

Fuel Poverty Activity Annual Update 2013 - 2014

Housing Strategy & Services
Chief Executive



CONTENTS

Introduction	3
Fuel Poverty Delivery Plan 2013-16	4
Activity	6
Home Energy Advice Service	6
Energy Saving Trust and Changeworks.....	6
Scottish Borders Home Energy Efficiency Programmes for Scotland: Area Based Schemes	7
Low Carbon Strategy	9
Community Energy Groups.....	10
Partnerships.....	11
Resource Efficient Scotland.....	11
Green Deal.....	11

Appendix 1 – Fuel Poverty Delivery Plan Action Plan 2013/14

Appendix 2 – Actions relating to Fuel Poverty from the LHS

INTRODUCTION

Reducing the number of people who live in fuel poverty is a national and local priority. In the Scottish Borders, 22% of households live in fuel poverty and 12% live in extreme fuel poverty, compared with 20% in Scotland living in fuel poverty and 7% living in extreme fuel poverty. The rural nature of the area, the type of housing and the high proportion of elderly households, contributes to higher levels of fuel poverty than the Scottish average.

The Scottish Borders Local Housing Strategy (LHS) and the Fuel Poverty Delivery Plan 2013-2016, each set out actions to reduce the number of households living in fuel poverty. The four key objectives of this Delivery Plan are:

- Continue to monitor fuel poverty in the Scottish Borders to improve targets
- Provide good quality information and advice on fuel poverty and home energy efficiency
- To facilitate fuel poverty programmes in private sector and housing association properties
- Improve access to information and advice to help maximise incomes

The Community Planning Partnership has developed the Strategic Assessment for the Scottish Borders in 2013 and updated version for 2014 is being produced. The Strategic Assessment ensures that priorities are founded on a strong evidence base. On the basis of this evidence, addressing fuel poverty across the Borders has been identified as a priority for the Council at this time.

Fuel Poverty is a serious issue in the Scottish Borders and there is a lot of work being done within the Council and with partners to ensure this problem is addressed. This report provides an update on all the work that is being done to help reduce fuel poverty for the period 2013/14, including progress on the first year of the Fuel Poverty Delivery Plan.

FUEL POVERTY DELIVERY PLAN 2013-16

The Delivery Plan considers recent research into fuel poverty both at a national and local level. It is clear that the number of fuel poor households is rising in the Scottish Borders, in line with national trends. The plan identifies out what can be done over the next three years and beyond to help alleviate fuel poverty wherever possible.

The Delivery Plan intends to:

- Explain how current trends are likely to impact on households in the Scottish Borders.
- Identify the services and partnerships in place at present which contribute to alleviating fuel poverty.
- Set out key aims and actions which will help to reduce the number of households living in fuel poverty in the Scottish Borders.

The factors which contribute to fuel poverty in the Scottish Borders, as with many other rural areas in Scotland, are related to the type and cost of heating, the type of housing stock and stock condition and the low wage economy. In the Scottish Borders many households have no access to mains gas supplies, and alternative heating systems are more expensive to run; such as electric storage heaters and oil and LPG central heating systems. There is also more pre-1919 housing than the national average, so cavity wall insulation, one of the most cost-effective grant-supported energy efficiency measures is not a viable option for many households.

The first year of the delivery plan has been implemented; the key aims of the plan and how these are being delivered are as follows:

Aim One: Improve the understanding of fuel poverty in the Scottish Borders in order that the Council can improve targeting of services

The Council needs to continue to monitor the number of households who are living in fuel poverty, or at risk of fuel poverty. The Scottish House Condition Survey provides data on the levels of fuel poverty in the Scottish Borders and how energy efficient the housing stock is at present. Moreover, other local and national research from various sources, including the UK, Scottish Government and charitable organisations continue to assist in developing new policies related to the reduction of fuel poverty in the Scottish Borders. Work carried out to achieve this has included:

- SBC continues to monitor national data to ensure a in depth knowledge of fuel poverty and energy efficiency
- SBC working with Changeworks to develop a fuel poverty map
- Through HEEPS: ABS SBC are gaining a more detailed knowledge of areas. Due to building a profile for an area to make successful bids
- Attended HEAT Map training through the Scottish Government
- Working with data on off-gas settlements

Aim Two: Provide ongoing fuel poverty advice and information to households in all tenures

Providing information and advice on fuel poverty and energy efficiency is an important aim of this delivery plan, energy advice can assist households by providing; information on energy efficiency measures and grant eligibility, support in organising measures and claiming grants, instruction on control and running costs of heating systems and appliances and information on cost effective fuel payment and budgeting options. Work carried out to achieve this has included:

- The Home Energy Advice Service continues to provide households in the Scottish Borders with fuel poverty and energy advice. This includes advice on reducing energy bills (changing payment methods, behaviour changing advice, switching supplier etc), signposting households to specialist services, helping households in fuel debt, attending community events and providing information on grants available.

- The Home Energy Advisor works closely with RSLs, other SBC departments and Changeworks to ensure a wide range of information is available on the most up to date energy efficiency measures and advice.

