

Respondent



36

Anonymous



31:29  
Time to complete



## Instructions

Please remember that Microsoft Forms will not save your progress so we would highly recommend that you prepare your answers in advance before copying them over. All questions are optional but, responses to all are highly encouraged.

If a question is marked as required (\*) and you do not wish to answer it, please respond with 'N/A' and then move on to the next question that you wish to answer.

Please note that for each of the open answer questions there is a character limit of 4000 (this is approximately 500 words).

## Introduction

Please answer the following questions to provide general information about your Local Authority.

1. Please provide the name of your Local Authority. \*

Preston City Council

2. Please provide us with the type of Local Authority. \*

- County Council
- District Council
- Unitary Authority
- Metropolitan District
- London Borough

3. Please provide us with the name, job title and email address of the official submitting the report. \*

Mrs Eirian Molloy, Head of Housing e.molloy@preston.gov.uk

## Headline & Overview

A section on the main strategies Local Authorities have to promote carbon reduction and energy efficiency, the stakeholders they work with and the impact these strategies have.

4. Does your Local Authority have a current strategy on carbon reduction and/or energy efficiency for domestic or non-domestic properties? \*

Yes

No

5. If no, are you planning to develop one? \*

Yes

No

6. What scheme(s) is your Local Authority planning to implement in support of energy saving/carbon reduction in residential accommodation properties in the next two years? (4000 character limit) \*

Cosy Homes in Lancashire (CHiL) is a brand established by the 15 Local Authorities in Lancashire under which council backed domestic energy efficiency schemes are delivered. A procured managing agent operates and delivers CHiL schemes on behalf of the local authorities. The following CHiL schemes are being delivered or developed for delivery during the next 2 years: • Delivery of ECO and ECO-Flex for cavity wall and loft insulation, replacement boilers and first time central heating. • Warm Homes Fund – installation of first time central heating • Warm Homes Fund – installation of first time central heating in Park Homes. • Community scheme gas connections – Projects have been delivered in Blackpool, Wyre, Fylde and Chorley to date. • Green Homes Grant Local Authority Delivery scheme. £12 million of funding secured under Phase 1b. Work is underway on preparing an application for round 2.

7. What has been, or will be, the cost(s) of running and administering the scheme(s), such as the value of grants and other support made available, plus any other costs incurred (such as administration) as desired? (4000 character limit) \*

The following grants have been secured for Lancashire : • £12 million from the Green Homes Grant Local Authority Delivery scheme • £2.2m from the Warm Homes Fund for the installation of first time central heating. • £1.8m from the Warm Homes Fund for first time central heating in Park Homes • All other schemes are delivered through securing ECO or ECO-Flex for delivery of measures. • £115,000 funding from Electricity NorthWest Ltd to support vulnerable residents with contributions. The cost of running and administering these schemes is absorbed into the funding secured for delivery.

8. What businesses, charities, third sector organisations or other stakeholders do you work with to deliver the scheme(s)? (4000 character limit) \*

The CHiL admin hub works with local businesses to install ECO measures and engages directly with energy providers to secure funding, engaging with local stakeholders such as Home Improvement Agencies, local council grant teams, as well as Housing Standards and Environmental Health departments. CHiL also works with the following: • Affordable Warmth Solutions and National Grid to deliver Warm Homes Projects • National Energy Action (NEA). NEA is supporting the Lancashire GHG LAD application and will be delivering an element of the bid in Preston. • The Local Energy North West Hub has been supporting the development of the GHG LAD applications. • Local Registered Providers to develop and deliver GHG LAD projects. –In Preston discussions are underway with both Community Gateway Association and Places for People, both of whom have significant stock levels in the city. • We work collaboratively with Electricity NorthWest Ltd to support their vulnerable customers with advice and measures • Connect4U is the charitable arm of CHiL set up to bring in investment to help vulnerable residents to access funds to help towards the cost of heating interventions. • As a past Ashden Award winner CHiL is a member of the Ashden Alumni network and is currently receiving professional mentoring to support and develop the Connect4U CIC to help raise its profile and bring in additional investments to further help fuel poor residents in Lancashire. • Locally CHiL engages with local third sector organisations such as Citizens Advice and Age UK to link up services and cross-refer as well as with hospitals, drop in centres, parish councils and community groups to raise awareness of CHiL schemes

