

2017 MALVERN HILLS

HOME ENERGY CONSERVATION ACT REPORT



Introduction



The Malvern Hills District covers 577 square kilometres of west Worcestershire. A predominantly rural area it is sparsely populated, consisting of many hamlets and villages. It is due to this rurality that over 32,000 (45%) of our residents live in areas which are amongst the 10% most deprived areas nationally in terms of geographical barriers to services, such as GP surgeries, general stores, primary schools and post offices.

With an already elderly population, projected to increase even more over the next 20 years, there will be greater demands on health, council and community services. The district already has 25% more hip fractures amongst the elderly than the national average, with a prediction that hospital admissions due to fall or hip fracture, which currently sits at around 1,630 per year, will increase to 2,500.

The Secretary of State for Energy and Climate Change requires local authorities in England to provide an update report every two years setting out the energy conservation measures that the authority considers practicable, cost-effective and likely to result in significant improvement in the energy efficiency of residential accommodation in the area. This report builds on previous reports setting out how the Malvern Hills District Council intends to help householders take advantage of financial incentives such as the Energy Company Obligation (ECO), Renewable Heat Incentive (RHI), Feed in Tariff (FIT) and any other schemes that became available. In addition it will also provide information on funding sourced and provided by the council.



Summary



Since HECA was first introduced Malvern Hills District Council has submitted annual reports to the Secretary of State from 1997 until 2011 defining any progress made towards the assumed target of a 30% improvement in energy efficiency in domestic property in our district. With the introduction of additional specific targets under Local Area Agreements we delivered programs and works for energy efficiency, fuel poverty and carbon performance.

We are now in our third reporting stage for the revitalised HECA and this report will detail projects and work we have delivered since the last report in 2015 and will also detail our plans for the next two years to address home energy related issues across our district.

With the introduction of Green Deal in the Energy Act 2010 and the further energy supplier obligations under ECO, the council has supported Act on Energy (a local energy efficiency charity) and continues to support them in creating a referral network to local contractors who can access ECO and other funding sources, this included Green Deal Finance until its demise in 2015. This network will continue into the future to make the installation of appropriate improvement measures as seamless and cost effective as possible. The council does not have the resources to employ a full time HECA Officer and the appointed officer shares this duty with other duties. The officer is supported through a service level agreement with Act on Energy to provide information advice and guidance to both our staff and residents, through a combination of telephone support, community events and home visits providing an end to end journey for residents and ensuring some of our most vulnerable households are supported throughout their energy journey. This present's excellent value for money as it is a service

shared with 12 other local authorities and specifically set up to support local authorities to deliver their obligations under HECA.

The Council is also a partner within the wider Warmer Worcestershire network which has been operating in its current form since 2008. This group provides a number of services such as help and advice, practical support such as, boiler/heating replacement, emergency heaters, boiler servicing and additional support for loft and cavity wall insulation, benefit checks to maximise income and practical services from local agencies including home visits, snow clearing, shopping and transport. The group is co-ordinated by the County Council and Act on Energy and utilises the services of agencies across the county. The network has also been successful in bidding for funds through public health, DECC (Green Deal Communities) and most recently NEA Warm and Healthy Homes Fund.



Strategic ambitions



As a council we have a five year plan (2016-2021). The plan provides the vision for the district. Our vision is to make life better for everyone who lives, works in and experiences the Malvern Hills District.

To achieve this we have three priorities with objectives and actions for each, making the most of our resources.

1. Building stronger and healthier communities
2. Driving economic prosperity and growth
3. Making the most of our superb environment

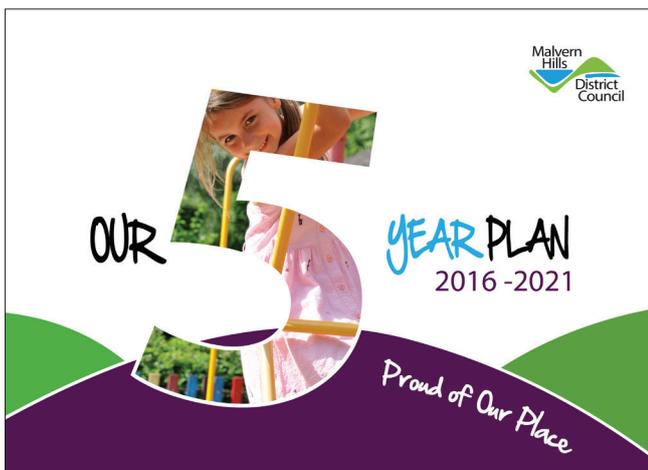
Our Five Year Plan sets out our ambitions and a clear direction to help us prioritise our resources and deliver our actions that benefit everyone living, working in and visiting our district over the coming years. We have three clear priorities to deliver our vision:

- Building stronger and healthier communities
- Driving economic prosperity and growth
- Making the most of our superb environment

In addition we are working with countywide partners and have developed a Worcestershire Housing Partnership Plan. This document will be the overarching plan for setting strategic direction for housing across Worcestershire. This plan is currently in draft but is going through the council's approval process. The plan has three jointly identified priorities that will be delivered to provide a cost effective solution which will focus on system change to meet customer need in the best way. These priorities are:

- Drive the growth of the right type of homes (to promote opportunity)
- Improve homes and, "transform places"
- Create a partnership approach to enable people to live as independently as possible (prevention/early intervention)

The following elements of the report detail how we have and how we will address some of our Council Plan outcomes in relation to Home Energy.



Partnerships



To ensure that we can reach the wide and varied homes across the district and are able to continue our important progress towards our goal of achieving a significant reduction in energy use in domestic homes across the district. It is important to continue and further develop our work with partners and use a number of different channels to ensure we reach out to all of our residents in a joined up and effective way.



Warmer Worcestershire



This group aims to deliver reductions in both fuel poverty and carbon emissions through improved energy efficiency across the housing stock. The membership of the group consists of the six district councils, county council, Act on Energy, Age UK and public health. The group has recently redrafted our Countywide Fuel Poverty Plan which is due to be ratified by the Health and Well Being Board this spring.



Some samples of our partnerships include:

Green Deal Communities Group

This builds on a previous work to deliver extensive external wall insulation across both the district and county from our successful Green Deal Communities bid of £3.6million. This enabled us to install over 80 EWI across the district.

Worcestershire Strategic Housing Partnership

The aims of the Worcestershire Strategic Housing Partnership (WSHP) is to ensure that wide range of high quality housing and related services are available across all sectors of the house market, which is secure, affordable, of a high standard and meets varying and changing needs and aspirations.

Poor and unsuitable housing circumstances affect our physical health and mental health. Providing the right home environment protects health and wellbeing, reduces hospital admissions, aids rapid recovery from periods of ill health and enables people to live at home longer. Under the Care Act 2012 there is a requirement for closer cooperation of services that support the health and wellbeing of those who may be in need of care and support. Working together we will seek to address housing need and achieve the wider benefits to partner organisations.

The group comprises of a range of strategic partners including; Adult Services & Health, Children's Services, Quality Leads from the Clinical Commissioning Groups, CRC, Homes & Communities Agency, 2 reps from Registered Social Landlords, Local Authorities Strategic Housing Officers, Community Safety Partnership Lead, Chair of the Worcestershire Delivery Group, Third Sector representative, Department of Works and Pensions.

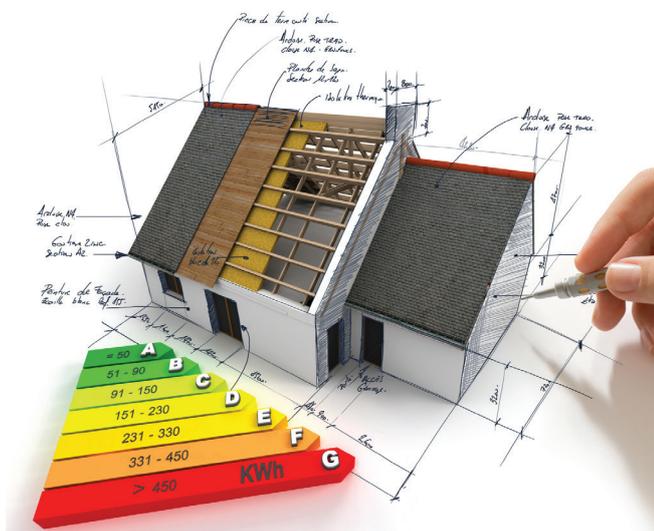


Local Authority Consortium Groups

We are a key member of the Act on Energy Local Authority Consortium Group and Association of Local Energy Officers which identifies and shares best practice in energy efficiency with other local authorities on both a regional and sub regional basis. These groups not only allow us to share experiences but enables us to feed into consultations and provide a link through to BEIS through the ALEO Executive.

