

Home Energy Conservation Act (1995) Further Report March 2017

South Tyneside Council

March 2017 Biennial Progress Report

SOUTH TYNESIDE COUNCIL HOME ENERGY CONSERVATION ACT (HECA) PROGRESS REPORT 2017

BACKGROUND

In 2012 the Secretary of State for Energy and Climate Change issued new guidance to English Energy Conservation Authorities (ECAs) setting out their obligations pursuant to the Home Energy Conservation Act (HECA) 1995. The Act recognises that Local authorities are uniquely placed to assess the needs of their areas and local residents and to act as catalysts for change. The Home Energy Conservation Act recognises local authorities' ability to use their position to improve the energy efficiency of all residential accommodation (owner-occupied, privately rented and social housing) in their areas.

This progress report 2017 updates the initial Progress report, submitted in March 2015. This report sets out the energy conservation measures undertaken in the preceding two years and those that South Tyneside Council considers practicable, cost-effective and likely to result in on-going and significant improvements in the energy efficiency of residential accommodation in the South Tyneside area.

Further progress reports detailing how South Tyneside Council is progressing with the measures identified within this report and the impact on emissions and the level of fuel poverty locally will be provided at 2 yearly intervals i.e. 31st March 2019 up to and including 31st March 2027. Energy Conservation Authorities are to consider setting out a timeframe for delivery and the role that key local partners, stakeholders and community organisations, can play in supporting their plans.

ACTION		TIMING
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1/ LOCAL ENERGY EFFICIENCY AMBITIONS AND PRIORITIES

Carbon Emissions Reduction in the Domestic Sector	<p>South Tyneside Council has publicly committed to tackle climate change and agreed specific carbon reduction targets through participation in the EU Covenant of Mayors Initiative. As a signatory to the Covenant of Mayors South Tyneside has voluntarily committed to increase energy efficiency and the use of renewable energy sources within the local authority area. The Council has set a target to reduce carbon emissions by at least 20% by 2020, against a 2005 baseline. An initial plan for achieving this level of CO₂ emissions reduction is detailed in South Tyneside's Sustainable Energy Action Plan. Sustainable Energy Action Plan for South Tyneside. Options for the development of an updated Low Carbon plan, to incorporate and update existing low carbon commitments, are currently being considered at a regional level. The Emissions Reduction Plan, soon to be published by BEIS will set out how the Government intends to drive the reduction of emissions through the 2020s and set an important signal to markets, investors and businesses – domestic energy efficiency will have a part to play in this and we will need to ensure we are fully aware and well placed to take advantage of opportunities as they emerge.</p>
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Improving the Energy Efficiency of Homes

The requirement to improve the energy efficiency of homes stems from the legal requirements to reduce CO₂ emissions set out in the Climate Change Act 2008 and the government's Carbon Plan, published in 2011. The Carbon Plan sets the following targets in relation to housing:

- To insulate all cavities and lofts, where practical, by 2020
- By 2030, between 1-3.7m additional solid wall installations and between 1.9-7.2 m other energy efficiency installations
- By 2030, 1.6-8.6m building level low carbon heat installations such as heat pumps. (Government modelling suggests that 21-45% of heat supplies to buildings need to be low carbon)
- By 2050, emissions from UK buildings to be "close to zero"

The Household Energy Efficiency National Statistic Headline release contains detailed breakdowns on the Energy Company Obligation on a quarterly basis.

[Household Energy Efficiency National Statistic Headline Release March 2017](#)

Up to the end of December 2016, 3,830 households in South Tyneside have benefitted from the installation of ECO measures. This figure equates to 56 households in every 1000 in receipt of ECO measures in that period. In these households a total of 4,982 ECO measures have been installed up to the end of December 2016. This equates to 72.9 ECO measures per 1,000 households.

ECO Transition

The Warm Up North Partnership, active across nine North East local authorities, has a further 15 months to run and there will be opportunities presented by the ECO transition arrangements which will become clearer over the following months. The new arrangements introduce 'Local Authority Flexible Eligibility' proposals. It is the intention of South Tyneside Council to get involved in these new arrangements, however we are currently awaiting BEIS guidance, which we consider essential to inform decisions on the nature of our future commitments. Once we reach this stage we will set out in our 'Statement of Intent' how we plan to target fuel poor households or households on low income and vulnerable to the effects of living in a cold home using the flexible eligibility arrangements.

South Tyneside Carbon Dioxide Emissions

South Tyneside's current performance (2014) on emissions from all sectors (Industrial and Commercial, Road Transport and Domestic) is 4.1t CO₂ per capita, a reduction on the 2005 baseline of 1.5t CO₂ per capita. Between 2005 and 2014 total carbon emissions have reduced by 27% from 831 kt CO₂ to 604 kt CO₂, and so South Tyneside is on track to achieve 2020 carbon emission reduction targets.

For South Tyneside domestic carbon emissions account for approximately 42% of total CO₂ emissions, the greatest proportion of all CO₂ emissions for the area. In the period 2005 to 2014 South Tyneside's domestic carbon emissions have fallen from 372 kt CO₂ to 253 kt CO₂, a 32% reduction, largely attributable to insulation and heating improvement schemes delivered across South Tyneside over this period.