9. What has been, or will be, the outcome of the scheme(s)? These outcomes could include energy savings, carbon savings, economic impacts such as job creation and/or increased business competitiveness or societal impacts such as alleviation of fuel poverty and/or improved health outcomes etc. (4000 character limit) \*

Since the last HECA report (from 1 June 2019). CHiL schemes have delivered the following across Preston: 52 first time central heating (WHF) 0 park homes first time central heating (WHF) ( no park homes located in Preston) 46 boiler swaps – £10,300 saved on energy bills and 46000kg carbon saved 9 Loft insulation - £2900 saved on energy bills and 6057kg carbon saved 9 CWI - £1400 saved on energy bills and 5500kg carbon saved Energy and carbon savings achieved varies depending on the property type and the measure installed. Using average estimates from the Energy Saving Trust, loft insulation (0-270mm) can save an average of £161 / year on energy bills and 707 kg carbon dioxide / year (<https://www.energysavingtrust.org.uk/home-insulation/roof-and-loft> ) and Cavity wall insulation can save an estimated average of £130 / year on energy bills and 570 kg carbon dioxide / year. (<https://www.energysavingtrust.org.uk/home-insulation/cavity-wall> )Replacement boiler savings - Installing an energy efficient boiler - Energy Saving Trust The GHG LAD phase 1b and 2 funding is anticipated to deliver renewable heating and insulation measures to approximately 1300 energy inefficient homes with a low Energy Performance Certificate (EPC) Rating. The funding will target low income residents across Lancashire. The CHiL scheme works with local installers and suppliers in the delivery of energy efficiency schemes supporting local businesses where possible. The delivery of GHG LAD projects will bring more local suppliers onboard, supporting them to upskill and supporting the local economy It can be difficult to track direct health impacts and savings from affordable warmth measures, however some of the personal stories and feedback received provides a narrative around the impact it can have on someone's life and wellbeing –

## Communications

Section on how Local Authorities engage stakeholders (including consumers and businesses) to promote awareness of energy efficiency.

10. Does your Local Authority provide any advisory services to customers on how to save energy? \*

Yes

No

11. If yes, please briefly outline how this is undertaken. (4000 character limit) \*

As part of the delivery of CHiL schemes, advice is provided to residents on energy efficiency, behaviour change and advice on energy bills, tariff switching, securing warm homes discount and signing up for priority services registers. In the last year, a significant number of advisory calls and visits have been made by both Electricity North West, a partner agency, and CHiL staff, to support vulnerable consumers with a range of information around energy savings. ENWL have made 725 calls/ visits, whilst CHiL have undertaken 1905 calls/visits. Council Officers offer advice, signpost to support services and refer to CHiL. Preston Care and Repair is a home improvement agency working across four central Lancashire district local authorities. They provide advice and information on a range of matters, including energy efficiency, to households aged 55+. They make referrals to CHiL as necessary.

12. How do you communicate or encourage energy saving amongst domestic consumers and/or local businesses? (4000 character limit) \*

Residents are offered support and advice when measures are being installed. General information on energy saving and the schemes available are communicated to residents, through leaflets distributed via local charities, community events, health care providers and Local Authority service providers and the CHiL website and Facebook page. CHiL carries out targeted mailouts to advertise any specific schemes to residents.

## Local Green Supply Chain

Section on how Local Authorities assess the capacity of local supply chains that support home retrofit and energy saving measures and how Local Authorities are planning to grow this capacity.

13. Have you made any assessment, or undertaken any analysis of the existing capacity in your local energy efficiency retrofit supply chain to support the decarbonisation of buildings by 2050? \*

Yes

No

14. If Yes, please summarise the outcomes. (4000 character limit) \*

The local supply chain is currently being assessed to identify a supplier framework for GHG LAD delivery and framework.

15. What actions are you taking, if any, to upskill and/or grow the local energy efficiency installer supply chain? This could include the facilitation of training, and local installer networking opportunities. (4000 character limit) \*

The GHG LAD scheme makes provision for upskilling and supporting local installers. The policy for delivery is to use Lancashire installers (or ones bordering Lancashire) . We are using the Enabling Fund to help installers gain the necessary qualifications to be able to deliver measures using the LAD funding stream. Products, wherever possible, will be manufactured in UK.

