

# AGENDA



## CABINET

**MONDAY, 6 SEPTEMBER 2010**

**11.00 AM**

**COUNCIL CHAMBER, COUNCIL OFFICES, ST PETERS HILL,  
GRANTHAM**

Beverly Agass, Chief Executive

**MEMBERS:** Councillor Mrs. Linda Neal (Leader/ Portfolio: Strategic Partnerships), Councillor Ray Auger (Portfolio: Access & Engagement), Councillor Paul Carpenter (Deputy Leader & Portfolio: Corporate Governance & Housing), Councillor Mrs Frances Cartwright (Portfolio: Economic Development), Councillor John Smith (Portfolio: Healthy Environment) and Councillor Mike Taylor (Portfolio: Resources and Assets)

Committee Support Officer: Lucy Bonshor 01476 406120  
l.bonshor@southkesteven.gov.uk

**Members of the public are entitled to attend the meeting of the Cabinet at which key decisions will be taken on the issues listed on the following pages. Key decisions are marked \*.**

**1. APOLOGIES**

**2. MINUTES**

To confirm the minutes of the meeting held on 2<sup>nd</sup> August 2010.

**(Enclosure)**

- 3. DECLARATIONS OF INTEREST (IF ANY)**
- 4. \*ADOPTION OF LINCOLNSHIRE AFFORDABLE WARMTH STRATEGY 2010 TO 2016**  
Report Number HST 37 by the Portfolio Holder, Corporate Governance & Housing.  

(Enclosure)
- 5. COUNCIL PERFORMANCE INDICATORS QUARTER 1 FOCUS ON CUSTOMER FIRST PRIORITY**  
Report Number POI 48 by the Portfolio Holder, Access & Engagement.  

(Enclosure)
- 6. MATTERS REFERRED TO CABINET BY THE COUNCIL, SCRUTINY COMMITTEE OR THE POLICY DEVELOPMENT GROUPS**
- 7. ITEMS RAISED BY CABINET MEMBERS INCLUDING REPORTS ON KEY AND NON KEY DECISIONS TAKEN UNDER DELEGATED POWERS.**
- 8. REPRESENTATIONS RECEIVED FROM MEMBERS OF THE PUBLIC ON MATTERS WITHIN THE FORWARD PLAN (IF ANY)**
- 9. REPRESENTATIONS RECEIVED FROM NON CABINET MEMBERS**
- 10. ANY OTHER BUSINESS WHICH THE CHAIRMAN, BY REASON OF SPECIAL CIRCUMSTANCES, DECIDES IS URGENT**



**MEETING OF THE CABINET**  
**2 AUGUST 2010 - 11.00 AM – 11.13 AM**

**PRESENT:**

**Councillor Ray Auger**  
**Councillor Mrs Frances Cartwright**  
**Councillor John Smith**  
**Councillor Mike Taylor**

**Councillor Paul Carpenter - Chairman**

**Chief Executive (Beverly Agass)**  
**Head of Finance (Richard Wyles)**  
**Service Manager Planning Policy & Partnerships**  
**(Karen Sinclair)**  
**Deputy Monitoring Officer (John Armstrong)**  
**Cabinet Support Officer (Lucy Bonshor)**

**CO17. APOLOGIES**

An apology was received from Councillor Mrs Neal.

**CO18. MINUTES**

The minutes of the meeting held on 5th July were approved as a correct record.

**CO19. DECLARATIONS OF INTEREST (IF ANY)**

None declared.

**CO20. SITE ALLOCATIONS AND POLICIES DEVELOPMENT PLAN DOCUMENT - CONSULTATION ON ADDITIONAL SITES SUGGESTED FOR DEVELOPMENT**

**DECISION:**

**That Cabinet endorses the proposed eight week consultation on the additional sites which have been suggested to the Council for allocation in the Site Allocations and Policies Development Plan Document.**

Considerations/reasons for decision:

- 1) Report PLA835 from the Economic Portfolio Holder
- 2) The community consultation which took place between October and December 2009 on a large number of sites.
- 3) The need to consult on the 43 additional sites to inform the site selection process.
- 4) The proposed consultation is in accordance with the Statement of Community Involvement and the Town and Country Planning (Local Development) (England) Regulations 2004.
- 5) Comments made by the Service Manager Planning Policy and Partnerships at the meeting with regard to the exclusion of the column relating to initial assessment of suitability from the appendix in order to enable a consistent approach to the consultation.

Other options considered and assessed

- 1) No alternative options have been considered. Community consultation on the additional sites is necessary to ensure that the decisions which the Council will have to make about which sites to allocate in the DPD, are based upon sound evidence. The LDF process requires community involvement throughout the preparation of plans, ensuring that all options are properly considered before a preferred approach is determined.

**DATE DECISION EFFECTIVE:**

**Decision CO20 as made on 2nd August can be implemented on 11th August unless subject to call-in by the Scrutiny Committee Chairman or any five members of the Council from any Political groups.**

**South Kesteven District Council, Council Offices, St. Peter's Hill, Grantham, Lincolnshire NG31 6PZ**

**Contact: Cabinet Support Officer Lucy Bonshor- Tel: 01476 406120  
e-mail: l.bonshor@southkesteven.gov.uk**

## REPORT TO CABINET

**REPORT OF: Corporate Governance and Housing Portfolio Holder**

**REPORT NO: HST37**

**DATE: 6<sup>th</sup> September 2010**

<b>TITLE:</b>	<b>Lincolnshire Affordable Warmth Strategy 2010-2016</b>	
<b>KEY DECISION OR POLICY FRAMEWORK PROPOSAL:</b>	Key Decision	
<b>PORTFOLIO HOLDER: NAME AND DESIGNATION:</b>	Cllr Paul Carpenter Corporate Governance and Housing	
<b>CONTACT OFFICER:</b>	Kevin Martin, Service Manager, Housing Solutions	
<b>INITIAL IMPACT ASSESSMENT:</b>	Carried out and Referred to in paragraph (7) below: Yes. As a countywide strategy the impact assessment has been carried out using Lincolnshire County Council's Policy Sustainability Proofing tool. This covers equality & diversity and risk assessment	Full impact assessment Required: No
<b>Equality and Diversity</b>		
<b>FREEDOM OF INFORMATION ACT:</b>	This report is publicly available via the Local Democracy link on the Council's website: <a href="http://www.southkesteven.gov.uk">www.southkesteven.gov.uk</a>	
<b>BACKGROUND PAPERS</b>	Report HST37 to Communities Policy Development Group 15th July 2010	

### 1. RECOMMENDATIONS

That Cabinet members approve the adoption of the Lincolnshire Affordable Warmth Strategy (LAWS) 2010-2016
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### 2. PURPOSE OF THE REPORT/DECISION REQUIRED

To outline the plan to increase affordable warmth and reduce carbon emissions for households in Lincolnshire and seek members adoption of a Countywide strategy
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### 3. DETAILS OF REPORT

The Lincolnshire Affordable Warmth Strategy (attached at appendix 1) seeks to support local authorities to provide affordable warmth for all households in Lincolnshire by developing a programme of actions and engaging a range of partners to eradicate fuel poverty and to support carbon reduction in the housing stock within South Kesteven (SK)

The strategy has been developed in 2009 by the Lincolnshire Energy Forum (now known as Home Energy Lincs Partnership (HELP) and stakeholders throughout the county in the context of existing local services and initiatives, and prevailing strategy and policy commitments at a county and local level. The development of the strategy has been facilitated by National Energy Action (NEA). NEA develops and promotes energy efficiency services to tackle the heating and insulation problems of low income households.

### **Benefits of the LAWS**

- Share good practice and prevent duplication
- Provide a single point of contact across the county for energy efficiency advice and referrals
- Potential to bulk purchase fuel supplies (e.g. wood chip)
- Enable a coordinated approach to funding bids and scheme delivery
- Deliver countywide strategic objectives at the same time as local priorities
- Contribute to the delivery of targets on other linked National Indicators
- Engage other (potentially new) partners working at county level
- To operate as an umbrella strategy for individual districts' strategies

Funding totalling £1.75m has been secured to run the schemes as follows:

- £700k            Regional Housing Board
- £750k            Environment Theme Group
- £300k            Regional improvement and efficiency partnership

(North Kesteven DC and Lincolnshire County Council are the fund holders for these monies)

### **Benefits to the South Kesteven area and its residents through the LAWS**

South Kesteven District Council (SKDC) has been working closely with a number of stakeholders to deliver energy efficiency measures to vulnerable households for a number of years. Since 2005 over £2.2m has been spent within the district assisting over 2000 households.