Worcestershire Heat Network Group

We worked with a range of partners led by Wychavon to commission a heat mapping exercise of Worcestershire to understand where heat is most used by the private and public sector. Heat demand mapping across Worcestershire included the identification of heat demand "hot spots". These are areas with concentrated heat demand that have the potential for the development of a heat network which were then considered further as part of the energy master planning stage.



Achievement since last reporting period 2015 – 2017



Over the last two years we have undertaken a number of activities to improve energy efficiency and reduce fuel poverty. Many of these initiatives provide information, advice and guidance through a variety of sources including attendance at flu jab clinics, advice surgeries to give bespoke advice on managing fuel bills, energy efficiency products, grants available, training for councillors, officers and partners, community presentations, Landlord Forum presentations, connecting with rural communities in partnership with the mobile library service. A summary of some of the more major projects is set out:

Boilers on Prescription



Through our Warmer Worcestershire Partnership we have received funding to enable us to support some of our most vulnerable residents with either first time or new central heating systems. For our district we have supported 6 residents with new heating systems and have improved their average EPC ratings. Our learning from this scheme has led to us developing and funding our own scheme ([Warm and Healthy Homes Assistance](#)) to ensure we can support those that are the most vulnerable.



Delivering EWI through Green Deal Communities



We have been working with our partners to continue to deliver EWI across both the county and our district. Through close partnerships with Act on Energy and the energy supplier we engaged with 381 households to encourage improved energy efficiency and to enable 89 residents to have EWI with funding of £491,814.87 leveraged in, for Malvern residents.

Renewable and Low Carbon Energy Policy

We have adopted a [renewable and low carbon energy policy](#) (SWDP27) within the South Worcestershire Development Plan this requires all new developments over 100 square metres or one or more dwellings to incorporate the generation of energy from renewable or low carbon sources equivalent to at least 10% of predicted energy requirements, unless it has been demonstrated that this would make the development unviable and large scale development proposals should examine and where practical provide the potential for a decentralised energy and heating network.

Providing Information, Advice and Guidance

As a district we recognise that advice provision for residents is essential and recent findings within the Bonfield Review has highlighted both the importance and value of energy advice. For us that advice is delivered locally through our energy advice partners Act on Energy, who offer a combination of quality telephone advice through to community based and even in home support so that we can rest assured that our residents have access to the right support to allow them to make ongoing decisions about energy usage, from switching through to physical measures. Since our last report they have provided support and advice to over 1600 residents across our district.

Registered Providers

We have one main registered provider 'Fortis Living' covering our district with a total of 4,660 properties. They have undertaken a variety of energy efficiency works across their stock. Including the following:

| 2016-2017 | |
|--------------------------|----|
| Boiler upgrades | 43 |
| Boiler replacements | 90 |
| Cavity Wall Insulation | 1 |
| External Wall Insulation | 2 |
| ASHP Installations | 3 |
| GSHP Installations | 8 |

Private Landlords

We provide regular updates on energy policy and energy efficiency opportunities through our landlord's forums. We have recently run a session on the forthcoming Private Rented Sector (PRS) Energy Efficiency Regulations and our landlords are encouraged to access our local support line run through Act on Energy.

