

# Shropshire HECA Report 2017

Action	Details	TIMING (Where relevant)
i)	<b>LOCAL ENERGY EFFICIENCY AMBITIONS AND PRIORITIES</b>	
	<b>Our current performance</b>	
	<p><b>On Fuel Poverty</b></p> <p>Shropshire has over 19,000 fuel poor households, which equates to 14.6% of the total households across the County.</p> <p>Shropshire Council's <b>HeatSavers scheme</b>, which was shortlisted in the LGA Awards 2016 in two categories, delivers energy efficiency and heating measures to the most vulnerable private sector households in Shropshire. The scheme has been in existence for nearly 5 years and has provided Emergency Heating Grants to referred cases of low income, fuel poor households. Over 300 "field workers" who visit vulnerable households have been trained to assess cold homes and make a referral to the scheme. The grant is available to homeowners of any age group with a chronic health condition and/or on low income in Shropshire. Using the Building Research Establishment's Housing Health Cost Calculator, there have been estimated savings to the NHS and Society as a whole in the region of £1.5 million. With limited funding available to the Council, match funding has been secured with WarmZones CIC and npowers' Health Through Warmth Scheme to enable HeatSavers to continue and assist the most vulnerable.</p> <p>The schemes' partner, Marches Energy Agency (registered charity), has provided advice and signposting to over 2000 residents in recent years, securing energy efficiency and insulation measures to hundreds of properties, leading to major carbon savings year on year.</p> <p>In conjunction with the schemes' other partners, Age UK and MEA have also undertaken 110 home visits in the last 12 months, this lead to the installation of 1,285 practical energy saving measures such as draught proofing, LED lighting and reflective radiator panels along with advice on energy efficiency and tariff switching. Referrals were also made for loft and cavity wall</p>	On-going

insulation. In addition, casework was undertaken to assist householders with broken heating systems, experiencing fuel debt or in need of advocacy support.

### **Case Study**

Mr D, 84 years old, was living alone, residing in 1 room of his property as his gas boiler had been condemned. A referral was received by Shropshire HeatSavers and the HeatSavers officer attended the property. The 1 room being heated by Mr D was the only area of the house that could be heated and reached a temperature of 14°C. The temperature in the rest of the house was recorded at approx. 9°C. Mr D was socially isolated from friends and family – not wanting visitors to attend his property due to the condition and temperature, and not often venturing out due to his ill health. Mr D suffers with osteoarthritis and regular UTI's (for which he was hospitalised on 2 occasions). He regularly attended his doctor for a number of health concerns and was on a steady supply of antibiotics.

Following the involvement of Shropshire HeatSavers, emergency oil filled radiators were provided in the property, creating a warmer environment for the home. Shortly after, a new gas boiler was fitted and the current radiators in the property were power flushed.

Once the improvements were made, Mr D commented that the cost of the new system heating the whole house was cheaper to run than his old system. He reported that he had not attended hospital since the improvements had been made and now only attends his doctors for general check ups. Mr D stated that he now feels safer, at less risk of falling and is suffering less pain from his arthritis.

	<p><b>Social Housing in Shropshire</b></p> <p><b>Shropshire Rural Housing Association</b></p> <p>Of their 290 properties, insulation measures have been installed over the last 4 years to bring the properties up to Energy Rating of D or better. 104 of the properties are on mains gas, 105 have had ground source heat pumps installed, and 4 have air source heat pumps. It is envisaged that further works will take place in the remaining properties currently served by storage heaters should funding become available. These measures have had a major impact on reducing the energy costs to the occupiers and produced a large reduction in CO2 emissions from the housing stock.</p> <p><b>Shropshire Towns and Rural Housing Ltd (STAR)</b></p> <p>STAR manage 4,112 properties plus community buildings and grounds on behalf of Shropshire Council.</p> <p>As of March 2015 STAR's entire housing stock met the decent homes standard and STAR have continued to meet this standard since. As part of the programmed works to achieve this they ensured that all properties had adequate loft insulation and where able cavity wall insulation was installed. Further funding was accessed for "hard to treat" cavities in the last 12 months to improve a further 84 properties.</p> <p>As part of the decent homes maintenance programmes of works STAR have carried out installations and upgrades to the stock. These include 2433 central heating systems including 83 air source heat pumps where the property is off the main gas grid, and the replacement of 1832 external doors. They have carried out a programme of external wall insulation and replacement doors, windows and central heating upgrades to 32 properties that were non-traditional construction. This scheme was partly grant funded and STAR are reviewing the outcomes to determine whether they progress with this further.</p> <p>As part of their current asset management strategy STAR have developed an action plan to address the needs of "off grid" properties. Of the 645 properties that are covered under this action</p>	<p>2013-2017</p> <p>2013-2017</p>
--	--	-----------------------------------

