



Department for  
Business, Energy  
& Industrial Strategy

# HECA REPORTING 2019

Forward Guidance to Local Authorities on Changes to Home Energy  
Conservation Act (HECA) Report Submission from 2019

January 2019

# DRAFT



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DRAFT

# 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: Gateshead		
Type of Local Authority: Borough Council		
Name and contact details of official submitting the report: Ann-Marie Gibson		
Job title of official submitting the report: Energy Projects Officer		
<p>Names of teams working on policy areas covered by this reporting tool:</p> <ul style="list-style-type: none"> <li>• Energy Services</li> <li>• Home Ownership</li> <li>• Private Sector Housing</li> <li>• Capital Projects Unit</li> <li>• School Development</li> <li>• Trading Standards</li> <li>• Economic Development</li> <li>• Development Management</li> <li>• Neighbourhood Management and Volunteering</li> <li>• Communications</li> <li>• Public Health</li> </ul>		
<p>Total number of staff working in above policy areas (by FTE):</p> <p>90</p>		
<b>Headline and Overview Questions</b>		
1	Does your Local Authority have a current strategy on carbon reduction and/or energy efficiency for domestic or non-domestic properties?	Y
	<p>The strategy for carbon reduction/energy efficiency is incorporated into the Gateshead Housing Strategy 2019-2030, which contains the following objective:</p> <ul style="list-style-type: none"> <li>• Improved energy efficiency of the housing stock, to help reduce fuel poverty and help meet climate change obligations and targets.</li> </ul> <p><u>Target:</u> 60% of existing properties to have a SAP rating of 65 or greater by 2020, and all homes by 2030.</p> <p>On a local level, the strategy is to contribute to the delivery of many targets within the Thrive Agenda (<a href="http://www2.gateshead.gov.uk/ipledge/Home.aspx">http://www2.gateshead.gov.uk/ipledge/Home.aspx</a>), Vision 2030 (<a href="https://www.gateshead.gov.uk/media/2275/Vision-2030/pdf/Vision-2030.pdf?m=636372784082670000">https://www.gateshead.gov.uk/media/2275/Vision-2030/pdf/Vision-2030.pdf?m=636372784082670000</a>), the Council's Climate Change Strategy and other Council strategies and commitments, specifically:</p> <ul style="list-style-type: none"> <li>• Support our communities to support themselves and each other</li> </ul>	

	<ul style="list-style-type: none"> <li>Invest in our economy to provide sustainable opportunities for employment, innovation and growth across the borough</li> <li>Reducing energy consumption and carbon emissions of homes and public buildings in the borough.</li> <li>Reducing carbon emissions of homes and public buildings.</li> </ul> <p>Sustainable Gateshead - Improving how we use energy and resources as well as working towards a sound economic future.</p>	
2	If yes, please provide a link to your current strategy here:	
Gateshead Housing Strategy 2019-2030: <a href="https://www.gateshead.gov.uk/media/4816/Housing-strategy/pdf/Gateshead_Housing_Strategy_2019_30.pdf?m=636892186922470000">https://www.gateshead.gov.uk/media/4816/Housing-strategy/pdf/Gateshead_Housing_Strategy_2019_30.pdf?m=636892186922470000</a>		
3	If no, are you planning to develop one?  N/A	(Y/N)
4	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 you have not implemented any scheme, please enter 'N/A')	
<p><i>Free text response to question 4a - please outline in no more than 200 words</i></p> <p><b>Non-Domestic:</b></p> <p><b>1. SALIX Funding</b></p> <p>During 2017/18 the Council completed an additional £420,000 of projects in the Council's property portfolio, including:</p> <ul style="list-style-type: none"> <li>More efficient heating and ventilation.</li> <li>BMS optimisation.</li> <li>New LED lighting, with occupancy controls.</li> </ul> <p><b>Social Housing:</b></p> <p><b>1. HEIGHTs Project</b></p> <p>Provided energy efficient district heating and double-glazed windows to 621 properties across 7 high rise blocks, also installed roof insulation to 6 blocks. Heating measures were supported by a £4.5m grant from European Regional Development Fund (ERDF).</p> <p><b>2. The Gateshead Housing Company (TGHC)</b></p> <p>Completed works:</p> <ul style="list-style-type: none"> <li>Insulated in excess of 55 non-traditional "Wimpey No fines" properties.</li> <li>Newly insulated in excess of 100 flat roofs, previously uninsulated.</li> <li>Insulated in excess of 50 staircase 'pop outs' to reduce condensation risk.</li> <li>Insulated T-Fall ceilings in 1930/40's properties, where traditional loft insulation is impossible.</li> <li>Replaced failed/defective cavity wall insulation.</li> <li>Installed smaller boilers more appropriate for dwelling size.</li> </ul> <p><b>3. Keelman Homes</b></p>		

