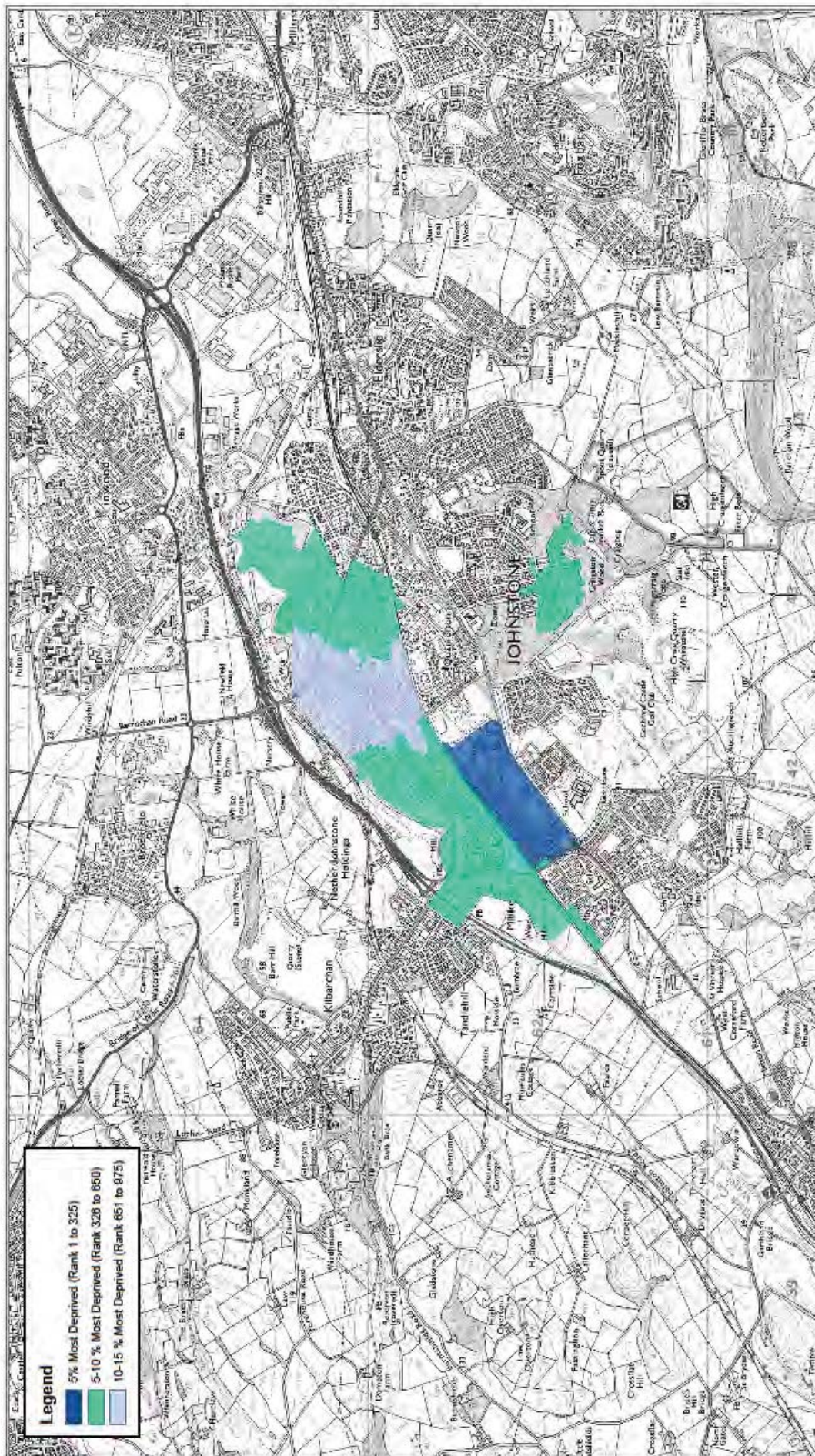
Johnstone SIMD 2012

Income Ranking (15% most deprived)

