



# **Home Energy Conservation Act 1995**

**Report 2017-19**

**of**

**High Peak Borough Council**

**and**

**Nottinghamshire and Derbyshire  
Local Authorities' Energy Partnership  
(LAEP)**

**August 2019**

## **Nottinghamshire and Derbyshire Local Authorities' Energy Partnership (LAEP)**

The LAEP is a non-statutory partnership of all 15 councils across Nottinghamshire and Derbyshire, established in 1996 and continues to provide an excellent model of how councils can work together for mutual benefit.

This report covers collective activities across the following 15 LAEP district authorities:

### **Nottinghamshire**

Ashfield District Council  
Bassetlaw District Council  
Broxtowe Borough Council  
Gedling Borough Council  
Mansfield District Council  
Rushcliffe Borough Council

### **Derbyshire**

Amber Valley Borough Council  
Bolsover District Council  
Chesterfield Borough Council  
Derbyshire Dales District Council  
Erewash Borough Council  
High Peak Borough Council  
Staffordshire Moorlands District Council  
North East Derbyshire District Council  
South Derbyshire District Council

Partnership activities are delivered via a membership service and a communications service which are funded through separate subscriptions. Councils benefit from support, information and communication services and collaborate on carbon reduction, affordable warmth and sustainable energy projects, sharing expertise and best practice.

Each council is represented on the Officer Working Group (OWG) which runs the partnership and funds are held by Derbyshire County Council which is the LAEP Treasurer and Accountable Body.

This report is presented in two parts which together provide an update on trends, initiatives, activities and plans for the future as LAEP councils work together and independently to reduce domestic carbon dioxide emissions and fuel poverty across Nottinghamshire and Derbyshire:

### **Nottinghamshire and Derbyshire LAEP HECA REPORT (Part 1)**

- Baseline information
- Joint ambitions and achievements

### **HIGH PEAK BOROUGH COUNCIL HECA REPORT Annex (Part 2)**

#### **LAEP Chair's introduction**

The production of Part 1 of this report by our partnership is an example of how our long-standing collaboration has provided huge benefit and exceptional value to our local authority members over the years. In increasingly challenging times for local government, this report provides evidence of how our partnership is striving to maximise the economic, social and environmental benefits to our councils and residents through its work on home energy conservation and affordable warmth.

*Phil Keynes, Team Manager, Energy and Carbon Management  
Nottinghamshire County Council*



# NOTTINGHAMSHIRE & DERBYSHIRE LAEP HECA REPORT

## BASELINE INFORMATION

### Levels of fuel poverty

Between 2014 and 2017 across Nottinghamshire and Derbyshire and the East Midlands as a whole, government statistics show that there was a fall in the number and percentage of households categorised as being in fuel poverty, as illustrated in the table below.

<https://www.gov.uk/government/collections/fuel-poverty-sub-regional-statistics>

Although these figures do not cover the period of this report, they are the latest available.

	2014		2017		
	Fuel poor households	% Fuel poor households	Total households	Fuel Poor Households	% Fuel poor households
<b>EAST MIDLANDS</b>	<b>196,859</b>	<b>10.1</b>	<b>1,991,813</b>	<b>184,848</b>	<b>9.3</b>
<b>Derbyshire</b>	<b>33,527</b>	<b>9.8</b>	<b>349,481</b>	<b>30,738</b>	<b>8.8</b>
Amber Valley	5,426	10.1	55,217	4,874	8.8
Bolsover	3,310	9.9	34,411	3,184	9.3
Chesterfield	4,594	9.6	49,140	4,612	9.4
Derbyshire Dales	3,835	12.2	32,373	2,878	8.9
Erewash	4,704	9.4	51,155	4,706	9.2
High Peak	4,208	10.5	40,968	3,465	8.5
NE Derbyshire	3,836	8.7	42,288	3,793	8.4
South Derbyshire	3,614	9.1	40,929	3,226	7.9
Staffordshire Moorlands	4,863	11.5	43,719	4,739	10.8
<b>Nottinghamshire</b>	<b>32,029</b>	<b>9.4</b>	<b>351,385</b>	<b>31,042</b>	<b>8.8</b>
Ashfield	4,835	9.3	53,440	4,952	9.3
Bassetlaw	5,072	10.4	50,126	4,549	9.1
Broxtowe	4,388	9.1	49,245	4,249	8.6
Gedling	4,379	8.7	51,869	4,316	8.3
Mansfield	4,292	9.3	47,198	4,602	9.8
Rushcliffe	4,037	8.6	48,207	3,714	7.7

In 2012 government moved to a new measure of fuel poverty named 'Low Income High Costs'. Under this definition households are considered fuel poor if they have an income below the poverty line (including if meeting its required energy bill would push it into

poverty) and higher than typical energy costs; higher costs would be incurred by those in hard to heat homes or those whose health or occupancy needs required higher home temperatures or heating periods.

## Energy Company Obligation (ECO) funded measures

The government’s response to the Energy Company Obligation (ECO3) consultation sets out the policy of the scheme that will run from Autumn 2018 until March 2022. The scheme delivers energy efficiency and heating measures to homes in Great Britain.