16. What actions are you taking, if any, to promote energy efficiency and the installer supply chain to consumers, and encourage households to consider energy retrofit? (4000 character limit) \*

Please see answer above about communication to residents. Specific promotional material including leaflets, referral forms, web content, social media and press releases has been developed as part of the comms plan for delivery of the GHG LAD scheme

17. If no action is taking place in either of these two areas, please let us know of any barriers you have encountered. (4000 character limit) \*

For most of the districts in Lancashire the impact of austerity over many years has reduced capacity to engage in schemes such as LAD to almost zero. Were it not for the CHiL collaborative and the willingness of all districts to work in partnership to deliver these schemes, it is unlikely that most districts would be bidding for and delivering schemes on their own at all

18. How effectively is your Local Authority able to engage (Trustmark/PAS2035/PAS2030 certified) installers? (4000 character limit) \*

see above answers

19. Do you have any plans to develop policies or initiatives in this space over the next five years as part of supporting your local decarbonisation efforts? (4000 character limit) \*

New initiatives such as the GHG LAD schemes will support decarbonisation of the domestic housing sector. Many authorities are declaring Climate Emergencies and developing plans and policies to deliver on these commitments, including Preston. The Council's Climate Change Strategy is currently being developed

## Social Housing

Section on measures Local Authorities have taken to improve the energy efficiency of Social Housing.

20. What action, if any, has your Local Authority taken to install energy efficiency or low carbon heat measures in social housing? Have these been installed to a satisfactory quality? What actions (if any) have your social housing partners taken? (4000 character limit) \*

Discussions currently underway with 2 Registered Providers regarding participation in the GHG LAD 2 project being delivered by CHiL. Both RP's are currently assessing and evaluating their stock to enable a more proactive approach to be taken to such improvements.

21. Do you have easy access to the information/knowledge within your organisation that you would expect to need for social housing retrofit projects? (e.g. stock condition; property data; approach to procurement; alignment with existing internal maintenance/upgrade plans; tenant engagement and management plans; costings). \*

Yes

No

22. If no, would it be easy/difficult to obtain this information? (4000 character limit) \*

Local Authorities generally do not have access to this information if they do not have their own social housing stock. Preston City Council does not own any housing stock

23. Have you experienced any challenges to retrofit, including during any previous government schemes you have taken part in (e.g. supply chain, funding, tenant cooperation, mixed tenure, split incentive, policy clarity, etc)? Please provide some detail. Have social housing partners reported any challenges to retrofit? (4000 character limit) \*

No experience of retrofit in social housing stock

24. How does your Local Authority currently/how will your Local Authority in future plan to go about identifying suitable housing stock and measures for retrofit? How do social housing partners identify suitable stock? By the same measures or via a different method? (4000 character limit) \*

CHiL and NW Energy Hub help to identify private stock for retrofit measures. No previous experience of working with social housing partners so unsure how they identify suitable stock ,other than using EPC data.

25. What considerations would make you more or less likely to apply for government funding? If known, what is the opinion of your social housing partners? (4000 character limit) \*

See answer above regarding barriers to taking action. The requirement for a contribution can also be a barrier to applying for funding

26. To what extent are social housing tenants willing or unwilling to undergo retrofit, and what are the barriers and facilitators to their participation? If known, is this the same opinion across all social housing tenants or is it different with Housing Association and Arms-Length Management Organisation tenants? (4000 character limit) \*

This would be a question for RPs to answer.

27. Does the approach to retrofit change for leaseholders in mixed tenure blocks? What encourages them to co-operate? (4000 character limit) \*

- No experience of this scenario

## Domestic Private Rented Sector (PRS) Minimum Energy Efficiency Standards

How Local Authorities enforce and promote awareness of the Private Rented Sector Minimum Energy Efficiency Standards that came into force in April 2018.

28. Is your authority aware of the Private Rented Sector Minimum Efficiency Standards regulations requiring private rentals in England and Wales to meet a minimum energy performance rating of Energy Performance (EPC)C Band E as of April 2020, unless a valid exemption applies? \*

Yes

No

29. Which team within your authority is responsible for, leading on enforcement of the Private Rented Sector minimum standard? Please provide the contact details (Name and email address) of the person leading this team. \*

Housing Standards team; the current Team Leader is Les Crosbie, l.crosbie@preston.gov.uk

30. What method or methods does your authority use to communicate with landlords and tenants about the standards and other related issues? (4000 character limit) \*

Information is on the Council website, occasional Landlord Forum meetings and occasional mailshot / emails to landlords.