	<p>plan 235 of these properties already have the most efficient option we can install at this time. STAR continue to review these properties to ensure that where possible, they can improve their thermal efficiency and that the tenants are on the best utility tariff for them.</p> <p>STAR have energy performance certificates for 3,792 of the properties with an average SAP rating of 65.</p> <p>STAR have carried out a programme of replacement LED communal lighting to a number of flatted accommodation – both improving the health and safety and security for tenants as well as reducing the energy costs as the landlord.</p> <p>Housing and maintenance staff have been trained in giving advice regarding smart meters, and have identified a smart meter “champion” who works with the Financial Inclusion team to promote smart meters where appropriate.</p> <p><b>Shropshire Housing Group (SHG)</b></p> <p>SHG manages 4596 properties in Shropshire, as well as commercial properties at The Gateway in Craven Arms &amp; Edinburgh House in Wem, Shropshire.</p> <p>243 of these properties have been built since 2013, with an average SAP of 80.</p> <p>Over the last 4 years 157 air &amp; ground source heat pumps have been installed to solid fuel &amp; electrically heated properties, raising the SAP of these properties on average from 45 to 68 and Solar PV has been fitted to 33 properties. In addition, solar thermal water heating has been fitted to 109 properties and water harvesters have been fitted to 18 properties.</p> <p>200 non-traditional properties have been externally insulated to improve SAP on average from 55 to 65 and 866 A-rated condensing gas boilers have been fitted.</p>	<p>2013-2017</p>
--	--	------------------

	<p>Loft insulation is topped up 300mm when new heating systems are installed, when properties have roofing replaced and as part of the external wall insulation works, equating to approximately 1300 properties since 2013.</p> <p>Smart meters are fitted to the commercial premises, and to the landlords' supply in blocks of flats. Individual tenants have contractual relations with their energy suppliers hence a number of tenants properties have had smart meters fitted.</p> <p>Where possible, SHG seek ECO, RHI and FiT funding streams to help support their work programmes.</p> <p><b>Sevenside</b></p> <p>Sevenside manages 5434 properties plus communal areas, shops and offices. The housing stock met the decent homes standard in March 2009.</p> <p>As part of programmed works all properties had adequate loft insulation and where able cavity wall insulation installed, this was completed in 2012. This scheme was subject to grant funding.</p> <p>Sevenside have carried out heating upgrades to the stock including 4,604 Gas central heating systems and 144 Oil Central heating systems. In addition</p> <ul style="list-style-type: none"> <li>• 175 properties have Solar Panels for hot water</li> <li>• 4 properties have Ground Source heat pumps</li> <li>• Solar PV panels have been installed in Sevenside's office buildings, 19 communal rooms and 7 domestic homes</li> <li>• 25 properties have water harvesting facilities</li> <li>• All properties have had UPVC windows and composite doors upgrades</li> <li>• Sevenside properties currently have an average SAP rating of 71.3</li> <li>• a programme of replacement of LED lighting to all communal blocks and offices has been undertaken</li> </ul>	2013-2017
--	---	-----------

**Future Development to continue to reduce the instances of fuel poverty**

With the development of Shropshire's Statement of Intent/Flexible Eligibility (FE) it is envisaged that fuel poor, poorly heated and insulated households will be identified for energy company ECO2t assistance over the next year.

In addition, Shropshire is continuing to work with WarmZones CIC and npower/Health Through Warmth funding partnerships to address excess cold for low income, vulnerable households through Shropshire HeatSavers.

A bid is also being developed for a range of additional funding with other partners and Authorities in the "Marches" area from the National Grid's Warm Homes Fund.

Additional funding and assistance for Shropshire will be pursued as appropriate as opportunities arise.

Action	Details	<b>TIMING</b> (Where relevant)
<b>ii) MEASURES WE ARE TAKING TO RESULT IN SIGNIFICANT ENERGY EFFICIENCY IMPROVEMENTS OF RESIDENTIAL ACCOMMODATION</b>		
<b>ECO-Energy Company Obligation</b>	<p>Shropshire Council is due to publish its Statement of Intent on Flexible Eligibility (FE) to take advantage of the opportunities offered by the Government's ECO2t requirements for energy companies.</p> <p>The FE will enable fuel poor households and poorly heated and insulated properties to be identified and referred to energy companies and other partners. Shropshire is currently in discussion with a number of Organisations to ensure that we can take advantage of this opportunity for the benefit of Shropshire residents.</p>	On-going
<b>Are specific Tariff scheme</b>	Shropshire Council and Scottish and Southern Electric have recently developed a partnership to deliver a unique low cost tariff for Shropshire residents which it is hoped will provide the opportunity for reduction of energy bills across the County.	On going
Action	Details	<b>TIMING</b> (Where relevant)
<b>i) MEASURES WE ARE TAKING TO RESULT IN SIGNIFICANT ENERGY EFFICIENCY IMPROVEMENTS OF RESIDENTIAL ACCOMMODATION IN OUR COUNTY</b>		
<b>Building Control – Part L Conservation of Energy</b>	Building Control ensure that the requirements of part L of the current Building Regulations are met in residential properties by a combination of plan/design vetting, inspection of works as it progresses on site and maintenance of Registration of boiler installations etc.	On-going