The strategy's actions will provide a two-fold benefit within the district to what is currently on offer to residents:

1. An area based scheme would focus on specific areas where houses are least efficient and would benefit from grant aided works. This is one of the most pro-active and cost efficient methods of improving energy efficiency measure take-up in specific areas.
2. A referral scheme would enable SKDC to refer both vulnerable and 'able-to-pay'

residents directly to a scheme to ensure the work is undertaken rather than the current system of giving information to residents and relying on them to contact the energy supplier themselves.

Both the area based scheme and a referral scheme would be available to us for residents identified in a Decent Homes survey as requiring energy efficiency measures to rectify excess cold hazards.

In both cases a Carbon Energy Reduction Target (CERT) provider would be engaged to fund and install the measures; however, the funding would be partly used to reduce the price of the 'able to pay' prices, to make them more affordable to a wider range of residents. A CERT scheme needs a mix of able to pay and vulnerable households.

Joint working with other Districts will improve the economies of scale and is a more attractive prospect for CERT providers to fund, due to increased volumes.

HELP, via the appointed provider Hestia Managed Services (ESTac) and the districts, will promote energy efficiency across Lincolnshire and will incorporate all aspects of tackling fuel poverty, including income maximization, improving access to fuel services, and renewable energy. These actions of the strategy will also be available to SK residents.

In summary the strategy:

- supports SKDC to deliver affordable warmth to its households and draw in additional external funding to benefit SK householders
- supports SKDC to deliver energy efficiency to its householders and help them reduce their carbon emissions
- supports SKDC's Quality Living priority theme to improve the energy efficiency of households within the district
- support SKDC's work to achieve its NI 187 target and for Lincolnshire collectively to reach LAA targets

#### **4. OTHER OPTIONS CONSIDERED**

The affordable warmth strategy has been developed as an action from the Lincolnshire Sustainable Community Strategy adopted by all Lincolnshire councils in 2009. There are collective agreements within that strategy relating to delivery against Local Area Agreements (LAA) and National Indicator (NI) targets. SKDC has also identified energy efficiency as a priority within its own housing strategy.

SKDC would not, in isolation, have the capacity and/or resources to deliver the wider requirements of the LAA and NI targets. Adopting the strategy enables SK residents to access and benefit from a range of initiatives to improve energy efficiency, increase affordable warmth and reduce carbon emissions at the same time the input required from the council itself is minimal.

#### **5. RESOURCE IMPLICATIONS**

No additional resources required.

Signposting of customers to the HELP scheme will be through our website or via existing customer contact routes. This is only a small addition to what is already done for relevant customers already. The Private Sector Team Leader will be required to actively participate as a member of the HELP board which oversees the delivery of the strategy. This officer was actively involved in the development of the strategy itself so this will not require any further officer time.

## **6. RISK AND MITIGATION (INCLUDING HEALTH AND SAFETY AND DATA QUALITY)**

Lincolnshire County Council has completed a Policy Sustainability proofing tool on this strategy; a copy of which is attached.

## **7. ISSUES ARISING FROM EQUALITY IMPACT ASSESSMENT**

Lincolnshire County Council has completed a Policy Sustainability proofing tool on this strategy; a copy of which is attached

## **8. CRIME AND DISORDER IMPLICATIONS**

None

## **9. COMMENTS OF SECTION 151 OFFICER**

The report confirms that there will be no additional resource implications as a result of adopting the strategy. The work that will be undertaken in order to comply with and support the strategy will be met from the existing resources from the Housing Solutions service area.

## **10. COMMENTS OF MONITORING OFFICER**

The proposed strategy has been considered by the Communities Policy Development Group (PDG) at its meeting on the 15<sup>th</sup> July 2010. The minutes of that meeting confirm the PDG recommended the Cabinet adopt the strategy as drafted.

The strategy can be considered for adoption by Cabinet as matters of local choice in accordance with page 175 of the Constitution. If the equality impact assessment has been considered and carried out by the Lincolnshire County Council, that assessment should be included in this report as an appendix for consideration with the draft policy.

## **11. COMMENTS OF OTHER RELEVANT SERVICE MANAGER**

None

## **12. APPENDICES:**

- i) Lincolnshire Affordable Warmth Strategy 2010-16
- ii) Policy Sustainability Proofing report



*Campaigning for Warm Homes*

# Lincolnshire Affordable Warmth Strategy

2010 - 2016

**FINAL 13/7/10**

**LINCOLNSHIRE AFFORDABLE WARMTH STRATEGY 2010- 2016**

**CONTENTS:**

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**VISION**

**‘To work towards achieving Affordable Warmth and carbon reductions for all Lincolnshire residents’**

**FOREWORD**

**Foreword by Jenny Saunders, Chief Executive, NEA, the national energy efficiency charity**

NEA, the national energy efficiency charity, was established over 25 years ago to develop and promote energy efficiency strategies and services to tackle the heating and insulation problems of low-income households, to achieve affordable warmth and eradicate fuel poverty.



Cold homes, high health-care costs, cold-related illnesses, excess winter deaths and housing in poor repair, are the visible signs of fuel poverty, a problem that affects millions of households in the UK.

There is a clear Government commitment to eradicate fuel poverty for all households. NEA believes that local authorities are the key agents in co-ordinating the delivery of strategies to achieve this objective. In developing this Strategy, the Home Energy LINCIS partnership (HELP) and its partner agencies in the health and social care, voluntary and private sectors have demonstrated that effective partnership working is the key to success.

I applaud all those who have contributed to this document, and wish them every success in implementing a Strategy that will provide households with the means to heat their homes to the standard required for health and comfort, at a price they can afford.

A handwritten signature in blue ink that reads "Jenny Saunders". The signature is written in a cursive style.

**Jenny Saunders,  
Chief Executive of NEA**

## 1 SUMMARY

### **Introduction**

The Lincolnshire Affordable Warmth Strategy seeks to support local authorities to provide affordable warmth for all households in Lincolnshire by developing a program of actions and engaging a range of partners to eradicate fuel poverty and to support a reduction in carbon emissions from our housing stock.

The strategy has been developed in 2009 by the Lincolnshire Energy Forum (now known as Home Energy LINC's Partnership HELP) and stakeholders throughout the county in the context of existing local services and initiatives, and prevailing strategy and policy commitments at a local and county level.

It will be an essential part of the county's efforts to tackle the causes and effects of climate change. A countywide climate change strategy is in preparation which will link affordable warmth work to that wider goal.

### **Lincolnshire demographics**

Lincolnshire is one of the largest of the English counties at 2,350 square miles and is predominantly rural and agricultural in nature, with its administrative centre being the city of Lincoln.

Despite its relatively large physical area Lincolnshire has a comparatively small population of less than 700,000. Certain districts of the county are among the most sparsely populated in England. Consequently, lack of access to mains gas is above average.

Lincolnshire residents are in the main White British with the proportion including White Irish and other White origins increasing this to around 98%. Pockets of the county have seen an increase in Eastern European residents.

Lincolnshire is a shire county with Lincolnshire County Council as upper tier and the district councils of Boston Borough Council, City of Lincoln Council, East Lindsey District Council, North Kesteven District Council, South Holland District Council, South Kesteven District Council and West Lindsey District Council are all second tier councils. Health care services are provided throughout the county by NHS Lincolnshire.

The table below draws tenure comparisons between the housing stock profile for Lincolnshire and that for England as a whole.

