

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.

These guidance notes are issued in accordance with the Secretary of State's powers under section 4 of the Act and are to alert LAs of amendments to the HECA reporting framework in advance of May 2019 when the next reports are due. In previous years, reporting rates have been disappointing, with 282 reports submitted in March 2015 out of 326 LAs, and only 151 in March 2017. 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 Report is to be divided by sections to capture information on a range of key themes:

Headline & Overview

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

Communication

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

Green Local Supply Chain

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

Private Rental Sector Minimum Energy Efficiency Standards

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

Financial Support for Energy Efficiency

- Financial programmes used by LAs to promote energy efficiency.

Fuel Poverty

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

The Energy Company Obligation (ECO)

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

Smart Metering

- How LAs promote awareness and uptake of smart metering.

All questions are optional, but responses highly encouraged. While reporting is focused on energy savings related to homes, you are welcome to provide additional information on energy efficiency improvements in non-domestic properties, but this is fully optional. There will be a final free response section permitting local authorities to discuss any additional activities which they feel are relevant.

Submission of HECA 2019 Reports

For the 2019 reporting year, the Department for Business, Energy and Industrial Strategy (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 a SurveyMonkey submission. No other reporting material or submissions will be required. LAs continue to be required to publish their responses, and they can 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 submitted 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 in the digital 'Survey' are listed below:

HECA Reporting 2019 Questions

Name of Local Authority: Dover District Council (DDC)

Type of Local Authority:		
<ul style="list-style-type: none"> District/ Council 		
Name and contact details of official submitting the report:		
Amanda Martin		
Amanda.martin@dover.gov.uk		
01304 872128		
Job title of official submitting the report:		
Climate Change and Energy Conservation Officer		
Names of teams working on policy areas covered by this reporting tool:		
Corporate Assets – CCECO		
Private Sector Housing – MEES, Housing Act 2004 (HHSRS), Housing Assistance		
Total number of staff working in above policy areas (by FTE):		
Corporate Assets – ½ FTE		
Private Sector Housing team have a shared responsibility for energy efficiency in the Private Sector		
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
2	<p>If yes, please provide a link to your current strategy here:</p> <p>Kent and Medway wide strategic initiatives</p> <p>Kent and Medway have a very strong partnership working ethos and have a number of join initiatives covering residents, businesses and the wider public sector. The Kent and Medway Environment Strategy sets the framework, and identifies domestic energy and fuel poverty as a key strand. This is further complimented by the Fuel Poverty Strategy developed and co-ordinated by the Kent Energy Efficiency Partnership</p> <p>Kent and Medway have played an active role in influencing and developing the TRILEP Energy Strategy, covering the South East, Enterprise and M3 and Coast to Capital Local Enterprise partnerships. The energy projects identified range from supporting residents who are off gas to connect to the network to the identifications of areas for micro generation. Link : https://www.southeastlep.com/energysouth2east/</p>	

	<p>Energy initiatives identified in the TRILEP Strategy have been reflected in the draft Kent and Medway Energy and Low Emissions Strategy going out for consultation in June 2019. The strategy aims to create actions to eliminate poor air quality, reduce fuel poverty and deliver an affordable, clean and secure energy supply for Kent and Medway. It makes the link between supply of energy for housing, industry and transport and air quality, recognising that reducing emissions from the former will lead to improvements in the latter.</p> <p>This Draft Energy and Low Emissions Strategy goes further with regards to domestic energy, suggesting a range of strategic actions from collective switching, collective solar and domestic energy efficiency improvements through the Kent Warm Homes framework, website and call centre. The Strategy linking sustainability, housing environmental health and planning officers is one of the first of its kind and domestic energy is a key element.</p> <p>KES – https://www.kent.gov.uk/_data/assets/pdf_file/0020/10676/KES_Final.pdf</p> <p>Kent Fuel Poverty Strategy - https://www.dover.gov.uk/Environment/Energy-Advice/Delivering-Affordable-Warmth.aspx (EACH LA INSERT LINK FROM THEIR WEBPAGES)</p> <p>Local Plan DDC is in the process of producing a new Local Plan for the District - https://www.dover.gov.uk/Planning/Planning-Policy-and-Regeneration/Home.aspx</p> <p>Dover District Council collates and submits an Annual Greenhouse Gas Emissions Report showing carbon emissions resulting from it's estate/ functions - https://www.dover.gov.uk/Environment/Climate-Change/Home.aspx</p> <p>The Climate Change and Energy Conservation Officer is currently Vice Chair of the Association of Local Energy Officers South East. This role also enables the Officer to attend the Executive meetings of the National Association of Local Energy Officers Executive meetings that provide feedback and responses to Government consultations.</p>	
3	<p>If no, are you planning to develop one?</p> <p>As outlined above, Dover District Council has adopted/is in the process of seeking adoption/support for a range of related initiatives and so at present there is no specific need to write an individual carbon reduction strategy.</p>	(Y/N)
4	<p>a. 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</p>	