The scheme’s other main policies include:

- focusing the entire scheme to support low income, vulnerable and fuel poor households
- reducing the current supplier obligation threshold of 250,000 customer accounts (or equivalent) for the scheme, in a phased way, to 150,000 customer accounts (or equivalent) from 2020
- requiring 15% of measures to be delivered to rural homes
- increasing the proportion of the scheme that can be delivered under local authority flexible eligibility to 25%
- allowing up to 10% of a suppliers’ obligation to be met through the delivery of new, innovative products
- supporting households that have a broken heating system by allowing the equivalent of 35,000 broken heating systems to be replaced per year

The most recent data available shows the cumulative total of ECO funded measures installed since the beginning of ECO to November 2016, compiled from:

<https://www.gov.uk/government/statistics/household-energy-efficiency-national-statistics-headline-release-january-2017>

ECO OBLIGATION measures						
	Carbon Saving Target (CSO/CERO)	Carbon Savings Community (CSCO)	Affordable Warmth (HHCRO)	Total no. ECO measures installed	All Households in area	ECO measures per 1,000 households*
<b>ENGLAND</b>	682,800	401,415	560,049	1,644,264	22,718,084	72.4
<b>E MIDLANDS</b>	55,923	29,016	50,385	135,324	1,943,621	69.6
<b>Derbyshire</b>	9,837	3,244	7,364	20,445	340,259	60.1
Amber Valley	1,406	412	1,236	3,054	53,746	56.8
Bolsover	613	699	1,201	2,513	33,493	75.0
Chesterfield	2,008	501	1,054	3,563	47,373	75.2
Derbyshire Dales	492	215	260	967	31,399	30.8
Erewash	1,398	399	1,272	3,069	49,907	61.5
High Peak	944	211	837	1,992	39,758	50.1
NE Derbyshire	1,763	741	836	3,340	43,759	76.3
South Derbyshire	1,213	66	668	1,947	40,824	47.7

Staffordshire Moorlands	1,141	518	694	2,353	33,470	70.3
<b>Nottinghamshire</b>	<b>11,485</b>	<b>5,237</b>	<b>8,656</b>	<b>25,378</b>	<b>341,941</b>	<b>74.2</b>
Ashfield	1,768	696	1,838	4,302	52,117	82.5
Bassetlaw	1,576	1,379	1,280	4,235	48,659	87.0
Broxtowe	1,158	136	1,082	2,376	48,044	49.5
Gedling	2,140	279	1,322	3,741	50,397	74.2
Mansfield	1,329	1,397	1,586	4,312	45,741	94.3
Rushcliffe	1,518	210	579	2,307	47,035	49.0

*\* More than one measure installed in some homes*

# JOINT LAEP ACTION

## 1. Priorities and ambitions

The LAEP acknowledges the requirements for local government to improve the energy efficiency of residential accommodation as outlined in the Climate Change Act 2008 and has a collective ambition to reduce domestic emissions of carbon dioxide and to help reduce fuel poverty across Nottinghamshire and Derbyshire.

The LAEP supports the aims of the 2015 Fuel Poverty Strategy for England 'Cutting the Cost of Keeping Warm' and the statutory target published in 2012 to ensure that as many fuel poor homes, as is reasonably practicable, achieve a minimum energy efficiency rating of B and C by 2030, with interim milestones of B and E by 2020 and Band D by 2025.

The LAEP also looks forward to engaging with the reformed ECO framework during the transition period to the longer term ECO3 (running from 2018 – 2022) as a key means of achieving affordable warmth locally.

**Tackling fuel poverty and achieving affordable warmth** has been the LAEP's **key priority** for a number of years and is the main focus of its current work programme.

Affordable warmth is woven into most of the partnership's activities with a particular emphasis on reducing the impacts of the cold on those with long term health conditions.

Through the development of health and housing programmes, local authorities in Nottinghamshire and Derbyshire are taking a leadership role in assisting fuel poor residents with long term health conditions in new and innovative ways, working collaboratively with each other and with Public Health, the NHS and third sector partners to establish and expand the reach and impact of successful LAEP programmes and initiatives.

All local councils are committed to supporting the continued development of the Derbyshire Healthy Home Programme and the Nottinghamshire Warm Homes on Prescription Programme which now have an established track record of delivery.

More broadly the LAEP is committed to providing guidance and improving access to affordable warmth assistance and energy efficiency advice through its community and public engagement service and is exploring opportunities to engage with ECO providers in the new phase of ECO.

The LAEP intends to engage fully with the rollout of smart meters as a way of assisting all local residents to save money and energy in the future and particularly to ensure that the most vulnerable residents are as able as the general population to take advantage of the benefits which smart meters bring.

The LAEP's programmes and objectives are detailed in a number of countywide policy documents which, together, illustrate the integrated and cross-cutting nature of the partnership's activities:

- Derbyshire Housing and Health Joint Strategic Needs Assessment (2016)  
[https://observatory.derbyshire.gov.uk/IAS/Custom/Resources/HealthandWellbeing/Health\\_Needs\\_Assessments/DerbyshireHousingHealthJNA2016.pdf](https://observatory.derbyshire.gov.uk/IAS/Custom/Resources/HealthandWellbeing/Health_Needs_Assessments/DerbyshireHousingHealthJNA2016.pdf)
- Derbyshire Anti-poverty Strategy (2014-17)  
[http://www.derbyshirepartnership.gov.uk/images/Derbyshire%20Anti%20Poverty%20Strategy%20Final\\_tcm39-263319.pdf](http://www.derbyshirepartnership.gov.uk/images/Derbyshire%20Anti%20Poverty%20Strategy%20Final_tcm39-263319.pdf)
- Derbyshire Climate Change Charter (2014-19)  
[https://www.derbyshire.gov.uk/images/Climate%20Change%20Charter%20final\\_tcm44-252695.pdf](https://www.derbyshire.gov.uk/images/Climate%20Change%20Charter%20final_tcm44-252695.pdf)

- Nottinghamshire Joint Strategic Needs Assessment  
<http://jsna.nottinghamcity.gov.uk/insight/Strategic-Framework/Nottinghamshire-JSNA.aspx>
- Nottinghamshire Sustainability and Transformation Plan  
<http://www.stpnotts.org.uk/media/116404/sustainabilitytransformationplan2016-21.pdf>
- An assessment of the Impact of Housing on Health and Wellbeing in Nottinghamshire  
<http://www.nottinghaminsight.org.uk/d/112956>
- Housing and Health Commissioning Group Housing Delivery Plan 2016

As a two tier, two county area comprising 15 district and borough councils, there are both significant organisational challenges to be overcome and operational benefits to be gained from collaborative working on this issue. The value of this joint approach is clearly demonstrated in subsequent sections of this report and in previous reports which document the track record of the partnership.