**Table 1.1 Lincolnshire tenure proportions compared to England**

Tenure	Dwellings	Percent	England (2006)
Owner occupied	231,670	73%	70%
Privately rented	41,190	13%	12%
<b>Private sector stock</b>	<b>272,860</b>	<b>86%</b>	<b>82%</b>
Housing Association (RSL)	30,060	2%	8%
Local Authority	13,220	4%	10%
<b>Social Housing</b>	<b>43,280</b>	<b>14%</b>	<b>18%</b>
<b>All Tenures</b>	<b>316,140</b>	<b>100%</b>	<b>100%</b>

Source: 2009 Lincolnshire Private Sector House Condition Survey and English House Condition Survey 2006

## Challenges

A household is said to be in fuel poverty if, it would be required to spend more than 10% of its income on all domestic fuel use in order to maintain a satisfactory heating regime<sup>1</sup>. The number of households in fuel poverty has increased since fuel price rises in 2008, and many homes in Lincolnshire are 'hard to treat' in that they may not have access to the cheapest fuels (e.g. off the gas network), and they may not be suitable for traditional and cost effective insulation techniques. The most vulnerable households are often the most difficult to reach, so the challenge is to put into place mechanisms to identify and engage the fuel poor, and provide the most appropriate service which will make their homes affordable to heat.

With over one third of Lincolnshire within flood plains climate change is particularly relevant to the county. The Sustainable Community Strategy for Lincolnshire has 'tackling the causes and effects of climate change' as a key theme. Our challenge is to ensure that in providing affordable warmth we are reducing CO<sub>2</sub> emissions and promoting solutions that increase fuel security.

## Strategy Development

This strategy was developed following an initial assessment of the levels of local authority affordable warmth activities including practical initiatives, strategic commitments and partnership working. Strategic themes were suggested and revised by the Lincolnshire Energy Forum and a consultation workshop held to further develop the strategy document. This document has been developed in consultation with those stakeholders who attended the workshop.

<sup>1</sup> UK Fuel Poverty Strategy (2001) – For target setting the Government includes Housing Benefit and Income Support for Mortgage Interest. This issue remains fiercely debated.

## **Strategic Priorities**

The following themes were agreed as the priorities for the Lincolnshire Affordable Warmth Strategy, and have been developed into Action Plans:

Theme 1: Raising awareness of fuel poverty and its solutions

Theme 2: Targeting actions at fuel poor households

Theme 3: Improving the energy efficiency of all housing tenures

Theme 4: Maximising the income of households at risk from fuel poverty

Theme 5: Improving access to fuel services and renewable energy

## 2 AFFORDABLE WARMTH - A COUNTY WIDE APPROACH

### 2.1 Home Energy LINC's Partnership (HELP)



The proposal for the Lincolnshire Affordable Warmth Strategy was driven by the Lincolnshire Energy Forum which has been officially re branded as The Home Energy LINC's Partnership (HELP) as of the 4<sup>th</sup> June 2010. The partnership focuses its attentions on schemes and projects that promote and improve domestic energy efficiency and co-ordinates its actions with the wider climate change agenda. The partnership consists of officers from all the district councils of Lincolnshire and the County Council who are involved with domestic energy efficiency and/or the wider climate change agenda. Working together these officers are able to achieve added value to their own schemes/strategies and collectively offer a more consistent approach to delivering affordable warmth and domestic energy efficiency to Lincolnshire.

HELP will manage the Lincolnshire Affordable Warmth Strategy and ensure actions are carried out. HELP will monitor the progress of the strategy and review and report on it annually.

HELP will co-ordinate and oversee the HELP scheme (Lincolnshire's Area Based Approach home insulation scheme). HELP will lead on which homes are to be targeted for measures. HELP will monitor the success of the scheme and review as necessary. The partnership will seek to secure further funding for continuation and expansion of the scheme.

*HELP full membership consists as follows:-*

Boston Borough Council  
 City of Lincoln Council  
 East Lindsey District Council  
 Lincolnshire County Council  
 North Kesteven District Council  
 South Holland District Council  
 South Kesteven District Council  
 West Lindsey District Council

*Other government agencies involved in the Partnership are:-*

East Midlands Energy Saving Trust Advice Centre  
 Warm Front

*Additionally third sector groups are invited to attend the partnership as appropriate:-*

Age UK  
 Citizens Advice Bureau  
 National Energy Action  
 Representation from the PCT  
 Groundwork Lincolnshire

## 2.2 HELP Scheme



The HELP scheme has been developed to deliver affordable warmth to Lincolnshire households. The HELP Scheme is an area based approach that installs insulation measures to households across Lincolnshire. The HELP scheme is supported by all the district, borough, city and county councils of Lincolnshire. The HELP scheme is fully funded for approximately 2 years:-

- £750,000 Area Based Grant held by Lincolnshire County Council;
- £700,000 Regional Housing Group allocated CLG grant held by North Kesteven District Council; and
- £300,000 to be drawn down from the Lincolnshire Improvement and Efficiency Partnership fund.

This secured funding will be used to:-

- discount the CERT prices for Able to Pay Householders
- widen the qualifying criteria for Priority Householders
- pay for ancillary costs (i.e. scaffolding, widening loft hatches etc)
- top up Priority Householders lofts where the existing depth of insulation is 60 -150mm

Additionally the scheme is funded through the CERT scheme with some measures being funded fully through CERT alone. At this stage it is not known how much CERT funding will be drawn down for measures installed as this wholly depends on the mix of householders which apply for loft and cavity wall insulation. Where heating is required householders will be referred directly to Warm Front and heating measures will be fully funded through Warm Front. Again it is unknown how much additional Warm Front funding will be secured for householders referred to Warm Front through the HELP scheme. It is likely that CERT funding and Warm Front funding together will at least equal the secured funding.

The HELP scheme will only run beyond year 2 if additional funding is secured and CERT funding is extended beyond 2012.

Numbers of measures installed and monies spent will be closely monitored by HELP officers on a monthly basis and reported to Sustainable Community Strategy governance group(s), currently the Environmental Theme Group.

*The HELP Scheme will achieve:-*

- a discounted insulation scheme for all private sector households in Lincolnshire
- improved thermal efficiency to Lincolnshire households
- increased SAP ratings to participating households
- assist with reducing levels of fuel poverty across Lincolnshire
- reduce carbon emissions from the domestic private sector households in Lincolnshire
- mitigate against the expected outcomes of climate change

### 2.3 Development of the Strategy

The development of the strategy has been facilitated by National Energy Action (NEA). NEA develops and promotes energy efficiency services to tackle the heating and insulation problems of low-income households. Working in partnership with central and local government; with fuel utilities, housing providers and health services; and with consumer organisations, NEA aims to eradicate fuel poverty and campaigns for greater investment in energy efficiency to help those who are poor or vulnerable.

Lincolnshire has designated Tackling Fuel Poverty as a priority indicator (NI 187) in its Local Area Agreement (LAA) 2008-11. This is an indicator set by the county and is essentially delivered by the district councils who lead on energy efficiency in housing, with support from the other partners. The districts have worked together in order to set the baseline and targets for the indicator, and will work together to achieve the targets set. At a local level there are varied levels of activity amongst district councils and other partners. Some have well developed Affordable Warmth strategies of their own: the purpose of the county wide strategy is not to duplicate these but to offer the benefits and opportunities of a county wide approach. There are also services delivered at a county wide level which need to be fully engaged in issues of fuel poverty and its impact on their agendas, for example within the Primary Care Trust. Working together at strategic level offers opportunities for coordinated action.

A countywide strategy will –

- Share good practice and prevent duplication
- Provide a single point of contact across the county for energy efficiency advice and referrals
- Provide the potential to bulk purchase items and services and benefit from economies of scale, for example bulk purchase of wood chips for distribution.
- Enable a coordinated approach to funding bids and scheme delivery
- Deliver county wide strategic objectives at the same time as local priorities
- Contribute to the delivery of targets on other linked National Indicators
- Engage other (potentially new) partners working at a county wide level

## 3 FUEL POVERTY – CAUSES, CONSEQUENCES AND SOLUTIONS

### 3.1 CAUSES

Fuel poverty is essentially a problem of the combined effects of

- energy inefficient housing
- low incomes
- high costs for domestic fuel
- under occupancy of homes

Recent increases in fuel costs, other household expenses and the credit crunch are inevitably impacting on households across Lincolnshire and causing a rise in fuel poverty levels. Many households in Lincolnshire contain individuals who may require extra warmth as a result of age or disability. Further, lack of access to a mains gas supply denies many rural customers the benefits of the current most efficient and economic method of traditional heating.