The Empty Homes Purchase and Repair Scheme ensures all homes have a modern combi boiler with smart user control of time and temperature and thermostatic radiator valves to enable local temperature control in each room. **Numbers requested from Yasmin Ellis**

#### 4. Gateshead Regeneration Partnership

Contractual commitment to comply with the Code for Sustainable Homes, despite this now being redundant. All new homes are designed to achieve thermal efficiencies that exceed the minimum Building Regulations requirements and ensures buildings are airtight with appropriate ventilation. Insulation materials of a high specification are used, and combination boilers specified based upon their overall efficiency and low NOx rating.

#### 5. Gateshead Innovation Village

This is a live research project led by Home Group and supported by Gateshead Council. The project creates 41 new modular homes using a variety of modern methods of construction (MMC). The scheme provides us with the opportunity to review the benefits MMC can offer towards energy efficiency and performance whilst enabling us to review a mix of heating and energy systems which could help us transition to more demanding future sustainability and energy standards. Once the housing is occupied during the course of this year, the energy use will be monitored by the Building Research Establishment.

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*

In late May / early June we will be launching two schemes, which provide residents in fuel poverty with support free of charge:

##### 1. LEAP (Local Energy Assistance Programme)

Eligible residents across all tenures receive a free home visit, in which they are provided with energy saving advice, easy to install energy efficiency measures (e.g. draught exclusion), and help switching energy supplier. Where beneficial, they will also be referred to an income maximisation service delivered by national charity IncomeMAX, and for larger scale energy efficiency measures delivered through the Energy Company Obligation programme. <https://applyforleap.org.uk/>

##### 2. ECHO (Emergency Central Heating Offer)

Eligible residents who own and occupy their home receive free boiler repair or replacement, in the event of their boiler breaking down.

##### SALIX

During 2018/19 the Council continued an annual energy efficiency investment programme, delivering £715,000 of projects in the Council's non-domestic property portfolio, including the following measures:

- More efficient heating and ventilation.
- High efficiency fans & motors
- BMS optimisation.
- New LED lighting, with occupancy controls.
- Including external streetlighting, bollards, zebra crossings and Belisha beacons.

##### BEST

BEST is a project, funded by the European Regional Development Fund (ERDF) and delivered by local Councils, which aims to reduce energy use and costs in small and medium-sized enterprises (SMEs) in

Gateshead, Newcastle, North Tyneside, Northumberland and Sunderland.

The Council has engaged with Newcastle Council as lead authority to carry out energy efficiency works in SMEs throughout the borough. Each SME is approached through our Business Team and their subsequent wish to proceed leads to a survey and report as carried out on our behalf by Narec DE ([www.narecde.co.uk](http://www.narecde.co.uk)). There are presently 9 Gateshead SMEs who have asked to be included and are at various stages within the process.

**District Energy Scheme extensions.** - A speculative Grade A office block being constructed will be connected to the Council's District Energy Scheme providing the building with lower carbon / lower cost heat and power. In addition, two neighbouring properties - also housing Grade A office space - will benefit from lower carbon / lower cost electricity. A future school is projected to be built in 2020 which is also scheduled to connect to the district heating network

**Future Clasper Village Housing Development** – The inclusion of ground source or air source heat pumps is being explored as part of the specification which would be over and above the buildings regulations business as usual approvals.

**Park, Peareth & Priory Court High Rise Improvements** – Included in the Councils Capital programme for the next two years is the installation of external wall insulation and roof insulation to 3 high rise blocks in the town centre. This will benefit 168 flats. Consideration is also being given to changing the billing of the district energy scheme connection from usage by way of annual service charge to heat metering individual dwellings.