## **2. Achievements 2017-19**

### **2.1 Information, advice, education and promotion**

The LAEP has commissioned the provision of a public facing communications service on behalf of its member authorities since 2010. This provides residents with information, advice and education on domestic energy efficiency, carbon emissions reduction and affordable warmth and is delivered by third sector partner Marches Energy Agency (MEA).

A website provides advice and guidance to residents and active low carbon community groups to encourage and support domestic energy efficiency and other low carbon behaviour change. One to one advice is available for community groups wanting to set up community energy schemes or undertake other low carbon initiatives.

A staffed, interactive, mobile information display vehicle visits three events in each council area per year, promoting home energy saving, energy efficiency retrofitting, potential sources of funding including ECO, and provides information and advice on associated topics including affordable warmth, water efficiency, Smart Meters, fuel tariff switching and the impact of a cold home on health.

The communication service provided by MEA and the LAEP's relationship with National Energy Action (detailed below) has also enabled access to health through affordable warmth training for frontline staff including social workers and health visitors.

### **2.2 Health and housing affordable warmth programmes**

Since 2015 the LAEP and its member local authorities have made great strides in creating and establishing health and housing programmes in Derbyshire and Nottinghamshire, targeting comprehensive affordable warmth assistance at the most vulnerable. Those in fuel poverty with long term health conditions made worse by the cold are identified and provided with home heating improvements and assistance with their fuel costs. This enables them to afford to keep warm and well at home.

Many of the householders assisted would have been unable to access ECO funding as they required the replacement of back boilers, whole heating systems or off gas solutions, none of which provide sufficient 'life time savings' for the investment that utility companies would need to make. In the worst cases this leaves vulnerable residents with no means of paying for the works being without any heating or hot water for an indefinite period. In other situations residents are unable to access ECO because they are not on qualifying benefits, often the case for those of working age.

## Derbyshire Healthy Home Programme (ongoing from 2014)



### a) Context

In 2014, Public Health commissioned the LAEP to develop a programme to identify and support very low income householders in Derbyshire, suffering from long term illnesses made worse by the cold to:

- Reduce the detrimental health and wellbeing effects of cold and damp homes on those individuals with long term, cold-sensitive health conditions
- Reduce associated costs and pressures on the NHS and Adult Care services.

The Healthy Home Programme is run by a Programme Manager and a team of four Project Officers funded by Public Health. The service operates at a population level across the whole of Derbyshire but excludes social housing tenants.

The programme is highlighted in the Derbyshire **Health and Housing Joint Strategic Needs Assessment** as an effective approach to delivering a bespoke package of warmth, wealth and wellbeing interventions to clients across all stages of life. The **2016 UK Fuel Poverty Strategy** refers to the Derbyshire Healthy Home Programme as an exemplar of local authority ambition to join up warmth, health and wellbeing services.

### b) Service delivery and partnership

The programme is offered as a prevention service to GP practices across Derbyshire and also accepts eligible referrals from trusted sources including Adult Care, district councils, Citizen's Advice, the Fire Service and the Home Improvement Service where these organisations are unable to assist.



An in-home affordable warmth assessment determines housing, heating, financial and wellbeing needs, the risks faced in terms of the cold, trips and falls, and the root causes of their fuel poverty. A bespoke affordable warmth and wellbeing intervention plan is developed for the householder providing the following



combination of services where relevant:

- **Warmth Solutions** - ensuring adequate warmth in the home by providing new heating systems, system repairs, boilers, heating controls, insulation and draught proofing.
- **Fuel Cost Management** - in-home fuel tariff switching, negotiating with energy provider on resident's behalf, fuel debt relief, metering issues, bill payment methods, fuel discounts, Priority Service Registers, Warm Home Discount, Winter Fuel Payment and benefits applications.
- **High Dependency Support** - intensive process, requiring multiple home visits, working closely with statutory and third sector agencies to deliver essential interventions. One-to-one support is provided to resolve long standing, complex problems involving housing options, disrepair, unwilling or absent landlords, condemned/disconnected heating systems, debt, isolation, chaotic lifestyles, hoarding etc.

#### **c) Outcomes Oct 2018 - Mar 2019**

- 360 vulnerable households provided with multiple interventions (see above)
- 252 homes have received free energy efficiency improvements through the programme including new central heating systems, replacement boilers, insulation and heating controls
- £470,000 of capital funding secured by the LAEP to provide these measures at no cost to these households who are unable to pay for the improvements themselves.

#### **d) Evaluation**

Self-reported patient feedback following affordable warmth interventions demonstrate the programme's effectiveness. Clients experience substantial improvements in their circumstances and in their ability to keep warm and well at home.

- 69% of clients questioned said their health condition had improved significantly as a result of receiving services.
- 94% said that they are now able to comfortably keep their home warm.
- 79% said that the services they received had exceeded their expectations.

The programme is being independently evaluated by Newcastle University, Sheffield Hallam University and the Department of Energy and Climate Change as part of the LAEP's commitments to their capital funding grant providers.

### **2.3 Housing intelligence**

The LAEP has developed a Housing and Energy Database (HED) containing EPC records, purchased by the partnership, and other housing data, to enable district and borough authorities to identify and target housing archetypes for investment/signposting to ECO, fuel poverty initiatives and government funded schemes.

### **3. Looking ahead 2017-19**

#### **3.1 Delivering warm and healthy housing programmes for the most vulnerable**

District and Borough councils in both Nottinghamshire and Derbyshire plan to develop and expand their innovative health and affordable warmth programmes over the next two years.