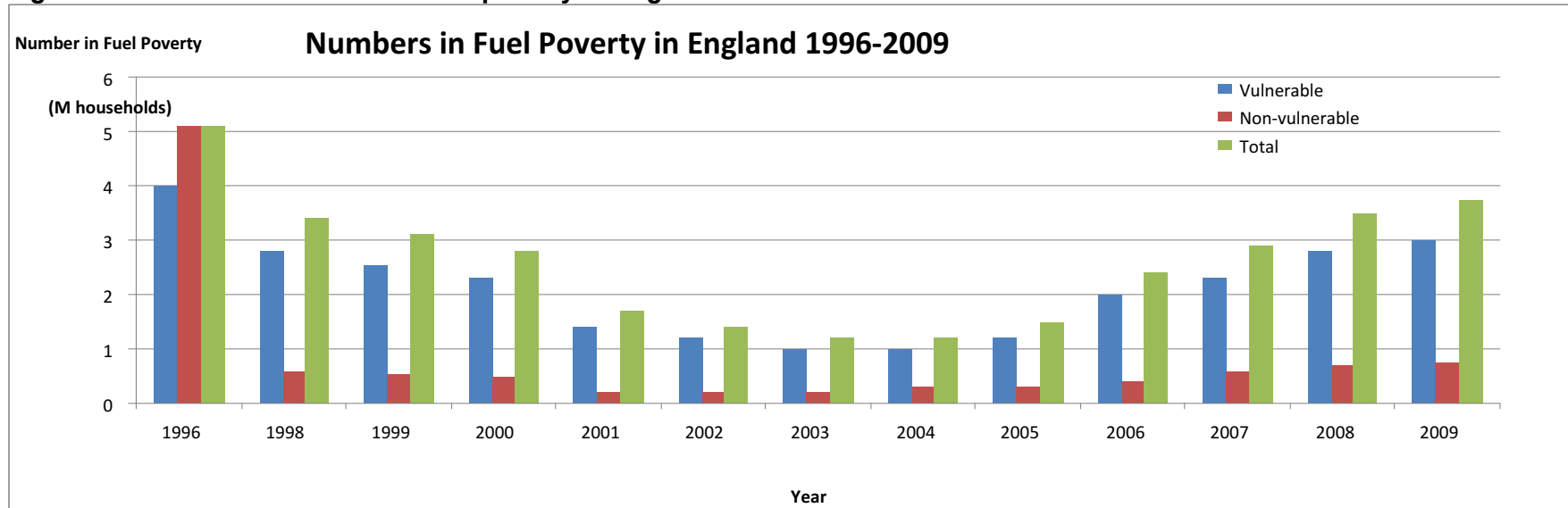
#### Numbers in Fuel Poverty

The Warm Homes and Energy Conservation Act 2000 required the Government to publish a strategy setting out proposals to end fuel poverty in England within a fifteen-year period. The UK Fuel Poverty Strategy, published in November 2001, committed the Government to ending fuel poverty for vulnerable households by 2010 and for all households by 2016. The target of eliminating fuel poverty was, however, qualified by the provision 'as far as reasonably practicable'. The provisions of the Warm Homes and Energy Conservation Act were reinforced in the 2003 Energy White Paper which set as one of the four primary goals of energy policy: 'to ensure that every home is adequately and affordably heated.'

Data from successive English House Condition Surveys and statistical modeling exercises consistently demonstrated that the Government was making excellent progress towards its fuel poverty objectives. As a consequence of falling energy prices and higher household incomes, and with a lesser contribution from energy efficiency improvements, the incidence of fuel poverty in England fell from 5.1 million households in 1996 to 1.2 million in 2004; fuel-poor vulnerable households reduced from 4 million to 1 million. The UK Fuel Poverty Strategy 4th Annual Progress Report (Defra, 2006) attributed the reasons for the improvement: approximately 60% due to rising household income; 20% due to lower gas and electricity prices; and 20% due to heating and insulation improvements to the housing stock; see Figure 3.1 below.

Since 2004, however, there are worrying signs that the fuel poverty strategy cannot meet any of its key objectives. The main cause of this adverse development is the series of substantial increases in the price of gas and electricity to domestic consumers between 2003 and 2009.

**Figure 3.1 Household numbers in fuel poverty in England 1996 - 2009**

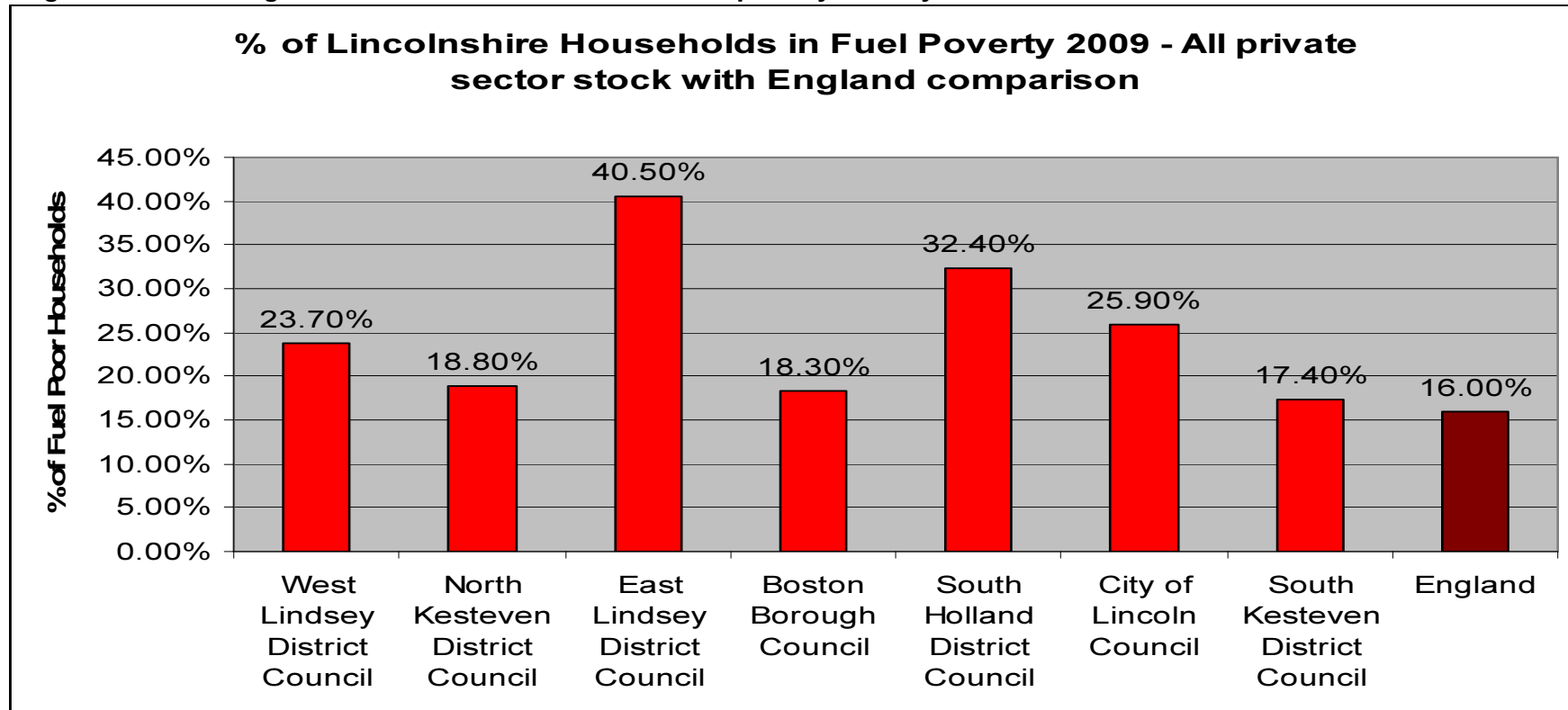


Source NEA 2009



The East Midlands region had **371,256** households living in fuel poverty in 2009, this figure represents around 21% of households and has risen sharply from 112,000 households in 2003 which represents 6.3% of households. In 2009 the Lincolnshire councils all carried out Private Sector Stock Condition surveys. The results (see figure 3.2 below) revealed that fuel poverty levels have risen across the county; four of the seven districts have higher fuel poverty rates than the East Midlands average of 21% and all are higher than the England average of 16%. The highest fuel poverty levels are to be found in the districts of East Lindsey and South Holland.

