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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****30th September 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** Scottish Gas Network (SGN) are undergoing their own procurement exercise to appoint contractors to deliver this project. Until these resources are in place SGN cannot provide a firm work programme, however, have intimated that the work is likely to be carried out in three sections: - * Letham
* Whitecross
* Slamannan/California/Avonbridge

SGN project the programme will start early 2023 and complete in 2024. Gas supply will be available to progress to installations after each individual area is completed. |
| **Property** | 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**ASHP installations to properties included in Phase 1 are complete except for two properties in a communal block where consultation with owners is ongoing. A follow up survey will take place 6 months after the installation date of the new heating system to review findings.To date, 3 tenants have refused the proposed change of heating.**Phase 2** Grant funding application for phase 2 has been submitted to SG and billing is complete with the tender now ready for issue. SG funding applications submitted during August were due to be reviewed on the 19th September, however the review panel had to be rescheduled due to the bank holiday on Monday. Applications will be reviewed on 6th October with projects being notified of outcomes and clarifications week beginning 10th October.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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| **Property** | 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 520 heating systems have been serviced so far. Servicing Programme update:137 properties in Avonbridge, Slamannan & Limerigg are scheduled to have services complete by 30th September.138 properties in Larbert, Blackness, Letham, Standburn, Denny, Dunipace, Bo'ness, Grangemouth and California will be serviced during 1st October - by 30th December . The remainder of the contract period (January – February 2023) will focus on hard to access properties, approximate numbers will be provided in December’s update 22. |
| **Property** | 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****Year 1**A total of 840 properties have received new windows and doors this includes: - * 201 properties in the East area,
* 323 in the Central area and
* 316 in West area.

Customers have expressed high levels of satisfaction with over 90% of tenants reporting satisfaction on the post installation customer feedback surveys.**Year 2**Surveys have started for the properties programmed in Phase 2 with the first installs expected in Limerigg by 30th September. |
| **Property** | 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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| **Communication Strategy** | 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.  July 2022 Improvement Plan published on Website 11 August 2022.Tenant representatives have been invited to a meeting on 3 October 2022, to discuss/review web content. |
|  | 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 Warms Home Discount and other financial assistance due over the winter is to be included in the Autumn issue of Tenant Talk which will be printed and posted to all tenants in the Autumn of 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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| **Communication Strategy** | 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. |
| **Communication Strategy** | 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.There will be other financial support available this winter: -Energy Bills Support Scheme - £400 grant to be paid in instalments between Oct 2022 – March 2023.Extra Winter Fuel Payment - Pensioner Households to receive an additional £300 paid with the usual Winter Fuel Payment, Autumn 2022.Cost of Living Payment - Households in receipt of disability benefits will receive a one-off payment of £150, from 20 September 2022.Households in receipt of means tested benefits will receive £650, two payments, summer and autumn 2022. |
| **Communication Strategy** | 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 – aim is to have money out to every eligible household in Falkirk by the end of 2022.The Household Support Fund wis now open as of September 1st.Whilst the Household Support Fund is a referral-based fund - I.e. only Falkirk Council Services and trusted partners such as CABs and RSLs are able to refer individuals, come early October members of the public will be able to declare an interest in being referred for the fund, via a separate webform. This will allow us to provide individuals with a one-off payment as well as identify other areas of support available. Information on the fund can be shared with off-gas villages in relevant places, i.e., newsletter, social media etc. |
| **Communication Strategy** | Offer advice on financial support  | Falkirk Council | All residents |  |  |  | Advice and information have been provided. | **Ongoing**Advice and information have been provided on the Council’s website, letters, Newsletter and Tenant Talk magazine. Updates will be provided as an when necessary. |