[UK Local Authority and Regional CO₂ emissions national statistics](#)

South Tyneside Local Authority CO₂ emissions estimates 2005-2014 (kt CO₂)

	Industry and Commercial Total	Domestic Total	Transport Total	Grand Total	Population (000's mid-year estimate)	Per Capita Emissions (t)
2005	247.3	372.3	209.8	831.0	149.6	5.6
2006	245.7	364.5	208.0	819.9	148.9	5.5
2007	221.9	349.4	204.6	777.3	148.6	5.2
2008	218.9	350.4	195.4	766.1	148.6	5.2
2009	196.9	311.7	190.9	700.9	148.5	4.7
2010	204.3	331.6	188.9	726.0	148.5	4.9
2011	183.8	286.3	185.4	656.6	148.2	4.4
2012	200.7	309.9	189.3	701.0	148.4	4.7
2013	193.7	305.7	186.2	686.5	148.5	4.6
2014	169.3	253.0	181.2	604.4	148.7	4.1

Domestic Carbon emissions for South Tyneside (Electricity, Gas, Other fuels, kt CO₂)

	Domestic Electricity	Domestic Gas	Domestic Other Fuels	Domestic Total
2005	127.2	232.9	12.2	372.3
2006	132.5	221.5	10.6	364.5
2007	130.4	209.1	10.0	349.4
2008	124.7	214.7	11.0	350.4
2009	113.5	188.7	9.5	311.7
2010	116.7	205.0	9.9	331.6
2011	111.3	165.3	9.7	286.3
2012	117.3	183.5	9.2	309.9
2013	108.6	186.3	10.8	305.7
2014	89.6	153.2	10.3	253.0

Source: BEIS National Statistics 2005-2014, UK Local and Regional CO₂ emissions.

Tackling Fuel Poverty

Government statistics published by the Department of Business, Energy and Industrial Strategy (BEIS) in 2016, provide estimates of the level of fuel poverty in England. In 2014 (the latest year for which data is available) the number of households in fuel poverty in England was estimated at 2.38 million, representing approximately 10.6% of all English households. Around 1.9 million of these are vulnerable fuel poor households. The average fuel poverty gap (the difference between a household's average bill and what their bill would need to be for them to no longer be fuel poor) was estimated at £371. In the North East in 2014, 12.2% of households were in fuel poverty, representing 139,490 households. In parts of the North East the fuel poverty rate exceeds 14%.

At 11.8%, South Tyneside's fuel poverty rate is higher than the England average, however South Tyneside shares the lowest fuel poverty rate in the North East region with Redcar and Cleveland and Hartlepool. A fuel poverty rate of 11.8% does however equate to nearly 8,000 households and represents an increase on the 2012 fuel poverty rate

[Sub-Regional Fuel Poverty Statistics 2014](#)

South Tyneside does not underestimate the size of the problem and remains committed to tackling fuel poverty with progress

directed and implemented through a multi-agency Fuel Poverty and Falls Prevention Partnership. Current priorities include maximising partner participation in the regional energy efficiency delivery programme 'Warm Up North' and strengthening the link between fuel poverty and health. In line with NICE (The National Institute for Health and Care Excellence) guidelines on 'Excess Winter Deaths and illness and the Health Risks associated with cold homes' the Partnership's Fuel Poverty Strategy will be central to the co-ordination and delivery of a wide range of actions to provide energy efficient homes, reduce fuel poverty and improve health. With this focus the Partnership will continue to ensure better co-ordination across partner organisations to maximise take-up of energy efficiency programmes alongside greater engagement of health, social care and other professionals in the identification and resolution of fuel poverty issues. The Partnership continues to explore every opportunity to fund innovative approaches to tackling fuel poverty in vulnerable households and to strengthen health sector engagement. Recent successes include the Warm Up North, 'Central Heating Fund programme' for the installation of first-time central heating systems in fuel poor households and the 'Fuel Poverty Impact Service', specifically linking fuel poverty and hospital discharges to evidence the health benefits to older people with long-term health conditions, who are at greater risk of readmission or repeat visits to the GP during winter.

Since 2013 the Energy Company Obligation (ECO) has been the Government's primary programme for the delivery of energy efficiency measures in homes in order to reduce carbon emissions and improve the ability of low income and vulnerable consumers to heat their homes to comfortable levels. The second Energy Company Obligation period is due to close on 31 March 2017, to be followed by a supplier obligation to run for 5 years from April 2017. The first phase of this programme – ECO 2t will run for 18 months to 1st Oct 2018. The focus of the transition programme is insulation rather than boiler installations and eligibility for certain measures under Affordable Warmth will be extended to E, F and G rated social housing. ECO 2t introduces 'Local Authority Flexible Eligibility' whereby up to 10% of the Affordable Warmth target can be delivered through Local Authority declarations that a household is fuel poor, although not necessarily in the Affordable Warmth qualifying group. It is expected that this arrangement may be particularly useful in large scale community energy efficiency schemes - enabling schemes to proceed where potentially only a proportion of households meet Affordable Warmth eligibility criteria. Through the new ECO arrangements South Tyneside will revisit opportunities for larger scale community energy schemes alongside provision of a range of public propositions to include loft insulation, cavity wall insulation and boiler replacements. ECO 2t opportunities for South Tyneside will be fully explored over the coming months to ensure maximum benefit from the current obligation for South Tyneside residents.