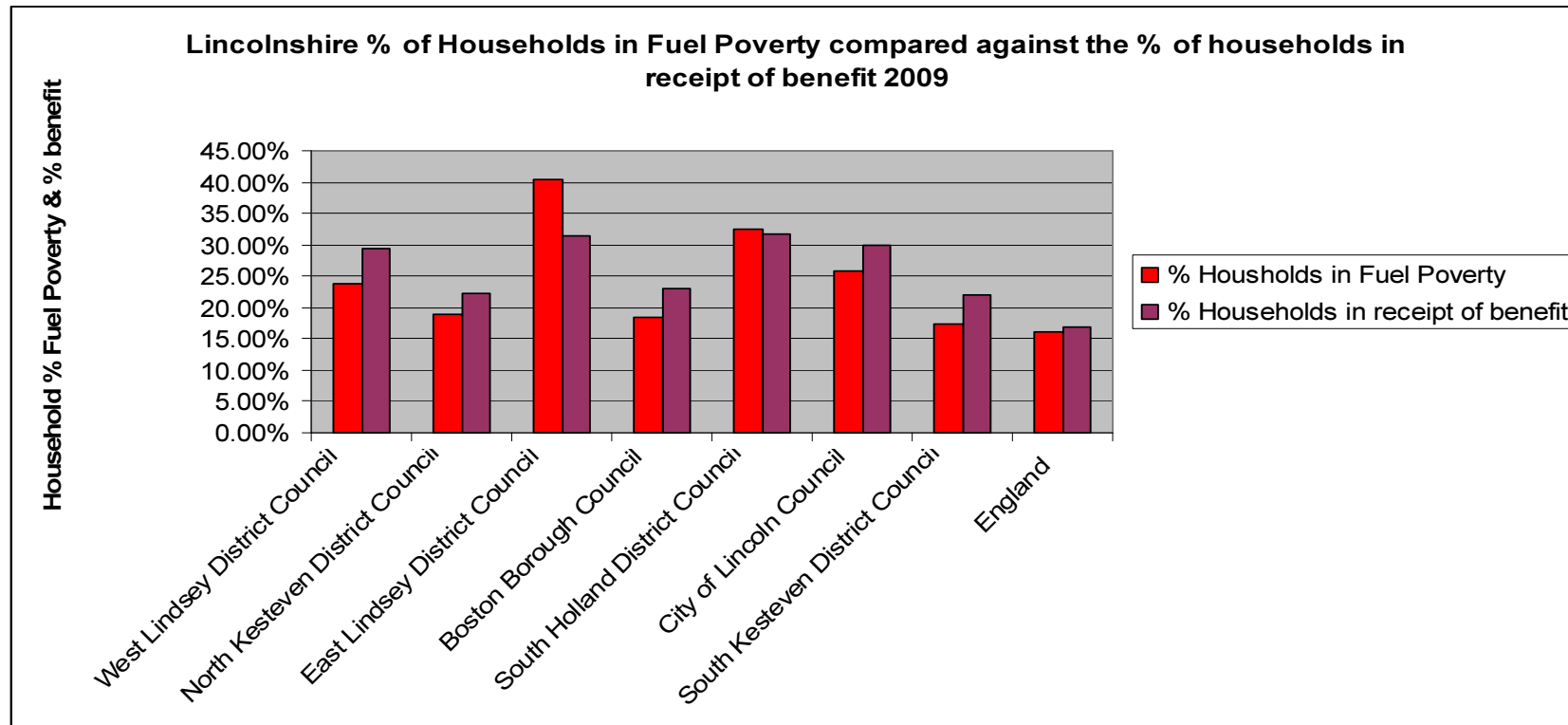
**Figure 3.2 Percentage of Lincolnshire households in fuel poverty 2009 by district**



Source: Private Sector House Condition Surveys December 2009 for all 2<sup>nd</sup> tier Lincolnshire Councils

There appears to be a strong correlation between levels of fuel poverty and households receiving benefit; Figure 3.3 below shows this correlation clearly for the Lincolnshire districts with East Lindsey and South Holland districts having the highest percentage of households in receipt of benefit and the highest percentage of households in fuel poverty.

**Figure 3.3 Lincolnshire fuel poverty levels compared against households receiving benefit in 2009 by district**



Source: Private Sector House Condition Surveys December 2009 for all 2<sup>nd</sup> tier Lincolnshire Councils

- **Tenure**

The UK Fuel Poverty Strategy and subsequent progress reports note that fuel poverty is an issue that predominantly affects households in the private sector including owner occupiers and those in private-rented accommodation, although significant numbers of households in the social sector continue to live in homes they struggle to heat.

- **Decent Homes**

It is Government policy that everyone should have the opportunity of living in a “decent home”. The Decent Homes Standard contains four broad criteria that a property should:

A – be above the legal minimum standard for housing; and

B – be in a reasonable state of repair; and

C – have reasonable modern facilities (such as kitchens and bathrooms) and services; and

D – provide a reasonable degree of thermal comfort (effective insulation and efficient heating).

If a dwelling fails any of these criteria it is considered to be “non decent”.

Table 3.1 below gives a breakdown of reasons for failure in the private sector in Lincolnshire. The table lists dwellings with a Category 1 Housing Health and Safety Rating System (HHSRS) hazard (the new Criterion A):

**Table 3.1 Reasons for failure of dwellings as a decent home within the private sector housing stock compared against England**

<b>Reason</b>	<b>Dwellings</b>	<b>Percent (of non decent)</b>	<b>Percent (of stock)</b>	<b>England Percent</b>
Category 1 hazard	65,700	66.8%	24.1%	23.5%
In need of repair	27,700	28.1%	10.1%	8.3%
Lacking modern facilities	3,800	3.9%	1.4%	2.1%
Poor degree of thermal comfort	55,100	56.0%	20.2%	17.0%

Source: 2009 Private Sector House Condition Survey 2009 and English House Condition Survey 2006

The English House Condition Survey Annual Report notes that of the 22m households in England, 7.7m were non decent, under the updated definition of the decent homes standard. Social housing was more likely to be decent than other tenures and also performed better on energy efficiency and CO<sub>2</sub> emissions. Using the updated definition of decent homes, 29% of social housing is non-decent, compared to 35% of owner occupied and 47% of private-rented accommodation.

- **Housing Health and Safety Rating System**

The Housing Health and Safety Rating System (HHSRS) is a prescribed method of assessing individual hazards in dwellings. It is evidence based – national statistics on the health impacts of hazards encountered in the home are used as a basis for assessing individual hazards. The system deals with a broad range of 29 hazards in four main groups:

- *Physiological requirements* (e.g. excess cold being of particular relevance to fuel poverty, damp and mould, asbestos, carbon monoxide, radon, etc)
- *Psychological requirements* (crowding and space, entry by intruders, light, noise)
- *Protection against infection* (domestic hygiene, food safety, personal hygiene, water supply)
- *Protection against accidents* (e.g. falls on the level, on stairs and steps and between levels, electrics, fire, collision)

It should be noted that the likelihood of some hazards such as damp and mould and falls is increased due to homes being cold.

The HHSRS scoring system combines the likelihood that a deficiency will lead to harm with the harm outcome to generate a hazard score. If an accident is very likely to occur and the outcome is likely to be severe or extreme then the score will be very high. Significant hazards are referred to as Category 1. Lesser hazards are Category 2.