you have not implemented any scheme, please enter 'N/A')

Free text response to question 4a - please outline in no more than 200 words

[Warm Homes Scheme](#) (Kent wide scheme) promotion on Kent County Council webpages, DDC webpages, mailshots, face to face/telephone energy advice, and social media

[LA Flexible Eligibility](#) – promotion on DDC webpages/ mailshots

SGN first time central heating – Kent Authorities have signed an agreement with SGN to refer fuel poor households/ LA Flexible Eligibility households to first time gas connections. Promotion at Landlords Forum, mailshots, face to face/ telephone advice.

[Energy Deal](#) – Collective Energy Switching Scheme – promotion of DDC webpages, articles in Parish/ district wide magazines, mailshots, social media, attendance at events

East Kent Housing (Arms Length Management Organisation) carry out repairs and planned maintenance including energy efficiency measures on the Council Housing Stock

[Housing Assistance Grants](#) are provided to support installation of energy efficiency measures to address excess cold, improve efficiency ratings in Private Rented Sector and assist households vulnerable to the cold to achieve affordable warmth. Promotion on DDC webpages, mailshots, workshops, landlord forums, events and home visits.

Triple A project – Solar PV and battery storage installed at 4 properties within the District. The purpose of the project is to monitor and evaluate the cost/carbon saving benefits of the technologies and promote to 'able to pay' households in the District.

b. What scheme(s) is your local authority planning to implement in support of energy saving/carbon reduction in residential accommodation (such as owner-occupied, privately rented and social housing) or non-domestic properties in the next two years? (if you are not planning to implement any scheme, please enter 'N/A')

Free text response to question 4b - please outline in no more than 200 words

The Kent Warm Homes Framework is currently being reviewed

Kent local Authorities are in the process of finalising contract details with Southern Gas Networks who have agreed funding for 210 first time gas connections to properties across Kent (50% of cost of heating up to £2500). DDC will target specific households in the District.

DDC's Housing Assistance policies were revised to ensure top up funding was available to low income/ households vulnerable to the cold so that they would not need to contribute towards the cost of energy efficiency measures.

Work with SGN Vulnerability team to support households that have been disconnected

Kent Authorities have finalised a contract for external wall insulation through the Warm homes framework. This type of insulation would benefit a number of properties within the District.

5 What has been, or will be, the cost(s) of running and administering the scheme(s), including the value of grants and other support, plus any other costs incurred? Please provide figures and a brief narrative account if desired.

Free text response to question 5 - please outline in no more than 100 words

Warm Homes Scheme provides a call centre facility – 110 calls received from District residents 2017-2019. The call centre was originally funded by contributions from all Kent Authorities and is now funded by referral income and Kent County Council

Warm Homes Scheme April 2017 To March 2018

	Number of measures	ECO	Council	Public Health	Client contribution
Cavity Wall Insulation	18	£ 6,166.70			£ 2,754.83
Heating	5			£10,588.00	
Loft Insulation	4	£ 1,232.01			£ 910.66
Loft Top up insulation	17	£ 4,464.31			£ 2,242.64
TOTAL	44	£11,863.02		£10,588.00	£ 5,908.13

LA Flexible Eligibility Scheme April 2017 To March 2019

	Number of Measures	ECO	Council funding	Client contribution
Cavity wall insulation	11	£17,750.62		
Heating	1	£ 2,076.75	£ 828.91	
Loft Insulation	15	£ 8,252.73	£ 60.00	£ 96.57
TOTAL	27	£28,080.10	£ 888.91	£ 96.57

Council Housing Stock April 2017 to March 2019

	Number of Measures	Cost – Council funding
Heating	415	£ 735,620.99
Loft Insulation	45	LI including in re-roofing costs.
Glazing (single to double)	160	£ 358,662.75
TOTAL	620	£1,094,283.74