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

#### **Energy Team**

Gateshead Council resources the Energy Services Team, whose remit include energy efficiency schemes for domestic and non-domestic properties, with an annual staff budget of £0.45m. Whilst this used to be revenue funded, now we are able to cover the majority of these costs from fees and incomes on provision of energy services to customers (energy management, energy sales) and fees for delivery capital schemes.

#### **Salix**

Salix schemes incur design, contract and project management fees commensurate with the specific works and in line with Salix guidelines and national industry norms. These fees are included in the payback criteria as part of the loan to be repaid by the energy savings.

#### **LEAP and ECHO**

These schemes are funded by energy suppliers through their statutory social obligations. They are delivered by Agility Eco, who were selected by energy regulator Ofgem and who have a strong proven track record in delivering these schemes for 70+ local authority partners across the UK.

#### **Keelman Homes**

The cost of a new combi boiler plus fitting thermostatic radiator valves is £2,417.00.

6	What businesses, charities, third sector organisations or other stakeholders do you work with to deliver the scheme(s)?
<p><i>Free text response to question 6 - please outline in no more than 100 words</i></p> <p><b>Council:</b></p> <ul style="list-style-type: none"> <li>• HEIGHTs Project: TGHC; Willmott Dixon Construction (HEIGHTs Project); ERDF; MHCLG; and Switch 2/Emrgnt Ltd.</li> <li>• District Energy Scheme: Balfour Beatty &amp; WSP Ltd</li> <li>• Gateshead Private Landlords Association</li> <li>• Citizens Advice Bureau</li> <li>• LEAP &amp; ECHO: Agility Eco</li> </ul> <p><b>Salix:</b></p> <ul style="list-style-type: none"> <li>• Works are determined, surveyed and calculated by in-house engineers before application to Salix as our funding partner. Salix review and comment before authorising loans.</li> <li>• Projects are designed, tendered and managed by in-house engineers.</li> <li>• Projects are tendered with external companies (manufacturers and contractors, many local) as appropriate to the actual works and awarded within strict procurement requirements.</li> <li>• The outcome is monitored in-house using externally procured and managed software (SystemsLink).</li> <li>• We work directly with Salix and liaise through them with other public sector organisations, local authorities, Universities, NHS, and others. Salix arrange regional seminars to gather all the local bodies together to share good practice, with our presentations as case studies, etc.</li> </ul> <p><b>BEST:</b></p> <ul style="list-style-type: none"> <li>• Our delivery partner, Narec DE, identifies energy efficiency improvements and works with businesses on our behalf to develop a plan to achieve these savings. This plan leads to submission of quotations – sought by the SME – for our review and acceptance for funding. Works are then carried out directly by the SME with their appointed contractor/manufacturer.</li> </ul> <p><b>TGHC</b></p> <ul style="list-style-type: none"> <li>• Insulation installers and manufactures.</li> <li>• Strong relationship with two boiler manufacturers to support the installation of the most appropriate and efficient appliances based on the sectors need.</li> </ul> <p><b>Keelman Homes</b></p> <ul style="list-style-type: none"> <li>• Homes England</li> <li>• Gateshead Council</li> <li>• TGHC</li> <li>• Kier</li> <li>• Keepmoat Homes</li> </ul>	
7	<p>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.)?</p> <p>This does not have to be measured against national data or benchmarks, but rather focuses on the local authority's own monitoring and evaluation.</p>
<p><i>Free text response to question 7 - please outline in no more than 200 words</i></p> <p><b>Council – Non-domestic</b></p>	

In 2009, the Council committed to reducing its carbon emissions by 35%, with a revised deadline of 2016. As at March 2017 that target has been achieved and emissions are continuing to fall. The total actual and weather-corrected carbon emissions for property and street lighting have decreased by a further 2.9% and now stand at a 38.4% reduction since 2007. This is due in part to the completion of the 5-year programme to retrofit all street lighting with efficient lanterns (either LED, or high efficiency dimmable lanterns). Street light energy consumption alone has reduced by over 50% since 2010/11 and further savings are still expected. Furthermore, the addition to the 3MW battery store and Gateshead Energy Company private wire network to the Civic Centre, and the two depots at Shearlegs and Park Road has further reduced carbon emissions.