4.8m homes (22%) have one or more Category 1 (Cat 1) hazards under the Housing Health and Safety Rating System (HHSRS)<sup>2</sup>. About half of these homes had excess cold hazards (homes that are expensive or difficult to heat) and a similar proportion had hazards related to falls. The majority of these homes contain 'vulnerable' households. Cat 1 excess cold hazards are more common in the private sector, reflecting higher levels of energy efficiency in the social sector.

In Lincolnshire the overall proportion of dwellings with a Category 1 hazard is 24.1% compared with 23.5% in England. This represents 65,700 dwellings across Lincolnshire. The proportion of Category 1 hazards attributable to excess cold is the highest by a substantial margin (56.7% (37,300 dwellings) compared with 51.1% nationally) followed by falling. Excess cold is deemed to be a Category 1 hazard when the property SAP rating is 35 or less, in line with National Indicator (NI) 187.

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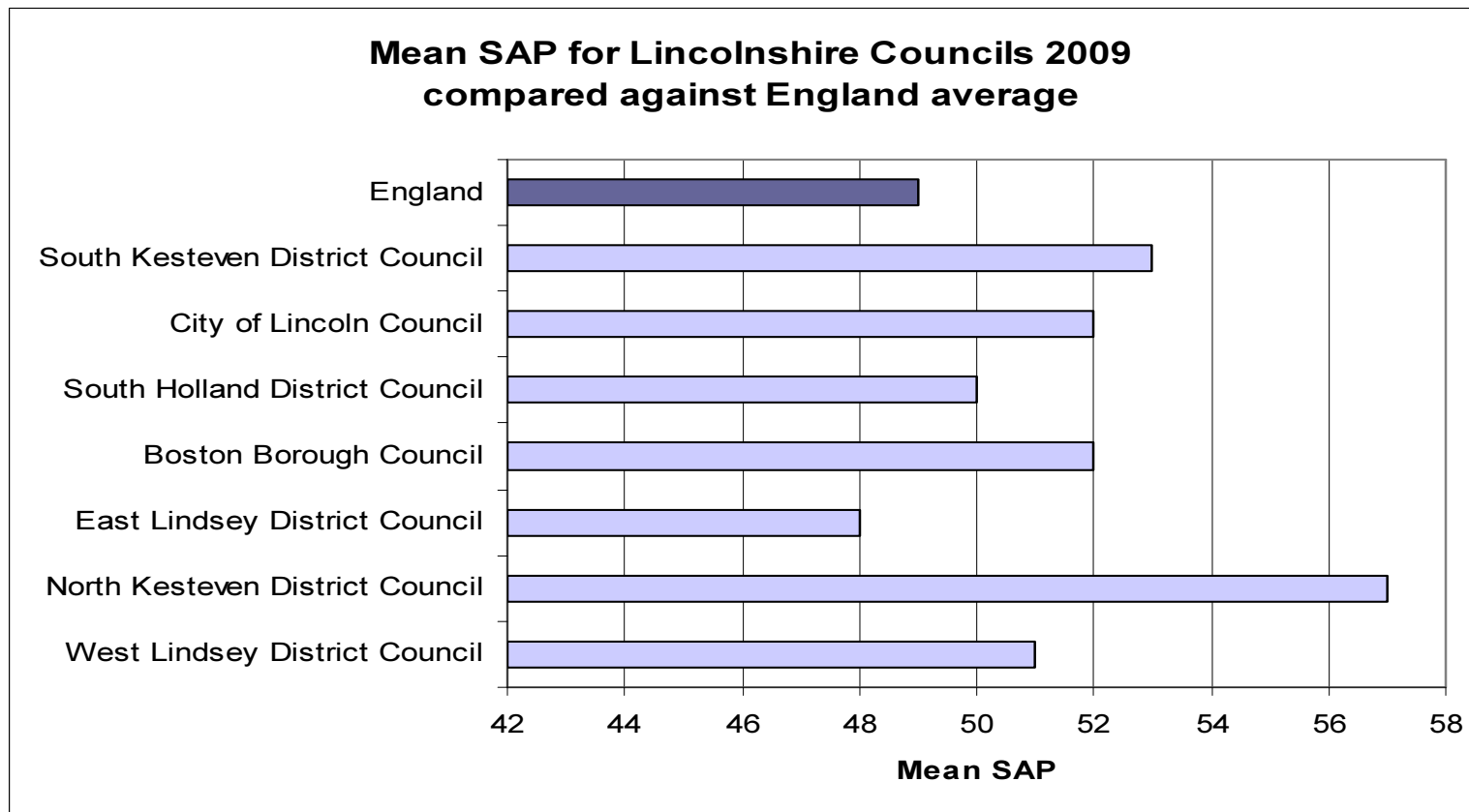
<sup>2</sup> For further information on the HHSRS see *Tackling fuel poverty using the Housing Health and Safety Rating System* (Energy Efficiency Partnership For Homes, April 2008) at <http://www.eeph.org.uk/uploads/documents/partnership/EEPH%20HHSRS%20Report2.pdf>

- **Energy Efficiency**

The Energy efficiency of homes is measured by a Standard Assessment Procedure (SAP) (on a scale of 1-100, the higher the number the better). The average in **England** was 49 in 2006. Social housing is, on average much more energy efficient than private sector housing. A home with a SAP rating of 65 or above has been deemed as appropriate to keep households out of fuel poverty.

Figure 3.4 shows the average SAP ratings of households in each of the seven districts of Lincolnshire based on the results of the 2009 Private Sector House Condition surveys. With the exception of East Lindsey all the districts have a higher SAP rating than 49. East Lindsey has the lowest mean SAP of 48 whilst North Kesteven has the highest mean SAP of 57.

**Figure 3.5 Average SAP ratings for Lincolnshire households 2009**



Source: Private Sector House Condition Surveys December 2009 for all 2<sup>nd</sup> tier Lincolnshire Councils

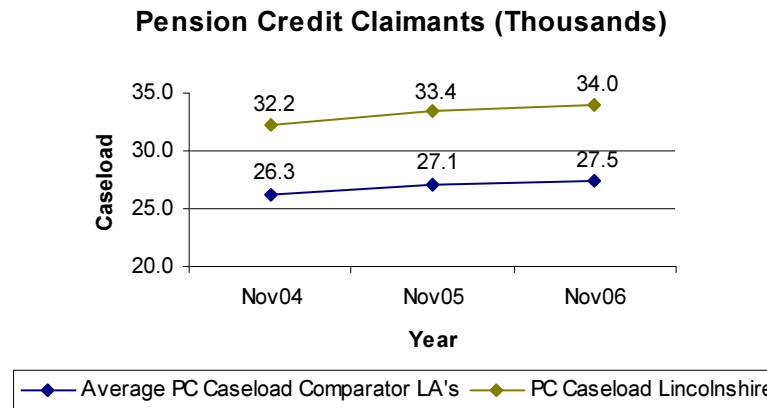
### Fuel Prices and Sources

- The average dual fuel bill in Great Britain was £1,262 (Feb 09) which is 121% (£690) more than in 2003<sup>3</sup>
- Domestic heating oil prices rose in 2008. (In December 2008, on average 1000litres cost between £460 and £500 incl. VAT). Domestic oil (and LPG) markets remain unregulated unlike the electricity and mains gas markets
- Providing alternative energy sources is a key area of development, but such sources will need to be both economically viable (included in grant schemes) and of benefit for low-income vulnerable households in fuel poverty.

### Incomes

Between November 2004 and November 2006 take-up of Pension Credit has increased at a quicker rate in Lincolnshire than both nationally and in other comparator Local Authority areas. In part this may well be due to the Everybody Benefits campaign and the concerted efforts of a range of partners to tackle the issue of under-claiming via the LPSA and subsequent LAA agreements.

