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|  |  |  |  |  | **Timescales** |  |  | **FUEL POVERTY ACTION PLAN** |
| **Category** | **Action** | **Responsibility** | **Available to** | Short1-3 months | Medium4 - 9 months | Long9+ months | **Update/Comments** | **FC update 28 February 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. |
|  | 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.**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. |

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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. |
|  | 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 website. |
|  | 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. |
|  | 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. |
|  | 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 on a quarterly basis. This will be used to updated tenants on programme information, advise and support on fuel cost and energy saving tips. | **Complete, with further articles to follow**Article prepared for the Spring 2022 edition. |
|  | 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 lockdowns, 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 of 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.  |
| 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, as a result 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/](https://www.falkirk.gov.uk/places/oss-ash/%20)  | **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.  | **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. |