Aim Three: Increase energy and fuel efficiency of housing in all tenures

One of the key aims for reducing fuel poverty must be to improve the energy efficiency of all housing in the Scottish Borders. In addition, it is essential that inefficient housing is improved in order that action is taken to reduce the impact of climate change. Improving the energy efficiency of housing stock in all tenures is a key aspect of reducing fuel poverty. Work carried out to achieve this has included:

- HEEPS: ABS – For 2013/14, external wall insulation projects in Langlee Galashiels (Phase 1), Stonefield in Hawick and the Linn in Kelso have been completed.
- The Home Energy Service continues to support householders through local and national schemes. The service also helps households through energy efficiency advice, providing practical tips on how to be more energy efficient and reduce fuel bills
- SBC continues to work closely with RSLs, specifically the big four RSLs in the Scottish Borders: Berwickshire, Eildon, SBHA and Waverley Housing. This is achieved through the Home Energy Advice Service and through further partnership working with Changeworks
- SBC have developed a Private Sector Housing Strategy that incorporates access to good quality housing

Aim Four: Reduce the number of low income households living in fuel poverty

Scottish Borders Council understands how important it is to provide information and advice to help those who are in fuel poverty. It is important to ensure that households in the Scottish Borders have a better understanding of what help is available and benefit entitlement. Work carried out to achieve this has included:

- Fuel Poverty is part of the Tackling Poverty and Achieving Social Justice Strategy
- Following the success of Scots Together (collective switch) an evaluation was completed in June 2013. The report highlighted support from all local authorities to run a similar programme in the future
- Housing Strategy Team and Services Communication Statement has been drafted and aligns with the Corporate Communications Strategy
- The Home Energy Advisor works closely with Welfare Benefits Service and Citizens Advice Bureau to ensure people are referred to the appropriate service
- Home Energy Scotland provide benefits and tax credit checks and information on low cost energy tariffs to those at risk of fuel poverty

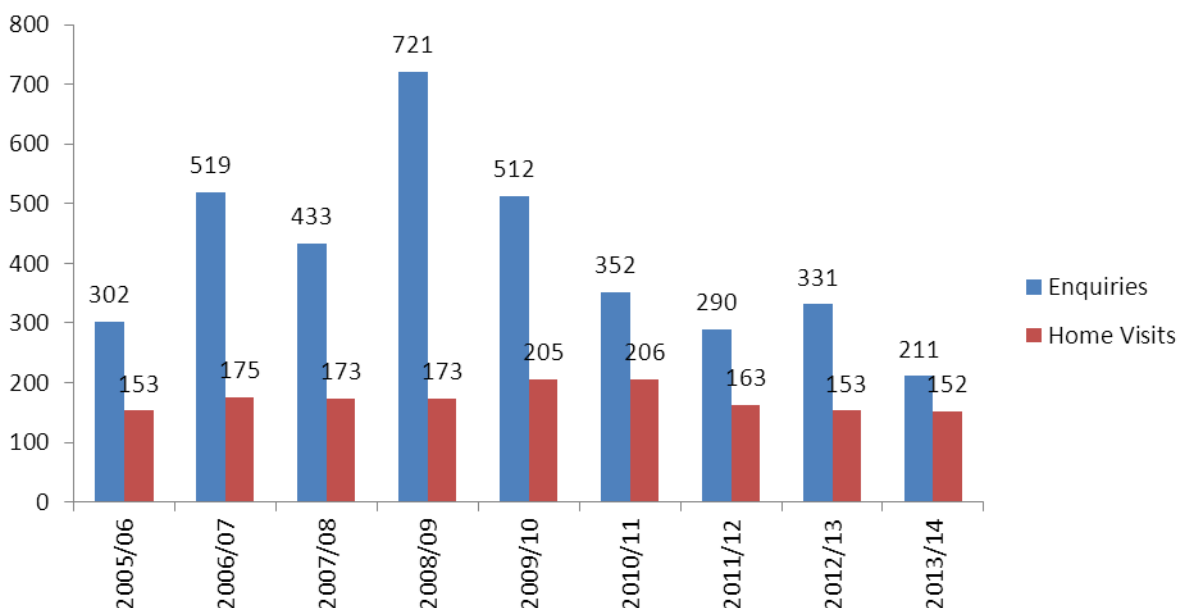
ACTIVITY

Home Energy Advice Service

The Home Energy Advice Service began at Scottish Borders Council in 2005 and has continued to provide households in the Scottish Borders with fuel poverty and energy advice. This includes advice on reducing energy bills (changing payment methods, behaviour changing advice, switching supplier etc), signposting households to specialist services, helping households in fuel debt, attending community events and providing information on grants available.

Figure 1 shows the level of enquiries to the Home Energy Advice Service since 2005, in 2013/14 there were 211 enquiries to the service and 152 home visits. Not included in the graph are the number of people who received information and advice through presentations. In total the Home Energy Advisor carried out 15 presentations with approximately 175 people in attendance

Figure 1: Summary of Annual Activity



Note: this graph does not include the number of people who have attended presentations and received advice through this method.

The most common type of enquiry is regarding; central heating (31%), loft insulation (25%), cavity wall insulation (14%) and solid wall insulation (13%), specifically regarding grants available to have these measures installed. 81% of enquiries are from owner occupiers. The most common type of home visit is regarding; central heating (23%), general advice (22%) and billing (21%). 64% of home visits are to RSL tenants, 25% to owner occupiers and 11% to private rented tenants.