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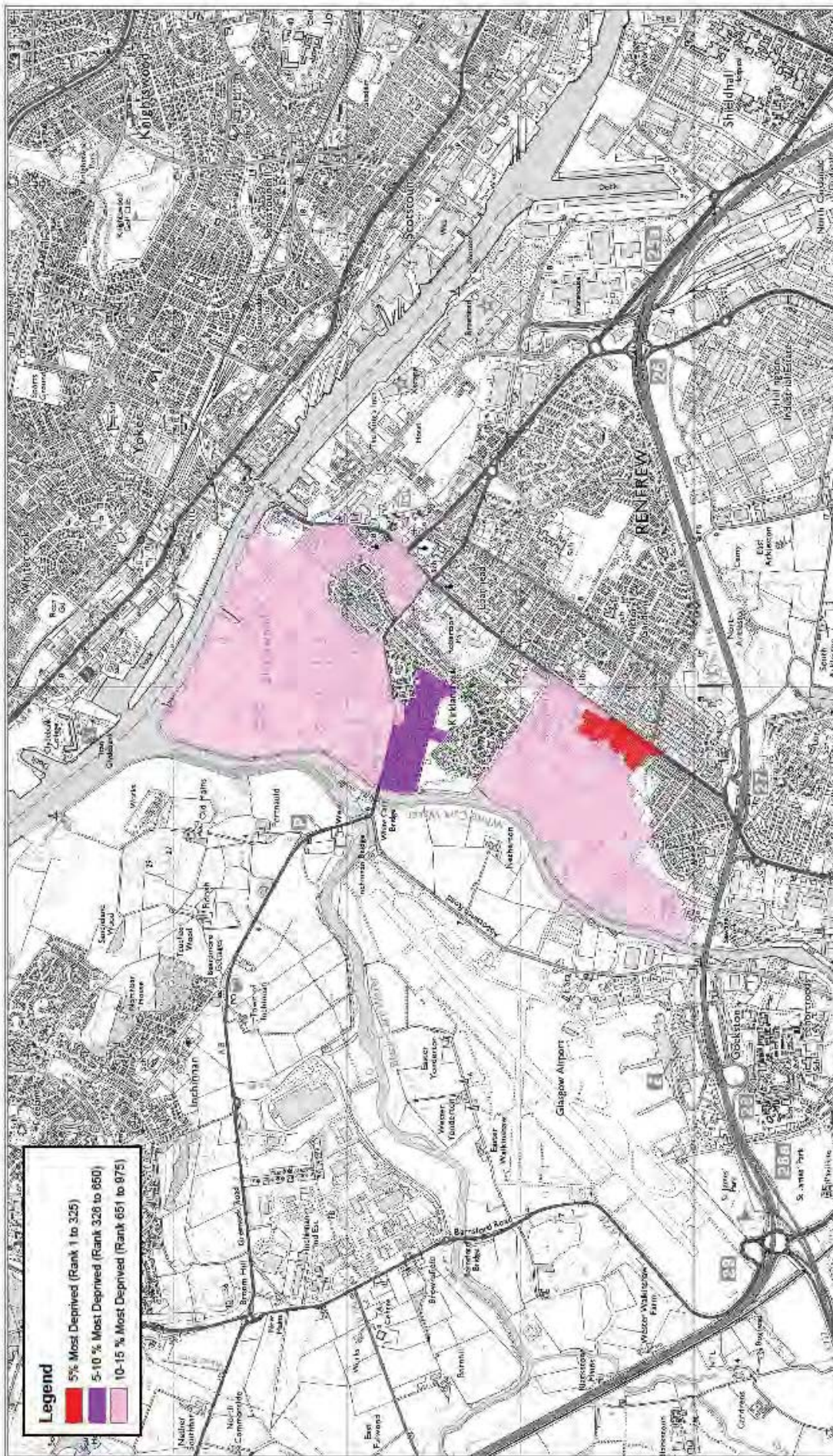
Johnstone SIMD 2012 Overall Ranking (15% most deprived)



User: hrowdhaughj2

Date: 18/06/2013

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Renfrew SIMD 2012 Income Ranking (15% most deprived)



Date: 18/06/2013

User: howardhaughj2

Appendix B Extract from Renfrewshire Council's Commitment to Tenants

Commitment to tenants	Main elements	What do we mean?
Heating, Insulation and Energy Efficiency	Windows	All homes will have double glazing subject to any planning considerations
	Heating	Partial central heating systems will be upgraded to full efficient systems where possible
	Heating	Heating boilers coming to the end of their services life will be replaced with modern energy efficient units.
	Heating	Where possible heating systems will be gas fired wet systems. Where not feasible then a modern controllable efficient electric system will be provided
	Cavity insulation	Cavity insulation may be installed where the building is of suitable construction
	Loft insulation	Up to 300mm insulation in attic spaces, with minimum of 100mm.