LAEP councils will continue to work together to develop countywide alliances with Public Health, CCGs and third sector partners to link into wider strategic priorities and funding streams including ECO, Better Care Fund (BCF) and Sustainability and Transformation Plan (STP), to ensure that the programmes are sustainable.

Using experience and expertise gained to date, targeting and delivery of programmes will be continuously improved. This will ensure that limited resources are used to achieve affordable warmth for those most at risk of harm from the cold, estimated to be around 3,000 households in each county, and will aim to impact on unplanned hospital admissions and avoid costs to the NHS and social care.

The Derbyshire Healthy Home Programme plans to assist 300 eligible households per year in 2017-19 as detailed in the Public Health Service Specification and Service Level Agreement, providing bespoke and comprehensive affordable warmth assistance.

#### **3.2 Tackling fuel poverty**

The LAEP will engage with the new affordable warmth focus of ECO to help improve access to grant funding for those in fuel poverty across the two counties, estimated by BEIS to be around 65,000 households. The LAEP's Home Energy Database (HED) will assist councils to bring ECO funding for solid wall insulation into their areas by helping to locate areas of suitable housing type(s).

Comprehensive signposting and guidance about how to achieve affordable warmth, including how to access ECO funding, will continue to be provided through the LAEP website and its innovative community engagement service and through engagement with partner organisations.

LAEP will monitor the effectiveness of ECO to assist those in fuel poverty through the partnership's joint projects and will provide feedback on this to BEIS.

#### **3.3 Increasing domestic energy efficiency throughout the population**

The LAEP will redouble its efforts to provide incentives for individual action by promoting the cost savings and comfort improvements that can be achieved by financial investment and behaviour change, using its community engagement service, currently delivered by third sector partner Marches Energy Agency (MEA). This will include website signposting and public exhibitions (mentioned in item 2. above), co-ordination of Open ECO Homes events across the two counties and the promotion of the benefits of smart meters, as highlighted below.

### **3.4 Rolling out smart meters**

The LAEP is committed to playing a proactive part in the rollout of smart meters and is working with National Energy Action (NEA) through the Smart Energy GB initiative, to raise awareness and help councils to provide a lead. Councils see themselves as partners in the rollout of smart meters to assist residents to reduce domestic energy consumption and tackle fuel poverty.

Opportunities will be sought to ensure that the most vulnerable residents are as able as the general population to take advantage of the benefits which smart meters bring.

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For further information about this HECA report, please contact: [mark.forrester@highpeak.gov.uk](mailto:mark.forrester@highpeak.gov.uk)

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# HIGH PEAK BOROUGH COUNCIL HECA REPORT (Annex)

## 1. Local Energy Efficiency Priorities and Ambitions

High Peak Borough Council has been an active member of the Nottinghamshire and Derbyshire Local Authorities' Energy Partnership since its formation in 1996. The Council's activities for tackling fuel poverty and promoting affordable warmth are shaped through the Nottinghamshire and Derbyshire Local Authorities' Energy Partnership (LAEP). The Council's particular focus is those households where the combination of low income and long term health conditions creates a higher risk of cold weather mortality and morbidity. In particular the Council has and continues to support the Derbyshire Healthy Homes programme and its activities in High Peak.

## 2. Energy efficiency improvements 2015-17

### 2.1 Information, advice, education and promotion

High Peak Borough Council subscribes to the LAEP communication service (reported in part 1) which commissions on our behalf the Marchers Energy Agency (MEA) to provide our residents with information, advice and education on domestic energy efficiency, carbon emissions reduction and affordable warmth

In High Peak Fantastic Homes (MEA staffed, interactive, mobile information display vehicle) in 2018/9 visited:

#### 2018-19

Buxton Spring Fair: 65 people reached

121 Home Energy Check Training with Transition Buxton: 10 people attend 6 hours of training (The group now offers 121 HECs in the town each winter)

#### 2019-20

Buxton Carnival: 14 people reached

Charlesworth and Chisworth Carnival: 44 people reached (1688.75kg CO<sub>2</sub>, 520,953 ltr of water, £60 lifetime saving)

### 2.2 Tackling Fuel Poverty

High Peak Borough Council does not employ dedicated staff to specifically tackle fuel Poverty. Staff in Environmental Health and Benefits do directly address the issue through housing inspections and benefit advice.

Fuel poverty work is undertaken in partnership with Derbyshire County Council and the Nottinghamshire and Derbyshire Local Authorities' Energy Partnership (LAEP). High Peak Borough Council contributes financially towards the LAEP.

# HECA REPORTING 2019

## Introduction

The Home Energy Conservation Act 1995 ('HECA') requires all 326 local authorities ('LA's) in England to submit reports to the Secretary of State demonstrating what energy conservation measures they have adopted to improve the energy efficiency of residential accommodation within that LA's area. This covers measures to improve properties in the owner-occupier, private rented sector, and social rented sector. BEIS uses data submitted through LAs HECA returns to inform policy thinking on energy efficiency, and to build an ongoing picture of local and national energy efficiency policy delivery.

The refreshed reporting system, via Survey Monkey, for 2019 streamlines the process. 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 Survey Monkey 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

<b>Name of Local Authority:</b> High Peak Borough Council		
<b>Type of Local Authority:</b> Borough		
<b>Name and contact details of official submitting the report:</b>  Mark Forrester <a href="mailto:mark.forrester@highpeak.gov.uk">mark.forrester@highpeak.gov.uk</a>  01538 395768		
<b>Job title of official submitting the report:</b>  Democratic and Community Services Manager		
<b>Names of teams working on policy areas covered by this reporting tool:</b>  Environmental Services  Asset Management  Democratic and Community Services		
<b>Total number of staff working in above policy areas (by FTE):</b> 28.5		
<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?	N
2	If yes, please provide a link to your current strategy here:	N/A
3	If no, are you planning to develop one?	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')	

**Scheme 1:**

The County wide Derbyshire Healthy Homes Programme (HH) was established in 2015-16 by a partnership of Derbyshire Public Health and all the housing authorities in Derbyshire and is delivered by the County Council. HH assists fuel poor owner-occupier householders with long-term, cold-sensitive health conditions, providing free central heating systems and insulation, income maximisation, fuel tariff switching and other affordable warmth assistance to eligible households. High Peak Borough Council has a further Trade Service Arrangement with HH to deliver a further range of energy efficiency and measures for residents in the borough.