The Home Energy Advisor works in partnership with a range of organisations including; Energy Saving Trust, RSLs, Changeworks, NHS Borders, local community and voluntary organisations and various council departments.

Energy Saving Trust and Changeworks

The Energy Saving Trust (EST) is a non-profit organisation, funded both by government and the private sector. The main aim is to cut emissions of carbon dioxide (CO₂) by promoting the sustainable and efficient use of energy.

Changeworks is an Edinburgh based not for profit enterprise which works in partnership with Councils and other organisations to promote and manage initiatives which increase energy efficiency and renewable technology. Changeworks are funded by the Energy Saving Trust to operate a call centre, Home Energy Scotland which provides information and advice on saving energy to householders. Home Energy Scotland receives referrals from households across the Scottish Borders, offering free and impartial energy efficiency

advice to householders, community groups, businesses and the public sector. Home Energy Scotland advisors can also help access funding and other energy efficiency offers.

The number of interactions with households during the period 1st April 2013 – 31st March 2014 is shown in table 1. 2,833 were customer interactions which include calls, letters and e-mails to the advice centre, outreach events and home visits, many of these people also go through a Home Energy Check and receive a Home Energy Report. For the Home Energy Check, each householder completed a questionnaire about their property and receiving a free, tailored report, detailing how they could save energy in their home, along with associated carbon savings and financial savings from reduced fuel bills.

Table 1: Engagement with Home Energy Scotland 2013/14

Type of Interaction	Number of Engagements
Inbound calls	1,564
Outbound calls	465
Events	88
Other (e.g. emails, letters, home visits)	716
Total advice interactions	2,833

Table 2 breaks down how many of the interactions were referred to trusted schemes.

Table 2: Referrals to trusted schemes from Home Energy Scotland 2013/14

Referral	Landlord	Owner Occupied	Private Rented	Housing Association Rented	Total
Benefits and Tax Checks	0	153	21	8	182
Social Tariff Referrals	3	200	43	30	276
Local Affordable Warmth Offers	1	33	16	0	50
HEEPS – Affordable Warmth	0	51	18	0	69
HEEPS – Energy Assistance Scheme	1	67	19	0	87
HEEPS – Area Based Schemes	1	421	31	0	614
Carbon Emissions Reduction Obligation	0	2	0	161	2
Home Heating Cost Reduction Obligation	0	98	28	0	126
Green Homes Cashback Voucher*	0	28	3	0	31
Landlord Green Appliance Scheme	113	89	0	0	202
Renewables Loan	0	77	4	0	81
Third Party Local Referral	0	31	5	8	44
Total Referrals	119	1,250	188	207	1,764

*Does not include online applications

Scottish Borders Home Energy Efficiency Programmes for Scotland: Area Based Schemes

Scottish Borders Council successfully secured £1,614,437 of funding from the Scottish Government to fund the delivery of Energy Efficiency programmes in selected areas across the Borders. The 2013/14 project was delivered in partnership with Changeworks, Home Energy Scotland, and the appointed installers.

The Council has a track record of making successful bids in response to invitations from Scottish Government; specifically in relation to the Home Insulation Scheme [HIS] for Berwickshire and also the Universal Home Insulation Scheme [UHIS] for the Tweeddale area in 2010/11, the Central area in 2011/12 and full local authority area in 2012/13.

In 2013/14 the Scottish Government changed the funding from UHIS to Home Energy Efficiency Programmes for Scotland: Area Based Schemes (HEEPS: ABS). HEEPS: ABS funding has four main aims and local authorities must demonstrate that their proposed projects meet the aims:

- Reduce fuel poverty
- Maximise carbon savings
- Maximise Energy Company Obligations (ECO) funding
- Support the local economy

Scottish Borders Council, in conjunction with BHA, Scottish Borders Housing Association and Waverley Housing proposed a number of external wall insulation projects in Berwickshire, Galashiels and Kelso. Scottish Borders Council also proposed a loft and cavity wall insulation scheme targeting properties with hard to treat cavity walls (three storeys plus) and properties within the most deprived 15% of the Scottish Index of Multiple Deprivation. Scottish Borders Council has until September 2014 to complete the works.

To ensure smooth delivery and quality workmanship Scottish Borders Council has procured a framework of contractors to complete the works. Changeworks provide an independent quality assurance service to ensure that the work is completed to a high standard.

Scottish Borders Council has until the end of September 2014 to complete the 2013/14 programme. The amount of ECO funding levered, measures installed and carbon savings may vary.