Appendix C Fuel Poverty Strategy Action Plan

Historical targets are in grey.

Revised targets as of 2016 are in **bold**.

FUEL POVERTY STRATEGY ACTION PLAN					
Outcome 1 – People have access to good quality, easily accessible, fuel poverty and energy efficiency advice					
Aim	Number	Responsibility	Action	Timescale	Performance Measure - Indicator
1. Provide a co-ordinated approach to fuel poverty and energy efficiency advice	1. 1. 1	Corporate Energy Manager	Develop a partnership arrangement with Energy Savings/ local Home Energy Scotland (HES) to be the main provider of free phone energy advice to all residents in Renfrewshire	Complete	Service Level Agreement in place
	1. 1. 1	Corporate Energy Manager	Support a positive relationship with the local HES in keeping with the SLA.	Ongoing	Regular communication
	1. 1. 2	Corporate Energy Manager	Provide a specialist energy advice outreach service, which will undertake home visits to the most vulnerable customers. At present, funding sources are being identified.	March 2014	Number of visits 711 No of households helped 711
	1. 1. 2	Corporate Energy	Continue support of Energy Advocacy	Ongoing	Continuation of

	1. 2. 2	Housing Investment Manager and Corporate Energy Manager	Co-ordinate training to appropriate staff in basic energy efficiency /fuel poverty issues	Ongoing	No of staff trained
3. Monitor the effectiveness of fuel poverty advice services	1. 3. 1	Corporate Energy Manager	Re-establish steering group to oversee the provision of fuel poverty/energy efficiency advice services in Renfrewshire	August 2013	Steering group established
	1. 3. 1	Corporate Energy Manager	Ensure FP steering group meetings annually	Ongoing	No of annual meetings
	1. 3. 2	Steering Group	Establish monitoring framework for fuel poverty/energy advice services	Complete	Monitoring system in place. Outcomes reported annually.
	1. 3. 2	Steering Group	Establish monitoring framework for fuel poverty/energy advice services	Complete	As 1. 1. 2

Outcome 2 – The energy and fuel efficiency of the housing stock in Renfrewshire is improved				
Aim	Number	Responsibility	Action	Performance Measure - Indicator
1. Improve the energy efficiency of the social rented sector	2. 1. 1	Renfrewshire Council Housing Investment Manager/All RSLs in Renfrewshire	Ensure programmes of work to bring social rented stock up to the Scottish Housing Quality Standard are completed	No. of houses meeting SHQS standard

	2. 1. 1	Renfrewshire Council Housing Investment Manager/All RSLs in Renfrewshire	Ensure programmes of work to bring social rented stock up to the Energy Efficiency Standard for Social housing is met.	Ongoing	No. of houses meeting EESSH standard
	2. 1. 2	Housing Investment Manager	Maximise opportunities to access the range of grant funding available, in order to complement the SHQS programme	April 2010- 2015	Amount of grant funding secured
	2. 1. 2	Housing Investment Manager	Maximise opportunities to access the range of grant funding available, in order to complement the SHQS programme	Ongoing	Amount of grant funding secured
	2. 1. 3	Housing Investment Manager	Identify appropriate measures and funding sources to tackle "Hard to Treat" properties	Ongoing	Measures installed and amount grant funding secured
	2. 1. 3	Housing Investment Manager	Identify appropriate measures and funding sources to tackle "Hard to Treat" properties	Ongoing	Measures installed and amount grant funding secured
	2. 1. 4	Housing Investment Manager	Pilot the use of renewable technology in selected Council stock and assess the potential for implementing in other areas	December 2014	Pilot complete
	2. 1. 4	Housing Investment Manager	Pilot the use of renewable technology in selected Council stock and assess the potential for implementing in other areas	Ongoing	No of homes using non-standard electrical heating or alternatives to gas.
	2. 1. 5	Corporate Energy Manager	Investigate feasibility of council owned sites to generate heat and/or energy from renewable technology	Ongoing	Sites identified (if appropriate)
	2. 1. 5	Corporate Energy Manager	Investigate feasibility of council owned sites to generate heat and/or energy	Ongoing	No of sites identified as