In addition, analysis of the Councils non-domestic premises electricity and gas bills shows that there has been a 7.1% and 16.1% reduction in usage from April 2017 to April 2019.

#### **SALIX**

Each Salix scheme has a set of calculated aspirations for energy saving and is then monitored using SystemsLink to confirm that the predictions are achieved. To date, we have realised savings between 5% and 45% on projects, allied to coincidental revenue savings from maintenance and avoided costs for plant replacement we believe that targets are met and exceeded.

Another benefit of the Salix works, mainly LED lighting, is that the improved and consistent/uniform lighting output gives an apparent feel of refurbishment and improvement of the property. This has assisted the business case for the likes of our leisure centres as they strive to increase and retain footfall and custom. This success has led to our business centres seeking to enter the scheme with a mind to reducing their operating costs and thereby being more attractive for rental.

#### **TGHC**

Continued improvements in overall SAP performance for the social housing stock, improvements in tenancy sustainability, and property let-ability.

#### **Keelman Homes**

We fitted solar panels in 55 properties in 2014. This creates an income of around £80 per property, per annum for Keelman and saves on electricity bills for our tenants.

#### **Domestic Energy Efficiency – All tenure.**

Since April 2017, the proportion of homes rated in the highest energy efficiency bands (A-C) in Gateshead has risen from 56% to 57% (SAP 2009).

8	What lessons have you learned from delivering this scheme(s)?
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*Free text response to question 8 - please outline in no more than 100 words*

#### **Energy Team**

- There is a need for accurate modelling to ensure projects will perform as expected e.g. not over-estimating heat demand.
- Ensure that any planned tariffs take a long-term view of pricing e.g. we had to account for the price cap.
- There is still a reliance on grant funding to meet the shortfall for large-scale schemes, generally they are not financially viable without it although Gateshead Council is working to produce a funding model that would reduce this reliance over time with the ambition of grant funding eventually not being required.

#### **SALIX**

Energy efficiency schemes are possible in most properties. The viability and payback from such schemes are variable and depend on a thorough process of consideration and design, not limiting to a single technology or a single manufacturer, completing whole building solutions with multiple technologies produces a better

result and less disruption to the building operator and users. This process requires engineers from multiple disciplines, with no reliance on a single manufacturer or product, who can design faithfully and fully. Energy reduction/efficiency schemes are not necessarily all about the energy alone and describing and demonstrating the peripheral benefits aids in attaining initial capital funding and client buy-in to projects. One example would be the Gateshead International Stadium sports hall with lighting, heating and ventilation improvements allowing mixed-use booking – including a pantomime company – and retention of customers who had been persistently complaining about lighting levels and thermal comfort.

#### **Keelman Homes**

We have learnt that by ensuring a home is energy efficient for when our tenants move in, we have far less repair works, and the tenant has low energy bills.

### **Local Communications Strategy**

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)	

*Free text response to question 10 - please outline in no more than 100 words*

#### **Council**

We generally signpost residents to the Energy Savings Trust or their existing energy supplier. The HEIGHTs project offered specific help to residents on switching tariff and using their new system/prepayment meter. Where customers have connected to the Councils District Energy Scheme they have had their existing heating installations optimised to use district heating as efficiently as possible.

Customers who have an SLA with the Councils Energy Services team can view their usage gas and electricity usage via the online to SystemsLink Energy Manager Portal to analyse historical trends. This is in addition to validations checks undertaken by Energy team technicians in Systemslink.

Energy saving advice is offered to all council buildings and schools, generally in the form of a site visit supported by a report including recommendations. Information is provided on how to run heating and hot water systems e.g. using temperature set points and time schedules to minimise energy waste.

#### **SALIX**

Although Salix funding is not available outside the public sector we advise of the model and successes of such works to businesses, especially the likes of the community centres and other asset transfers, when we respond to energy efficiency queries from them. As the scheme is effectively a loan with repayments met by actual energy savings it can stand up to anyone with a view to a calculated business case and low-cost loan. We use our experience and place in the centre of the community to advise thus.