- Total programme budget for 2013/14 awarded from Scottish Government £1,614,437
- Additional £2,661,256 levered in through CERT

Total expenditure in the Borders 2013/14: £4,275,693

- 1,120 households engaged through doorstep engagement and Advice centre calls
- 800 households assisted with insulation measures

Table 3: No. of households with insulation measures installed

Type of Measure	2010/11	2011/12	2012/13	2013/14
Loft insulation - virgin	296	271	722	50
Loft insulation – top up	693	967	861	335
Cavity wall insulation	357	482	598	246
Under floor insulation	0	29	64	15
External wall insulation	-	-	-	463
Double glazing	-	-	-	70

Reduction in CO2 emissions (tonnes) over lifetime of measures: 8,326

Case Study

Scottish Borders Council, Changeworks and Home Energy Scotland from the Scottish Government are working together, with Scottish Borders Housing Association and Waverley Housing, to provide a package of free energy efficiency upgrades for homes in Langlee as part of the Home Energy Efficiency Programme. Within the Scottish Borders, Langlee is an area that is recognised to have high levels of fuel poverty through the SIMD rankings and levels of unemployment amongst residents.

This is a partnership approach that combines different types of funding including HEEPs: ABS, Energy Company Obligation (ECO) and Green Homes Cash Back, this enable the householder's to be offered a package of free measures that will significantly improve the conditions that they live in making their home warmer and cheaper to heat. These measures could include:

- External Wall Insulation
- Loft insulation
- Other measures, like draught proofing, radiator panels and heating controls.



Margaret Burgess MSP visits the Langlee External Wall Insulation pilot
 (l-r) Tim Bailey (SHBA), Councillor Frances Renton, Margaret Burgess MSP, Margaret Ross (Waverly Housing), Teresa Bray (Changeworks), Pat Hynds (Gratton & Hynds), Jim Reid (Envirowall)

The properties targeted within the area are of no-fine construction. This means that they are not suitable for standard Cavity Wall Insulation and External Wall Insulation is the most effective measure to prevent heat loss from the home. The project started in February 14 and was completed in March 14 this is a pilot project and all stakeholders are working together to look at the opportunities to extend this to the wider area in 14/15.

Margaret Burgess MSP visited in this project in Langlee in March 14, during her visit she spoke to householders about the impact of having external wall insulation installed.

Improving Housing fabric & links to health improvements - Research

The research exploring the impact of housing insulation on the health and wellbeing of householders in the Scottish Borders area is being undertaken between January and October 2014. The work will comprise two sets of surveys, householder interviews and a literature review which will inform a final report due in October 2014.

Conclusion

The 2013/14 programme is an excellent example of a joined up approach to reducing carbon emissions, tackling fuel poverty and reducing the impact of rising energy costs. At a time when fuel costs are rising and people are increasingly concerned about their energy bills, being able to offer a solution like this to residents of the Borders has provided a great opportunity to engage with householders and support them to take action. The scheme has

- provided free home energy efficiency measures and insulation to Borders Households free of charge;
- delivered emission savings; and
- assisted in reducing fuel poverty.

In addition we have (over the last few years of this type of programme) been able to build up a far more accurate picture of the efficiency of the housing stock in the Borders, and the potential capacity for insulation and other measures to improve efficiency. This information is currently being used to help inform future schemes (proposals for which are currently being drafted up). Future programmes will continue to take the approach of finding remaining lofts and cavities and small external wall insulation projects, particularly in areas where people are likely to be in fuel poverty.

Low Carbon Strategy

Scottish Borders Council has developed a low carbon strategy for the period 2012-2032. The strategy is aimed at any organisation operating in the Scottish Borders which wishes to take part in the transition to a low carbon area.

The Low Carbon Economic Strategy was approved in October 2013. Progress is reported to the Economy and Low Carbon Board of the Community Planning Partnership and will be reported to the SBC Economic Development Group.

Community Energy Groups

There are a number of community energy groups operating in the Scottish Borders. These groups are an important aspect of the community, enabling households to become proactive in their energy usage and developing local based projects to help increase energy efficiency and reduce fuel poverty.

- Tweed Green - Mainly providing wider lifestyle support, working on local food. "Back to Basics" is the Peebles Community Action Network project to empower young people and families to build a sustainable Peebles. Through expanding community growing facilities and raising awareness in growing buying local seasonal food and reducing food waste we will support the efficient use of natural resources and reducing our carbon emissions.
- A Greener Hawick – There are no workers at the moment, but there is still work going on assessing renewable energy opportunities in the Hawick area.
- A Greener Melrose - Not doing much on energy as the focus on food.

The Scottish Government's Climate Challenge Fund provides grants for community groups wanting to tackle climate change and make community improvements by reducing their carbon emissions. These groups also receive support from Keep Scotland Beautiful, who administer the scheme. The Climate Challenge Fund (CCF) is aimed at local community groups rather than local authorities themselves, the work that is achieved through the Fund can help councils to work towards some of their key objectives around economic, social and environmental improvements.

For example, since 2008 24 CCF projects have been funded within the Scottish Borders Council area, with a total value of £1,536,075, which have resulted in significant action on climate change by local communities. There are 7 current projects at the moment, detailed in table 5.