Housing Act 2004	Through better regulation the Council's aim is to continue to eliminate Category 1 hazards in housing, of which 'excess cold' is particularly significant. In the period April 2015 – March 2017 the Environmental Health service received 800 housing and public health-related requests for service. Approximately 50% of these related to households experiencing problems with
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	<p>damp, condensation, inadequate or non-existent heating. The Council will access financial assistance where available and appropriate and will continue to apply a broad range of enforcement options to compel improved standards in the private sector.</p> <p>Increasingly requests for service are received from householders struggling with energy bills and fuel debt. The Environmental Health service continues to work closely with partners including Age Concern Tyneside South, South Tyneside Citizen's Advice Bureau and the Welfare Support Team, to ensure vulnerable households can access a range of energy, housing and welfare support services to help improve their circumstances.</p>
<p>South Tyneside Joint Strategic Needs and Assets Assessment</p>	<p>South Tyneside's Joint Strategic Needs and Assets Assessment (JSNAA) contains recommendations for continued investment in warm homes initiatives aimed at vulnerable people in socially and economically disadvantaged households, in order to reduce fuel poverty and avoid increased levels of excess winter deaths.</p> <p>South Tyneside Council has made a corporate commitment to reduce levels of fuel poverty in the local area, set out in South Tyneside's Health and Wellbeing Strategy, and the developing Housing, Financial Inclusion and Affordable Warmth strategies.</p>
<p>2/ MEASURES WE ARE TAKING TO RESULT IN SIGNIFICANT ENERGY EFFICIENCY IMPROVEMENTS OF OUR RESIDENTIAL ACCOMMODATION</p>	
<p>ECO AND GREEN DEAL</p>	
<p>Warm Up North</p>	<p>South Tyneside Council was one of the founding members of 'Warm Up North', a partnership of nine local authorities in the North East who came together with the common goal of improving energy efficiency in order to improve quality of life for residents. The scheme, powered by British Gas, began as a pioneering initiative to implement a large scale housing retrofit programme taking advantage of the UK Government's Green Deal and ECO proposals under the Energy Act 2011. Despite the lack of consumer interest in the Green Deal model and substantial reductions in UK subsidy levels, the Warm Up North project has managed to deliver large scale energy efficiency schemes, with installations of boilers and insulation to the fuel poor, external wall insulation to social housing estates and solar photovoltaic installations to public buildings.</p> <p>The Warm Up North Partnership has facilitated an ECO investment in South Tyneside in excess of £550,000 to date. The project's focus in the period 2015-2017 has been boiler replacements, together with loft and cavity wall insulation, delivered at zero or very low up-front cost to residents. A combination of direct mail shots to households in receipt of qualifying benefits, supported by partner referral processes, signposting and marketing have been the primary means of referral generation to</p>

2013 – 2018.

the scheme.

Taking advantage of the Warm Up North framework arrangements, South Tyneside Council has carried out a programme of Solar PV installation to council buildings in the period 2015 – 2017. 16 council venues borough-wide, including libraries, community support centres, leisure facilities, children’s centres and office buildings, now host solar installations totalling more than 700 kWp. The expected annual renewable energy generation from these installations is in excess of 400,000 kWh.

Central Heating Fund

In 2016 the Department of Energy and Climate Change awarded funding totalling £25m, to 20 projects nationwide, for the installation of first-time central heating systems to qualifying households. The Warm Up North Partnership received the largest funding award of £6.5m and led by Northumberland County Council the project focussed on the provision of free central heating systems to private homeowners/tenants, living in homes without or with only partial heating systems. Householders living in homes with electric storage heaters, electric room heaters, solid fuel fires and single gas fires were potentially eligible depending on their financial status. South Tyneside Council has worked closely with South Tyneside Homes and Northern Gas Networks to identify properties in South Tyneside that could benefit from the Central Heating Fund. Northern Gas Networks have helped to identify ‘no gas’ areas and gas mains locations, plus locations where new service installations were both logistically possible and cost effective. This information together with intelligence from within the Council’s Environmental Health Service, was used of target 600 private sector homes without gas central heating. Where new service installations were required, the CHF team at British Gas liaised with Northern Gas Networks to ensure the timely installation of gas connections in advance of central heating system installation.

- 25 private sector homes (including private rented) have benefitted from the installation of new gas connections/ meters and central heating systems.
- A further 16 ‘off-gas’ council homes have received both new gas connections and central heating systems helping to alleviate fuel poverty and futureproof council homes.
- A further 35 ‘off-gas’ council homes have received gas connections free of charge through the NGN Fuel Poverty programme. South Tyneside Homes will be in a position to take advantage of new funding streams for central heating measures, should they arise following evaluation of the Central Heating Fund.

	<ul style="list-style-type: none"> Total Central Heating Fund investment in South Tyneside's housing stock is in excess of £100,000. 	
Hard to Treat Cavity Wall Insulation	There is ambition to progress the thermal upgrade of up to 100 Hard-to-treat council homes over the course of 2017. South Tyneside Homes are currently in the process of exploring potential funding opportunities with ECO providers.	2017 - ongoing
DECENT HOMES	Since 2008 approximately 90% of council housing stock (15,347 homes) has been improved through the Decent Homes Programme. Thermal efficiency measures have included the upgrading of single to double glazing, Upvc to composite doors and cavity wall insulation, plus the installation of 'A' rated boilers and TRVs (thermostatic radiator valves). In the 2015-17 period, 821 council homes have received new boiler installations and a further 141 central heating systems have been fitted with thermostatic radiator valves to improve control. The core Decent Homes programme was completed in December 2016. A further 1700 homes are included in the mop-up programme.	2015-2017 ongoing
Non-Traditional Homes	<p>In the period 2015-17 (finish forecast Spring 2017) a further 350 non-traditionally constructed homes have been upgraded to include thermal efficiency measures. The Non-traditional homes programme has attracted ECO funding to support a significant investment in the housing stock (in excess of £7.5m) and has included upgrades to a range of property types, as follows:</p> <p>Jarrow – 'Spooners' 94 properties - upgrade has included – new tiled roofs, coverings including UPVC fascias, soffits and rainwater goods, loft insulation top-ups, replacement doors, 'A' rated windows, External Wall Insulation upgrades (exterior finish either a mixture of silicone render or cladding).</p> <p>Hebburn, Victoria Road and Mile End Road – 'Crosswalls' 155 properties – upgrade has included - new Roof Coverings (tiled roofs or flat insulated roofs), coverings including UPVC fascia's, soffits and rainwater goods, loft insulation top-ups, additional insulation to the flat roofs, replacement doors, 'A' rated windows, External Wall Insulation upgrades with a cladding finish.</p> <p>Hebburn – 'Taylor Woodrows' 5 properties – upgrade has included – new tiled roof coverings including UPVC fascia's, soffits and</p>	2015 2017 ongoing

rainwater goods, loft insulation top-ups, replacement doors and 'A' rated windows, External Wall Insulation upgrades with an exterior brick-effect finish.