#### **BEST**

Together with our delivery partner, Narec DE, we also advise local businesses through the BEST scheme.

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')
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*Free text response to question 11 - please outline in no more than 100 words*

#### **Council**

We now have almost 700 domestic customers on 4 brand new district heating schemes. Most of our contact has been through post, but that provides telephone numbers and emails for direct contact with the project

delivery team for one-to-one advice. In addition, we have held drop-in sessions for residents to discuss their queries and gather advice on the most efficient use of their new heating system to promote cost and energy savings.

We produce annual reports to outline the works done to the property portfolio that advise on the extent of the energy efficiency projects undertaken in that calendar year and whilst some are purely internal documents others are accessible by the public, thus communicating our progress towards annual energy savings.

**LEAP**

LEAP will introduce this in domestic properties.

**TGHC**

Since October 2018, energy saving advice is delivered by an 'energy champion', who is an Advice & Support Officer and works with tenants who have asked for support in the that area.

**BEST**

As detailed above.

**Local Green Supply Chains**

12	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
13	If yes to question 12, please briefly detail how this promotion work is undertaken.	
<i>Free text response to question 13 - please outline in no more than 100 words</i>		
Small scale energy efficiency measures such as energy efficient light bulbs and draught exclusion will be issued to residents through LEAP.		
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?	

*Free text response to question 14 - please outline in no more than 100 words*

**Council Buildings**

Users are made aware of the opportunity to choose green energy suppliers provided through the utility contract procurement. Unfortunately, this tends to attract a premium which then makes the less expensive brown energy more appealing. Newsletters and information posted on the new schools' portal gets the information to the schools and other sites.

**Trading Standards**

Deal with complaints from consumers about traders who misdescribe energy efficient products or services they offer e.g. if they offer products for free which then result in being chargeable.

**TGHC**

Have worked with two boiler manufactures to ensure the appliances specified on contracts are appropriately sized for the needs of the dwellings and the likely household composition, thereby ensuring appliances are not oversized and unnecessarily expensive to run.

<p><b>Salix</b></p> <p>We assist local companies – such as Thorn Lighting – in the mutually beneficial promotion of energy efficiency schemes they have supplied their product for, with soundbites provided on the project and savings achieved. These publications are posted online and in trade/industry magazines. We also provide case studies for local, regional and national publicity through Salix, which are posted on their website and other communication media as well as local presentations.</p>		
<p><b>Domestic Private Rented Sector (PRS) Minimum Energy Efficiency Standards</b></p>		
<p>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).</p> <p>The PRS Regulations give enforcement powers to local authorities, and authorities are responsible for ensuring landlord compliance within their area.</p>		
15	<p>Is your authority aware of the PRS Minimum Efficiency Standards which came into force in April 2018?</p> <p>(if you answered no, please move on to the next section 'Financial Support for Energy Efficiency')</p>	Y
16	<p>Which team within your authority is responsible for, or will be responsible for, leading on enforcement of the PRS minimum standard?</p>	
<p><i>Free text response to question 16</i></p> <p>An officer from the Trading Standards team will take the lead on enforcing the PRS minimum standard. The Private Sector Housing Team will also have an operational involvement in identifying those properties that are non-compliant through their inspection regime. These properties will then be referred to Trading Standards for further investigation.</p>		
17	<p>Please provide the contact details of the person leading this team.</p>	
<p><i>Free text response to question 17</i></p> <p>David Halliwell, Senior Trading Standards Officer, Development, Transport &amp; Public Protection, 0191 433 3898</p>		
18	<p>What method or methods does your authority use to communicate with landlords and tenants about the standards and other related issues?</p>	
<p><i>Free text response to question 18 - please outline in no more than 100 words</i></p> <p><b>Gateshead Private Landlords Association</b></p> <p>Gateshead Council has a long-standing relationship with Gateshead Private Landlords Association. Set up in 1997 for landlords to meet and encourage good management, the GPLA amongst other things, assists landlords to comply with relevant legislation. They advise they have 350 members, managing over 1,500 properties, in relation to energy efficiency and minimum EPC standards which are mandatory before the association will advertise their properties online and in print.</p>		

