

# HECA REPORTING 2019

## Introduction

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

These guidance notes are issued in accordance with the Secretary of State's powers under section 4 of the Act and are to alert LAs of amendments to the HECA reporting framework in advance of May 2019 when the next reports are due. In previous years, reporting rates have been disappointing, with 282 reports submitted in March 2015 out of 326 LAs, and only 151 in March 2017. The refreshed reporting system for 2019 streamlines the process and reduces LA reporting burdens. Newly structured around a series of questions and direct information points, the amended framework aims to support LAs to provide information and updates on the key energy efficiency topics of interest to BEIS Ministers. It will also enable LAs to provide a consistent picture of energy efficiency promotion and delivery across England within a standardized framework. Following the principles of open data, the department may publish the information in an open data format to allow wider access and interpretation of the data, while ensuring that such publication complies with the terms of GDPR.

## HECA 2019 Reporting Requirements

The Report is to be divided by sections to capture information on a range of key themes:

### Headline & Overview

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

### Communication

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

### Green Local Supply Chain

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

## Private Rental Sector Minimum Energy Efficiency Standards

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

## Financial Support for Energy Efficiency

- Financial programmes used by LAs to promote energy efficiency.

## Fuel Poverty

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

## The Energy Company Obligation (ECO)

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

## Smart Metering

- How LAs promote awareness and uptake of smart metering.

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

## Submission of HECA 2019 Reports

For the 2019 reporting year, the Department for Business, Energy and Industrial Strategy (BEIS) is piloting the submission of reports via a digital platform, and for this year LAs will be asked to populate their HECA Report and submit materials via a SurveyMonkey submission. No other reporting material or submissions will be required. LAs continue to be required to publish their responses, and they can do this in whichever form they wish, so long as the published report contains relevant information submitted via the digital platform. It is not necessary for LAs to publish all the information submitted via the digital platform. Before the online survey is completed, the chief executive or director of the LA should approve the submitted content. If this approach proves effective and supports the engagement and compliance of a greater number of authorities than in recent previous years, BEIS will consider how this approach can be further improved for the 2021 reporting year.

The questions which LAs are asked to report on in the digital 'Survey' are listed below:

## HECA Reporting 2019 Questions

Name of Local Authority: <b>Cotswold District Council</b>
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Type of Local Authority:		
<ul style="list-style-type: none"> <li>• <b>District Council</b></li> </ul>		
Name and contact details of official submitting the report:		
<b>Paula Massey</b> <b>Tel: 01594 810000</b> <b>Paula.massey@publicagroup.uk</b>		
Job title of official submitting the report:		
<b>Customer Enabling Manager</b>		
Names of teams working on policy areas covered by this reporting tool:		
<ul style="list-style-type: none"> <li>• <b>Customer Enabling</b></li> <li>• <b>Environmental and Regulatory Services</b></li> <li>• <b>Sustainability</b></li> </ul>		
Total number of staff working in above policy areas (by FTE):		
<b>n/a as none have a specific role for this area</b>		
<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?	<b>Y</b>
2	If yes, please provide a link to your current strategy here:  <a href="https://www.cse.org.uk/downloads/file/gloucestershire-energy-strategy-2019.pdf">https://www.cse.org.uk/downloads/file/gloucestershire-energy-strategy-2019.pdf</a>  <a href="http://www.severnwye.org.uk/fileadmin/Resources/SevernWye/Projects/Build_to_Low_Carbon/Gloucestershire_UK_Build2LC_Action_Plan_Sept_2018_-_FINAL.pdf">http://www.severnwye.org.uk/fileadmin/Resources/SevernWye/Projects/Build_to_Low_Carbon/Gloucestershire_UK_Build2LC_Action_Plan_Sept_2018_-_FINAL.pdf</a>	
3	If no, are you planning to develop one?	
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')	
<i>Free text response to question 4a - please outline in no more than 200 words</i>  <b>In partnership with the other 6 authorities in Gloucestershire and South Gloucestershire, and Gloucestershire Clinical Commissioning Group (GCCG), the local authority funds the Warm and Well project (W&amp;W), which is run by Severn Wye Energy Agency.</b>		

**The service offers a range of support, including a free telephone advice line which offers advice on energy saving and efficiency, ensuring the resident is on the best energy deal and information on available grants, practical interventions such as loft insulation, wall insulation, replacing or repairing heating systems, and referrals to more specialist support.**

**The W&W service also administers grants for those households who are particularly vulnerable and can provide free home energy visits for those with more complex needs.**

**As part of the scheme, W&W offers free CPD accredited training to front line staff on fuel poverty awareness.**

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*

**We are continuing to support the Warm & Well project referenced above until March 2020 with a possible extension until March 2022.**

***In 2019 we will be supporting a scheme helping those living in park homes to increase their energy efficiency and carbon savings by providing grant funding for external wall insulation.***

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*

**The cost of administering the W&W project is £20,000 per annum per local authority. An additional £60,000 per annum is invested by the GCCG into the core costs of the scheme.**

**An additional £200,000 per annum is provided as grant funding from GCCG, and £15,000 from Public Health in South Gloucestershire.**