			from renewable technology		potential for DHS. No of sites with DHS
2. Improve the energy efficiency of the private housing stock	2. 2. 1	Corporate Energy Manager	Establish partnership with agency who will promote the uptake of energy efficiency measures and undertake such work within the private sector.	Ongoing	This target relied on Green Deal which has subsequently been cancelled by the UK government due to lack of uptake.
	2. 2. 2	Owner Services Manager	Promote government energy efficiency loans and tax incentives available to private landlords to undertake energy efficiency measures	Ongoing	Landlords are aware of schemes
	2. 2. 3	Owner Services Manager	Encourage landlords in Renfrewshire to join the national Landlord Accreditation scheme, which includes energy efficiency criteria	Ongoing	Number of landlords accredited
	2. 2. 4	HES	Promote the costs/benefits of renewable technologies and the Government grants and loans available to homeowners to install such technology	Ongoing	Number of householders installing renewable technology
	2. 2. 5	Energy Management Unit/ Advice agencies, staff	Promote the Scottish Government's Energy Assistance Scheme, which can provide free or discounted insulation measures by referring households to Home Energy Scotland	Ongoing	Uptake of Energy Assistance Scheme in Renfrewshire
	2. 2. 6.	Energy Management Unit	Develop energy efficiency, fuel poverty and renewable energy projects in partnership with community groups. Provide support to already established	Ongoing	Number of applications for grant funding.

				community groups and provide support for new groups throughout Renfrewshire.		
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Outcome 3 – People do not live in fuel poverty						
Aim	Number	Responsibility	Action	Timescale	Performance Measure - Indicator	
1. Ensure householders benefits are maximised	3. 1. 1	Advice Works/CAB/Welfare Rights Officers/HES	Provide advice and advocacy on welfare/benefits/income maximisation and debt counselling	Ongoing	Uptake of benefits	
	3. 1. 2	Energy Management Unit/Communications team	Develop and update the energy pages on the council website. Updated quarterly to ensure up to date grant funding information is available.	Completed September 2013	Deployment of webpages and the subsequent monitoring of site visits.	
2. Fuel poverty is linked in with other money advice campaigns	3. 2. 1	Corporate Energy Manager	Ensure fuel poverty issues are incorporated into other benefit/income maximisation campaigns	Annually		
	3. 2. 1	Corporate Energy Manager	Ensure fuel poverty issues are incorporated into other benefit/income maximisation campaigns	Annually	FP mitigations are integrated into the Tackling Poverty programme.	
3. People have access to the most suitable tariffs and	3. 3. 1	Energy Advice Team/Advice Works/CAB/Welfare	Advise householders on selecting the cheapest fuel supply arrangements best suited to their personal circumstances	Ongoing	Advice given on suitable options	

fuel payment options	Rights officers		
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Outcome 4 – Householders are assisted and encouraged to use their energy efficiently to reduce their fuel costs					
Aim	Number	Responsibility	Action	Timescale	Performance Measure - Indicator
1. Assist and encourage householders to use energy efficiently	4. 1. 1	Energy Advice Team/Housing Strategy and Quality	Further develop information on Renfrewshire's community portal on how to save energy, with links to appropriate external sites.	Ongoing	Information on website updated every 6 months
	4. 1. 2	Corporate Energy Manager	Engage with householders through an annual Renfrewshire wide "Energy Awareness Week"	Annually	Energy Awareness week held
	4. 1. 3	Energy Advice Team	Develop information on household energy running costs for distribution to all tenants/residents and made available to prospective tenants. Updated regularly due to increasing utility costs.	Ongoing	Information available and distributed
	4. 1. 4	Housing Strategy and Quality Manager/RSLs	Promote efficient energy use in tenant and resident newsletters	Ongoing	Publications have energy efficiency advice
	4. 1. 5	Housing Strategy and Quality Manager	Develop and distribute an "energy advice pack" to all new tenants. Reviewed annually	Completed December 2010	Energy Advice pack produced
	4. 1. 6	Housing Strategy	Incorporate fuel poverty/energy efficiency issues into tenancy sustainment activities and	Completed September	Increased number of tenants sustaining their

		Manager	programmes	2010	tenancies
	4. 1. 7	Owner Services Team	Encourage private landlords to provide "A" rated white good and energy efficient light bulbs to tenants in furnished tenancies	Ongoing	Landlords provide tenants with energy efficient goods
	4. 1. 8	Owner Services Team	Prepare information for potential private renters on what to look out for in a private rented house in relation to energy efficiency. Reviewed annually.	Completed July 2014	Information distributed

7 Current Programs December 2014

7.1.1 Energy Assistance Scheme – introduced April 2013

Following a Scottish Government review of fuel poverty in 2008 (which noted progress in eradicating fuel poverty was slow) government programmes were refocused. This resulted in the Energy Assistance Package being launched in April 2009. On April 1st 2013, there was a change to the eligibility criteria and the Energy Assistance Package was rebranded as the Energy Assistance Scheme (EAS).