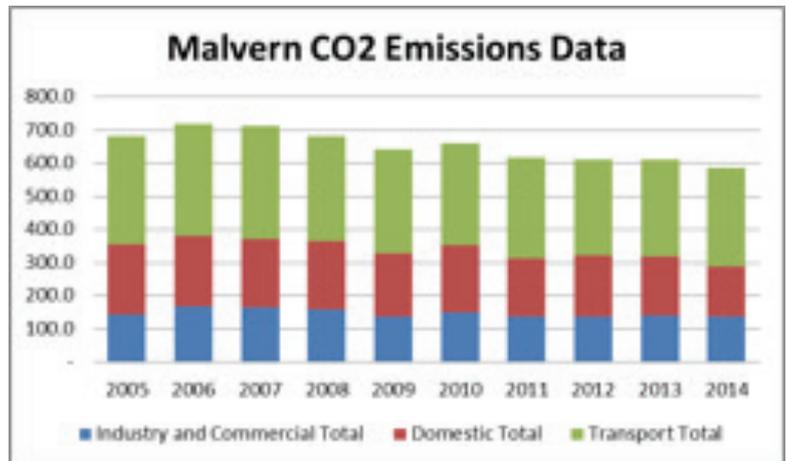
Where are we now?



This section gives details of energy related data and how we are working to address the issues raised by these statistics.

Carbon emissions

In 2014, 7.8 tonnes of carbon dioxide (CO₂) was emitted per person in Malvern. This is a 15% reduction compared to 2005. Although this is not the highest in the county it is higher than the Worcestershire and England averages. This can be attributed to a number of factors. Homes in rural areas are often harder to heat and keep warm than those in more densely populated urban areas. The district also has significant transport emissions possibly due to its rural nature requiring greater use of private cars to access services and employment. We are working with partners to deliver carbon emission targets that are within the Worcestershire Climate Change Strategy where the countywide 2020 target is to reduce CO₂ emissions by 30% from 2005 levels. The overall county reduction as of 2014 is 23%.

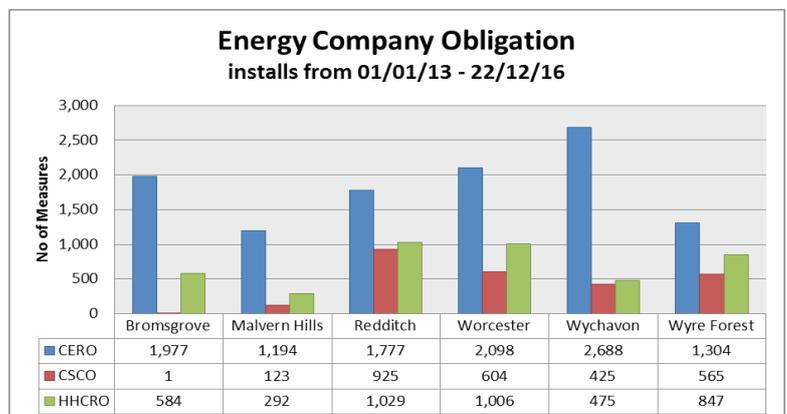


Energy Company Obligation

We have worked with partners to help deliver ECO across our district we have promoted the importance of energy saving measures to residents with a specific focus on the fuel poor. Although we have had a reasonable take up of Home Heat Cost Reduction Obligation (HHCRO) measures, we are a rural area with many properties off the mains gas network. We want to ensure that we work with partners on the new Energy Company Obligation ECO to ensure we can support those living in rural and potentially off gas areas. This links to our aspirations under the ECO: Help to Heat Flexible Eligibility as detailed further in this report.

Energy Performance Certificates

Unfortunately due to data not being available we were unable to complete a full analysis of EPC data but based on available ratings data it can clearly be seen that we have a number of properties in the higher rating. This is predominantly due to new builds but may also be due to increased energy efficiency performance.



Fuel poverty

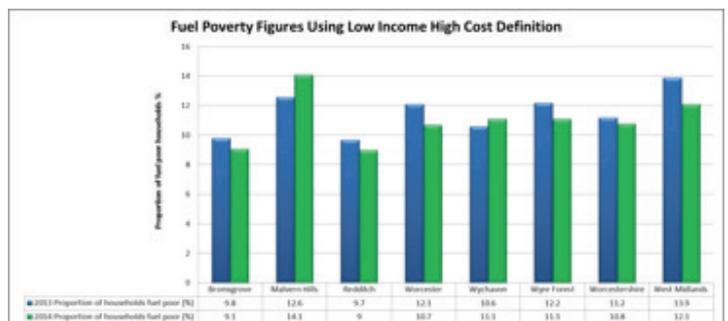
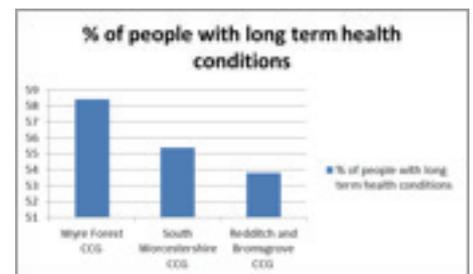