Table 5: Projects that received funding through Climate Challenge Fund 2013/14

Project Name	Organisation Name	Total Grant Awarded	Summary
St Boswells Hall Refurbishment	St Boswells Hall Management Committee	£206,319	After 116 years, the village hall St Boswells is to be brought up to date by a major refurbishment programme to provide a totally revitalised hub for the whole community of St Boswells. The roof will be insulated, double glazing installed and draught proofing improved throughout, resulting in a much more energy efficient building and a reduction in carbon emissions. The project will also raise awareness of energy efficiency in the community.
A Greener Future for Selkirk Parish Church	Selkirk Parish Church	£29,190	An award has been granted to make energy efficiency a priority in the renovation of the church hall and to encourage energy efficient behaviour at the church and in the community. The project, A Greener Future for Selkirk Parish Church, aims to reduce heat loss, energy use and carbon emissions and make the building more suitable for all sections of the community. The project will also promote and encourage energy efficient behaviour amongst church members and hall users, leading to a greener future for both the church and its community.
Drygrange Community Orchard	A Greener Melrose	£3,000	A Greener Melrose has taken a 20 year lease on a 3.5 acre field at Drygrange, Earlston, to plant and maintain a community orchard. By providing local fruit and nuts, members and volunteers will, by decreasing the amount imported from non-local sources, reduce the transportation CO2 emissions as well as increase the community's resilience and further develop community spirit.
Forman Memorial Hall, Robertson	W.A.R.M.T.H	£56,429	The WARMTH project will insulate and draught proof the 90 year Forman Memorial Hall, Robertson in the Scottish Borders helping to reduce energy use, bills and carbon emissions. Sustainable travel by hall users will be promoted in addition to initiatives to increase local food production and reduce food waste, all helping to further reduce local carbon emissions and help combat climate change
Whitmuir Initiative	Black and Green	£157,364	BLACK and GREEN collects woody residues from local gardens, tree surgeons and farms that would otherwise be dumped, incinerated or disposed of in landfill, to

			make a form of charcoal known as biochar. When added to horticultural and agricultural soils, biochar enhances plant growth, improves crop yields, and 'locks up' atmospheric carbon in the ground for hundreds of years; local residents and farmers will learn how to use biochar.
Back to Basics	Peebles CAN	£225,747	The Peebles Community Action Network Back to Basics project aims to empower young people and families to build a sustainable Peebles. The project will expand community growing facilities and raise awareness of local growing, buying local seasonal food and reducing food waste. It will also support the efficient use of natural resources. These actions will reduce the carbon footprint of the community
Greener Food	Priorsford Primary School	£7,682	The Priorsford Primary School Greener Food project in Peebles will reduce their carbon footprint by giving pupils, staff and parents the skills to allow them to grow their own food in a school garden and at home. It will also focus on decreasing food waste through a zero waste lunchbox and increase awareness of the carbon footprint involved in food production.

Partnerships

Effective partnership working is key to the delivery of the delivery plan. The Council recognises that it cannot eradicate fuel poverty on its own so the council works with other agencies with an interest in fuel poverty, including:

- Jobcentre Plus
- Changeworks
- Energy Saving Trust
- Energy Action Scotland
- NHS Borders
- Private Landlords
- Registered Social Landlords
- The Pension Service (DWP)
- Utility Companies
- Voluntary Sector (CAB, Elder Voice)

The Strategic Partnership Against Poverty (SPAP) is the main group for delivery the Fuel Poverty Delivery Plan and consists of many of the members from the list above. The key aim of the groups is to 'reduce and prevent poverty in the Scottish Borders', the group meets on quarterly.

Resource Efficient Scotland

On 1st April 2013 the Resource Efficient Scotland Advice and Support Service was launched, replacing Scottish Government-funded business and public sector advice service delivered by Zero Waste Scotland., Carbon Trust and EST. This is the first time advice on energy, water, materials and waste can be access from a single service designed to support organisations of all types and of all sizes. Bringing together Government-backed advice and support on energy, water, raw materials and waste in this way is a first within Europe and is an important step in helping the Scottish economy realise the £2.9bn a year to be saved by taking action to use energy, water and raw materials more efficiently.

The service will provide free support, training and access to funding to help organisations implement resource efficiency measures. It will operate a telephone and web-based advice service, staffed by resource efficiency experts and provide managed on-site support focussed upon helping business, third-sector bodies and public sector organisations move towards successful implementation, and accelerating their progress towards cost-savings.

Green Deal

Green Deal launched in January 2013 and applies to both the domestic and non-domestic sector. It has replaced policies such as the Carbon Emissions Reduction Target (CERT) and the Community Energy Saving Programme (CESP).

The Green Deal is an innovative financing mechanism that lets people pay for energy-efficiency improvements through savings on their energy bills. There are 45 measures or areas of home improvement approved to receive funding under the Green Deal, covering;

- insulation
- heating and hot water
- glazing
- microgeneration (generating your own energy)