**Scheme 2:**

HPBC carried out a stock condition survey of all their properties in 2017/18. The results were that some properties needed to have new or top up loft insulation. To date nearly 500 properties have had insulation installed with a further 270 surveyed, ready for install. Other useful information is being gathered during the survey/install stage which includes the performance of cavity wall insulation and whether this needs to be installed etc.

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')

**New Schemes**

1.

A local energy saving advice telephone line service, *Warmer Derby and Derbyshire*, was launched in March 2019. The service will be provided by charity Marches Energy Agency (MEA), to supplement existing advice and signposting available to residents across the county. MEA have an ongoing relationship with local authorities across Derbyshire and Nottinghamshire (see related answer to Q11) and have secured funding from EST Energy Redress Fund to set up and run this service on behalf of local councils. Support and information will be provided on domestic energy efficiency, grants available, fuel debt, energy tariff switching, Priority Services Register etc. and residents will be referred to other local services for additional assistance where relevant.



**2:**

HPBC carried out a stock condition survey of all their properties in 2017/18. The results were that some properties needed to have new or top up loft insulation. Over the next two years HPBC will have installed new insulation to 1496 properties. The insulation is being fitted to a depth of 300mm, which exceeds current guidelines of 270mm thickness.

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

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

**Scheme 1:** Derbyshire Health Home Programme.

**£37,500** - Estimated staff costs to deliver the programme per district council, funded and delivered by Derbyshire County Council Adult Care

**£104,988** - External grants/contributions brought in by the programme to benefit High Peak residents.

**Scheme 2:** HPBC, have allocated £300,000 (per year) for this project.

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

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

**Scheme 1:** Trusted referral partners comprise mainly social workers, district housing officers, environmental health officers, welfare rights officers, home improvement agencies, NHS staff and community safety officers.

**Scheme 2:** The contractor carrying out the works is Aran Energy Services.

7 | What has been the outcome of the scheme(s) (e.g. energy savings, carbon savings, economic impacts such as job creation and/or increased business competitiveness, societal impacts such as alleviation of fuel poverty and/or improved health outcomes etc.)?

This does not have to be measured against national data or benchmarks, but rather focuses on the local authority's own monitoring and evaluation.

**Scheme 1:** Healthy Home programme - improved health outcomes, alleviation or reduction in severity of fuel poverty

69% of HH clients reported a significant improvement in their health as a result of the heating intervention they received, reported through a post installation feedback questionnaire.

93% reported that they can now comfortably afford to keep their home warm. Average heating cost savings per property are estimated at £250 per annum.

Improvements in domestic energy efficiency resulting from this programme is contributing to the achievement of the government's **Fuel Poverty Strategy** in moving as many homes of fuel poor residents towards Band C as possible:

To date during **2017-19** a total of **51** households were assisted by the programme, **27** of these provided with free new energy efficient heating systems, 6 with other heating measures, 2 with loft insulation and 4 with a free gas connection to their property.

Properties treated during 2018/19 were in EPC Bands C(1), D(11), E(3), F(2), G(1) pre-installation (where available).

The average improvement in SAP points was **10.8**; the average property shifted from a Band E to D.

**Scheme 2:** Lower fuel costs to residents and improved/increased thermal conductivity

8	What lessons have you learned from delivering this scheme(s)?
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Every property/household circumstance is different which determines whether referrals can be converted into installations, and the speed/cost of the intervention.

Following the installation of an efficient central heating system/insulation householders will either buy the same amount of energy as before to achieve more comfort for the same spend (health benefit but no energy and carbon saving) or buy less energy than before to achieve the same levels of comfort for less spend (energy and carbon saving but no health benefit).

**Scheme 2:** Access to some properties is difficult. Some tenants insist on storing too many belongings in the loft.

**Local Communications Strategy**

9	Does your local authority provide any advisory service to consumers (and businesses) on how to save energy?	<b>N</b>
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10	If yes to question 10, please briefly outline how this is undertaken (or enter 'N/A' if appropriate)
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Although we do not provide any advisory service to consumers (and businesses) on how to save energy, we do have a dedicated section on our website in regards to Energy Efficiency and Advice. There are external links to Uswitch, Simple Energy Advice and Citizens Advice where residents can find advice on how to save energy, switch providers and available grants.

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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HPBC is a member of the Local Authorities' Energy Partnership (LAEP) which commissions an ongoing publicity campaign to raise awareness and encourage action on domestic energy efficiency. MEA deliver the service which includes a 'Fantastic Home' energy efficiency display vehicle; helping to inform residents about how to reduce home energy consumption and reduce fuel bills. The display tours events; demonstrating domestic energy usage and energy saving through innovate gadgets, hands-on samples and leaflets.

Our website now includes a section devoted to energy efficiency and advice; providing residents with advice on available grants and schemes as well as where to find help with energy debt.