Scotch Estate – Unities (£1.5m investment)
 43 properties – upgrade has included - new tiled roof coverings including UPVC fascia's, soffits and rainwater goods with loft insulation top-ups, replacement doors, 'A' rated windows and External Wall Insulation upgrade with an exterior brick-effect finish.

Hebburn – Concretes, and Solid Walls
 32 properties - upgrade has included - concrete structural repairs, new tiled roof coverings including UPVC fascia's, soffits and rainwater goods, loft insulation top-ups, replacement doors, 'A' rated windows, Internal Wall Insulation upgrade with exterior brick-effect and render finish, full internal insulated floor replacement, full DPC and Decent Homes where required.

Hebburn – Cavity Walls
 21 properties – upgrade has included concrete structural repairs, new tiled roof coverings including UPVC fascia's, soffits and rainwater goods, loft insulation top-ups, replacement doors, 'A' rated windows, cavity wall insulation upgrade with a mixture of exterior brick-effect and render finish or pebble dash and render finishes, full internal insulated floor replacement where required, full DPC and Decent Homes where required.

The completion of the current programme will leave 435 Massenet 'Crosswalls' in the borough – all 3 storey properties with 96 of them being Leasehold.

Solutions for these house types have been considered, but due to budget constraints there is currently no plan in place for the refurbishment of these blocks.

npower Health Through Warmth

The Health Through Warmth programme has continued to support vulnerable households in South Tyneside, offering alternative assistance for the maintenance of heating, for those failing to satisfy ECO eligibility criteria. The programme provides support to people with long-term illnesses exacerbated by the cold, and who find it hard to fully fund heating and insulation measures in their homes. The programme has proved to be an extremely valuable resource for South Tyneside Council,

Ongoing

	<p>helping residents access funding from a range of sources including charitable organisations and the Health Through Warmth Crisis Fund.</p> <p>From August 2016 Warm Zones has no longer been a funding partner with the npower Health Through Warmth scheme, but have still acted as a referral agent to the scheme. Warm Zone secured additional health-based crisis funding to be used separately to part fund heating and insulation measures in qualifying vulnerable homes and South Tyneside residents have been able to benefit from access to this support.</p>	
<p>Fuel Poverty and Falls Prevention Partnership</p>	<p>South Tyneside’s Fuel Poverty and Falls Prevention Partnership is a Public Health led programme that meets quarterly to share information and best practice as well as co-construct local plans. The Partnership aims to tackle fuel poverty, reduce falls, promote warm homes and combat Excess Winter Mortality. Structures feed directly into the Health and Wellbeing Board via the Prevention and the Lifecourse Group. Public Health England is represented on the Partnership and other key partners are listed in section 4 of this document. The Partnership will continue to promote the Fuel Poverty agenda through the development of specific projects, designed and delivered by the group.</p>	<p>2017 ongoing</p>
<p>Age Concern Tyneside South (ACTS) Affordable Warmth Interventions</p>	<p>Age Concern Tyneside South has continued to deliver a wealth of home energy related interventions to vulnerable households in South Tyneside in the 2015-17 period. Those presenting themselves to the service are offered a holistic assessment of needs prior to referral for support from a wide range of services aimed at improving home energy efficiency and addressing other needs. Highlights include:</p> <ul style="list-style-type: none"> • Total number of clients seeking energy advice – 415 • Total number of home visits to support energy interventions – 739 • Value of savings as a result of ‘Switching’ - £49,368.47 • 775 energy efficiency measures installed (low energy light bulbs, draught proofing, Carbon Monoxide alarms, radiator foils, night lights, door insulation foam) • Public Health funded Falls Prevention Service, providing local older people with an assessment, aids and adaptations, removing hazards, fixing identified problems to prevent older people from falling in their homes. • Older people accessing energy efficiency assessments are assessed by ACTS Information and Advice service to check eligibility for Warm Homes Discount. • ACTS continues to raise awareness of home energy efficiency, delivering events to encourage 	<p>2015-17</p>

	<p>older people to keep warm and well.</p> <ul style="list-style-type: none"> • The Fuel Poverty Falls Prevention Partnership has supported funding applications to NHS England's New Models of Care funding stream, with the aim of testing out new ways of working to support the community care model in South Tyneside. • £5,000 was awarded to ACTS to add value to the Energy Advice project through the introduction of a pilot element to establish effective mechanisms for referrals from the hospital discharge team. In the first quarter of 2017, 18 referrals were received resulting in home visits (some accompanied by hospital discharge staff) which identified the importance of incorporating fuel poverty checks into the discharge process. The Hospital Discharge pilot targeted vulnerable older people in South Tyneside who had returned home from hospital or who repeatedly visited their GP due to long-term health conditions. <p>Outcomes:</p> <ul style="list-style-type: none"> ▪ Raising profile of fuel poverty with key referrers (South Tyneside District Hospital, Primary Care) ▪ Encouraging key discussions between patient and practitioner to generate referrals to the scheme, prevent readmissions ▪ Reduction in cold homes ▪ Increasing income and benefit uptake to combat fuel poverty ▪ Identifying and demonstrating the benefits and health impacts to beneficiaries through practical help and intervention ▪ Establish an ongoing support network for older people via wider organisational and partnership resources to prevent future crisis situations. 	
<p>INFORMATION, ADVICE, EDUCATION, PROMOTION</p>		
<p>South Tyneside Citizen's Advice Bureau (STCAB) Energy Advice Initiatives</p>	<p>Since April 2015 STCAB has been delivering the Energy Best Deal Extra programme which funds one-to-one advice appointments to assist clients with issues including:</p> <ul style="list-style-type: none"> • Understanding gas and electricity bills, tariffs and payment methods • Finding a better deal by switching supplier and/or tariff 	<p>2015-2017 ongoing</p>