<p><b>Private Sector Housing Team</b></p> <p>Gateshead Council has implemented selective landlord licensing in several areas of Gateshead over recent years. As part of this process we regularly engage with landlords to discuss changes in legislation and landlord responsibilities. Licensing conditions also stipulate the legal requirements for energy performance and properties won't be licensed if they do not meet the legal requirement. In addition, the number of properties meeting the Council's voluntary Private Rented Sector Accreditation scheme has increased with over 780 registered up to 31<sup>st</sup> March 2019.</p> <p><b>Council Website</b></p> <p>Private rented tenants are encouraged to get in touch if they feel that their rented home is substandard, and an inspection is generally carried out. Where the Private Sector Housing team identifies deficiencies in respect of the PRS Minimum Efficiency Standards, Trading Standards will be notified.</p>		
19	<p>Do you directly target landlords of EPC F and G rated properties?</p> <p>If yes, how? If no, please explain.</p>	Y
<p><i>Free text response to question 19 - please outline in no more than 100 words</i></p> <p><b>Trading Standards</b></p> <p>This is achieved through local intelligence provided by the private sector housing team and examination of the EPC register.</p>		
<p><b>Financial Support for Energy Efficiency</b></p>		
20	<p>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.</p> <p>(If you do not have any financial assistance programmes, please enter 'N/A' and move onto the next section 'Fuel Poverty')</p>	
<p><i>Free text response to question 20 - please outline in no more than 200 words</i></p> <p>Gateshead Council and Salix have been working together since 2009. Using the original £650,000 fund (50% match fund) Gateshead has financed over £2.3m of energy efficiency projects (to 2018/19). The resultant estimated savings of £542,000 and 2,594 tonnes of CO<sub>2</sub> a year are helping Gateshead achieve their carbon and cost reduction targets, building upon the achieved target of 35% reduction in carbon emissions between 2009 and 2016.</p>		
<p><b>Fuel Poverty</b></p>		
21	<p>Does your local authority have a fuel poverty strategy?</p> <p>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.</p>	N
<p><i>Free text response to question 21 - please outline in no more than 300 words</i></p> <p>Gateshead Council is currently in the process of developing a Fuel Poverty Strategy.</p> <p>Gateshead Council's fuel poverty strategy has focussed on the delivery of large-scale, capital improvement schemes which bring significant energy cost reductions and improvements to households connected to the</p>		