Appendix 1 - Fuel Poverty Delivery Plan - Action Plan 2013-14

Outcome	Actions	Progress 2013/14
Aim One: Continue to monitor fuel poverty in the Scottish Borders to improve targets		
Monitor national findings of fuel poverty and other related research to inform approach to tackling fuel poverty in the Scottish Borders.	Collate and monitor data from a wide range of sources: (Scottish House Conditions Survey, Income statistics – NOMIS, SIMD, Scottish Household Survey)	This is done on an annual basis to inform a wide range of reports
	Undertake Fuel Poverty Update on annual basis	Update is carried out annually
Monitor energy efficiency standards of properties in the Private Sector using available data	Proportion of private properties where energy ratings are moderate (NHER 4-8) or good (NHER 8 to 10)	0-2 (poor) – 8% (Scotland 3%) 3-6 (moderate) – 43% (Scotland 32%) 7-10 (good) – 49% (Scotland 65%)
	Develop profile of the private rented sector	First draft of the Private Sector Housing Strategy is complete
All housing associations to deliver the SHQS 2015 target	Monitor achievement of SHQS 2015 target in the RSL sector	As of March 2013, 63.5% (7,519) of RSL properties in the Scottish Borders were meeting the SHQS. Most up to date stats have been analysed, awaiting 2013/14 stats. RSLs are on target for meeting the SHQS by April 2015
	Percentage of RSL stock meeting the Scottish Housing Quality Standard	SBC continue to request data annual and on an ad hoc basis from RSLs.
	Annual data request from RSLs	RSLs are now looking to the future – EESSH and how this will be developed for targets in 2020
	RSLs to focus on post 2015 objectives and any further standards set by the Scot Gov.	
Establish Housing energy efficiency and fuel poverty database for the Borders using the Home Analytics Tool	Liaise with EST to gain access to analytical tool and receive datasets	Staff received training for the Tool in 2013, further training is being made available for Heat Map Training in April 2014
	Training provided to staff using the tool	
Members of Strategic Partnership Against Poverty (SPAP) to monitor and evaluate implementation of the Delivery Plan	Meetings are held quarterly	Meetings continue to be held quarterly with a focus on fuel poverty
	SPAP will raise the awareness of fuel poverty and assist in tackling joint issues	
Use relevant data to target hard to reach groups and hard to treat properties in the Borders	Identify and target rural households that are hard to treat, off gas using heating oil or LPG	Attended HEAT Maps training. Heat mapping is a powerful way to visualise and assess who needs heat, where sources of heat might come from and how these can be connected in an efficient way to reduce the cost of heat supply and the carbon intensity of heat generation.
	Identify Hard to treat dwellings through commissioned research by Changeworks	Through HEEPS, SBC and Changeworks have been working to identify hard to treat properties and gaining a better understanding of had to treat properties in the Borders
Investigate opportunity to compare health profiling information alongside fuel poverty data	Liaise with SBC Business Improvement Unit to identify data already available	Research exploring the impact of housing insulation on the health and wellbeing of householders in the Scottish Borders area is being undertaken between January and October 2014. The work will comprise two sets of surveys, householder interviews and a literature review which will inform a final report due in October 2014.
Monitor Scotland's draft Sustainable Housing Strategy and its final adoption	Final draft will be published in 2013	The Sustainable Housing Strategy for Scotland was published on the Scottish Governments website in June 2013
Aim Two: Provide information and advice on fuel poverty and energy efficiency		
Provide households in the Scottish Borders with free energy efficiency advice through the Home Energy Advice Service	No. of households receiving energy efficiency advice: enquiries, home visits, Presentations	In 2013/14 there were 211 enquiries to the service and 152 home visits. The Home Energy Advisor carried out 15 presentations with approximately 175 people in attendance. Overall 538 households received advice
	Target outreach work and promotional materials to areas recognised as having a high proportion of fuel poor households	
Develop protocol for Home Energy Advisor to provide follow up visits to target groups	Provide advice on Home Energy Efficiency and support behavioural change among most vulnerable groups	Home Energy Advisor is working with local and voluntary groups to identify vulnerable individuals/ households. Currently working with Baby Bump groups and Elder Voice