Private Sector Housing April 2017 to March 2019

	Number of Measures	Cost – Council funding
Heating	26	£ 95,899.94
Glazing (single to double)	8	£ 43,756.19
External Wall Insulation	1	£ 11,000.00
TOTAL	35	£150,656.13

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

Free text response to question 6 - please outline in no more than 100 words

Aran Services – Warm Homes Framework provider of insulation/heating

Southern Gas Networks – Fuel Poor Network Extension Scheme and Vulnerability Team

British Gas - Vulnerability Team

iChoosr – Collective Energy Switching Scheme – Energy Deal

Home Improvement Agencies and Hospital Discharge team – refer residents into Warm homes, LA Flexible Eligibility, Energy Deal and Housing Assistance Grants

Energy Saving Specialist and European Partners – Triple A Solar PV and battery storage project

7 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.

Free text response to question 7 - please outline in no more than 200 words

Measure	No of measures	Savings £/year	Savings kcCO2/year
Heating (from F rating)	447	£113,985.00	362,070.00
Loft Insulation	64	£ 9,600.00	39,680.00
Loft Top up insulation	17	£ 255.00	1,105.00
Cavity Wall insulation	29	£ 4,205.00	17,400.00
Glazing (single to double A+ rating)	168	£ 16,800.00	
External Wall Insulation	1	£ 270.00	1,100.00
TOTAL	726	£145,115.00	421,355.00

Indicative savings based on semi-detached property – <http://www.energysavingtrust.org.uk/domestic>

Total saving through Energy Deal for Dover District residents up to and including October 2018 auction - £223,373.23. Quotes from residents:-

‘So a huge 'thank you' for running this scheme which I am recommending to everyone I know.’

‘Staggering that your collective power got us this reduction from our existing supplier - they would not give us a reduction when we enquired on our own behalf. Thank you, thank you.’

The estimated savings to health and wider society from installing insulation and heating in a cold home is £7,410.00 per year and £18,525.00 per year respectively.

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

Free text response to question 8 - please outline in no more than 100 words

Fewer low cost measures needed yet the complexity of funded schemes has increased.

Kent Local Authorities have been able to maximise funding and signpost residents to wider opportunities through a combination of initiatives

Promotion of any one scheme (Energy Deal, Warm Homes, LA Flexible Eligibility) allows a joined up, 'whole' household approach to improve the home environment, and offers

<p>the ability to signpost residents to other assistance – maximising benefits for Kent residents.</p> <p>Unavailability of DWP benefit data/ priority service register information makes it harder to reach vulnerable residents – the Digital Economy Act Fuel Poverty Section should have made this easier.</p>		
<p>Local Communications Strategy</p>		
9	Does your local authority provide any advisory service to consumers (and businesses) on how to save energy?	Y
10	If yes to question 10, please briefly outline how this is undertaken (or enter 'N/A' if appropriate)	
<p><i>Free text response to question 10 - please outline in no more than 100 words</i></p> <p>Kent residents can be referred to ECO schemes (HHCRO or LA Flex), signposted to Energy Switching and Local Authority financial assistance via the Warm Homes Call Centre</p> <p>The offer of Collective Switching to residents enables wider energy advice to be offered at registration, including information on Priority Services register, Warm Home Discount etc.</p> <p>Energy/ Climate Change advice provided to enquirers received through DDC energy / climate change webpages</p> <p>Promotion of assistance available through Landlord Forum, attendance at events, face to face contact, over the telephone, mailshots, articles in Parish/ Local Magazines , posters and leaflets and through social media.</p>		
11	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')	
<p><i>Free text response to question 11 - please outline in no more than 100 words</i></p> <p>DDC energy and climate change webpages, social media posts, mailshots and through attendance at events.</p> <p>DDC signpost business to Low Carbon Kent. The network aims to help businesses reduce costs by cutting emissions and promotes the opportunities low carbon market opportunities. Network Members can access grants</p> <p>Through the link to Energy Deal there have been 181 enquiries to the Make It Cheaper energy switching service for SMEs - comparing prices, helping SMEs to choose the right tariff and set up their contract, with support through the switching process. 40 have signed up to deals.</p>		
<p>Local Green Supply Chains</p>		
12	Does your Local Authority promote the use of energy efficient products amongst consumers (and businesses)? (if you answer no please move	Y

