# Shropshire Council HECA Reporting 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.

This guidance document is issued by the Department for Business, Energy and Industrial Strategy (BEIS) in accordance with the Secretary of State’s powers under section 4 of the Act.

The refreshed reporting system for 2019 streamlines the process and reduces LA reporting burdens. Newly structured around a series of questions and direct information points, the amended framework aims to support LAs to provide information and updates on the key energy efficiency topics of interest to BEIS Ministers. It will also enable LAs to provide a consistent picture of energy efficiency promotion and delivery across England within a standardized framework. Following the principles of open data, the department may publish the information in an open data format to allow wider access and interpretation of the data, while ensuring that such publication complies with the terms of GDPR.

# HECA 2019 Reporting Requirements

The reporting template is divided into 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 LAs 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.

All questions are optional, but responses to all are highly encouraged. While HECA is focused on energy savings related to homes, LAs are also welcome to provide additional information on the promotion of energy efficiency improvements in non-domestic properties, but again this is entirely discretionary. At the end of the structured questions sections, a final free response section invites authorities to provide information on any additional activities they undertake which they feel may be of interest to Government’s energy efficiency and fuel poverty teams.

Submission of HECA 2019 Reports

For the 2019 reporting year, BEIS is piloting the submission of reports via a digital platform, and for this year LAs will be asked to populate their HECA Report and submit materials via an electronic survey platform. No other reporting material or submissions will be required.

LAs continue to be required to publish their responses, and they can to do this in whichever form they wish, so long as the published report contains relevant information submitted via the digital platform. It is not necessary for LAs to publish all the information submitted via the digital platform. Before the online survey is completed, the chief executive or director of the LA should approve the content. If this approach proves effective and supports the engagement and compliance of a greater number of authorities than in recent previous years, BEIS will consider how this approach can be further improved for the 2021 reporting year.

The questions which LAs are asked to report on are as follows:

# HECA Reporting 2019 Questions

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| Name of Local Authority: **Shropshire Council** |
| Type of Local Authority:* Unitary Authority
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| Name and contact details of official submitting the report: **Paul Kelly** **Tel: 0345 678 9005****Email: privatesectorhousing@shropshire.gov.uk**  |
| Job title of official submitting the report: **Housing Operations Manager** |
| Names of teams working on policy areas covered by this reporting tool:  **Private Sector Housing.** **Public Protection.** **Marches LEP** |
|  |
| **Headline and Overview Questions** |
| 1 | Does your Local Authority have a current strategy on carbon reduction and/or energy efficiency for domestic or non-domestic properties? | (Y/N) No |
| 2 | If no, are you planning to develop one? | (Y/N) Yes |
| 3 | 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? (if you have not implemented any scheme, please enter ‘N/A’) |
| In 2017 we set up the Keep Shropshire Warm (KSW) project. This is managed for us by locally based energy and carbon reduction charity Marches Energy Agency (MEA). The scheme is now in its second year and plans are in place to fund it for at least a further 2 years. The scheme is aimed at owner occupiers, private tenants and landlords and also works with RSLs and their tenants where possible. It provides advice on all aspects of energy efficiency including renewables and government grants as well as referral routes for insulation etc. as part of KSW MEA also run the “Affordable Warmth Network.” This provides a link between the authority, local Community Engagement Officers from RSLs, Fire Service, NHS Social Care and local charities. This enables coherence of knowledge as well as widespread sharing of best practice.  We are also still running our HeatSavers scheme which has now been running since 2011.  |
| 4 | What businesses, charities, third sector organisations or other stakeholders do you work with to deliver the scheme(s)? |
| Both schemes attempt to work with as many agencies and charities as possible across a wide variety of sectors. This includes: CAB Shropshire, Telford and Wrekin, AGE UK ST&W the NHS in the form of Community and Care Coordinators (C&CCs) from GP practices, local climate and energy charities such as Stretton Climate Care, Ludlow 21. They also work with installers, local where possible to deliver heating and insulation improvements, repairs and replacement. |
| 5 | 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.)?This does not have to be measured against national data or benchmarks, but rather focuses on the local authority’s own monitoring and evaluation. |
|  According to the BRE HHCC savings to society and the NHS in excess of £1m per year.Effect on jobs and fuel poverty is unknown as not enough information to make that calculation. During its first year the KSW scheme supported 743 households against a target of 450. During the first half of this year they have supported 440 households. Measures installed directly thru KSW for year 2018-19