31. What barriers, if any, does your local authority face enforcing these regulations (e.g. identifying non-compliant properties/landlords, budgeting/resourcing, any legal issues)? (4000 character limit) \*

Enforcement activity around these regulations is currently limited and differs between local authorities. There are practical challenges in identifying non-compliant properties, contacting landlords and resourcing the activities. The complicated system of exemptions discourages use of these regulations and there is other legislation available to make energy improvements that local authority officers are more familiar with in the Housing Health and Safety Rating System. It is also more complicated in two tier authorities where Trading Standards Departments retain some enforcement responsibility around EPCs. Over the last year, staff and resources have been redirected towards urgent work and responding to the pandemic.

32. Do you directly target landlords of EPC F and G rated properties to enforce these regulations? \*

Yes

No

33. If yes, please explain how you do so. (4000 character limit) \*

In delivering GHG LAD schemes the landlords of lowest EPC properties will be targeted.

## Financial Support for Energy Efficiency

Where possible, please set out your answers to the following questions by tenure (owner occupied, privately rented, or social housing)

34. What financial programmes, if any, do you have to promote domestic energy efficiency or energy saving? If applicable please outline the budget (and % of the budget that is used), where such funding is sourced and where it is targeted. (4000 character limit) \*

Please see earlier answer on funding secured to promote and deliver energy schemes

35. What future investment for energy efficiency or low carbon heat measures do you have planned, and when are these investments planned for? (4000 character limit) \*

See previous answers on GHG LAD schemes in development .

## Fuel Poverty

A section on how Local Authorities identify those in fuel poverty and any initiatives used to address this.

36. Does your Local Authority have a Fuel Poverty Strategy? \*

Yes

No

37. What steps have you taken to identify residents/properties in fuel poverty? What blockers, if any, have there been in identifying households in fuel poverty? (4000 character limit) \*

The council does not have a fuel poverty strategy, however addressing fuel poverty is a priority outlined in key Health and Wellbeing reports. The current Report of the Lancashire Director of Public Health and Wellbeing identifies fuel poverty as a measure of inequality where Lancashire is significantly worse than the national average. The report sets out a commitment to tackle health inequalities in Lancashire CHiL works with local stakeholders such as Home Improvement Agencies, Citizens Advice and Age UK to identify vulnerable residents, link up services and cross-refer. We promote schemes and the measures available to frontline health and social care staff, ensuring the most vulnerable are targeted, and link up with other council support services such as Disabled Facilities Grants. We work with Electricity NorthWest to support their customers that are identified as vulnerable and listed on the Priority Services Register. CHiL targets areas of high fuel poverty by holding community events, such as the 'heat and eat' events held during 2018. Properties that are known to require measures that we have funding for are targeted with mailouts and leaflet drops. Properties with low EPC's and in areas of deprivation and fuel poverty are being targeted for measures, including those off-gas communities. In 2019, Preston City Council commissioned a stock condition modelling report to look at a number of key criteria across the private sector. One of the measures was around energy efficiency. The data obtained is currently being fed in to the LAD/Green homes Grant programme to target suitable properties for retrofit improvements. Local Authorities work continuously to identify and support vulnerable residents and this is an ongoing process. The work over the last year to respond to the impact of the covid pandemic on our residents, particularly those vulnerable, has helped identified those that need additional support, this work is ongoing through the district community hubs and support networks established.

38. How does fuel poverty interlink with your Local Authority's overall Carbon Reduction Strategy? (4000 character limit) \*

Our key actions to address fuel poverty by improving the energy efficiency of properties through the installation of energy saving and renewable heating solutions together with advice on reducing energy usage are key actions to reduce carbon emissions from the domestic sector.

39. Please highlight any fuel poverty issues specific to your area. (4000 character limit) \*

The districts of Preston, Chorley and South Ribble are undertaking a Housing Needs Analysis study, expected to report later in 2021. This may identify and inform the above

40. What measures or initiatives have you taken to promote fuel cost reduction for those in fuel poverty? Include information on partnerships with local businesses or energy providers you have. (4000 character limit) \*

Please see previous answers on schemes and partnerships in place to promote energy saving measures and advice to those in fuel poverty

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## Green Homes Grant Local Authority Delivery

Of the £2bn Green Homes Grant scheme introduced in summer 2020, £500m was assigned for Local Authority Delivery (LAD). LAD enables Local Authorities to bid for grant funding to support low income households in their area with energy efficiency and low carbon heating upgrades. £200m was made available through Local Authority grant competitions in 2020, known as phases 1A and 1B and £300m was allocated under Phase 2 between the five regional Local Energy Hubs.