- Getting additional support, e.g. Warm Home Discount
- The Priority Services Register: special assistance for older and disabled people
- Help resolving disputes with an energy supplier
- Tackling fuel debts including securing help from relevant trust funds
- Tips for efficient use of heating and domestic appliances
- Accessing grants and subsidies for home energy efficiency improvements
- Tackling cold, damp and condensation

The programme has been primarily focused on clients considered to be in or at risk of fuel poverty and those classed as vulnerable according to Ofgem criteria, including those on low income, of pensionable age, with disabilities, and families with dependent children.

Approximately 230 clients received this specialist help between April 2015 and March 2017. Additionally in the same period across the Bureau a further 420 clients obtained relevant advice where energy issues were addressed as an ancillary element of the enquiry.

Also commencing in April 2015 the Bureau has hosted one of 40 'Energy Advice Champions' across England and Wales who were tasked with supporting and enhancing energy advice work throughout the Citizens Advice network. Energy Advice Champions are trained to City & Guilds/NEA Level 3 Energy Awareness and both receive and deliver additional training as required. This is particularly important with respect to advice topics which are relatively new (e.g. Smart Meters) or require specialist energy knowledge (e.g. boiler efficiency and home insulation measures) beyond the standard Citizens Advice adviser resource base.

Energy Advice Champions are responsible for building relationships with local stakeholders - in South Tyneside this has been focused through the very active Fuel Poverty and Falls Prevention Partnership. The Partnership monitors the quality of energy advice appointments, identifies emerging issues, and facilitates the sharing of best practice across the network.

The funding for the Energy Advice Champion at STCAB ends in March 2017, however the Energy Advice Team will continue to deliver Energy Best Deal Extra advice sessions for which funding is currently secured to September 2017, and support the Bureau to remain abreast of the rapidly changing

	scene.	
NEA Community Action Partnership	<p>National Energy Action (NEA) and British Gas teamed up with Warm Up North to launch a Community Action Partnership (CAP) in the North East. The region was one of eight localities across Great Britain to benefit from a £1.2 million British Gas community investment programme.</p> <p>The wider aim of the Community Action Partnership was to work with local authorities and partners to bring affordable energy to residents through practical activities and the evaluation of their impact on improving individuals lives and the prosperity of communities.</p> <p>Selected charities and community groups were able to refer people to Warm Up North to find out if they were eligible for ECO measures including boilers and loft and cavity wall insulation. For every successful gas boiler install the selected charity or group received a £50 award from British Gas to reinvest in their community projects. In South Tyneside the initiative was driven through South Tyneside CVS (Council for Voluntary Service). Community Action Partnership web-based resources are now available to assist partners in the development of community-based fuel poverty projects.</p>	
Fuel Poverty Awareness	<p>South Tyneside's Fuel Poverty and Falls Prevention Partnership ensures that Fuel Poverty awareness training is offered regularly to Partnership members. National Energy Action delivered Energy Awareness sessions to a large audience of council and South Tyneside Homes' officers (Environmental Health and Welfare Support) in December 2015 and January 2016. 3 sessions were provided to tenants groups facilitated by South Tyneside Homes, plus a further 3 sessions for South Tyneside Homes' staff in October 2016. Feedback from these sessions has been extremely positive with attendees feeling better equipped to deal with the range of issues faced by clients experiencing fuel poverty.</p> <p>The Partnership will continue to offer Energy /Fuel Poverty awareness sessions in 2017/18 and will focus on the engagement of social care and health professionals.</p>	
Energy Awareness events	<p>Age Concern Tyneside South (ACTS), supported by NEA and members of the Fuel Poverty and Falls Prevention Partnership, hosted a fuel poverty awareness campaign on Friday 17th February, at Cleadon Park Primary Care Centre.</p> <p>https://www.southtyneside.gov.uk/fuelpovertyawarenessday</p>	
NEA Twitter	<p>The event was targeted at older people aged 50+ living in South Tyneside and offered: free energy</p>	

Thunderclap on Fuel Poverty Awareness Day

advice on a one-to-one basis, support with comparison websites and getting online, switching providers and energy efficiency advice. A team of staff and volunteers from Age Concern provided advice and information on other service areas including: volunteering, advocacy, budgeting, maintaining independence, keeping active, falls prevention and home support. The team were supported by Partner organisations as follows:

- South Tyneside Homes – Welfare Support Team
- South Tyneside Council – Environmental Health for Energy Efficiency advice / financial assistance, Trading Standards for Fair Trading advice and Public Health’s Change4Life team.
- Diabetes UK
- South Tyneside CVS
- Mental Health Concern
- Lifeline (adult carers organisation)
- South Tyneside Lifecycle Primary Care Mental Health Service

Complimentary items (provided by British Gas via the Warm Up North Community Action Partnership) were distributed to clients including energy efficient light bulbs, stand-by savers (20), electricity monitors (100), radiator reflector packs (50), water widgets and water tank savers (60), solar powered garden lights (30).