Ensure all Deposit Guarantee Scheme clients are offered a visit from Home Energy Advisor	Advice packs given to all clients	The Home Energy Advisor provides clients with leaflets dependant on their issues. Currently working towards offering all DGS clients a home visit
Liaise with Housing Support Co-ordinator and Prevention Team leader to ensure service users are aware of the HEA Service	Service users will be provided with information and advice	Housing Support Officers liaise with the Home Energy Advisor regularly.
Ensure SBC website is up to date with current information and advice	Communications Strategy is updated on an annual basis	The Communications Statement is currently being developed and will reflect SBC's Corporate Communications Strategy
	HST to monitor website and ensure information is up to date	This is carried out on a continuous basis
Ensure information and advice is available to everyone in the Scottish Borders	Ensure information can be accessed for those with visual and/ or hearing impairments	A wide range of information is available on SBC corporate website. HST have developed a Communications Statement that ensure information is widely available to all
	Liaise with Homeless Prevention Officer (Migrant Workers)	HEA works with prevention officers on an ad hoc basis
Develop fuel poverty newsletters to be distributed to partners and target groups bi-annually	Provide newsletter electronically	Work is ongoing to develop a newsletter. Energy advice has been included in the private landlord newsletter and as part of SBConnect
	Ensure newsletter is available on SBC corporate website	
Ensure all relevant partner organisations are engaged with and contribute to tackling fuel poverty	Continue to work with partners (USWITCH, UK Together Scottish Government, EST, Home Energy Scotland, Changeworks, CAB, other SBC Depts , NHS)	HST continues to work closely with partners. HST continues to attend the HECA forum (quarterly), meet regularly with Changeworks and have a membership with Energy Action Scotland.
	Continue to support and contribute to relevant local/ national organisations, including Energy Action Scotland, Scottish HECA Officers Network, South East of Scotland HECA Officers Group	
Aim Three: To facilitate fuel poverty programmes in private sector and housing association properties		
All housing associations and housing developers to embrace the 2020 Climate Change target in maintenance and management of existing homes and supply of new homes.	Overall target to reduce the UK's greenhouse gas emissions by 80% by 2050	In 2012, Scottish emissions of the basket of six greenhouse gases are estimated to be 52.9 million tonnes carbon dioxide equivalent (MtCO ₂ e). This is 0.8 per cent higher than the 2011 figure of 52.5 MtCO ₂ e, a 0.4 MtCO ₂ e increase. Between 1990 and 2012, there was a 29.9 per cent reduction in estimated emissions in Scotland
	Work with RSLs and housing developers to ensure these targets are being met	HST work regularly with RSLs through the Local Housing Strategy Partnership and developing the Strategic Housing Investment Plan
Liaise with Private Landlords and provide current information, advice and standards to local registered landlords	Provide information through private landlord newsletter	Energy advice has been included in the private landlord newsletter and as part of SBConnect
	Liaise with the Private Landlord Registration Team	Home Energy Advisor continues to liaise with the private landlord registration team on an ad hoc basis
	Ensure information and advice is available to landlords and tenants via SBC website	A wide range of information is available on SBC corporate website. HST have developed a Communications Statement that ensure information is widely available to all
	Encourage landlords to carry out energy efficiency improvements	Private Landlord Forums were held in October 2013 and March 2014, topics included energy efficiency. There was also a stall on energy efficiency providing landlords with further information
Liaising with RSLs and support projects in the social housing sector	Work in partnership with RSLs to progress HEEPS:ABS projects and lever in ECO Funding	HST has met regularly with RSLs to progress HEEPS: ABS, particularly SBHA, Berwickshire and Waverley Housing. HST, RSLs and Changeworks continually work together identify areas where there is good potential to install measures which save large amounts of carbon and therefore attract significant amounts of match funding via ECO
	Monitor any projects being undertaken by RSLs through the Warm Homes fund which supports renewable energy projects.	Continue to monitor projects

Continue to support home owners through national and local schemes	Ensure Home Energy Scotland is well publicised through appropriate channels	SBC has dedicated information and advice on the corporate website. This is monitored and updated on a regular basis. For 2013/14 the energy advice landing page on the website received 593 hits.
	Develop page on SBC website dedicated to home owners and what grants are available	
	Ensure that homeowners are aware of the Green Deal	
Continue to monitor potential sources of funding for social and private sector projects	Identify and act upon all internal and external funding opportunities	Work closely with other departments and external organisations to ensure opportunities are recognised
	Identify funding for dwellings that are off gas network and target for assistance	For feasibility studies into renewable technologies one of the main funds available to housing associations is the Warm Homes Fund. There is a £10k grant available for single technology studies. There is also up to £5m available in loan funding to support projects to get up and running.
Monitor the introduction of the Green Deal	Consider the potential role of SBC in Green Deal Delivery	SBC are not currently involved with Green Deal but work in partnership with Changeworks and Home Energy Scotland to ensure awareness of what is being carried out in the Borders
	Monitor the number of Green Deal assessments being carried out in the Borders	Work with Home Energy Scotland who provide figures on Green Deal
Continue to liaise with fuel utilities to establish ECO funding opportunities and the implementation of other supplier / energy efficiency schemes	Monitor how much ECO funding is levered into the Scottish Borders per annum	SBC continue to liaise with Changeworks and Home Energy Scotland
Coordinate the Home Energy Efficiency Programme (HEEPS) in the Scottish Borders	Manage the transition from UHS and Energy Assistance Package to HEEPS	In 2013/14 the Scottish Government changed the funding from UHS to HEEPS: ABS. SBC worked closely with Changeworks to ensure a smooth delivery between the two schemes
	Continue to work with RSLs and Changeworks to ensure well established links are made with partners prior to the launch of HEEPS:ABS	SBC continues to work closely with RSLs, specifically the big four RSLs in the Scottish Borders: Berwickshire, Eildon, SBHA and Waverley Housing. This is achieved through the Home Energy Advice Service and through further partnership working with Changeworks
Explore handy man service for young people	Carry out a feasibility study to explore if this could be set up to support young people	At the current time SBC is unable to progress with this due to funding constraints and will re-consider options around this in the future should circumstances change
Continue to Support community energy groups operating in the Scottish Borders	Environmental Strategy Co-ordinator to liaise with community groups to ensure groups receive funding from Climate Challenge Fund	The Environmental Strategy Co-Ordinator continues to liaise with community groups, these include, Peebles Can , a Greener Melrose and a Greener Hawick
Aim Four: Improve access to information and advice to help maximise incomes		
Participate in Collective Switch project using DECC funding	Named Scots Together ran between 18 th Feb and 15 th March 2013	Evaluation was completed in June 2013. The report highlighted support from all local authorities to run a similar programme in the future, although there would need to be changes to the previous approach.
	Work with Changeworks to explore options on how successful elements of the scheme can be rolled out to support people in the Borders	
Continue to publicise Warm Home Discount	Home Energy Advisor to provide information on cheaper tariffs to householders	The HEA does this on a regular basis. 131 enquiries were regarding billing issues/ supplier switching
	Improve communication and collaboration to ensure people are aware of WHD	Information on Warm Home Discount is available on the corporate website
Maximise uptake of benefits through SBC's Welfare Benefits Service	Referrals are made from WBS to HEA	The HEA continues to work closely with Welfare Benefits, with a number of referrals coming from WB.
	Liaise with RSL financial inclusion services	The HEA continues close working with RSLs, attending meetings and giving presentations to tenants
Improve access to advice and support particularly for debt and money management	Continue to work with Welfare Benefits and Citizens Advice Bureau	The HEA continues to work closely with Welfare Benefits, with a number of referrals coming from WB.