**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')	<b>N</b>
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13	If yes to question 12, please briefly detail how this promotion work is undertaken.
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N/A		
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?	
N/A		
<b>Domestic Private Rented Sector (PRS) Minimum Energy Efficiency Standards</b>		
<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	Is your authority aware of the PRS Minimum Efficiency Standards which came into force in April 2018?  (if you answered no, please move on to the next section 'Financial Support for Energy Efficiency')	Y
16	Which team within your authority is responsible for, or will be responsible for, leading on enforcement of the PRS minimum standard?	
Environmental Health		
17	Please provide the contact details of the person leading this team.	
<p>Mike Towers - Senior Officer (Housing, Public Health &amp; Licensing)</p> <p>01538 395400</p> <p><a href="mailto:mike.towers@highpeak.gov.uk">mike.towers@highpeak.gov.uk</a></p>		
18	What method or methods does your authority use to communicate with landlords and tenants about the standards and other related issues?	
<p>Website information; inclusion of information in all correspondence with landlords; information through the landlord accreditation scheme.</p>		
19	Do you directly target landlords of EPC F and G rated properties?  If yes, how? If no, please explain.	N

We respond reactively to issues relating to properties with F and G ratings when we visit as a result of tenant complaints, and where such ratings occur we engage with landlords to encourage improvements.

We offer a grant through the landlord accreditation scheme for members to improve thermal efficiency in their properties. We aim to adopt a more pro-active response when the requirements become applicable to all tenancies from April 2020.

Going forward we will be using an analysis of EPC data undertaken by the LAEP to help identify and target private rented properties which fall below Band E.

### **Financial Support for Energy Efficiency**

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>
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#### **Scheme 1: Derbyshire Healthy Home programme**

The countywide Healthy Home programme (HH) was established in 2015-16 by Derbyshire County Council Public Health, now within Adult Care. HH targets fuel poor owner-occupiers with long term, cold-sensitive health conditions. Generally, to be eligible for assistance householders need to be in receipt of qualifying benefits or be on an income of below £16,000 and with savings below £12,000.

The programme fully funded the following installations in High Peak during **2017-19** (correct to end Jan 2019):

**27** central heating systems, 6 other heating works and 1 loft insulations in a total of 34 properties

Total value of the works: **£104,988**

Funding was sourced from Warm Homes Fund (Category 1), Warm and Healthy Homes Fund (NEA), ECO (including LA Flex), npower Health Through Warmth and Derbyshire County Council Adult Care.

Fuel Poverty		
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>	<b>N</b>
<p>Latest government statistics show that 4,239 households, equivalent to 10.6% of the population, were in fuel poverty in High Peak in 2016, a slight increase from 4,208 in 2014 and substantially lower than the average of 11.6% in Derbyshire as a whole.</p> <p><u><a href="#">Support available</a></u></p> <p>High Peak Borough Council collaborates with all other councils across Nottinghamshire and Derbyshire as the Local Authorities' Energy Partnership (LAEP), to tackle fuel poverty. All LAEP councils have an intention to tackle the 'worst first' both in terms of the most energy inefficient housing and the most fuel poor and vulnerable households.</p> <p>This has resulted in the development and delivery of highly effective warm and healthy home programmes across the area, and specifically in Derbyshire, the Healthy Home programme (HH) outlined in previous questions. HH targets the <b>most vulnerable</b> fuel poor householders who also suffer from long term health conditions made worse by the cold. Over the last two years hundreds of individuals have been assisted with a combination of fully funded new heating systems, gas connections and insulation, and assistance to maximise income and reduce energy costs across the county.</p> <p>Costs, funding and impacts of this scheme are outlined in questions 5 and 20.</p> <p>Whilst less funding and resources are available to assist the <b>broader fuel poor population</b>, councils' strategies aim to guide and help all fuel poor residents to access whatever help is available.</p> <p>In addition, council websites and call centres direct requests to the latest advice available from the government's new online Simple Energy Advice service, where both of the above programmes are listed; housing officers deal directly with requests in some cases.</p>		

22	What steps have you taken to identify residents/properties in fuel poverty? (enter 'N/A' if not appropriate)
<p>The HH programme identifies, targets and assists the most vulnerable fuel poor residents, as outlined above. Clients are referred into the programme by a network of trusted partner organisations which deliver frontline services including social workers, district housing officers, environmental health officers, welfare rights officers, home improvement agencies, NHS staff and community safety officers.</p> <p>Park Home residents are at relative high risk of fuel poverty and have been recently targeted for Warm Homes Discount (WHD) payments. The council updated their website to highlight the need for Park Home residents to apply through Charis Grants for a WHD payment.</p>	
23	How does fuel poverty interlink with your local authority's overall carbon reduction strategy? (enter 'N/A' if not appropriate)
<p>An improvement in a home's energy efficiency is likely to result in an overall reduction in carbon emissions even if the household was under-heating the home due to fuel poverty; given the tight constraint on finances, in these circumstances, a household is likely to aim to spend at least a little less on its heating than prior to improvements as long as the home was also warmer – a balancing act that can be achieved if a significant improvement in energy efficiency can be achieved.</p>	
24	a. What measures or initiatives have you taken to promote fuel cost reduction for those in fuel poverty? (enter 'N/A' if not appropriate)
<p>In 2017-18 the LAEP engaged with fuel tariff switch provider iChoosr to investigate the merits in a whole county approach to encouraging residents, particularly those in fuel poverty, to seek a cheaper fuel tariff. A pilot auction was held in Nottinghamshire which demonstrated the potential impact of the initiative which works by aggregating the 'buying power' of large numbers of residents and seeking the best tariff on the day of the auction.</p> <p>The Healthy Home programme offers fuel tariff switching advice and support on a bespoke basis to households in fuel poverty.</p>	

	<p>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>	
<p>Through the Derbyshire Healthy Homes programme we ensure that those in vulnerable households can access ECO or ECO flex, via various energy suppliers (eligibility dependant).</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>		
<p>25</p>	<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>	<p>Y</p>
<p><i>Link to Sol:</i> <a href="https://www.derbyshire.gov.uk/site-elements/documents/pdf/social-health/health-and-wellbeing/your-health/flexible-eligibility-statement-of-intent.pdf">https://www.derbyshire.gov.uk/site-elements/documents/pdf/social-health/health-and-wellbeing/your-health/flexible-eligibility-statement-of-intent.pdf</a></p>		
<p>26</p>	<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>Derbyshire County Council has published an LA Flex statement in partnership with all eight district and borough authorities in the county, to enable access to the Healthy Home programme outlined previously. Programme clients are referred in by High Peak Borough Council and via other trusted referral partners.</p> <p>Residents who are not Healthy Home programme clients can also apply to the</p>		



council directly, or via a contractor, for a Flex Declaration if they fulfil the SOI eligibility. All applications and declarations are processed by the Healthy Home programme.