Below is a graph which demonstrates the difference between a range of comparator Local Authority areas and Lincolnshire in terms of numbers of people on Pension Credit:



The increase in numbers of people on Pension Credit in Lincolnshire between November 2004 and November 2006 was 5.6% compared with a 4.6% increase in comparator Local Authority areas and a 4.3% increase in Great Britain.<sup>4</sup>

<sup>3</sup> NEA modelled data: NEA 31 January 2009

<sup>4</sup> Comparator Local Authority areas used were Cumbria, Derbyshire, Devon, Gloucestershire, Leicestershire, Norfolk, Nottinghamshire, Shropshire, Somerset, Suffolk, Warwickshire and Worcestershire. Data used reflects benefit claimants only and so does not reflect the differences in population aged 60 and over in each area

### **Unclaimed Benefits (2006/07)**

In Great Britain in 2006/07 approximately between £6 billion and £10 billion went unclaimed in benefits. Of this between £2 billion and £3 billion was unclaimed Pension Credit alone.<sup>5</sup>

Based on 2007 mid year population estimates this equates to between £70 million and £117 million of unclaimed benefits in Lincolnshire. Of which, between £23 million and £35 million is in Pension Credit.<sup>6</sup> Pensioners that are not claiming pension credit but are entitled to it, increase their risk of fuel poverty and in some cases exclude themselves from energy efficiency schemes that could have improved the thermal efficiency of their homes.

### **Financial Inclusion**

Financial inclusion is about ensuring everyone has the **capability** and **opportunity** to access the financial services and products needed to participate fully in modern day society. These include:

- access to affordable and responsible credit
- access to an appropriate bank account
- access to face-to-face debt advice
- access to basic home contents insurance
- access to savings<sup>7</sup>

People are financially excluded when they do not have access to these basic financial services and products.

People who **are financially excluded** face many **disadvantages** including paying more for utilities due to lack of access to discounts available for Direct Debit and other automated payment methods. This has the potential to lead to issues of fuel poverty.

Lincolnshire is in the process of developing a financial inclusion strategy which will have clear links to the affordable warmth agenda.

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<sup>5</sup> Department for Work and Pensions, Income Related Benefits Estimates of Take-Up in 2006-07. Benefits included are Income Support, Pension Credit, Housing Benefit, Council Tax Benefit and Jobseeker's Allowance (Income-Based)

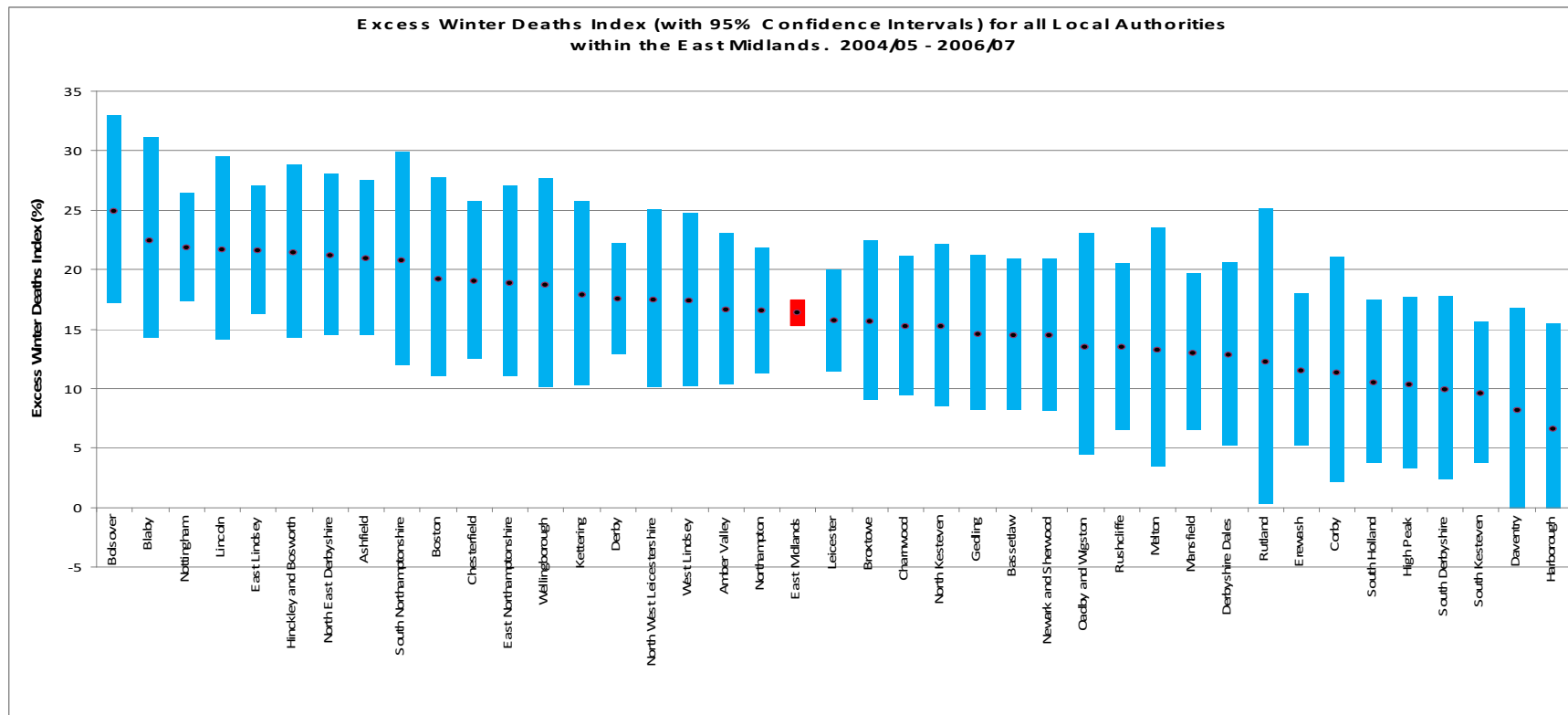
<sup>6</sup> Calculation based on ONS mid 2007 population estimates which show Lincolnshire population represents approximately 1.17% of population of Great Britain.

<sup>7</sup> Rural Money Matters: A support guide to rural financial inclusion-Council for Rural Communities July 2009

### 3.2 CONSEQUENCES OF FUEL POVERTY

#### Health risks from cold homes

Living in fuel poverty has impacts on health. In many cases households may be forced to choose between expenditure on fuel, other essential items and/or debt repayments. Faced with such stark choices many households may put themselves at increased risk of cold-related illness or even death. Typically, 22,500 -25,700 more people die in the winter quarter in England than would be expected given the average death rate in the other quarters of the year.



There is growing body of research which suggests a causal link between older, poorly insulated, poorly heated housing and poverty to low indoor temperatures and cold-related deaths<sup>8</sup>. This suggests that there are likely to be improvements in health of individuals provided with measures aimed at improving the thermal efficiency of their homes and the affordability of heating them.

Lincolnshire has a pattern of experiencing higher levels of excess winter deaths than other two tier authorities in the region. Four districts in Lincolnshire are above the East Midlands average with Lincoln and East Lindsey in the top quintile of districts in the East Midlands with the highest levels of excess winter deaths.

The majority of these Excess Winter Deaths (EWD) relate to cardio-vascular and respiratory conditions with 73% of excess winter deaths in the East Midlands being as a result of circulatory and respiratory diseases.

The health effects of cold, damp homes are increasingly understood. For older people, just a 1°C fall in room temperature can lead to a rise in blood pressure, a lower core body temperature and colder extremities.<sup>9</sup> A rise in blood pressure, and thickening of the blood increases the risk of strokes and heart attacks. Cold conditions also lower resistance to respiratory infections and exacerbate asthma and Chronic Obstructive Pulmonary Disorder (COPD). Allergens associated with mould growth in damp homes also affect respiratory conditions. A person's mobility and dexterity reduce when they are cold increasing risk of falls and injury as well as affecting arthritis.

Much of this illness is both largely predictable and preventable and would save the NHS millions each year in treatment costs. Providing affordable warmth for households reduces inequalities in health and may improve life expectancy; it improves the mental health and well being of households; improves educational attainment and school attendance; reduces childhood asthma; promotes independent living and whole house use; and potentially reduces/ delays admission to hospital and other care facilities. Improving homes and household incomes may also promote social inclusion within communities.

### **Fuel Debt**

Nationally, 6.8m households (26%) are in debt to fuel suppliers with an average debt of almost £114 each<sup>10</sup>.

