

East Riding of Yorkshire

Yorkshire, England



Organisation description

East Riding of Yorkshire covers a large, predominantly rural area in England. It is the largest unitary authority by area. The Local Authority in the region has over 11,000 houses within its stock.

Contact details

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<http://www.eastriding.gov.uk>

Strategy

Whilst East Riding of Yorkshire were the instigators for the 'Affordable Warmth Strategy' for the region and chair the working group for the development and implementation of the strategy, it was clearly 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. There is a clear understanding of the levels of fuel poverty on a ward by ward basis

Future Perspective

The Council propose to develop an income maximisation working group targeting vulnerable households specifically. They also propose to develop and promote awareness raising opportunities and training for income maximisation services. As part of this proposal, they aim to provide debt, welfare benefit and grant advice and introduce an 'Income Benefit Health Check' service

Identifying and reaching energy poor

Detection focus on 'occupants' situation

- The Council has used Energy Profiling software to store stock survey information of council and private sector houses with high deprivation indicators and poorer quality housing stock to residents in receipt of benefits
- In 1999, a major survey of residents was carried out; following this, five community aims were adopted, three of which were 'improved health', 'greater prosperity' and 'a healthy environment', which are all related to tackling FP
- As part of the Council's Affordable Warmth programme, in 2000 the 100% energy efficiency database was developed to target the most inefficient dwellings within the council housing stock with the main focus to reduce cases of fuel poverty
- The Council's HECA Working Group aim to produce a report based on collected and compiled relevant information of known energy efficiency levels against housing conditions data and area fuel poverty data to identify households living in worst conditions and produce an area profile of fuel poverty
- The Council aim to map the extent of 'Hard to Treat Homes (HTTH)' in the area and identify dwellings in worst conditions against the incidence of fuel poverty using available data and produce an area profile

Detection which includes both 'buildings' and 'occupants'

- A survey of all 12,400 council properties was carried out in order to establish how to develop and refine the Affordable Warmth programme
- The Council currently monitor data from Home Energy Checks to identify levels of fuel poverty. They also propose to monitor increases in domestic energy efficiency using a specific database

Detection focus on 'building' features

- Carry out SAP ratings of all social housing dwellings

Communications, awareness and advice

Awareness which includes both 'buildings' and 'occupants'

- The Council was awarded Beacon Status for carrying out an analysis of the extent of fuel poverty in the area, raising awareness of affordable warmth to residents, and developing an Affordable Warmth strategy
- For extra support in tackling fuel poverty, external agencies were engaged via workshops
- Residents are provided with financial advice regarding household improvements. Households are also signposted to other services such as income maximisation
- The Council's website has a page dedicated to providing tips for fuel efficiency

Awareness focus on 'occupants' situation

- The Council has an Energy Efficiency Advice Centre, which provides free advice to all residents via a free phone number or Citizens Link and they also undertake talks with local groups regarding energy efficiency
- The Council will encourage Registered Social Landlord staff to provide advice and resources regarding energy efficiency to other Registered Social Landlord staff and tenants
- Provide social housing tenants with advice and information on energy efficiency and affordable warmth
- Provide all existing social housing tenants with a signposting guide and promote in public areas

- Ensure that all front-line social housing staff are able to provide affordable warmth advice
- As part of a partnership with 'Warm Front', regular articles are published in local press, and letters are sent out to landlords. Annual letters are sent to all residents in receipt of benefits in the private sector using the Council's IT and Benefits department
- Presentations to local relevant groups, residents' meetings and landlord forums are undertaken on a regular basis
- Residents can also contact the Council's customer service centre for information on grant aid
- A 'Bus Pass scheme' has been set up to raise awareness of grant aid amongst the elderly
- Develop and promote a 'Warm and Healthy Homes' campaign to tour the area promoting energy efficiency, income maximisation, affordable warmth and advice services
- They also want to develop 'Warm and Healthy Homes' resources for members of the public
- Work with other agencies to target appropriate information to vulnerable residents including assisting partner agencies in presentations with focus on fuel poverty issues for community and other resident groups
- Provide information and advice on website
- The Council propose to develop face-to-face energy advice to residents with special needs
- They propose to develop a home-visiting advice service linked to the referral system
- They also propose to develop a pilot peer-group Energy Advice System for rural areas and identify potential energy champions
- Ensure that residents are provided with information and advice regarding fuel suppliers and heating options, tariffs and fuel switching, payment methods, appliances, contractor choice and grant assistance
- During energy efficiency works carried out on the Council housing stock, tenants are encouraged to get involved in the design and prioritisation of works via a Business Plan Working Group

