

Cardiff Council  
Cardiff, Wales



### Organisation description

Cardiff Council is an urban local authority who manages and maintains 13,900 council owned houses

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### Strategy

Whilst Cardiff Council were the instigators for the 'Affordable Warmth Strategy' for the region of Cardiff and chair the working group of the local 'Action Plan', the strategy has clearly been developed using a cross partnership approach taking in all housing sectors so that the ownership and responsibility does not just fall onto the lap of the local authority but to all who has a stake in the issue including, local health board, energy suppliers, public/private landlords, contractors and other specialist agencies such as Care & Repair and Energy Agencies

#### *Future Perspective*

The 2006 strategy was reviewed in the Autumn of 2009 with a view to set new targets for 2010 and beyond

## Identifying and reaching energy poor

### *Detection focus on 'building' features*

- Thermal imaging technology will be used to identify poor performing dwellings and will inform decisions about where to target schemes
- Install basic energy efficiency measures (loft & cavity wall insulation, hot water tank jackets and draft-proofing) in all council owned dwellings of traditional construction by December 2007
- All local authority housing to have double-glazing by December 2008
- Any non-traditional properties are part of an on-going programme to retro-fit insulated external render systems where cavity wall insulation is not an option, to be completed by March 2009
- Ensure Registered Social Landlord housing stock meets the requirements of the Welsh Quality Housing Standards in basic energy efficiency measures by December 2011
- Continue rolling programme to ensure that heating systems in both local authority and RSL install 'A' rated condensing boilers as standard by December 2011
- Microsoft 'Access' Energy Database developed in-house for Council Housing - internal database and contractor actively feed in

### *Detection focus on 'occupants' situation*

- Cardiff has used the Welsh Index of Multiple Deprivation 2005 (income deprivation) map to identify areas where potential fuel poverty instances are likely to occur
- Develop a 'Warm Zone' covering two wards within the city (Warm Wales and Private Sector Housing)

## Communications, awareness and advice

- Multi-partnerships are established including the voluntary sector agencies. Success of past initiatives provides a base on which to raise further awareness of assistance and advice available. Partnerships include free energy awareness training for multi-agency groups, the health sector employees and voluntary sector workers
- Review training of frontline workers already undertaking in providing energy efficiency advice and identify a schedule of future training needs including securing funding
- Establish a 'one-stop-shop' for delivery of advice, information and technical assistance in relation to energy efficiency and affordable warmth
- Quarterly tenant magazine continuously provides information relating to issues around fuel poverty i.e. planned works, tenant participation, debt / fuel supplier /energy efficiency / benefit advice. This is also available on audio-CD and other languages
- Tenant and resident groups are asked for their input and ideas and to discuss planned works and editorial input into tenant magazine
- The development of Tenant Participation Strategy looked at the ways in which tenants are currently involved, including direct tenant involvement which consists of information for The Federation of Tenants and Residents Associations on resources for tenant participation such as grants and training opportunities and an action plan of what is hoped to be achieved in the coming year
- Annual tenants bus tour to highlight schemes that are under way or recently completed across the city
- Tenants and residents federation offices opened in 2008 which also has training facilities
- Tenant surveys / questionnaires

- Tenant information web-site about to be launched which allows tenants to receive information as well as feed back

### Choice of retrofit technologies

- Cardiff Council's Commissioning Team is working to centralise all the information from various departments and contractors to build a comprehensive picture of the various aspects of each property that contribute to the overall energy efficiency. This includes, heating systems, insulation, SAP and Energy Performance Certificates. The intention is to use the SAP and Energy Performance Certificate ratings to identify the poorest stock to additionally inform and target programmes of work

### Finance

- Council's own funding is used alongside energy suppliers grants to install basic measures such as loft & cavity wall insulation, hot water insulation jackets and draft proofing. At the time of writing nearly 8,400 have received these measures
- A partnership with an energy supplier which includes a benefit entitlement check assists households that are vulnerable to fuel poverty to maximise their income level
- The SLA with a local agency and the provision of EPCs are all contracts that have been allocated through a tender process with the Council's' procurement department

### Monitoring and evaluation

- SAP ratings are used to monitor retro-fit measure effectiveness
- A steering group is responsible for monitoring progress made against achieving the aims and objectives of the Affordable Warmth strategy
- Cardiff Council is working with Energy Saving Trust to participate in a UK wide field trial of monitoring renewable energy systems that have been installed in the council stock. This will include the monitoring of solar thermal, solar PV, ground source heat pumps and grey water recycling systems. They will also have access to all other monitoring information across the UK. This information, which is regarding residents' satisfaction with the systems, efficiency, Coefficient Of Performance, and suitability to particular build types is used to help determine the best systems to retrofit into the housing stock