	onto the next section 'Private Rented Sector')	
13	If yes to question 12, please briefly detail how this promotion work is undertaken.	
<i>Free text response to question 12 - please outline in no more than 100 words</i>		
DDC webpages provide information on renewable energy technologies and energy efficiency advice to householders		
DDC signposts businesses to Kent Sustainable Business Team and Low Carbon Kent (network of businesses with the aim to reduce costs by cutting emissions and promote the low carbon market)		
14	What engagement (formal or informal) does your local authority have with local businesses/supply chains involved in promoting energy efficiency products or carbon reduction?	
<i>Free text response to question 14 - please outline in no more than 100 words</i>		
Kent wide framework procured South East Contractor		
Triple a funded project – SME from Dover district won the tender process for installing Solar PV/Battery plus monitoring equipment		
Domestic Private Rented Sector (PRS) Minimum Energy Efficiency Standards		
The Minimum Energy Efficiency Regulations (the Regulations) apply to all privately rented properties in England and Wales. As of April 2018, all such properties are legally required to have an Energy Performance Certificate (EPC) of at least an E before they can be let on a new tenancy. This requirement will then extend to all such properties by 1 April 2020, even if there has been no change in tenant or tenancy (please see BEIS's published guidance documents for the full details on the standard).		
The PRS Regulations give enforcement powers to local authorities, and authorities are responsible for ensuring landlord compliance within their area.		
15	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
16	Which team within your authority is responsible for, or will be responsible for, leading on enforcement of the PRS minimum standard?	
<i>Free text response to question 16</i>		
Private Sector Housing Team, Robin Kennedy, Dover District Council, Whitfield, Dover, Kent CT16 3PJ		
Training on PRS Minimum Energy Efficiency Standards was arranged by the Association of Local Energy Officers SE region and held on 6 February 2019 at Oxford City Council.		

Presentations and contact details provided to Officers unable to attend the meeting		
17	Please provide the contact details of the person leading this team.	
<i>Free text response to question 17</i>		
Robin Kennedy, Private Sector Housing Manager – Robin.Kennedy@dover.gov.uk		
18	What method or methods does your authority use to communicate with landlords and tenants about the standards and other related issues?	
<i>Free text response to question 18 - please outline in no more than 100 words</i>		
DDC has produced two leaflets giving details of MEES requirements. One leaflet for tenants and one for landlords. The Council website contains information on MEES and communications are regularly sent to Landlords regarding MEES requirements.		
Local Landlords are invited to the annual Landlord Forum -providing them with updates about regulation, and assistance available.		
19	Do you directly target landlords of EPC F and G rated properties? If yes, how? If no, please explain.	(Y/N)
<i>Free text response to question 19 - please outline in no more than 100 words</i>		
It is our intention and wish to target such properties but current resources do not allow proactive action.		
Financial Support for Energy Efficiency		
20	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')	
<i>Free text response to question 20 - please outline in no more than 200 words</i>		
DDC Housing Assistance		
Up to £17,000 (means tested interest free loan to redress a serious hazard under HHSRS)		
Max of £7,000 for heating or insulation (usually replacement boilers) – over 65 with long term health condition		
The Warm Homes contractor has funding from different utility companies for ECO eligible residents.		
Fuel Poor Network Extension Scheme – SGN. Up to £2,700 per connection for Fuel Poor/ low income/ households vulnerable to the cold		

2kWp solar array, battery storage and monitoring equipment installed at 4 properties in district –through European Triple A funded project.

NEA Warm Homes Campaign Awards - £500 funding towards cost training provision for Pharmacies to raise awareness of the impacts of living in a cold home, and highlight assistance available through Local Authorities.

Kent Energy Efficiency Partnership (KEEP) submitted bids for Warm Homes fund on two occasions– both occasions were unsuccessful.

Open Data Institute (ODI) Kent Public health bid. Kent Public Health obtained some ODI funding to look at different ways to link health data with energy efficiency issues with the aim of assisting KEEP officers to improve targeting of projects

Fuel Poverty

21	Does your local authority have a fuel poverty strategy? If yes, please describe the scope of the strategy, and the support that is available for low income and vulnerable households to help tackle fuel poverty in your local area. Please also provide a link to your strategy if published.	Y
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Free text response to question 21 - please outline in no more than 300 words

Yes – [Kent Fuel Poverty Strategy](#)- Dover District Council approved the Strategy and committed to support the action plan to reduce fuel poverty in Kent in line with national targets in September 2016

22	What steps have you taken to identify residents/properties in fuel poverty? (enter 'N/A' if not appropriate)
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Free text response to question 22 - please outline in no more than 200 words

Mailshots sent out to households in a staged process from September 2018 onwards promoting Energy Deal and Assistance for energy efficiency measures.