Up to end January 2019, a total of 8 declarations had been signed for High Peak residents:

- 5 for HH client households, all of whom received new heating systems; LA Flex funding secured as a result had a total value of around **£8,484**.
- 3 for non-HH clients comprising 3 free gas connections; LA Flex funding secured as a result had an estimated total value of **£3,000**.

### **Smart Metering**

27 Please provide a brief statement outlining your current or planned approach to:

Engage and support your residents (including those in vulnerable circumstances or with pre-payment metering) to promote take up of smart meters and achieve associated benefits (e.g. ability to control energy use, identify best value tariffs)? Please detail any work undertaken or planned with local/community groups, housing associations, micro businesses, Smart Energy GB under their Partnership Programme and energy suppliers.

In 2016 LAEP councils participated in Smart Energy GB training delivered by National Energy Action.

In 2017 district and borough authorities across Derbyshire/Nottinghamshire took the collective decision not to promote smart metering to residents until second generation meters are widely available. This was due to negative feedback from residents and widely publicised reporting of the inability of first generation smart meters to retain their smart functionality following any change in the fuel tariff provider.

Local councils think that while smart meters may result in reduced energy use due to a change in energy using behaviour, any consequent cost savings are likely to be less than savings resulting from switching to a cheaper energy provider.

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>As reported in the council's last HECA report in 2017, LAEP councils intend to promote the installation of second generation meters once they become widely available.</p> <p>Where appropriate for the householder these will be offered as part of the council's energy efficiency interventions, including clients assisted through the Warm Homes on Prescription programme and other wider fuel poor programmes offered to residents.</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>Either fully funded, or highly subsidised support via ECO or WHD.</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>Our affordable warmth service manages the relationships with OFGEM, and the obligated energy suppliers.</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 Enterprise Partnership (LEP) Energy Strategy (if you do not plan any future schemes currently, please enter 'N/A').</p>

LAEP councils, comprising county, city and districts, are working together to access funding for the installation of first time central heating and gas connections in fuel poor off-gas homes. They are considering whether to work with an energy utility company to bid for funding from the Warm Homes Fund, matched with the utility's ECO funding.

In High Peak this could result in the installation of over 100 first time central heating systems in over three years, at no cost to residents or the council. The scheme would be worth a total of around £500,000 to the district, all of which would have come from external sources. The utility company partner would undertake targeting, promotion and installation of heating systems with input and guidance from the district council. If successful this approach could be operational by the end of 2019.

# **The Derbyshire Healthy Home Programme Annual Report for April 2018 to end of March 2019**

**Working with health, housing and care professionals to help vulnerable residents stay warm and well at home in High Peak**

## **Derbyshire Overview**

The programme is delivered for Derbyshire County Council in partnership with the Nottinghamshire and Derbyshire Local Authorities' Energy partnership.

The programme identifies very low income residents suffering from a range of cold sensitive long term health conditions. Since 2015, the programme has assisted more than 1400 poorly householders who were struggling to keep their home warm. The replacement of inefficient heating systems will save approximately 10,700 t of CO<sub>2</sub>.

## **Clients**

Many clients have no heating or broken heating systems. Clients have difficulty paying fuel bills and often choose to go without heat to save money and this exacerbates their health conditions. Many clients are housebound and have complex social and mental health issues. A profile of our clients shows that:

- 15% of clients have had no heating or hot water for more than 5 years
- 20% use coal or electricity as their main source of fuel for heating and hot water
- 9% of clients are found to be sleeping in their living room
- 19% of homes involve hoarding or clearance issues

## **Services**

In 2018/2019, households received 720 measures ranging from capital works and energy efficiency advice to help manage fuel costs and wellbeing services

All interventions are person-centred and delivered in a flexible manner. A client may receive multiple home visits and the co-ordination of a package of assistance and a financial investment in the property. The programme often provides services as part of a multi-agency team to improve a range of conditions facing the client.

## **Referrals**

The programme accepts referrals from trusted partners in district councils, primary and secondary care, social care, Derbyshire Fire and Rescue, Citizens Advice, DFG teams and Home Improvement Agencies.

## **Funding**

All services are provided at no cost to each eligible householder. The programme applies for grants from a range of private, public and third sector organisations. The 2018 to 2019 year has

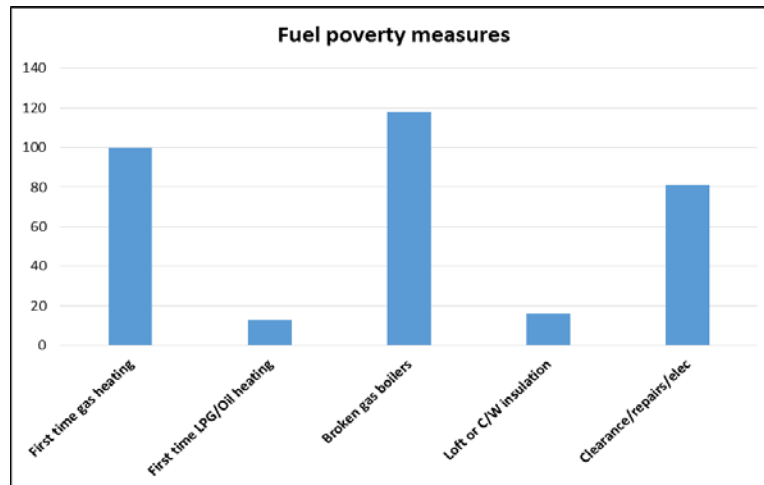
proved to be the most successful year to date in terms of attracting funding and supporting some of the most vulnerable people in Derbyshire.

