

Heating and Energy Efficiency Improvement Plan							
Category	Action	Responsibility	Available to	Timescales			Update/Comments
				Short 1-3 months	Medium 4 - 9 months	Long 9+ months	
Property	Identify and appoint an independent contractor to visit tenants where issues with the performance of the electric wet heating system have been identified.	Falkirk Council	Falkirk Council Tenants	✓			A list of c 50 tenanted addresses has been passed to the contractor to carry out inspections. Inspections started on Friday 13 December 2019. Appointments for inspections will be agreed with the tenants in advance. NB: appointments are available outwith working hours.
	Information collected from property visits will be analysed and recommendations/outcomes agreed, reported and implemented.	Falkirk Council	Falkirk Council Tenants	✓	✓	✓	Information collected from this exercise will be made available to all residents
	Carry out energy efficiency assessments for individual properties to identify additional measures that will improve the thermal efficiency of homes, including property repair related matters	Falkirk Council	Falkirk Council Tenants	✓			Information collected from this exercise will be made available to all residents
	Create a dedicated web portal to publish advice and guidance in response to the issues raised by our tenants along with a facility for tenants to feedback issues	Falkirk Council	Falkirk Council Tenants	✓			We are currently liaising with our IT team and hope to start publishing information on the website early in the new year 2020.
	Undertake an independent review of current alternative heating systems to assess their relative efficiency, recognising current available renewable technologies	Falkirk Council	All residents			✓	Suitably qualified consultancy support being identified and procurement of service will commence early in the new year
Welfare Benefit and Financial Advice & Support	Provide confidential personal advice and guidance for: - Welfare benefits - Income maximisation and debt management	Falkirk Council	All residents	✓			<p>The following links are already available on Falkirk Council Website. All residents are asked to:</p> <ol style="list-style-type: none"> <li>1. Check they are getting all the income to which household is entitled. This can be done via <a href="https://falkirk.entitledto.co.uk/home/start">https://falkirk.entitledto.co.uk/home/start</a></li> <li>2. If it is identified that you have entitlement to any other benefits but have difficulty in successfully applying for this we can assist - <a href="https://www.falkirk.gov.uk/services/benefits-support/help-with-welfare-benefits.aspx">https://www.falkirk.gov.uk/services/benefits-support/help-with-welfare-benefits.aspx</a></li> <li>3. If you have debt, or difficulty budgeting, as a result of energy costs we can offer independent advice - <a href="https://www.falkirk.gov.uk/services/benefits-support/money-advice.aspx">https://www.falkirk.gov.uk/services/benefits-support/money-advice.aspx</a></li> </ol> <p>If anyone needs help to access or complete they can visit any Advice and Support Hub. <a href="https://www.falkirk.gov.uk/places/oss-ash/">https://www.falkirk.gov.uk/places/oss-ash/</a></p>

Function	Action	Responsibility	Available to	Timescales			Update/Comments
				Short 1-3 months	Medium 4 - 9 months	Long 9-12months	
Facilitate community partnership working with other agencies	Arrange a number of local Information Events to provide personalised advice on: <ul style="list-style-type: none"> <li>Property and heating system performance</li> <li>Energy efficiency / consumption reduction</li> <li>Available tariffs and billing</li> <li>Finance and debt advice</li> </ul>	Falkirk Council Home Energy Scotland Scottish Power	All residents	✓			Dates in early 2020 and various venues currently being identified
	Engage with Scottish Power to: <ul style="list-style-type: none"> <li>Review Tariffs</li> <li>Consider potential funding streams for owners to improve efficiency of homes</li> <li>Liaise with customers experiencing difficulties with bills</li> <li>Consider additional support from other SP divisions to identify other measures to help the community (s) involved</li> </ul>	Falkirk Council	All residents	✓			<p>Scottish Power Customer Liaison Officers are in the process of visiting customers in the Falkirk area. We have asked for feedback so outcomes can be shared more widely through the planned information portal.</p> <p>Meeting took place with Falkirk Council and Scottish Power on Tuesday 10 December 2019. SP were specifically asked to look at their range of tariffs and if they can offer a more preferential rate, this included options such as:</p> <ul style="list-style-type: none"> <li>Different payment options for residents in areas impacted e.g.: D/D; fixed term contract period or a specific deal for areas</li> <li>Where a SMART meter has been installed can the customer be moved back onto Economy 2000 tariff</li> <li>Customers moving from pre-paid meters to a credit meter</li> <li>Would it be possible to offer a single rate meter solution for this issue and give a better fixed term deal</li> <li>Is it possible to change the price of E2K tariff to make it more affordable</li> </ul> <p>Scottish Power were also asked if there was anything else they could do for the community (s) involved and what are other networks/renewables doing and is there any possible tie in or other support which can be offered.</p> <p>Scottish Power agreed to consider these points and will undertake internal discussions and feedback on their intentions. Awaiting update following meeting</p>
	Engage with representatives of Scottish Gas Network (SGN) to investigate the possibilities of gas provision within 'Off gas areas' throughout the Falkirk Council area.	Falkirk Council	All residents	✓			Contact made and awaiting response from SGN
	Establish network of community groups, to improve engagement and secure wider community improvement	Falkirk Council	All residents	✓			Falkirk Council Community Engagement Team to lead on the development of Tenants and Residents Organisations