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|  |  |  |  |  | **Timescales** |  |  | **FUEL POVERTY ACTION PLAN** |
| **Category** | **Action** | **Responsibility** | **Available to** | Short  1-3 months | Medium  4 - 9 months | Long  9+ months | **Update/Comments** | **FC update 31 March 2022** |
| **Property** | Order and obtain programme of works for pipeline infrastructure for viable connections | Falkirk Council | Falkirk Council Tenants |  |  |  | Avonbridge, California, Slamannan Whitecross & Letham to be taken forward with gas infrastructure programme followed by individual property connections. | **Ongoing**  The Council agreed on 29 September 2021 to extend the gas pipeline into the villages (infrastructure). We are currently carrying out an exercise to appoint a Contractor to carry out these works. This will take place over the next 2 years. Once the contractor is appointed, we will provide tenants with a programme.  We are seeking external legal advice on the validity of carrying out a direct match to SGN as well as exploring other procurement routes should the direct match not be possible. |
|  | Further assessment of options for the remaining villages including renewable technologies | Falkirk Council | Falkirk Council Tenants |  |  |  | Blackness; Standburn; South Alloa, Torwood and Limerigg covers all areas with no gas infrastructure. | **Ongoing**  The Council agreed on 29 September that these villages would receive alternative renewable heating sources.  **Phase 1** will include: Blackness, Standburn, South Alloa and Torwood.  Scottish Government Low Carbon Funding secured to provided PV/ASHP and Battery Storage design.  We have accepted a contract and appointed Easy Heat to carry out these works. It is anticipated that installations will start in April 2022 with a 10–12-week programme to complete.  A letter has been issued to tenants within these localities to advise we shall be contacting them within the next few weeks to discuss the upgrades.  Social/occupancy surveys with the tenants have now started. These will also take place 6 months after the new heating has been installed. To date, 3 tenants have refused the proposed change of heating.  **Phase 2** will include: Limerigg.  We are currently carrying an exercise to appoint a contractor to carry put these works. Once the contractor is appointed, we will provide tenants with indicative installation dates.  We are in early stage of discussions with service providers. |

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|  | Recommendations from property visits will be implemented, radiators / thermostat issues. Ongoing support for tenants experiencing issues | Falkirk Council | Falkirk Council Tenants |  |  |  | Fabric of buildings meeting SHQS and EESSH.  Energy Performance Certificate’s show all at Band C or D rating.  Servicing and responsive repairs to existing heating systems ongoing. | **Ongoing**  A contract to carry out an annual service for all properties with an electric wet heating system commenced last year, however, this was delayed primarily due to the Covid19 Pandemic and Contractor resources. This contract started again in February 2022. Our contractor, Neat Heat, will contact tenants directly to arrange a suitable date and time to carry out the service. Any reported faults or repairs to the system will continue to be carried out on a responsive basis.  Service & Repair contract commenced 7th February 2022, to date 105 Thermaflow heating systems have been serviced with an average of 25 services appointed per week. please note: Servicing total includes those carried out during lockdown. Current access rate 52%. |
|  | Window & door programme estimated to commence late 20/21 | Falkirk Council | Falkirk Council Tenants |  |  |  | Doors and windows at the end of their useful life. Forms part of the Council strategy of a fabric first approach to meeting EESSH2. | **Ongoing**  The Council’s Housing Investment Programme has included a Window and Door replacement programme across the Council area. Priority has been given to our tenants living in off-gas villages and areas where homes have lower energy efficiency performance to assist tenants who are struggling with their fuel bills.  The survey programme started in September 2021 and the installation programme started January 2022.  Tenants within the off-gas villages have been provided with a newsletter which includes a programme. The programme is also available on the Council’s website.  Works have started in all 3 areas Central, West & now East. Contractors are preparing to increase their weekly install amount over the next few months.  Installs have increased to 5 per day in Central and West areas.  Programming has also started for the future years in line with the fabric programme works. |
|  | Investigate new funding and loan options for owner occupier and private residents to participate on the opportunity for a new system or gas connection | Falkirk Council | All residents |  |  |  | Home Energy Scotland can offer advice for non-council properties. FC staff will also investigate funding options. | **Ongoing**  Further information can be found at;  [www.homeenergyscotland.org](http://www.homeenergyscotland.org) |
| **Communication Strategy** | Develop a Consultation Strategy support and engage with its tenants and residents facing difficulties with the heating systems. | Falkirk Council | Falkirk Council Tenants |  |  |  | Communication Strategy Developed and passed to SHR as Part of Engagement Plan. | **Complete**  Communication Strategy prepared in February 2022 to outline how tenants will be kept updated. Strategy published on the Council’s website. |