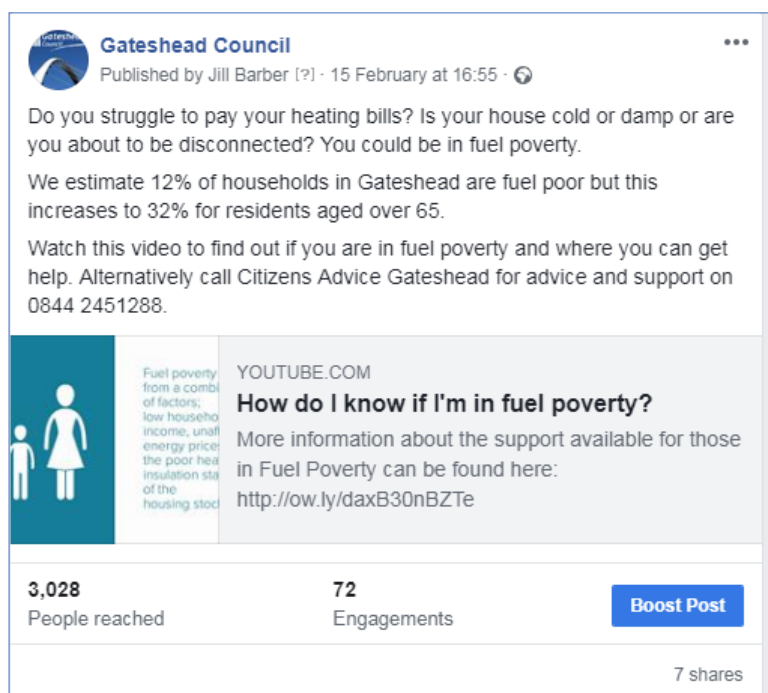
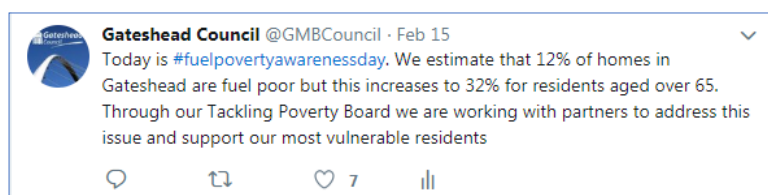
<p>schemes. For instance, the HEIGHTs programme, which delivers savings of ca.10% on energy bills through the installation of more efficient heating systems and energy efficiency measures. Gateshead Council recognises that while the benefits of these schemes are significant, they are only available to households directly connected to the scheme. As a response to this, Gateshead Council is introducing schemes that are available to all low income and vulnerable households in Gateshead, for instance, LEAP, ECHO and a borough-wide switching pilot.</p> <p>The Councils existing fuel poverty guidance and signposting is to be reviewed as a result.  <a href="https://www.gateshead.gov.uk/article/3526/Acting-on-fuel-poverty">https://www.gateshead.gov.uk/article/3526/Acting-on-fuel-poverty</a></p>	
22	<p>What steps have you taken to identify residents/properties in fuel poverty? (enter 'N/A' if not appropriate)</p> <p><i>Free text response to question 22 - please outline in no more than 200 words</i></p> <p><b>Council</b></p> <ol style="list-style-type: none"> <li>1. There is a Strategic Poverty Board tasked with tackling poverty in Gateshead and one of their key focus areas is 'fuel poverty. They are bringing together all stakeholders in the borough to discuss and agree how best to target limited resources to achieve maximum impact.</li> <li>2. Recently published a Local Index of Need (LION), which is a map that shows LSOA level data for: <ul style="list-style-type: none"> <li>• Income &amp; Poverty</li> <li>• Education &amp; Skills</li> <li>• Children &amp; Families</li> <li>• Health, Care &amp; Wellbeing</li> <li>• Crime &amp; Disorder</li> <li>• Housing, Environment &amp; Transport</li> </ul> This will enable the Council and stakeholders to focus resources in areas of most need.</li> <li>3. Gateshead's Joint Strategic Needs Assessment (JSNA) recognises the importance of fuel poverty, and it includes the following as their indicators of success: <ul style="list-style-type: none"> <li>• Reduced numbers of households living in fuel poverty.</li> <li>• Reduced excess winter mortality.</li> </ul> </li> </ol> <p><b>UNO Database</b></p> <p>Used to monitor and analyse the performance of our housing stock in Gateshead and to identify problem areas to address. Plans are being considered to add in mean and or lower quartile income data from Index of Multiple Deprivations (IMD 2015) which in conjunction with projected spend on domestic gas and electricity usage could provide a fuel poverty indicator to highlight likely incidences and geographical spread.</p>
23	<p>How does fuel poverty interlink with your local authority's overall carbon reduction strategy? (enter 'N/A' if not appropriate)</p> <p><i>Free text response to question 23 - please outline in no more than 200 words</i></p> <p>Please refer to our response to Question 1.</p>
24	<p>a. What measures or initiatives have you taken to promote fuel cost reduction for those in fuel poverty? (enter 'N/A' if not appropriate)</p>

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

### Council Communications

Last month the Council issued a release to the media and published a story on our website re Gateshead HEIGHTS which highlights one of the aims of the scheme is to alleviate fuel poverty for residents by providing lower cost heat. <https://www.gateshead.gov.uk/article/10912/Gateshead-Council-reaching-new-heights-to-reduce-heating-costs-for-residents> This will also go in the Spring 2019 issue of Council News.

In February 2019 we supported Fuel Poverty Awareness Day on social media – see images below. The Twitter post was intended for partners and the Facebook post for residents with a call to action to see if they are in fuel poverty and signposting them to advice and support.