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| --- | --- |
| Loft insulation | 9 |
| Cavity wall insulation  | 15 |
| Gas boiler replacement | 15 |
| Oil boiler replacement | 39 |
| LPG boiler replacement | 1 |
| Internal wall insulation  | 2 |
| First time central heating  | 4 |
| Night storage heater upgrade  | 2 |
|  |  |

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| 6 | What lessons have you learned from delivering this scheme(s)? |
| Both the KSW and HeatSavers schemes have shown there is a great deal of demand for free impartial advice about energy and energy efficiency measures and methods. Both have been successful in delivering the elements that they target. But, given that Shropshire is a mostly rural county, off-gas and older solid wall properties form a high percentage of the housing stock. Our experience suggests that these areas and types of property are expensive and difficult to deal with, very much living up to the designation “Hard to Treat”. Recent schemes have been successful at tackling the easy measures such as loft and cavity wall insulation but have failed to address these hard to treat properties. Our experience suggests that to deliver real carbon savings and reductions in fuel poverty the government needs to think seriously about taking energy suppliers and the network operators out of the equation. While they have been fine at delivering the easier, cheaper measures mentioned previously to expect them to deliver on the measures that will be necessary going forward is unrealistic. These are companies that have a duty to their shareholders to make as great a profit as possible. To expect them to reduce demand for their own product and therefore reduce profits would likely put them at odds with their legal responsibilities. In the case of GNO’s, can they realistically be expected to pay to remove customers from the gas network and fit technologies such as heat pumps instead? We would argue for a greater role for local authorities in managing the funds and the targeting and installation of these measures going forward. Local authorities have greater knowledge of the local situation and are trusted by their residents, especially in comparison with the “big six” energy suppliers.  |
| **Local Communications Strategy** |
| 7 | Does your local authority provide any advisory service to consumers (and businesses) on how to save energy? | (Y/N) Yes |
| 8 | If yes to question 7, please briefly outline how this is undertaken (or enter ‘N/A’ if appropriate) |
| See responses re: KSW for domestic advice services. |
| 9 | How do you communicate or encourage energy saving amongst domestic consumers and/or local businesses? (if you do not, please enter ‘N/A’ and move on to the next section ‘Local Green Supply Chains’) |
| Again for the domestic sector see responses re: KSW for business;During our 121 business meetings we look at various ways local businesses can grow and develop their business and also become more green and save on their energy consumption and reduce CO2 Emissions. This forms part of an exploratory business meeting. Once we have established the needs of the business we will then refer the business to various ERDF funded programmes for ongoing support or access to expertise, funding and ongoing support.As part of the Marches Growth Hub role we promote ERDF funded programmes and we have referred businesses to two programmes which fall as part of energy efficiencies:-* Business Energy Efficiency Programme (BEEP).
* ERBI, Aston University – Master Class courses that provide exclusive content for entrepreneurs and business leaders covering the technical and commercial fundamentals of bioenergy and energy systems.