### Summary of 2018/2019 services across Derbyshire (excluding Derby City)

The programme assisted 318 households involving 450 individuals in fuel poverty.

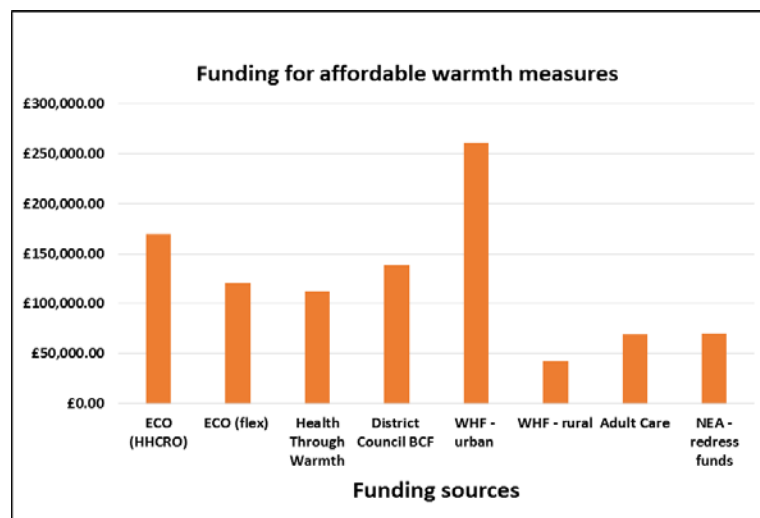
#### Affordable warmth measures

A total of 328 practical measures were provided free of charge to clients.



#### Funding sources

The programme accessed funds of £872,579 from the private, public and third sector and issued 253 ECO flex declarations on behalf of district councils worth £120,400.



#### Impact on primary, secondary and social care

Assessment of the impact of services on health systems shows that of our clients:  
 5% can leave hospital or care early because they have a warm and habitable home  
 20% need immediate assistance to prevent hospital admission  
 75% need support to reduce further deterioration of health in the coming months

The programme worked with Erewash CCG in 2017/2018 and demonstrated that for every £1 spent on affordable warmth solutions, the CCG saved £1.45.

### **Summary of services provided in High Peak during 2018/2019**

#### **Clients**

Each household receives an affordable warmth assessment leading to bespoke, comprehensive advice on home energy efficiency, understanding energy bills, the impact of cold on health and the importance of keeping warm to stay well.

34 households were assisted containing 51 people living in fuel poverty and of these, 23 people lived alone. All clients are owner occupiers and the average age is 67.

Some householders have never had heating, some haven't had heating for many years and most had been without for a few months.

#### **Health**

A total of 96 cold sensitive health conditions were found among clients, with many suffering from more than one condition. The clients were registered among 11 GP practices in High Peak and health conditions were split as follows:

35% mental health issues e.g. depression, anxiety, drugs and alcohol

25% mobility problems

20% respiratory conditions e.g. COPD, asthma, emphysema, pneumonia

10% cardiovascular e.g. heart attack, abnormal heart rhythms, and arterial diseases

10% patients with suppressed immune systems e.g. cancer or transplant patients

Each year the programme supports an increasing number of people with mental health problems and properties that have fallen into disrepair. These clients need specialist support such as clearance, hoarding and minor works to ensure that issues such as electrics are safe, toilets and washing facilities are usable and the property does not present any hazards to the householder.

Vulnerable clients require multiple visits, need a very responsive service and require a great deal of care and attention from the Healthy Home team and support from partners as part of a Vulnerable Adult Risk Management (VARM) process.

#### **Income**

Healthy Home clients have an average annual household income after housing costs of £12,020. The average annual cost of electricity and gas in the UK in 2018 was £1,254 which is 5% of the average UK household budget, compared with Healthy Home clients who pay on

average 10% of their income. On average, households have savings of £3178 and the average cost of replacing a heating system is £3200, this is beyond their means and puts their health at risk without support.

### **Households received free heating improvements**

All heating and insulation improvements have been carried out by carefully selected contractors to ensure minimum disruption to householders. The service extends to providing a rapid response for very vulnerable householders who are at serious risk of requiring urgent support from the NHS.

Heating improvements include: new boilers; full heating systems; new controls; thermostats; programmers; TRVs; system repairs; new radiators, minor works, loft or cavity wall insulation; temporary oil heaters; dehumidifiers or low level clearance.

In 2018/2019, 31 households received heating systems worth £93,285 including additional works such as new gas connections or clearance works.

### **Fuel management services**

Direct assistance is provided where needed with in-home fuel tariff switching, negotiating with energy providers on resident's behalf, clearing fuel debts, resolving water and energy metering and billing issues

Where appropriate, householders are placed on the Priority Service Register, helped to access the Warm Home Discount and provided with assistance to access Welfare Rights.

Householders receiving these services save on average £250 each year.

### **Health and wellbeing interventions**

The programme team ensure that each household receives a range of services to improve their wellbeing from referrals for trips and falls alarms; installation of a key safe if the client is in hospital; grab rails and minor mobility adaptations; carbon monoxide detectors; smoke alarms; water meters. Clients are referred for a flu jab, medication review or dietary advice where appropriate.

### **Client feedback**

Clients experience substantial improvements in their circumstances and in their ability to keep warm and well at home.

- 69% of clients questioned said their health condition had *improved significantly* as a result of receiving services.
- 94% said that they are now able to *comfortably* keep their home warm.
- 79% said that the services they received had *exceeded* their expectations.

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For further information about this HECA report, please contact:

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