### Council Energy Team

1. We have held drop-in sessions at Harlow Green in relation to electricity tariffs, to ensure all residents will achieve maximum savings on their tariffs following the energy efficiency improvement works.
2. Following the HEIGHTs project, Gateshead Council is now heat supplier to over 600 residents. We have benchmarked our heat tariffs against the 'big six' in a bid to ensure we offer residents the most affordable tariff for their heat, which also represents a saving against what they were previously paying.

### TGHC

Energy Saving and advice drop-in session held on 26<sup>th</sup> March, with more planned in community venues.

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)

<p><i>Free text response to question 24b - please outline in no more than 200 words</i></p> <p><b>HEIGHTs Project</b></p> <p>This was delivered with Switch2 as the heat meter supplier, the use of smart prepayment meters, with a range of payment options, ensures residents are in completed control of the heat and hot water use and expenditure. We are about to start the final phase of the HEIGHTs project which is to become electricity supplier to 154 residents of two blocks, this will be delivered in partnership with Emrgnt Ltd. Through this, residents will also receive smart prepayment electricity meters, delivering similar benefits, installed by SMS Ltd and serviced by Meterix Ltd.</p>		
<p><b>The Energy Company Obligation</b></p> <p>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 <a href="#">response</a> that ECO3 will fully focus on Affordable Warmth – low income, vulnerable and fuel poor households.</p> <p>The recently introduced ECO “<a href="#">flexible eligibility</a>” (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.</p>		
25	<p>Has your local authority published a Statement of Intent (Sol) for ECO flexibility eligibility?</p> <p>If yes, please include a link to your Sol below.</p>	(Y/N)
<p>Our original SOI, which was sub regional approach led by Durham outlining flexible eligibility, has been superseded, so it has been removed from Gateshead Council’s website. The revised SOI will be published soon in line with ECO3 guidance.</p>		
26	<p>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.</p>	
<p><i>Free text response to question 26 - please outline in no more than 200 words</i></p>		
<p><b>Smart Metering</b></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>We have no plans to promote smart meters to residents, but we have installed them on our most recent energy improvements project; please refer to our response to question 24b.</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 <a href="#">Smart Meter Energy Efficiency Materials Project</a> 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>N/A</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>N/A</p>	
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>When a TGHC tenancy ends, the supply/supplies are switched to Robin Hood Energy. If there is a prepayment meter in the property this will be exchanged for a smart prepayment meter. TGHC will then notify Robin Hood Energy when a new tenancy starts and the tenant will be moved onto a 12-month fixed tariff with Robin Hood Energy.</p>	
<p><b>Future Schemes or Wider Initiatives</b></p>	
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</p>

	Enterprise Partnership (LEP) Energy Strategy (if you do not plan any future schemes currently, please enter 'N/A').
<i>Free text response to question 31 - please outline in no more than 500 words</i>	
<p><b><u>ERDF Project</u></b></p> <p>An outline application in November 2018 for European Regional Development Fund proposing energy efficiency works to houses in Chopwell has been successful. The Council has been invited to submit a full application. The project aims to deliver the following works to homes in;</p> <ul style="list-style-type: none"> <li>• Fit solid wall insulation to up to 800 homes – focused in the River Streets area (blue area in Appendix) and North West streets (Green area)</li> <li>• Deploy up to 570 solar / ground source heat pump systems (in River Streets, and Social Housing / Right to Buy homes in South of Chopwell – orange area). These will replace the need for gas boilers, and provide heat to homes that is extracted from a network of 150m deep boreholes. Solar panels will both generate electricity, and supply excess summer heat into the borehole network, to be stored and used during the winter.</li> </ul> <p>Its estimated that fuel costs for residents will be reduced by ca. 15% or £150 per year, and reduce carbon emissions of each property by 60 -70%.</p> <p><b><u>Heat Network Investment Project</u></b></p> <p>Gateshead Council has been successful in receiving revenue funding support from the Heat Network Delivery Unit of BEIS. This will be used to undertake heat mapping and feasibility works to explore future connections to Gateshead Town Centre District Energy Scheme. The buildings included in the SCOPE of this feasibility include a high rise tower block currently electrically heated, a aged persons unit, a former care home, business centers and medium rise properties managed by TGHC which benefit from individual combi boilers.</p>	

# DRAFT

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