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*

**Severn Wye Energy Agency, Gloucestershire Clinical Commissioning Group, Gloucestershire County Council, Citizen's Advice, Caring for Communities and People, county-wide Community Well-being teams, Age UK, Fire & Rescue Service.**

**Contractors (Installers): Cenergist, Evolve Home Energy Solutions, Broad Oak Properties, GSR heating**

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

	<p>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>Since 2017, W&amp;W has accessed over £885,000 of ECO funding, £454,374 of Warm Homes Fund and have provided local grant funding of £337,941, to install 1133 energy efficiency measures (including 185 full central heating systems through the Warm Homes Fund).</b></p> <p><b>The central heating system installs have saved an estimate of £95,835 per annum to the NHS, and £1.7M per annum for wider society (calculations from BRE using pre and post SAP scores)</b></p> <p><b>Through insulation measures alone (947 installs), the scheme has led to a lifetime saving of 17,789t CO<sub>2</sub>.</b></p> <p><b>The W&amp;W scheme has created 12 jobs within Severn Wye and jobs for multiple installers and companies. We have also trained 674 frontline staff (since Apr 2017) to spot the signs of fuel poverty, so that help can be provided to those in need.</b></p>	
8	<p>What lessons have you learned from delivering this scheme(s)?</p>
<p><i>Free text response to question 8 - please outline in no more than 100 words</i></p> <p><b>Competing priorities and pressure across the sector can result in fuel poverty and cold homes failing to find traction.</b></p> <p><b>There is a reliance on installers and contractors who have access to ECO funding. A big challenge has been ensuring that installers maintain the high level of standards. To address such, W&amp;W hold regular performance reviews with contractors and also re-tenders to ensure contractors whose values align with the service are used.</b></p> <p><b>Despite the well-known benefits of adequate heating and housing on health, generating engagement from front line health professionals has been challenging.</b></p>	
<p><b>Local Communications Strategy</b></p>	
9	<p>Does your local authority provide any advisory service to consumers (and businesses) on how to save energy?</p>
	<p><b>Y</b></p>
10	<p>If yes to question 10, please briefly outline how this is undertaken (or enter 'N/A' if appropriate)</p>
<p><i>Free text response to question 10 - please outline in no more than 100 words</i></p> <p><b>W&amp;W provides a telephone advisory service that has advised 4,194 people within the county April 2017 – March 2019. There is a telephone number that is advertised on the local authority website highlighting the access to grants and advice. After calling this number the advisor can assess the eligibility of the client to funding and make general suggestions for conserving energy (smart meters etc.).</b></p> <p><b>W&amp;W also provide home visits where advisors can run through a tariff comparison with</b></p>	

**the client and help them complete the switch. They can also assess the home, make observations and offer suggested measures that others can save the consumer energy.**

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*

**W&W attend numerous events including coffee mornings, memory cafés and a variety of clinics within local authorities. At these events W&W can provide a presentation and advice on how to save energy, the public can also ask about any specific problems they are facing.**

**They also deliver training days for local organisations and businesses. These training days have taught students studying social care or heating & plumbing services to spot the signs of fuel poverty.**

**W&W also use posters, billboards and social media to promote events, energy saving and available funding.**

### **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>Y</b>
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13	If yes to question 12, please briefly detail how this promotion work is undertaken.
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*Free text response to question 12 - please outline in no more than 100 words*

**W&W attend home visits during which they promote LED lightbulbs, radiator reflectors, and smart meters as part of a project with Smart Energy GB to manage their energy use. At present these are advisory measures but there may be opportunity for installation of these measures by W&W advisors in the future.**

**W&W created Link to Energy which is a free-to-use online directory helping consumers to find sustainable energy installers and tradespeople. They can also find companies offering energy efficient products and services within the suppliers section. You can access Link to Energy through the LA website.**

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

**Through the County Council, we have representatives on the Business Energy Group at GFirstLEP. This group ensures that energy and low carbon matters are given prominence in county-wide strategic planning and project development, allowing the LEP to put initiatives in place that help support and grow the clean energy and low carbon economy, and encourage the adoption of measures to improve the efficiency of energy use by businesses.**

<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	<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>	<b>Y</b>
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><b>Environmental and Regulatory Services</b></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><a href="mailto:ers@publicagroup.uk">ers@publicagroup.uk</a></p> <p><b>Phil Measures</b></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>Website</b></p> <p><b>Direct Enquiry</b></p> <p><b>Landlords Forum</b></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>	<b>N</b>
<p><i>Free text response to question 19 - please outline in no more than 100 words</i></p> <p><b>We do not carry out proactive work to identify landlords of F or G properties. We would act though, if we became aware through complaint and/or inspection.</b></p>		