[DDC website](#) contains information on Warm Homes, and financial assistance available to help with achieving affordable warmth.

Energy Deal provides opportunity to advise residents regarding energy efficiency, energy switching and assistance, such as Priority Services.

EPC data (which is now out of date) and the Council's Housing Stock Condition survey to identify households that may require assistance.

Meetings with the local CCG were held throughout 2017 and a single referral form was compiled. However, no referrals received as a result of its use.

The Home Improvement Agency refer residents to Collective Switching and assistance

from Private Sector Housing team, i.e. for Disabled Facilities Grants

Social Media including Facebook and Twitter have been used to promote schemes.

23 How does fuel poverty interlink with your local authority's overall carbon reduction strategy? (enter 'N/A' if not appropriate)

Free text response to question 23 - please outline in no more than 200 words

Kent Environment Strategy – Theme Two: Making best use of existing resources and minimising negative impacts focuses on minimising the impacts of current activities through reducing resource usage across all sectors

ELES – Currently being prepared for Consultation.

[SELEP](#) –Energy Efficiency in homes A programme of home energy efficiency measures enabling improved levels of loft and cavity wall insulation to assist in homes achieving an EPC rating of C to align with the 2032 Pathway

[DDC Corporate Plan](#) – Increase the number of vulnerable households benefiting from Warm Homes and Energy Switch Initiatives to achieve affordable warmth through energy efficiency and improvements to the built environment in which they live

24 a. What measures or initiatives have you taken to promote fuel cost reduction for those in fuel poverty? (enter 'N/A' if not appropriate)

Free text response to question 24a - please outline in no more than 200 words

Energy Switching – Energy Deal (since 2013) – auctions held 3 times a year – hence ongoing promotion through Parish Magazines, social media, posters, mailshots. Care Navigators, Hospital Discharge team and Local CCG and Councillors aware of scheme.

Promotion of Warm Home Discount and Priority Services Register via website, face to face, over the telephone.

Met with and built relationship with contacts at SGN and British Gas Vulnerability team to build knowledge to ensure able to impart accurate, up-to-date and advice to residents

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)

Free text response to question 24b - please outline in no more than 200 word

Met with and built relationship with contacts at SGN and British Gas Vulnerability team to build knowledge to ensure able to impart accurate, up-to-date and advice to residents

EDF funding secured through Kent Warm Homes Scheme.

Through liaison with Aran Services to ensure measures for qualifying fuel poor/low income/ vulnerable to the cold households receive fully funded energy efficiency measures to alleviate the adverse impacts of living in a cold home.

Meetings with Eon took place to discuss ECO funding, however could not proceed due

to conditions in contract.

Work in partnership with iChoosr on Energy Deal – iChoosr provide regular updates on tariff/ legislative changes to the agenda.

The Energy Company Obligation

The Energy Company Obligation (ECO) is an obligation on energy suppliers aimed at helping households cut their energy bills and reduce carbon emissions by installing energy saving measures. Following the Spring 2018 consultation, the Government set out in its [response](#) that ECO3 will fully focus on Affordable Warmth – low income, vulnerable and fuel poor households.

The recently introduced ECO “[flexible eligibility](#)” (ECO Flex) programme allows LAs to make declarations determining that certain households in fuel poverty or with occupants on low incomes and vulnerable to the effects of cold homes, are referred to ECO obligated suppliers for support under the Affordable Warmth element of ECO. LAs involved are required to issue a Statement of Intent that they are going to identify households as eligible, and the criteria they are going to use; and a declaration that the LA has been consulted on the installation of measures in a home.

25	Has your local authority published a Statement of Intent (Sol) for ECO flexibility eligibility? If yes, please include a link to your Sol below.	Y
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Link to Sol:

[Dover District Council Statement of Intent](#) published June 2018. Replaced Version 1 (19 June 2017)

26	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.
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Free text response to question 26 - please outline in no more than 200 words

The complexity of the scheme and the calculation of carbon savings are both difficult to understand and explain to residents, and can result in little/ no ECO funding being offered.

