

Function	Action	Responsibility	Available to	Timescales			Update/Comments
				Short 1-3 months	Medium 4 - 9 months	Long 1-3 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 over 60 tenanted addresses has been passed to the contractor to carry out inspections. Inspections started mid December 2019 and the contractor is working to book remaining properties on this list for February 2020. An additional 10 properties have also been identified, where no reported performance issues have been reported. This will enable any differences between those experiencing issues and those not, to be identified. No significant performance issues identified to date. The Council has offered to meet with other independent experts in order to review findings and ensure a consistent and comprehensive assessment process.
	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 collated and trends analysed on completion of inspections at the end of February 2020 and will be made available to all residents. Early analysis indicates some properties have a few radiators which are undersized by today's design calculations. Also, room thermostat positioning could be better within some properties. One tenant identified who has a single rate meter and is satisfied with heating / hot water. The circumstances of this are being explored in more detail.
	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	✓			Housing Property & Asset staff have begun a desktop analysis of our properties. Site visits to survey properties will begin late Jan /early Feb. Window and door replacement contract scheduled to commence in 2020/21, with priority accorded to off-gas areas in years 1 and 2 of an 8 year programme.
	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	✓			Information loaded January 2020 to the Falkirk Council Web site. Dedicated e mail address created to report issues. electricwet.enquiries@falkirk.gov.uk
	Undertake an independent review of current alternative heating systems to assess their relative efficiency, recognising current available renewable technologies	Falkirk Council	All residents			✓	APSE and other Local Authorities contacted Jan 2020 to establish current best practice. Initial feedback indicates heat pumps and Quantum Dimplex storage being pursued by other Local Authorities. Awaiting further feedback to provide a more comprehensive position.

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Welfare and Finance Advice & Support	Provide confidential personal advice and guidance for: - Welfare and benefits - Income maximisation and debt management	Falkirk Council	All residents	✓			<p>The following links are available on Falkirk Council Website. All residents are asked to:</p> <ol style="list-style-type: none"> 1. Check they are getting all the income to which household is entitled. This can be done via https://falkirk.entitledto.co.uk/home/start 2. If it is identified that you have 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 3. If you have 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 4. If anyone needs help to access or complete they can visit any Advice and Support Hub. https://www.falkirk.gov.uk/places/oss-ash/
Facilitate community partnership working with other agencies	<p>Arrange a number of local Information Events to provide personalised advice on:</p> <ul style="list-style-type: none"> • Property and heating system performance • Energy efficiency / consumption reduction • Available tariffs and billing • Finance and debt advice 	Falkirk Council Home Energy Scotland Scottish Power	All residents	✓			<p>Meetings and dialogue with HES and Scottish Power ongoing. Please find below the dates we have booked/provisionally booked for the Open meetings.</p> <p>Confirmed</p> <ul style="list-style-type: none"> • Slamannan Community Centre – 26th Feb 10-12pm, 2-4pm and 5-7pm. Requested WiFi password if they have one. Confirmed. Access from 9am. • Shieldhill Community Centre – 3rd March 10-12pm, 2-4pm and 5-7pm. Requested WiFi password if they have one. Confirmed. Access from 9am. <p>Still to be confirmed</p> <ul style="list-style-type: none"> • Avonbridge Community Hall – 2nd March 10-12pm, 2-4pm and 5-7pm. Booking has been requested, still to be confirmed. Access from 9am. • California Community Wing at Primary School – 4th March from 4-7pm. Booking has been requested, still to be confirmed. Access from 3.30pm • Whitecross Primary School – 9th March from 4-7pm. Access from 3.30pm. • Letham Pavillion – 10th March 4-7pm: Suitability being investigated, with potential option to use community centre. Access from 3.30pm

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	<p>Engage with Scottish Power to:</p> <ul style="list-style-type: none"> Review Tariffs Consider potential funding streams for owners to improve efficiency of homes Liaise with customers experiencing difficulties with bills Consider additional support from other SP divisions to identify other measures to help the community (s) involved 	Falkirk Council	All residents	✓			<p>New lower tariff offered by SP “winter 2000” and key card payment programme. Annual savings estimated at £450 to £500 per property</p> <p>SP Customer Liaison Officer visits continue. Awaiting feedback from SP on the visits, in order that outcomes can be shared more widely. Next meeting scheduled with SP on Thursday 23 Jan 2020</p> <p>Awaiting response from SP on whether customers can be moved back onto Economy 200 tariff, where a SMART meter is installed.</p> <p>ECO funding available for insulation measures from SP for private owners. Falkirk Council will bid for Scottish Government funding to assist with joint tenure works. Falkirk Statement of Intent modified Jan 2020 to accommodate this project.</p> <p>Initial discussions held on 17 Jan 2020 with SP network contractors to explore additional measures.</p>
	Engage with representatives of Scottish Gas Networks (SGN) to investigate the possibilities of gas provision within “Off gas areas”, throughout the Falkirk Council area	Falkirk Council	All residents	✓			<p>SGN contacted to provide quotations for gas infill within each village locality.</p> <p>2 quotations received to date 16/01/2020.</p>
	Establish network of community groups, to improve engagement and secure wider community improvement.	Falkirk Council	All residents	✓			Falkirk Council’s Community Engagement working with local groups to identify wider representation.