The event attracted single persons, couples, family members and carers from across the borough:

- 20 one-to-one energy advice sessions delivered by ACTS energy advisor to clients on the day.
- 10 clients supported using ipads to look at comparison websites and consider switching online (ACTS digital inclusion co-ordinator)
- 5 referrals have been received from those attending after the event for energy advice
- Advice and information on the smart-metering roll-out delivered to clients on the day

Media Coverage

Event was covered by local TV channel ‘Made in Tyne & Wear’

<https://www.madeintyneandwear.tv/player/?playercat=90853&vid=ny8iwa03&v=2&v=2>

Publicity & Promotion

Circulation of up to 2,000 leaflets/ promotional posters in local community centres, supermarkets, GP surgeries, sheltered accommodation and promotion via Voluntary and community sector partner organisations and notification through HealthNet.

In advance of the event, the host venue, Cleadon Park surgery, sent a text message to patients aged 50+ and there was evidence this helped to significantly boost attendance.

South Tyneside Council and South Tyneside Homes provided extensive support - promoting the event online and through communication routes with other partners, including South Tyneside Clinical Commissioning Group and ISOS Housing, all promoting the event on their websites and encouraging participation.

MP Engagement

South Shields MP Emma Lewell-Buck attended the event and spent time engaging with partner organisations. There was positive feedback following the event particularly in respect of the diverse range of support and information available to residents in South Tyneside.

Additional Outcomes

- The event reaffirmed the importance of energy costs to older people and the impact on their ability to manage finances and budgeting.
- Blueprint for the Partnership in terms of planning, preparation, raising awareness amongst client groups, delivery and content of future events (holistic support).
- Opportune time / definite appetite for information, advice and support on energy switching. Partnership to consider how best to capture and support this need for key client groups including families with young children, Housing Plus sheltered schemes etc.

National Energy Action (NEA) are a particularly active member of the Fuel Poverty and Falls Prevention Partnership and have engaged members in the following awareness raising activity:

- (Sept.16) Two-hour briefing session to 22 members of the North East Money Advice Group. Advisers from a range of organisations across the North East region, including South Tyneside Homes and South Tyneside Citizens Advice Bureau.
- (June/Oct16) Smart meter training for South Tyneside Citizens Advice Bureau's 'Energy

NEA Fuel Poverty Awareness training

	<p>Champion' and South Tyneside Homes, Assistant Asset Manager, as part of national training rollout. Training cascaded within South Tyneside Homes</p> <ul style="list-style-type: none"> • Smart meter training delivered to 3 x residents groups • (January 2017) Community Briefing to Blissability and 'Your Voice Counts', covering Smart meter roll-out and Energy Efficiency. • (Dec. 2015 / January 2016) Energy Awareness training delivered to 20 x front-line council officers (Environmental Health and Welfare Support) • A further 4 x Gas Safe Engineers from South Tyneside Homes are to be trained up on smart meters 	
Competitive Energy Tariffs for New Tenants	South Tyneside Homes continues to work with OVO energy to offer competitive energy tariffs to new tenants, linked to the Empty Homes Team and the Decent Homes programme.	ongoing
Community Energy Advisers	South Tyneside Council and South Tyneside Homes recognise the value of Community Energy Advisers working at a local level, within communities, to address the problem of rising energy bills and fuel poverty. The Partnership will continue to explore future funding opportunities to help secure provision of similar face-to-face services, across all tenures.	2017 ongoing
Warm Up North Promotion	In the period 2015-17, South Tyneside Council has continued to ensure effective and timely communication with householders, partner organisations, private landlords and members, on Warm up North offers and opportunities for engagement, using communication channels including partnership meetings, council and partner websites, local press, residents' newsletters, e newsletters and direct mail.	2015-2017
FEED-IN-TARIFFS		
Solar Photovoltaic Capital Investment (Retrofit Programme)	South Tyneside Council has now completed the installation of 1025 Solar PV installations to council homes. The Solar PV retrofit programme has helped South Tyneside Council / South Tyneside Homes address a number of issues for tenants including the availability of affordable energy and rising energy costs. The generation of renewable energy is helping to reduce borough-wide carbon emissions associated with the domestic sector and the provision of free electricity to some of our most vulnerable tenants is helping to alleviate fuel poverty.	2011-17

	South Tyneside Council / South Tyneside Homes will continue to consider funding opportunities for the deployment of renewable energy as a means of supporting vulnerable tenants and tackling fuel poverty, where this supports South Tyneside Homes' Asset Management Strategy.	
Solar Photovoltaic Installations (New Build)	South Tyneside Council / South Tyneside Housing Ventures Trust Limited have incorporated Solar PV installations into the build of 67 new homes.	Ongoing
RENEWABLE HEAT INCENTIVE	183 renewable heating measures have been installed in 140 homes across the borough. Measures have included Air Source Heat Pumps and Solar Thermal Panels, replacing gas-ducted air systems and helping to reduce carbon emissions and fuel costs for tenants. These measures are eligible for RHI payments under the RHI scheme launched in 2014 which has helped to bridge the gap between the cost of renewable heating systems and conventional alternatives. These installations have been subject to inspection and audit by Ofgem in the 2015-17 period and will be subject to ongoing inspection and audit for the life of the RHI payments.	Ongoing
Developing Decentralised Energy Solutions - Heat Networks	'South Tyneside Council has undertaken a borough wide heat mapping exercise with support from the BEIS Heat Network Delivery Unit that has supported a proposal to develop local energy networks in parts of the borough. Local energy supply is becoming an important facet of the Council's efforts to assure long term sustainable energy supply. Solar PV panels have been installed on council buildings, a repowering of the Council's wind turbine at Middlefields has been initiated and opportunities for combined heat and power including for district heating are under consideration. ERDF support is being sought to trial an innovative electrical energy storage scheme to work in conjunction with solar and wind generation to make maximum use of this green electricity.'	2015 ongoing
Communal heating	South Tyneside Homes is undertaking work to determine compliance of all communal heating systems with the heat network regulations and to establish work required to meet the standard. 40 communal heating installations in place across the borough (36 sheltered schemes and 4 high-rise blocks) will be assessed.	2017 ongoing
Hybrid Heating Scheme	South Tyneside Homes is one of a select number of organisations taking part in a flagship programme to demonstrate and monitor a new hybrid heating system which combines a high efficiency gas combi boiler and the latest renewable energy air source heat pump. A number of the systems have been	ongoing