The scheme aims to maximise incomes, reduce fuel bills and improve the energy efficiency of homes.

Managed by the Energy Saving Trust and delivered by Home Energy Scotland (HES), the EAS offers differing levels of assistance depending on customer's circumstances.

- Initially householders will complete a Home Energy Check to determine how energy efficient your home is and suggest some practical changes and improvements. The Home Energy Check can be completed over the phone.
- Everyone is eligible for a benefit and tax credit check and can get access to the lowest cost energy rates from your energy supplier.
- Energy efficient measures are funded by energy companies or the Scottish Government to make homes warmer and cheaper to heat, for example heating systems such as central heating or a new boiler, and loft and cavity wall insulation.
- Scottish Government fund Energy Assistance Scheme
- Energy suppliers fund Affordable Warmth Scheme
- Eligibility can be assessed by calling 0808 808 2282

7.1.2 Carbon Emissions Reduction Target (CERT) – Closed March 2013

CERT was a domestic energy supplier obligation and required all large electricity and gas suppliers to achieve set targets in the amount of CO₂ emitted by householders in Britain. Suppliers could achieve this through the provision to householders of energy efficiency measures, such as cavity and wall insulation, energy efficient boilers, appliances and light bulbs. Between 2009 and March 2013 Renfrewshire Council secured £1,341,443 of CERT funding.

7.1.3 Community Energy Savings Programme (CESP) – Closed March 2013

A UK wide programme, CESP required gas and electricity generators to deliver energy savings measure to domestic consumers in specific low income areas of Great Britain. The scheme was designed to promote a “whole house” approach and to treat as many properties as possible in defined areas. In Scotland, areas ranked within the most 15% deprived in Scotland qualified. Qualifying actions under CESP included; external wall insulation, loft insulation top up, draught proofing, installation of ground source/air source heat pump and

micro-generation measures. Between 2009 and March 2013 Renfrewshire Council secured £1,090,979 of CESP funding. In addition to this, £600,000 of insulation work was completed by British Gas on behalf of Renfrewshire Council.

7.1.4 Energy Company Obligation (ECO)

The Energy Companies Obligation (ECO) is an energy efficiency programme that was introduced into Great Britain at the beginning of 2013. It replaces two previous schemes, the Carbon Emissions Reduction Target (CERT) and the Community Energy Saving Programme (CESP).

ECO places legal obligations on the larger energy suppliers to deliver energy efficiency measures to domestic energy users. It operated alongside the Green Deal which was designed to help people make energy efficiency improvements to buildings by allowing them to pay the costs through their energy bills rather than upfront.

The initial phase of ECO was intended to run until 31 March 2015, has now been extended to 31 March 2017, and further phases are expected thereafter. Additionally changes are being made to the qualifying criteria and administration arrangements for the initiative meaning that it may now be difficult to secure support on certain key measures within investment programmes. Equally other measures may be easier to deliver. However the overall impact is likely to be a reduction on support available given the resources for what was initially proposed as a 2 year initiative, with potential for further additional phases thereafter, has been stretched to an initial 4 year timeframe.

Each year Ofgem will allocate qualifying suppliers a proportion of the overall qualifying targets which is determined by a supplier's share of the gas and electricity supply market. In effect participation is restricted to the major suppliers.

Suppliers will incur financial penalties if they do not achieve their set targets. There is therefore an incentive for suppliers to engage with social landlords to ensure that their targets are achieved within the timescales available. Equally social landlords must ensure that they maximise the benefits that are available from ECO support before the suppliers quotas are exhausted through support and funding agreements made elsewhere.

The Council has secured ECO funding for a range of projects contained within the SHQS programme. These include major thermal wall insulation and improved district heating systems, including the introduction of Biomass fuel technologies covering 461 high rise and maisonette units. It is anticipated that, in total, ECO support in the region of £7M - £8M will be achieved by April 2015. Whilst further phases of ECO post 2015 have the potential to be linked to the development of EESSH programmes outlined above, the current uncertainties around the applicability and administration of ECO may impact on the range and scope of projects that qualify for support.