<b>Financial Support for Energy Efficiency</b>		
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><b>Through W&amp;W we assist householders to access grant funding, including ECO, Warm Homes Fund (£5m) and local 'health' funding made available from the Gloucestershire Clinical Commissioning Group (£200,000) / South Gloucestershire Public Health (£15,000)</b></p> <p><b>The Park Homes scheme is being run across Gloucestershire with a view of insulating 100-200 homes. The funding has been made available through the Disabled Facilities Grant budget and totals £450,000.</b></p> <p><b>The Target2020 scheme runs across Gloucestershire, this carries out energy surveys and provides grant funding to small and medium enterprises to install energy efficiency measures.</b></p>		
<b>Fuel Poverty</b>		
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><i>Free text response to question 21 - please outline in no more than 300 words</i></p> <p><b>This is in progress as part of our new affordable warmth strategy</b></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>W&amp;W have identified areas that are in the lowest 25% in 'index of multiple deprivation' and targeted them for promotion via their Energy Champion scheme.</b></p> <p><b>Alongside this, W&amp;W target areas with low EPC ratings using mapping data. The park homes project targets this group as they have low EPC rating and are often electrically heated. There is also a focus on rural homes which are off the gas network - as the properties are usually relying on electric heating which is more expensive or using solid fuel these individuals tend to have high running costs for their homes.</b></p> <p><b>Through W&amp;W, training has been provided to colleges and those working in residents' homes to be able to identify signs of fuel poverty and how to refer in to the scheme.</b></p>		
23	<p>How does fuel poverty interlink with your local authority's overall carbon reduction</p>	



	strategy? (enter 'N/A' if not appropriate)
<p><i>Free text response to question 23 - please outline in no more than 200 words</i></p> <p><b>Gloucestershire Energy Strategy identifies and targets households in fuel poverty by their low EPC ratings and income. 'Tackling fuel poverty at its roots' is one of the key building blocks and core aims of the strategy. This adds to an over-arching commitment; 'Ensuring all public sector policies and funding programmes are aligned with Gloucestershire's sustainable energy ambitions'.</b></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><i>Free text response to question 24a - please outline in no more than 200 words</i></p> <p><b>Despite the W&amp;W advice line being open to all householders, the scheme focuses delivery on low income, vulnerable households who are likely to be living in fuel poverty. In order to qualify for grant funding for energy efficiency measures, householders must be in receipt of benefits, be on a low income and/or living with a vulnerability.</b></p> <p><b>Home visits are available to people who need extra support, where advisors help individuals to reduce their fuel costs such as assisting with tariff switching, providing advice on energy saving products and suggesting measures that will reduce fuel costs. Advisors ensure that individuals are aware of national initiatives such as the Warm Homes Discount, and can support them to contact their fuel provider. The advisors also refer householders to other organisations and trust funds to support or write off fuel debt.</b></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><i>Free text response to question 24b - please outline in no more than 200 words</i></p> <p><b>Npower (Health through Warmth), the Coop and EON.</b></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
<p><a href="https://www.stroud.gov.uk/environment/energy-efficiency">https://www.stroud.gov.uk/environment/energy-efficiency</a></p> <p><a href="http://www.southglos.gov.uk/environment/energy-efficiency/home-energy-conservation/">http://www.southglos.gov.uk/environment/energy-efficiency/home-energy-conservation/</a></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>The introduction of flexible eligibility has enabled us to help many more vulnerable people who are living in cold homes. Nearly half of the households who have qualified for ECO funding since 2017 through the W&amp;W scheme, have qualified through flexible eligibility.</b></p> <p><b>We have signed 1076 declarations and so far 518 homes have received one or more measures through the scheme.</b></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><b>W&amp;W have partnered with Smart Energy GB to raise awareness and promote smart meters to householders over 65, helping them to manage their energy use and bills. SWEA staff have been inducted/trained on smart meters. Staff will complete surveys on behalf of Smart Energy GB and provide information and advice during telephone enquiries and home visits. W&amp;W will review and pre-qualification of historical data records for over-65s and telephone contact historical contacts for survey completion. The team will provide smart meter information and advice to 65+ householders being discharged from Gloucester Royal Infirmary and Cheltenham General Hospital as part of Warm &amp; Well, including survey completion at home visits across Gloucestershire and South Gloucestershire. They will incorporate smart meter advice provision into this service, focusing on the over-65s.</b></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</p>	

	sources of independent information.
<p><i>Free text response to question 28 – please outline in no more than 150 words.</i></p> <p><b>W&amp;W are investigating the viability of projects that will be looking to maximise benefits to householders using a combination of smart meters and whole house energy efficiency measures - these include both financial and health benefits. By taking advantage of innovation in smart technology as well as changes in energy provider/ client interactions, we are hopeful that clients across Gloucestershire / South Gloucestershire will become more engaged in their energy usage and as a result see a reduction in fuel costs whilst improving health outcomes leading to more people living healthier lives for longer in their own homes.</b></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><b>W&amp;W refer to installers for ECO funding for replacement heating systems. There is also funding available locally for householders who need minor works and/or top up funding and have an existing health condition.</b></p> <p><b>W&amp;W work in partnership with other local and national organisations who have access to grant funding (npower – health through warmth scheme, ECHO), and are also able to signpost towards trust fund grants provided by the energy suppliers.</b></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><b>N/A</b></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>

*Free text response to question 31 - please outline in no more than 500 words*

**Cotswold District Council are developing a climate change strategy and policy**