	Work with RSLs who provide money advice services for tenants	The HEA continues close working with RSLs, attending meetings and giving presentations to tenants
Establish protocols with revenue and benefits to contact benefits recipients to help target fuel poverty advice and information	Liaise with Revenues and Benefits to establish if this is feasible (Data Protection)	Look to develop a feasibility study in 2014/15
Ensure fuel poverty issues are built into the Tackling Poverty and Achieving Social Justice Strategy	Tackling Poverty and Achieving Social Justice Strategy is in the process of being developed and will be out for consultation by March 2013	Fuel Poverty is part of the Tackling Poverty and Achieving Social Justice Strategy. Actions are linked to the LHS and Fuel Poverty Delivery Plan

Appendix 2 – Actions relating to Fuel Poverty from the LHS

Outcome Table 2: People have better access to good quality, energy efficient home

Action	Planned Progress milestones		Targets	Overall Outcome	Partners	Risks/ Evaluation/ Commentary	Supporting Evidence	
	Planned 13/14	Delivered 13/14	2012-17					
Monitor achievement of SHQS 2015 target in the RSL sector	Liaise with RSLs to ensure the target will be met	RSLs on target for meeting the SHQS by April 2015	100% of RSL stock meeting the Scottish Housing Quality Standard	<p><u>Failure</u> 67% (2010) 51% (2011) 43% (2012) 37%(2013) 20% (2014) (predicted figure)</p> 	RSLs, SBC, Scot Gov	Financial resources. Building Standards	ASPR data. RSL Annual Summary of Information	
	Work with RSLs to ensure they are able to meet the energy efficiency criteria of the SHQS by 2015.	EESSH - RSLs now looking to the future, how this will be developed for targets in 2020						
	Monitor Statistics from RSLs & SHR	Most up to date stats have been analysed, awaiting 2013/14 stats						
Continue to develop an annual update in Fuel Poverty activity	Continue on from the work carried out for the update 2012/13 for 2013/14	Update for 2013/14 is currently being developed and will be finalised in June 2014	Produce update for 2013/14	Fuel Poverty is reduced so far as reasonably practicable by implementing a range of actions		SBC, SPAP	The HEA Service is no longer funded by SBC	HEA stats. Fuel Poverty Annual Update
Implement Year 1 of the Fuel Poverty Delivery Plan	Develop matrix that will facilitate tracking progress in delivery of the actions	Fuel Poverty Action Plan for 2013-18 is being developed Year 1 of the delivery plan has been implemented	Produce update for 2013/14 that identifies what has been delivered	Fuel Poverty is reduced so far as reasonably practicable by implementing a range of actions		SBC, Energy Saving Trust (EST)	Rising fuel costs &/or decline in average household income	Fuel Poverty Annual update. Fuel Poverty Stats
Implement Year 1 of HEEPS/ ABS (Home Energy Efficiency Programmes for Scotland: Area Based Schemes).	Develop proposals for year 2	A more accurate picture of the efficiency of the housing stock has been identified, & the potential capacity for insulation & other measures to improve efficiency. This info is currently being used to help inform future schemes	Target fuel poverty areas: Hawick and Denholm, Galashiels District and The Linn, Kelso	Target areas of fuel poverty and work with energy companies, installers, owner-occupiers and private rented landlords to ensure all private households in the area receive an offer to have the energy efficiency of their home improved		SBC, RSLs, Change Works, EST		Fuel Poverty Annual Update, Change works updates
	Identify fuel poor areas	SBC proposed a loft & cavity wall insulation scheme targeting properties with hard to treat cavity walls (3+ storeys) & properties within most deprived 15% of the SIMD. SBC has until September 14 to complete works.						
	Identify areas with high capacity for insulation measures	SBC, in conjunction with BHA, SBHA & WH have proposed a number of external wall insulation projects in Berwickshire, Galashiels and Kelso						
	Liaise closely with local RSLs to identify projects and work collaboratively.							
Explore opportunities to collaborate in Collective Switch Programme	Following on from the success of 'Scots Together' looking into the possibility of carry this out again	Evaluation was completed in June 2013. The report highlighted support from all local authorities to run a similar programme in the future, although there would need to be changes to the previous approach.	Look to identify funding opportunities to run a collective switch programme & Identify potential partners	Households will be assisted to transfer to cheaper tariffs available from other energy providers		SBC, Change works		SBC, Change works
	Evaluate Collective switch project from 2013.							