41. Has your Local Authority Participated in GHG: LAD? \*

Yes

No

42. If yes, please indicate which phase you participated in and briefly outline the project. (4000 character limit) \*

Yes – Participated in a collaborative Lancashire bid in phase 1b. Funding secured for specific projects in 5 districts together with support for eligible residents and properties across Lancashire. Up to £10,000 is available per property for eligible measures: • Insulation (solid wall insulation, loft/cavity, room in roof and underfloor) • Renewable heating technologies • Energy efficient external doors and window upgrades (single glazed to double glazed) Application for Phase2 being developed.

43. Would your Local Authority be in a position to manage the delivery of upgrades through a scheme such as LAD in 2022? \*

Yes

No

44. If yes, please indicate the anticipated number of homes that could be upgraded per year. (4000 character limit) \*

The LAD 2 bid includes proposal to deliver improvements to 1,000 properties across Lancashire. This could potentially be repeated but dependant on collaborative ventures and the specific requirements of the funding to be able to find and deliver to eligible properties. For most of the districts in Lancashire, the impact of austerity over many years has reduced capacity to engage in schemes such as LAD to almost zero. Were it not for the CHiL collaborative and the willingness of all districts to work in partnership to deliver these schemes, it is unlikely that most districts would be bidding for and delivering schemes on their own at all.

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## The Energy Company Obligation (ECO)

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

The ECO “Local Authority flexible eligibility” (LA Flex) programme allows Local Authorities 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.

Local Authorities involved in the LA Flex programme 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 Local Authority has been consulted on the installation of measures in a home.

45. Has your Local Authority published a Statement of Intent (Sol) for ECO flexibility eligibility? \*

Yes

No

46. How many declarations were issued for low income vulnerable households? (4000 character limit) \*

26

47. How many declarations were issued for Fuel Poor households? (4000 character limit) \*

32

48. How many declarations were issued for in-fill? (4000 character limit) \*

0

49. What is the highest household income cap published in your Sol? (4000 character limit) \*

£30,000

50. If you have used an household income over £30k gross, what reason have you given? (4000 character limit) \*

N/A

51. Do you charge for declarations to be signed? If so, please state how much? (4000 character limit) \*

NO

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## Smart Metering

A section on how Local Authorities promote awareness and uptake of smart metering

52. Please provide a brief statement outlining your current or planned approach to promote smart meter take up and supporting residents to achieve benefits. (4000 character limit) \*

CHiL has previously linked up with Smart Energy GB to support the smart meter roll out, leaflets were produced with the Lancashire 'Cosy Homes' branding and some local energy officers attended training provided. However, we have experienced issues with the roll out with residents being left with obsolete meters after switching energy providers, as well as connectivity issues in rural areas so currently no further work is planned.

53. Please provide further information on activities relating to smart metering, including but not limited to:  
Integrating approaches to delivering energy efficiency improvements in residential accommodation. (4000 character limit) \*

SEE ABOVE

54. Arranging for smart meters to be installed by energy suppliers in vacant social housing premises. (4000 character limit) \*

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SEE ABOVE

55. Using social landlords to promote smart meter uptake. (4000 character limit) \*

SEE ABOVE

56. Including smart meters in landlord licencing schemes. (4000 character limit) \*

SEE ABOVE

57. Supporting residents who have had appliances condemned for safety reasons. (4000 character limit) \*

SEE ABOVE

58. Other supporting activities. (4000 character limit) \*

SEE ABOVE

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## Future Schemes and Wider Incentives

59. Please outline any further schemes or wider initiatives not covered above that your Local Authority has carried out or is planning to undertake to improve energy efficiency in residential accommodation. (4000 character limit) \*

NONE AT THE PRESENT TIME

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# End of Questionnaire

Thank you for completing the HECA report questionnaire on behalf of you Local Authority. If you have any further questions on the process please email [HECARReport@beis.gov.uk](mailto:HECARReport@beis.gov.uk) (<mailto:HECARReport@beis.gov.uk>).