We promote these programmes via GOV Delivery which goes out to in excess of 4000 businesses.Delivered business 121 surgery days through the Growth Hub to promote BEEP as an opportunity for local businesses.We organised and delivered an Access to Funding Event and BEEP launch in July 2018 at the Shrewsbury Town Football Club, which highlighted to 90 businesses to opportunities to save energy and cut costs. We also had a business to showcase how the programme had benefited them.The BEEP Programme will now be launched for a further three years in the coming weeks, due to how successful it has been. |
|  **Local Green Supply Chains** |
| 10 | Does your Local Authority promote the use of energy efficient products amongst consumers (and businesses)? (if you answer no please move onto the next section ‘Private Rented Sector’) | (Y/N)Yes |
| 11 | If yes to question 10, please briefly detail how this promotion work is undertaken. |
| See above responses to local communication |
| 12 | What engagement (formal or informal) does your local authority have with local businesses/supply chains involved in promoting energy efficiency products or carbon reduction? |
| See above responses to local communication |
| **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](https://www.gov.uk/government/publications/the-private-rented-property-minimum-standard-landlord-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. |
| 13 | Is your authority aware of the PRS Minimum Efficiency Standards which came into force in April 2018?(if you answered no, please move on to the next section ‘Financial Support for Energy Efficiency’) | (Y/N)Yes |
| 14 | Which team within your authority is responsible for, or will be responsible for, leading on enforcement of the PRS minimum standard? |
|  Community Protection working in conjunction with the Trading Standards Team communityprotection@shropshire.gov.uk |
| 15 | Please provide the contact details of the person leading this team. |
|   |
| 16 | What method or methods does your authority use to communicate with landlords and tenants about the standards and other related issues? |
|  Website. Social media. National Landlords Association branch meetings. Talks and presentations, we recently presented to a Local Letting Agents conference. Emails to letting agents |
| 17 | Do you directly target landlords of EPC F and G rated properties?If yes, how? If no, please explain. | (Y/N)No |
|  Not as yet. We are building this into our team plan |
| **Financial Support for Energy Efficiency** |
| 18 | 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.(If you do not have any financial assistance programmes, please enter ‘N/A’ and move onto the next section ‘Fuel Poverty’) |
| At present we don’t offer direct financial support but the KSW project offers safe referral routes to trusted installers for ECO, WHF and ECHO measures. They also offer free home visits for the most vulnerable, that provide low cost measures such as draught proofing and LED light bulbs at no cost to the resident. |
| **Fuel Poverty** |
| 19 | Does your local authority have a fuel poverty strategy?No but we are in the process of drafting one | (Y/N)No |
| 20 | What steps have you taken to identify residents/properties in fuel poverty? (enter ‘N/A’ if not appropriate) |
| We are at present mapping the county based on benefits information, off gas areas and available EPC data. As mentioned we have an existing WHF project running and another in negotiations, this will help to further identify residents in fuel poverty. |
| 21 | How does fuel poverty interlink with your local authority’s overall carbon reduction strategy? (enter ‘N/A’ if not appropriate) |
| As mentioned our carbon strategy is also being redrafted at present. Private Sector Housing will be drafting the relevant section to highlight the many crossovers between measures and policies that have the capacity to tackle both carbon reduction and fuel poverty. When you install insulation measures you reduce the energy bills of a property by reducing energy usage at the same time this will obviously reduce the carbon emissions of the property as well. But if you put in solar PV you may not reduce the energy bills by very much at all as households tend to use their energy at times when the solar is not producing. We therefore intend to implement a “fabric first, whole house” approach to tackling fuel poverty. This means insulation, ventilation with heat recovery and insulated windows and doors before looking to the heating and hot water system. Under this approach we would look to fit battery systems at the same time as PV therefore allowing the generated energy to be used when needed and directly reduce the energy bills. We believe this will have the greatest effect on both fuel poverty and carbon emissions. Our new warm homes fund bid is designed to follow this principle and allow us to commission a number of demonstration homes to provide evidence of the outcomes. |
| 22 | a. What measures or initiatives have you taken to promote fuel cost reduction for those in fuel poverty? (enter ‘N/A’ if not appropriate) |
| Firstly, please see the descriptions of the KSW and the HeatSavers schemes above. Their work has focused where possible in forming partnerships with local installers. As has the work of our Marches LEP team. KSW also work with Western Power distribution on improving the Priority Services Register. On top of this our Warm Homes Fund bids also include a role for local installers of all technologies where economies of scale and access to complimentary funding such as ECO allow. Further to that our new WHF bid has been written in partnership with E.on.  |
|  | b. 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? (enter ‘N/A’ if not appropriate) |
|  See previous answer |
| **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](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/727065/Energy_Company_Obligation_ECO3_2018-2022.pdf) that ECO3 will fully focus on Affordable Warmth – low income, vulnerable and fuel poor households.The recently introduced ECO “[flexible eligibility](https://www.gov.uk/government/publications/energy-company-obligation-eco-help-to-heat-scheme-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. |
| 23 | Has your local authority published a Statement of Intent (SoI) for ECO flexibility eligibility?If yes, please include a link to your SoI below. | (Y/N)Yes |
| *Link to SoI:* <https://www.shropshire.gov.uk/private-sector-housing/flexible-eligibility-statement-of-intent/> |