Reasons for measures not being installed – the loft is full, no loft hatch, small loft opening, failed cavity wall insulation, rat trap bond type properties. No funding for failed cavity wall insulation or removal of incorrect insulation in flood area etc.,

Limitation on number of gas heating replacement means many residents are unable to afford alternative heating measures. Also ECO grants for solid wall properties should be more generous as many of the cavity/ loft properties have already been filled.

Local Authorities, who are active in applying for funding for their community, should be looked on more favourably when decisions made about awarding funding. Currently many organisations that are not local government levy funding but cannot deliver without

<p>LA involvement. Historically energy grants worked well in Kent when delivered through LAs</p> <p>GDPR restrictions and procurement requirements hamper identification of, and sharing of vulnerable residents details, hence limit ability to target, reach and assist those that most need assistance. How should Digital Economy Act regarding Fuel Poverty and GDPR work?</p>	
<p>Smart Metering</p>	
27	<p>Please provide a brief statement outlining your current or planned approach to:</p> <p>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.</p>
<p><i>Free text response to question 27 – please outline in no more than 150 words.</i></p> <p>Some LAs in Kent attended training session. Officers provide information on Smart Meters when discussing energy tariffs/ advice however lack confidence.</p>	
28	<p>Please provide a brief statement outlining your current or planned approach to:</p> <p>Integrate your approaches to delivering energy efficiency improvements in residential accommodation with the opportunities presented by the installation of smart meters, drawing upon materials from the Smart Meter Energy Efficiency Materials Project or other sources of independent information.</p>
<p><i>Free text response to question 28 – please outline in no more than 150 words.</i></p> <p>Information provided on Council website and responses given to enquiries from residents based on Smart Meter CB website.</p>	
29	<p>Please detail any:</p> <p>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).</p>
<p><i>Free text response to question 29 – please outline in no more than 150 words.</i></p> <p>No referrals received from Smart Energy GB on properties in our area.</p> <p>SGN Vulnerability team to notify Authority of any future disconnections in the district. Aware of SGN voucher scheme to help vulnerable residents replace condemned appliances – would refer to them. However Housing Assistance Policies may also be applicable and unsafe equipment may well also be identified when Private Sector Housing Officers visit properties. Unfortunately no referrals received from Kent Fire and Rescue who undertake Safe and Well visits.</p>	

DDC website has links to Charis Grants that provide support from energy company funds.	
30	<p>Please detail any:</p> <p>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).</p>
<p><i>Free text response to question 30 – please outline in no more than 150 words.</i></p> <p>East Kent Housing manage Council Housing stock in Thanet Dover Folkestone and Hythe and Thanet</p>	
Future Schemes or Wider Initiatives	
31	<p>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').</p>
<p><i>Free text response to question 31 - please outline in no more than 500 words</i></p> <p>As funding spread widely amongst different organisations and some funding streams LAs cannot bid for they have no direct influence/knowledge of where/ what measures have been installed.</p> <p>Agreement currently being finalised between Kent Authorities and SGN for the installation of 1st time Central Heating systems in properties connected to gas under their Fuel Poor Network Extension Scheme – SGN to provide up to 50% of cost of system up to maximum of £2,500.</p> <p>Attended SELEP Energy Strategy Workshop and launch of Strategy – and hope to build on existing relationship through County partnership working.</p> <p>Lower Carbon Across the South East (LoCASE) - https://locase.co.uk/ - a grant and advice scheme aimed at helping businesses become more efficient and reduce carbon footprint</p> <p>The East Kent Leader programme https://www.leaderprogrammekent.org/ is aimed at identifying local issues and locally tailored opportunities based on the economic, social, environmental and land based sector needs.</p> <p>TALE- https://www.tale.org.uk/how-tale-works/ has just launched and provides funding, guidance and expertise to achieve logistical efficiencies.</p> <p>The Kent & Medway Sustainable Energy Partnership is currently being reviewed, and looking to next steps, that could include a Collective Solar PV purchasing scheme countywide that could build on the Triple A funded Solar PV and battery storage project.</p> <p>Working with SGN to look at assistance for 'off gas' properties through their mapping tool, and work with their Vulnerability team on promotion of Energy Efficiency schemes,</p>	

and gas safety (including awareness of carbon monoxide and locking cooker valves).

Initial meetings held with SSE looking at new ways of working.