Choice of retrofit technologies

Choice which includes both 'buildings' and 'occupants'

- The Council propose to develop and identify 'Priority Warmth Zones' following on from the production of an area profile of fuel poverty
- Within the Council stock, energy efficiency work is prioritised using the energy database to determine the order and type of measures which are the most appropriate to undertake in order to reduce fuel poverty
- A referral system has been set up with specific focus on reaching fuel-poor households in rural communities
- The Council propose to introduce an incentivised 'House Swap' scheme to deal with under-occupied homes
- A partnership has been set up with 'Warm Front' in order to increase numbers of referrals onto AW grant scheme
- The Council proposes to encourage all social landlords to achieve Housing Corporation standards for energy efficiency in retro-fit schemes
- They also aim to maintain a Local Authority Affordable Warmth Housing Improvement Programme to provide energy efficient measures for social housing tenants
- They aim to develop a cross-referral system for all Affordable Warmth schemes and services
- Develop a fast-track programme for referrals onto affordable warmth assistance for example, promote early discharge from health care to reduce bed blocking
- They also aim to provide emergency heating cover on a loan basis to facilitate with early discharge
- For vulnerable residents who do not qualify for grant aid, the Council propose to assist in the development

of a 'hardship fund' for affordable warmth measures

- A pilot 'Energy On Prescription' scheme has been set up to work with health and social care professionals to identify residents at risk of cold related illnesses and explore opportunities to provide such residents with information, advice and practical household assistance and improvements

Choice focus on 'building' features

- As part of the 100% energy efficiency target group, the most inefficient dwellings are provided with insulation, heating and double-glazing first

Finance

- The Council secures funding from energy companies to support the AW programme
- As a result of the success of a pilot scheme funded by an energy company for energy efficiency measures in the private sector, monies from an energy company is made available for energy efficiency measures for the entire authority over a 2-year programme
- They also aim to encourage and optimise take-up of 'Promoting Home Energy Efficiency and Warmth' grants by landlords in the private-rented sector
- Energy efficiency measures are also available as part of other private sector grant schemes provided by the authority, for example the 'Empty Properties' grant and 'Housing Assistance' grant

Skills and training

- The Energy Efficiency Advice Centre (EEAC) provides training to front line staff in energy efficiency
- The Council propose to work alongside Registered Social Landlord staff and provide them with advice and guidance in order to follow the East Riding of Yorkshire Affordable Warmth strategy
- They also want to ensure that all central heating installers and staff are trained to provide energy efficiency in line with the Energy Advice Code of Practice
- Promote energy efficiency and advice services to landlords and letting agencies
- Develop a 'Training for Trainers' programme in energy efficiency advice and works to all sectors
- Provide training for health and social care staff in order for them to make referrals for grant aid etc.
- As part of the Council's 'Health Through Warmth' scheme funded by an energy provider, a training programme had been set up to train staff of a variety of organisations, for example Local Authority, National Health Service and advice centres, to provide affordable advice to the public and make referrals
- The local EEAC has provided all staff within the customer service centres with energy efficiency training; this enables them to provide advice via telephone, in person or via 'Citizen Link' if they live in a rural area

Monitoring and evaluation

- The Council propose to hold bi-annual meetings to review progress made within the Affordable Warmth programme. They further refined the programme through feedback gained from landlord forums and the results of a survey of all 12,400 council properties
- They propose to develop performance indicators to measure overall success of the Affordable Warmth programme and produce regular reports. Feedback is then fed into the Working Group and Management Team