Under the original rules of ECO, energy suppliers are obliged to help improve the energy efficiency of their domestic customers' buildings in three distinct areas:

7.1.5 Home Heating Cost Reduction Obligation (HHCRO)

There are complex eligibility criteria, which are currently subject to review, for this means-tested scheme you can call Home Energy Scotland on **0808 808 2282** where an advisor can assess eligibility, and help you apply if you are.

7.1.6 Carbon Emissions Reduction Obligation (CERO)

To provide funding to insulate solid walled properties (internal and external wall insulation) and those with 'hard-to-treat' cavity walls. Again these are currently subject to review.

This is not means-tested but can be used in conjunction with the Green Deal. The aim is to provide enough support to make these relatively expensive measures cost-effective.

As noted above the applicability relative to external wall insulation is

7.1.7 Carbon Saving Communities Obligation (CSCO)

To provide insulation measures to people living in the bottom 25% of the UK's most deprived areas. It is expected that this element of ECO will particularly benefit the social housing sector.

Through ECO, the government aims to help 230,000 low-income households or those in low-income areas. Of the expected investment by suppliers of £1.3bn per year, there will be a 75:25 split between the carbon and affordable warmth obligations. New targets now proposed following the autumn statement

7.1.8 Universal Home Insulation Scheme (UHS)

The Scottish Government offered £10 million challenge funding for area-based home insulation schemes. Renfrewshire Council secured funding and offered free insulation measures initially to targeted areas but in subsequent offers this was extended to all private sector housing residents in the Renfrewshire Council area. From 2010, until March 2012, Renfrewshire Council secured £977,953 of funding from the Scottish Government.

7.1.9 Home Energy Efficiency Programme for Scotland: Area Based Schemes (HEEPS:ABS)

The UHS scheme concluded in March 2013 at which point the Scottish Government launched the HEEPS:ABS programme for 2013/2014 and 2014/2015. The key objectives of the programme are to reduce fuel poverty, reduce carbon emissions, lever funding from the Energy Company Obligation programme (ECO), demonstrate an appropriate fit with a strategic approach to improving the energy efficiency of housing, and support local economy and sustainable local economic development.

The Scottish Government is encouraging social landlords to actively partner with ECO providers, building on existing relationships established through the now closed CERT and CESP funding streams where appropriate, in order to lever in ECO to support HEEPS:ABS funded programmes as part of their area based strategies tackling energy efficiency and fuel poverty. Social Landlords are likely to receive the most benefit from HEEPS:ABS if they can demonstrate significant ECO leverage, and equally ECO support is most likely to be successful on projects where the HEEPS:ABS element secures owner participation. HEEPS:ABS and ECO are therefore interdependent and the greatest benefits to the Council and to RSLs, to tenants and to participating owners will be through the delivery of projects

which draw support from both funding streams. In addition to addressing energy efficiency and fuel poverty this will have the added benefit of reducing the cost of the insulation measures to both the social landlord and to participating owners.

The Council has to date secured funding of over £2.3M for HEEPS projects involving owners in 2013/2014, a proportion of which will be delivered by Linstone Housing Association. A base allocation of £0.847M has been made for 2014/2015, additional resources expected to be secured through a bidding process which was in progress at the time of writing.

7.1.10 Boiler Scrappage Scheme

The Boiler Scrappage scheme was launched in May 2010. Homeowners can apply for a £400 grant towards the replacement of a working G-rated boiler with a new energy efficient model. This scheme is now enhanced by new and evolving boiler offers from the companies responsible for delivering Energy Company Obligation.

7.1.11 The Green Deal

The Green Deal was a financing mechanism that lets people pay for energy-efficiency improvements through savings on their energy bills.

The Green Deal launched in January 2013 and applies to both the domestic and non-domestic sector. It was implemented as part of a replacement to the previous funding mechanisms such as the Carbon Emissions Reduction Target (CERT) and the Community Energy Saving Programme (CESP).

The Green Deal was based on the principle that you pay back the cost of the improvements over time through your electricity bill. Your electricity supplier passed on your payments on to your Green Deal Provider. The amount you paid back would be no more than the saving on heating bills. In principle this appeared like a good idea. ECO funds supplemented Green Deal offers to ensure that the costs of installation are affordable within a reasonable payback period (referred to as the Golden Rule).