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|  |  |  |  |  | **Timescales** |  |  | **FUEL POVERTY ACTION PLAN** |
| **Category** | **Action** | **Responsibility** | **Available to** | Short1-3 months | Medium4 - 9 months | Long9+ months | **Key themes** | **UPDATE ON ACTIVITY****29th July 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** Falkirk Council have accepted Scottish Gas Network (SGN) quotation and negotiations are underway regarding payment installations during the course of the works. SGN have started design work which will inform the programme timescales.Tenants and residents will be informed as this information becomes available. |
|  | 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** **Phase 1**Improvement works are progressing well:-* Air source heating supply (ASHP) are now installed in 24 properties addresses, the installation to the remainder of the properties will be complete by 8th August 2022
* The installation programme for PV will begin on Monday 1st August 2022. Letters have been issued to tenants to advise them.

Surveys have been carried out with 12 tenants. A follow up survey will take place 6 months after the installation of the new heating system to review findings.To date, 3 tenants have refused the proposed change of heating.**Phase 2** Contract billing work has now started for Phase two, we expect the tender to be issued by 30th of August. The Energy Officer will install internal temperature and humidity monitoring devices in 2 properties prior to the new heating being installed in Phase 2. This will provide comparative data and assess the impact on the thermal comfort of the new heating.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 total of 387 heating systems have been serviced so far. The average number of services carried our per week has increased from 16 per week, reported in the previous update in May to 18 per week as at end of July.  |
|  | 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**A total of 646 properties have received new windows and doors this includes: -124 properties in the East area, 251 in the Central area and 271 in West area.Surveys have started for the properties programmed in Phase 2.  |
|  | 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 is available on the Council’s website. And can be viewed here - [Help maintaining, adapting or repairing your home - Wet electric heating systems | Falkirk Council](https://www.falkirk.gov.uk/services/homes-property/housing-support/repairs-maintenance/wet-electric.aspx)There has been a marked increase in the number of visits to this webpage from only 8 visits in the previous reporting period to 90 visits so far. We will continue to monitor this method of communication.We know that not all our tenants use digital devices and we will ensure that information is included in a range of ways and is inclusive by including personal contact and written communication.Tenant representatives have volunteered to work with us on the Communication Strategy to help us to prepare communication that meets tenants needs.   |

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|  | Update web page to publish advice and progress on works programmes | Falkirk Council | Falkirk Council Tenants |  |  |  | Information published and kept updated | **Ongoing**Information on the Falkirk Council website can be updated in ‘real time’ and is accessible from a variety of devices.  |
|  | Provide tenants with regular updates by their preferred method of communication (Letters)  | Falkirk Council | Falkirk Council Tenants |  |  |  | Individual letters issued to tenants February 2022. Postal survey seeking views of tenants affected issued and findings considered and published.Update Letter delayed until we have a confirmed programme from SGN. This was agreed with tenant representatives as they felt this would allow tenants to make for informed decisions whether to wait for gas or consider ASHP & PVs. | **Complete, with further letters and communication to follow.**Information is shared in a range of ways including direct communication with those affected as detailed above.  |
|  | Prepare regular newsletters  | Falkirk Council | Falkirk Council Tenants |  |  |  | First Newsletter issued with letter in February 2022. | **Complete, with further newsletters to follow.**  |
|  | 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. So far this has included an article in the May edition and July edition | **Complete, with further articles to follow.**An article on the Priority Services Register article is included in the summer issue of tenant Talk which will be printed and posted to all tenants in August 2022. (Electronic copy attached to email correspondence) |
|  | 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** |

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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**Housing Operations Teams are informed of plans and progress to assist with any enquiries. We are also using a range of methods including Tenant Talk and digital on the web. |
| **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** Access to advice and guidance is widely promoted across the Falkirk area. |
|  | 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. 427 off-gas households have been referred for a payment through the Household Support Fund.365 households (85%) have received this support to date. This fund has been set up to support low-income households struggling with the rising cost of living.  | **Ongoing**We recently wrote to 48 households eligible for financial assistance but received no response, therefore Housing Officers will engage with these households directly regarding their entitlement to the payment.Addresses in receipt of Council Tax Reduction will receive a £75 payment through Local Authority Economic Covid Recovery Fund (LACER) funding.The Household Support Fund will open in September and be promoted to off-gas areas. |
|  | 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. |