	<p>integrated with Solar PV to help future proof the properties by reducing tenants' energy costs further and alleviating fuel poverty. The heat pump element of the hybrid system is eligible for the Domestic Renewable Heat Incentive (RHI). All monitoring data collected as part of the trial will be shared with DECC and used to assist central government policy development.</p>	
<p>Energy Efficiency Standards for New Housing</p>	<p>South Tyneside Council will continue to ask for standards as laid down in the current building regulations. The latest updates to Part L came into force on 6th April 2014 and as a result new build homes will have to be an average of 6% more energy efficient than under the 2010 regulations and non-domestic buildings will have to be 9% more energy efficient than under the 2010 regulations.</p> <p>The Code for Sustainable Homes has now been withdrawn and replaced by new national technical standards which comprise new additional optional Building Regulations regarding water and access as well as a new national space standard (in addition to the existing mandatory Building Regulations). These additional options (which are comparable with the requirements for the former Code for Sustainable Homes Level 4) can be required through planning applications and permissions if they are adopted through policy in our new Local Plan.</p> <p>The Local Planning Authority monitors measures taken to ensure developments minimise their impact on the environment and the causes of climate change by application of standards equivalent to the former Code for Sustainable Homes in accordance with our adopted Local Development Framework Policies ST2 (Sustainable Urban Living) and DM1 (Management of Development).</p> <p>South Tyneside's Local Development Framework policies on Mixed-Use Development Opportunities all seek to encourage higher than excellent BREEAM and EcoHomes standards in our three town centre-based Area Action Plan areas.</p> <p>A review of South Tyneside's Supplementary Planning Document 1 Sustainable Construction and Development has been incorporated in the current review of all our LDF policies as part of the preparation of our new Local Plan and so will reflect any updated approaches, standards and guidance as appropriate. South Tyneside Local Plan</p> <p>The UK's first carbon negative social housing scheme at Sinclair Meadows in South Shields is an</p>	<p>2017 ongoing</p>

excellent example of new housing development in the borough that is already going beyond the Zero Carbon definition. [Sinclair Meadows](#)

South Tyneside Housing Ventures Trust Ltd (STHVT) is an independent private not-for-profit company which operates in partnership with South Tyneside Council and South Tyneside Homes, who act as their management agent and look after their properties on their behalf.

The company is a registered Provider of social housing, and like all other housing associations is regulated by the Homes and Communities Agency (HCA).

All South Tyneside Housing Ventures Trust properties are completed to a very high specification and offer a very high standard of living to tenants.

As part of STHVT five-year plan to create more affordable new homes within South Tyneside, the Trust is developing more brand new properties at their sites across the borough. These locations include College Mews in Hebburn, Joseph Collin House in Jarrow and River Drive in South Shields, Orwell Close South Shields

During 2015/17, South Tyneside Housing Ventures Trust has built 176 homes (210 to date).

There is ambition to progress a further 164 units over 2017/18.

All homes managed by the Trust exceed the Government's Decent Homes standard as they are either new or extensively refurbished. STHVT have a long term plan to maintain the properties at this level over the next 30 years.

STHVT have plans to purchase a number of "one-off" properties across the Borough, many of which have been empty for some time meaning that the Trust will be helping to regenerate areas and provide affordable homes, with weekly rents set under HCA affordable rents guidance.

[South Tyneside Housing Ventures Trust](#)

Energy Performance Certificates

South Tyneside Council has an established database, compiled by South Tyneside Warm Zone, holding energy efficiency data for over 28,000 homes across South Tyneside. Further EPC / Green Deal Assessment data is now held by Warm Up North for those homes where ECO support has been

Ongoing

(EPCs)	<p>accessed.</p> <p>1453 EPCs have been completed for the council stock in the last two years. This brings the total number of EPCs in place for council homes to 10,656 (over 60% of council stock). EPC's are undertaken for all void properties, when homes are re-let and prior to thermal efficiency improvement works. Analysis of the data available indicates over 80% of stock in the mid energy performance bands C and D, with a further 11% of stock in the lower energy performance bands E, F and G.</p>	
<p>MINIMUM STANDARDS IN PRIVATE RENTED SECTOR</p>	<p>Private rented homes in South Tyneside account for approximately 7% of the occupied housing stock and there is strong evidence to suggest that the sector will play a much more important and prominent role in the local housing market in the future.</p> <p>The Energy Performance of Buildings (England and Wales) Regulations 2012 came into effect in 2013 and require the landlord or agent to show a copy of the Energy Performance Certificate (EPC) to prospective tenants and to give a copy of the EPC to new tenants when they move in. The Local Authority actively enforces this piece of legislation and will issue fixed penalties where landlords / agents fail to comply.</p> <p>From April 2016, residential private landlords cannot unreasonably refuse consent to a tenant's request for energy efficiency improvements where subsidies are available to pay for them. From April 2018, private landlords will need to ensure that their properties reach at least an E EPC rating, or have installed those improvements through subsidies available to pay for them, before granting a tenancy to new or existing tenants. The regulations will come into force for new lets and renewals of tenancies with effect from 1st April 2018 and for all existing tenancies on 1st April 2020. It will be unlawful to rent a property which breaches the requirement for a minimum E rating, unless there is an applicable exemption. A civil penalty of up to £4,000 will be imposed for breaches. The local authority will not have a dedicated resource to enforce the minimum standards and will have no alternative but to integrate enforcement with other enforcement activity in the private rented sector. This will present challenges moving forward, but the local authority will also look to find opportunities for streamlining processes across private rented domestic and non-domestic enforcement. Engagement of the local landlords association and letting agents will be key.</p> <p>The Council will continue to make use of its relationship with private landlords (local accreditation</p>	<p>Ongoing</p>