| 24 | Please use the following space to provide any further information you feel might be of benefit to BEIS, in helping us to understand ECO Flex delivery in more detail. For example, the number of declarations signed versus the number of households helped. |
| At the beginning of the scheme we used to receive Flex Declarations for multiple properties. Therefore the first 28 declarations covered:86 properties94 measures. The following 142 declarations covered:142 properties156 measures. **This gives totals of****228 properties****250 measures.**We believe that the change to single property declarations reflects the disbursed nature of the dwellings in Shropshire and the fact that many of the simpler insulation measures have already been installed under previous schemes.So far we only have knowledge of a total of 178 measures installed and 8 cancellations. This reflects the difficult nature of getting some of the heating measures installed, especially Oil and LPG systems. These both include the need for installation of a fuel tank, but the funding levels do not reflect the extra cost and in the case of Oil it is now no longer supported by ECO 3. This leaves only LPG which is one of the most expensive heating systems to run. This means that given these are fuel poor residents it is very difficult to justify fitting a system that is likely to worsen their situation rather than improve it. The alternatives such as renewable based systems are also not adequately funded, and these clients are unlikely to be able to cover the costs of any shortfall in funding.  |
| **Smart Metering** |
| 25 | 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. |
| At present KSW is offering advice on and promoting uptake of smart meters and their rollout across the county. This is one of the measures highlighted in our agreement for the scheme. MEA also received a small amount of funding from Smart Energy GB to raise awareness of smart meters. This funded frontline worker and consumer sessions similar to BESN, to promote uptake. A large proportion of the attendees were staff and tenants of the local RSLs. |
| 26 | Please provide a brief statement outlining your current or planned approach to:Integrate your approaches to delivering energy efficiency improvements in residential accommodation with the opportunities presented by the installation of smart meters, drawing upon materials from the [Smart Meter](https://www.gov.uk/government/publications/best-practice-guidance-for-the-delivery-of-energy-efficiency-advice-to-households-during-smart-meter-installation-visits) [Energy Efficiency Materials Project](https://www.gov.uk/government/publications/best-practice-guidance-for-the-delivery-of-energy-efficiency-advice-to-households-during-smart-meter-installation-visits) or other sources of independent information. |
| KSW will continue to promote the roll out of second generation smart meters at events around the county and in training sessions with frontline staff from any organisations they come across. |
| 27 | Please detail any:Resources/ support (e.g. services, funding) available to residents who have had an appliance(s) condemned for safety reasons and cannot afford to replace it (e.g. during visual safety checks conducted during their smart meter installation or otherwise). |
| MEA/KSW has done a lot of work to promote their services to local installers and they regular hear from clients that require boiler repairs or replacements that were referred by these installers. This includes referral to ECHO and ECO schemes as well as or HeatSavers scheme. Other than the HeatSavers scheme as an authority we do not have any funds of our own at present.  |
| 28 | 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). |
|  None as yet. |
| **Future Schemes or Wider Initiatives** |
| 29 | 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 (if you do not plan any future schemes currently, please enter ‘N/A’). |
| As mentioned previously we, in partnership with Herefordshire Council, have an existing WHF scheme. This aims to provide 150 first time central heating systems connected to the gas network, split equally across the two counties. This is for the urban areas but both counties have extensive off-gas rural areas that are unlikely to ever be connected to the gas network. Unfortunately, while writing the bid the rules for ECO 3 came out and we were surprised to find it would no longer fund oil-fired heating systems. Given that the funding for renewable systems is so limited and the short time scale to put together a bid, this only left the option of LPG-fired heating systems. Therefore, the current scheme is offering 150 LPG fired systems again split equally across both counties. Having had experience of fitting LPG systems we know that the average 3 bedroom, semi-detached house will need to spend at least £80 per month to run these hot water and heating systems. Given the nature of the qualifying households it was felt that this would not be an affordable option in most cases but where feasible the option is there. Therefore, we intend to investigate options for funding a scheme based on renewable energy systems for the rural, off-gas areas. As an Authority we are also investigating the options to drive improvements in new build properties to a “zero bill” standard and, as mentioned previously, looking to promote a “fabric first, whole house” approach to retrofit schemes. Shropshire Council is also investigating the possibility of a trial scheme to convert 400 on gas properties to ground source heat pumps using an ambient temperature heat loop sunk into old coal mines and utilising Heat Network Investment Project funding. Shropshire Council is in the process of setting up its own housing company. One of the aims of the company is to drive the improvement of new build properties in Shropshire by providing houses of a much higher energy efficiency standard than is the case now. This it will do by focusing on a “Fabric First” approach. Building in high levels of insulation and improved air tightness thereby reducing the heating demand for the property and consequently carbon dioxide emission levels and at the same time improving resilience to fuel poverty for the occupants.Further to this the council is also looking to develop an award scheme to reward housing providers that produce dwellings to higher efficiency standards that current building regulations require. It is hoped that this may add value to the properties and encourage higher standards within the new builds locally. |