Action	Details	TIMING (Where relevant)
<b>ii) MEASURES WE ARE TAKING TO RESULT IN SIGNIFICANT ENERGY EFFICIENCY IMPROVEMENTS OF RESIDENTIAL ACCOMMODATION IN THE COUNTY</b>		
<b>Minimum standards in the private rental sector and EPC's</b>	<p>The Energy Act 2011 proposes that from April 2018, all private rented dwellings should be brought up to a minimum energy efficiency standard rating, likely to be set at EPC rating "E". Shropshire works with landlords and tenants to:</p> <ul style="list-style-type: none"> <li>• Promote energy efficiency grants, loans and offers available to improve properties</li> <li>• Enforce landlords to improve the energy efficiency of properties under the Housing, Health Safety Rating System (HHSRS) category 1 hazard of excess cold</li> </ul> <p>The merits of introducing a Landlords Accreditation Scheme across the Shropshire Council area have been explored and discussions held with Shropshire Landlords and the local branch of the National Landlords Association. Following this, it was deemed that such a scheme was not appropriate to be implemented within the district. However, with the creation of the University Centre Shrewsbury, Shropshire Council have implemented a Student Accommodation Accreditation Scheme which aims to ensure that students in the town have safe and good standard accommodation and this would include being free from Excess Cold hazards.</p> <p>Following the introduction of the Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015, commencing 1 April 2018, Landlords must ensure that their property has an EPC rating of E or above before granting a new tenancy or renewing an existing tenancy. Where properties are considered "sub-standard", improvement works will be required to meet this minimum rating. Guidance is currently awaited from the relevant body on the implementation of these Regulations and Shropshire Council will take account of the Guidance in their approach to enforcement on this issue. Details of this enforcement will be provided on the Shropshire Council website.</p> <p>The minimum energy standards will be investigated as part of the current HHSRS inspections of Private Rented accommodation which are undertaken by Public Protection Officers at Shropshire</p>	On-going and by 2018

	<p>Council, with no additional dedicated resources expected at this time. This will be reviewed as necessary as due to the nature of the housing stock within Shropshire a large proportion of properties will not currently meet the requirements of these new Regulations and this could greatly impact on current resources.</p> <p>Housing Public Protection Officers will continue to utilise the HHSRS rating and use powers under the Housing Act 2004 to tackle excess cold hazards in private rented properties where necessary. The new Regulations will be considered alongside this action and the most relevant course of action will be taken.</p> <p>Shropshire currently works with owners of empty properties to bring them back into use through grant funding and advice. Improved heating and other energy efficiency measures are very often undertaken through the grant works, and any owner we liaise with will be expected to reach the minimum standards of the new Regulations as well as the requirements of the Housing Act 2004, prior to their property being returned to use.</p>	
<p><b>Smart meters</b></p>	<p>Social Housing and maintenance staff have been trained in giving advice regarding smart meters, and have identified a smart meter “champion” who works with the Financial Inclusion team to promote smart meters where appropriate.</p>	<p>On-going</p>

Action	Details	TIMING (Where relevant)
ii)	<b>MEASURES WE PROPOSE TO COST EFFECTIVELY DELIVER ENERGY IMPROVEMENTS IN RESIDENTIAL ACCOMMODATION BY USING AREA / STREET BY STREET ROLL OUT.</b>	
	Not applicable	On-going
iii)	<b>TIME FRAME FOR DELIVERY AND NATIONAL AND LOCAL PARTNERS</b>	
	<p>Shropshire Council recognises the importance of working in partnership to address fuel poverty and energy efficiency across a mainly rural area with its inherent problems associated with an ageing population, an older housing stock and properties off mains gas across many areas.</p> <p>The continuing development of HeatSavers, Flexible Eligibility and developing bids and potential partnerships with similar Authorities (Herefordshire, Staffordshire etc.) and energy companies as part of ECO2t obligations to 2019 and beyond will ensure that we continue to address the needs of Shropshire.</p>	On-going