	<p>scheme/ lettings agents / housing enforcement) to raise awareness of new standards, potential funding routes, incentives available to encourage investment in the private rented sector and the adoption of higher energy efficiency standards. In particular, the Council will raise awareness of Warm Up North, the Landlord Energy Saving Allowance, reduced VAT for energy efficiency /heating improvements, the Government Feed-in-Tariff and Renewable Heat Incentive schemes.</p> <p>The Council has explored a number of methods for bringing empty homes in the private sector back into use, including enforcement and private sector leasing. Currently the primary methods employed include Empty Dwelling Management Orders and working with South Tyneside Housing Ventures Trust to acquire long-term empties for refurbishment and letting. The energy efficiency of these homes is improved as part of the refurbishment. As a minimum, new windows, doors, loft / cavity wall insulation, central heating systems (A-rated boilers) have been installed. Where costs have allowed, a number of homes have benefitted from the installation of internal insulation where it has not been possible to raise the energy efficiency rating of the property by alternative means.</p>	
SMART METERS	<p>In the period 18/02/2014 – 08/02/2017, 1188 smart meters have been installed in council homes by OVO energy. Smart meters are installed in the void period. Meters can be set to operate in either 'Credit' or 'Prepayment' mode, giving tenants greater control over their finances</p> <p>Other types of SMART meters have been installed by other suppliers, some of which OVO Energy can communicate with and some that they cannot. Where possible OVO will request control of the meters onto their systems and continue as if they had installed them. Where communication is not possible OVO will arrange for installation of their Smart meter.</p> <p>South Tyneside Council has requested guidance from Ofgem as to the availability of local data for smart meter installations. At this point in the Smart meter roll-out, this data is not available, however it is our intention to approach energy suppliers for progress updates.</p> <p>South Tyneside Council and South Tyneside Homes are working with National Energy Action (NEA) to ensure continued engagement and support of residents throughout the Smart Meter programme. smart metering advice</p> <p>The Smart Energy GB Resource Centre will continue to provide a wealth of materials which</p>	ongoing

organisations in South Tyneside can make use of use.
 Staff who have been trained 16/17 will continue to cascade their learning across the region.
 NEA Project and Development co-ordinators will support South Tyneside Council with any future training opportunities around smart metering.

The Fuel Poverty and Falls Prevention Partnership will look to develop, in their 2017 work programme, plans for making best use of smart metering data from residents (subject to appropriate consent) to both increase the uptake of energy efficiency measures and make energy efficiency interventions designed to change household behaviours.

3/ MEASURES PROPOSED TO COST EFFECTIVELY DELIVER ENERGY EFFICIENCY IMPROVEMENTS IN RESIDENTIAL ACCOMMODATION BY USING AREA BASED / STREET BY STREET ROLL OUT

- Where practicable an area based approach will be adopted when undertaking energy efficiency improvements on council owned and managed stock, so that similar properties can be grouped into the same contract.
- A number of energy efficiency schemes delivered to the private sector in South Tyneside have operated using an area based approach, often on a ward-by-ward basis, prioritising homes with the poorest energy efficiency ratings.
- South Tyneside Warm Zone operated in the borough for the five year period 2008-13, delivering over 11,000 energy efficiency measures. The key concept behind the Warm Zones approach was the concentrated, co-ordinated and comprehensive area-based delivery of energy efficiency services. Warm Zones adopted a street-by-street approach to maximise the take-up of available assistance.
- The new ECO transition programme will present opportunities for large scale solid wall insulation schemes and South Tyneside Council /South Tyneside Homes will continue to explore opportunities to deliver larger scale, area-based, energy efficiency measures through the current Warm Up North partnership arrangements.

4/ TIME FRAME FOR DELIVERY AND NATIONAL AND LOCAL PARTNERS

Time Frame for delivery of Warm up North is five years.

2013-2018

Local partners include:

- South Tyneside Homes (Housing plus, Welfare Support, Asset Management)
- British Gas
- Registered Providers
- Age Concern Tyneside South
- South Tyneside NHS Foundation Trust
- South Tyneside Commissioning Group
- Tyne and Wear Fire and Rescue Service
- Public Health England (North East)
- Carers Association South Tyneside (CAST)
- Job Centre Plus
- South Tyneside Citizens Advice Bureau
- South Tyneside Sight Service
- Blissability
- Alzheimers Society
- Mind Mental Health
- Pharmacus
- Northern Gas Networks
- Northern Power Grid
- Department of Work and Pensions (Home Visiting Service)
- National Energy Action
- npower Health Through Warmth
- Warm Zones
- Warm Up North Partner Authorities:
 - Darlington Borough council
 - Redcar and Cleveland Borough Council
 - Newcastle City Council (Warm up North Lead Authority)
 - Durham County Council
 - Northumberland County Council
 - Sunderland City Council
 - Gateshead Council

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| | <p>Hartlepool Council</p> <ul style="list-style-type: none">• South Tyneside Council – Internal Partners<ul style="list-style-type: none">Public Health TeamAdult Social CareChildren and Families Social CareEnvironmental HealthTrading StandardsTelecare Services |
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Signed off by.....

George Mansbridge, Head of Development Services, South Tyneside Council