In 2014, 5,569 households (11.1%) in In 2014, 4,582 households (14.1%) in Malvern were fuel poor; this has risen from 12.6% in 2013. This is above the Worcestershire (10.8%) and national (10.6%) averages and ranks Malvern as having the 4th highest fuel poverty levels in the West Midlands. The high levels are due to the high energy costs of a predominantly rural area.

Fuel poverty at a local level uses lower super output areas (LSOAs) which are small areas covering around 1500 residents. 31 LSOA in the district are over the national average of 10.6%. This equates to 3,701 households who are estimated to be in fuel poverty. The LSOA with the highest level is shown below where 26.3% of households are estimated to be fuel poor. We will be targeting this and the other 30 LSOA areas over the next few years using ECO flex and traditional ECO.

In addition to looking at fuel poverty it is also important to consider households where the residents may be vulnerable to cold, for example, households with long term health conditions. When exploring data provided by the Clinical

Commissioning Group we can see that over 50% of patients have a long term condition, it is therefore important that we don't only support those with a low income but also those who might be vulnerable to cold, such as those living with long term health conditions. We aim to use this information to help inform our delivery of the flexible element of ECO



Our future plan for 2017 – 2019 and beyond



To contribute towards our long term strategic ambitions, we are planning a number of actions and initiatives going forward, to improve energy efficiency, reduce fuel poverty and improve health, housing and lifestyle choices a selection of our actions are detailed below.

Delivering the Energy Company Obligation

We are aiming to work as a partnership with the other six councils and county council in Worcestershire to deliver energy efficiency measure and advice through the Energy Company obligation (ECO) with a specific focus of working in partnership with a supplier to deliver the 'flexible' element to allow us to support fuel poor households who are not in receipt of benefits and low income households whose health could be adversely effected from living in a cold home. We have already as a partnership undertaken market engagement and are looking to procure a delivery partner. We intend in the next few months to make a formal declaration of our statement of intent.

Private Rented Sector Energy Efficiency Regulations

We will continue to work with partners through a combination of our Landlord Forums and press. To highlight the changes in regulations and detail how we as a council will legislate for this alongside other district and county partners.

Information, Advice and Guidance

This is a critical aspect of the energy journey for many households and without it, residents may find making the appropriate energy decisions more of a challenge especially as some of our most vulnerable residents maybe digitally excluded or socially isolated. We will continue to offer the following support services through our energy advice partners Act on Energy:

- Freephone energy advice line
- Community based support ensuring we reach our most rural communities
- Energy clinics offering switch advice
- Smart metering – offer advice and support on the roll out of smart meters through dedicated community events
- Warm Homes Discount – promotion of the scheme with a specific focus on our Park Homes
- Home visits for the most vulnerable in our community
- Working with partners to ensure we provide a one stop advice provision and onward referrals. This will build on our already excellent relationships with the Fire Service, GP's and third sector.

Malvern Hills Warm and Healthy Homes Assistance

We will continue to build on the support we have provided through 'boilers on prescription' scheme and will offer our own support for residents. The assistance fund is to ensure that residence with long term diagnosed health conditions remain warm and healthy in their homes. The assistance provides a whole house approach ensuring that advice and support backs up physical interventions. This scheme will be delivered through our energy advice partners Act on Energy.

White Label Energy Suppliers

We are exploring with our district partners the possibility of becoming a 'white label' energy supplier. We have been liaising with colleagues across the county on this to ensure that we have an offer that will support some of the most vulnerable in our communities both across the district and the wider county.

This plan is also available in large print, Braille,
on CD or in other languages.

To request a copy in a different format ring
01386 565000



For more information about this report contact:

Mary Unwin

Principal Housing Officer

01386 565352

mary.unwin@wychavon.gov.uk



www.malvern hills.gov.uk