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|  | Update web page to publish advice and progress on works programmes | Falkirk Council | Falkirk Council Tenants |  |  |  | Information published. | **Ongoing**  The central core of the Communication Strategy will be to provide up-to-date information on the Falkirk Council website, which can be updated in ‘real time’ and can be accessed from a variety of devices. Other forms of communication include general information in newsletters sent to both the wider tenant population and those directly affected by the project. Personal letters will be sent to those affected by the project when there is more specific information they need to be told. |
|  | Provide tenants with regular updates by their preferred method of communication (Letters) | Falkirk Council | Falkirk Council Tenants |  |  |  | Individual letters issued to tenants February 2022. | **Complete, with further letters to follow**  Letter provided information on the Council’s decision to upgrade heating and Windows & Doors.  The letter to the villages receiving gas also included a questionnaire seeking views on whether a green energy solution would be of interest.  Of the 716 letters issued, we received a 31% response rate. Based on the response only, the results were as follows:   * 72% were not happy with their current heating and 28% were happy. * 71% want Gas central heating and 29% do not want gas. * 69% did not want to consider a green energy solution and 31% would consider it. * Preferred heating choice was 55% gas, 23% ASHP and 22% were happy with their existing heating type. * 83% noted their preferred method of communication was by letter with 13% noting Email. |
|  | Prepare regular newsletters | Falkirk Council | Falkirk Council Tenants |  |  |  | First Newsletter issued with letter in February 2022. | **Complete, with further newsletters to follow.**  The first Newsletter issued in Feb 2022 provided tenants with an update on the progress being made to improve the energy efficiency of their homes and to offer advice and support to those who need financial help. |
|  | Prepare updates for the Tenant Talk Magazine | Falkirk Council | Falkirk Council Tenants |  |  |  | The Tenant Talk magazine is sent to all our tenants three times per year. The magazine will be used to updated tenants on programme information, advice and support on fuel cost and energy saving tips. | **Complete, with further articles to follow**  Spring 2022 Edition of Tenant Talk printed and posted to tenants in March 2022. |
|  | Continue to engage and support the network of community groups | Falkirk Council | All residents |  |  |  | Falkirk Council Community Engagement Team and Community Planning Team will provide support and advice to people within the community who are considering establishing a group such as a Registered Tenants Organisation and will work together with the community to address needs locally. | **Ongoing**  The Community Engagement Team met with four representatives from Slamannan (three owners and one tenant) on a few occasions before lockdown and discussed the benefits of setting up a Registered Tenants Organisation (RTO), and what that meant. Options for funding and grants available were also discussed. Information was left with the group but after consideration, they decided an RTO was not for them. Advice was given, including the availability of further support if they decided to set up an RTO in the future. |

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|  | Housing Operations kept fully informed | Falkirk Council | Falkirk Council Tenants |  |  |  | The front-line Housing Officer plays a crucial role in communication with tenants. | **Ongoing**  For this reason, the local Housing Operations Teams will be fully informed of the action plan and progress so they too can answer questions and inform tenants of progress.  Electric Heating Training was arranged and carried out by Home Energy Scotland in March 2022. 18 Staff attended this including the Staff that cover the off-gas areas. |
| **Welfare Benefit and Financial Advice & Support** | Provide confidential personal advice and guidance for:  - Welfare benefits  - Income maximisation and debt management | Falkirk Council | All residents |  |  |  | The following links are available on Falkirk Council Website. Residents are asked to:   1. Residents can check they are getting all the income to which household is entitled. This can be done via <https://falkirk.entitledto.co.uk/home/start>      1. If it is identified that a resident has entitlement to any other benefits but have difficulty in successfully applying for this, we can assist - <https://www.falkirk.gov.uk/services/benefits-support/help-with-welfare-benefits.aspx> 2. If a resident has debt or difficulty budgeting, because of energy costs we can offer independent advice - <https://www.falkirk.gov.uk/services/benefits-support/money-advice.aspx>   If anyone needs help to access these services, they can visit any Advice and Support Hub. <https://www.falkirk.gov.uk/places/oss-ash/> | **Ongoing**  Advice and guidance was also included in the Newsletter.  Included in the newsletters was specific contact details should any tenant or neighbour have any worries or concerns about finances. |
|  | Provide financial support to assist with energy costs | Falkirk Council | All residents |  |  |  | The Council is providing a one-off payment of £100 to households in receipt of Council Tax Reduction and living in an off-gas area.  A second letter will be sent to all the households in off-gas areas who we were unable to reach re: the one-off payment of £100 at the end of March/beginning of April.  Several off-gas households have been referred for a payment through the Household Support Fund. This fund has been set up to support low-income households struggling with the rising cost of living. | **Ongoing**  427 off gas households have been identified as eligible and most people have now received this payment. We are working to reach out again to those we failed to contact. |
|  | Offer advice on financial support | Falkirk Council | All residents |  |  |  | Advice and information has been provided. | **Ongoing**  Advice and information has been provided on the Council’s website, letters, Newsletter and Tenant Talk magazine. Updates will be provided as an when necessary. |