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<sup>8</sup> For example, Cold comfort - The social and environmental determinants of excess winter deaths in England, 1986-96; Dr P Wilkinson; Joseph Rowntree Foundation; 2001

<sup>9</sup> Woodhouse et al. *Taken from Health and Winter Warmth: SEPHO, 2007*

<sup>10</sup> uSwitch, April 2008

### **3.3 SOLUTIONS - AFFORDABLE WARMTH**

The solution to fuel poverty is to provide households with affordable warmth. The National Indicator NI187 uses the improvement of energy efficiency of the homes of households on benefit as the indicator for households taken out of fuel poverty. However there are other causal aspects of fuel poverty, so action is required on a number of fronts:

- improving the energy efficiency of homes, heating systems and appliances,
- maximising household incomes,
- providing access to cheaper fuel and tariff options, and possibly alternative sources of energy,
- the provision of energy advice to encourage changes in behaviour.

This strategy reflects the actions which are needed across the county. The themes in the strategy point to the key tasks which need to be undertaken, lead agencies and the proposed outcomes.

#### 4 LINCOLNSHIRE PERSPECTIVE – LINKS TO OTHER STRATEGIC AREAS

The National Indicator (NI187) on tackling fuel poverty (percentage of people receiving income based benefits living in a home with a low energy efficiency rating) is a designated priority in the Lincolnshire Local Area Agreement (LAA) for 2008-11. The principal objective is to work towards the provision of affordable warmth for all in Lincolnshire through developing a program of fuel poverty eradication.

**Figure 4.1 NI 187 results for 2008 – 2009 and 2009 – 2010 and targets for Lincolnshire districts individually and collectively.**

Local Authority	2008 – 2009 NI 187 actual survey results		2009 – 2010 NI 187 survey results and targets				2010 – 2011 NI 187 council targets	
	% <SAP 35 actual	% >SAP 65 actual	% <SAP 35 actual	<35 targeted % reduction	% >SAP 65 actual	>65 targeted % increase	<35 Targeted % reduction	>65 Targeted % increase
Boston Borough Council	13.45%	27.52%	12.33%	12.58%	31.28%	28.73%	11.58%	30.25%
City of Lincoln Council	3.67%	35.94%	5.80%	3.43%	36.89%	37.18%	3.16%	38.74%
East Lindsey District Council	15.62%	32.33%	20.78%	14.61%	20.78%	33.40%	13.45%	34.74%
North Kesteven District Council	9.44%	29.83%	9.70%	8.83%	30.43%	31.08%	8.13%	32.64%
South Holland District Council	19.45%	20.93%	9.09%	18.19%	28.28%	22.15%	16.75%	23.69%
South Kesteven District Council	11.49%	29.03%	10.61%	10.75%	32.39%	30.25%	9.89%	31.78%
West Lindsey District Council	11.05%	28.99%	10.54%	10.33%	36.04%	30.22%	9.51%	31.77%
Lincolnshire (aggregated figure for all Lincolnshire's district councils).	<b>12.19%</b>	<b>29.3%</b>	<b>10.88%</b>	<b>11.48%</b>	<b>31.23%</b>	<b>30.55%</b>	<b>10.5%</b>	<b>32.0%</b>

Targets were set for NI 187 once the baseline had been measured in February 2009 by all the seven Lincolnshire district councils. Overall the aggregated figures for Lincolnshire for 2009 – 2010 show that we are moving in the right direction having surpassed our targeted percentage

rise for SAP above 65 and the percentage reduction of SAP below 35; it is therefore expected that we will achieve the overall NI 187 target within the lifespan of the LAA.

However, solutions to fuel poverty cut across many strategy and policy areas. Warmer, more energy efficient homes improve health, and the quality of life for vulnerable people, and may also mean increasing educational attainment amongst children, improving skills in the area and a positive economic impact on the community. There are also strong links, and potentially mutual benefits, between the climate change and the affordable warmth agendas, This County wide Affordable Warmth Strategy is in a position to strengthen and capitalize on those links.

### **The Sustainability Agenda**

Tackling the causes and effects of climate change is a priority in the Sustainable Communities Strategy 2009-30 and the Lincolnshire Local Area Agreement 2008-11. <http://www.lincolnshireassembly.com/section.asp?catId=10809>. Tackling fuel poverty has an impact on other sustainability indicators:

- NI 186 (per capita CO<sup>2</sup> emissions in the LA area) measures carried out in Lincolnshire to promote affordable warmth will in most cases reduce the per capita carbon emissions. An area based approach to tackling fuel poverty will encourage all Lincolnshire households to install energy efficiency measures.
- NI 188 (planning to adapt to climate change) all local authorities must plan on what adaptation is needed to reduce climate change. The more mitigation against climate change i.e. installing energy efficiency measures and reducing per capita CO<sup>2</sup> that is carried out the less severe the anticipated affects of climate change are predicted to be.

There are strong links between affordable warmth and economic, social and environmental strands of the strategy vision

- homes in good condition that are affordable and suit people's needs
- everyone feels safe in the places they live
- more people enjoy good health for longer
- the gap between the most and least healthy people has reduced
- diverse economy supported by high quality training for skills
- we have embraced the challenges of climate change

All the Lincolnshire authorities have signed the Nottingham Declaration on Climate Change committing them to work with their communities to reduce greenhouse gases and adapt to the climate change to come. Increasing energy efficiency and promoting appropriate renewable energy sources are important strands of this work.

### **Health and Wellbeing Indicators**

Other National Indicators to which affordable warmth has an impact and which are all designated indicators within the LAA are:

- NI 139 (People over 65 who say that they receive the information assistance and support needed to exercise choice and control to live independently,
- NI 141 (Number of people achieving independent living)
- NI 142 (Number of vulnerable people who are supported to maintain independent living)
- NI 154 (Net additional homes provided)
- NI 155 (Number of affordable homes delivered (gross))

## **Lincolnshire Housing Strategy**

Affordable warmth is contained as a task in the Lincolnshire Housing Strategy 2009 – 2014 'Delivering for Lincolnshire', as part of the objective to 'Improve service quality, housing choice and accessibility of housing for vulnerable people'

## **Local Authority Strategies**

At a local authority level, the districts have a varying levels of strategic commitment to affordable warmth. This varies from new Affordable Warmth Strategies, previously agreed strategies which have already been reviewed, to Energy Conservation position papers and completion of HECA (Home Energy Conservation Act) returns annually as required.

## **Example Local Activities and Schemes**

### **South Kesteven District Council**

In South Kesteven, a small project team was established following a successful bid to the Community Energy Efficiency Fund (CEEF). The objectives were to promote grants and offer energy efficiency advice to residents, and to explore additional funding available for measures and to set up a small area-based project in the district.

Promotional work included mail-shots to residents in receipt of Council Tax Benefit, visits to community groups, and liaison with Parish Councils. Promotional materials were produced including 'give-aways' and flyers, and the Council's website was developed to include energy efficiency advice and signposting to the grants available.

A small area-based project was established in the district, bringing in additional funding from a CERT provider (npower) and from Warm Front. The assessors work on a street by street basis, knocking on each door, inviting residents to apply for free or discounted insulation (loft and cavity wall). Any heating requirements are referred directly through the Warm Front scheme.

Ongoing regional funding has meant that energy efficiency promotional work has continued through the Decent Homes agenda and through continued partnership working with Warm Front.

### **Groundwork Lincolnshire Eco Home Service**

As part of a range of measures aimed at ensuring affordable warmth, Groundwork Lincolnshire offers a low cost personalised service to social housing tenants, and tenants in receipt of benefits in the private sector. This service is complementary to the large scale boiler replacement / insulation programmes, as it is tailored to meet individuals in their own homes to discuss simple but effective changes to their circumstances.

After a survey by a trained operative, a range of easy to fit energy saving items are offered at no cost to the householder. These include, depending on need, energy saving light bulbs, cylinder jackets, water saving blocks, draught proofing strips, radiator reflectors and power down devices for a variety of electrical equipment. Groundwork Lincolnshire staff can also engage with clients on a number of individual lifestyle issues where energy / carbon savings can be made, such as home gardening, water collection, and wider climate change issues.

Since its launch in 2008, a total of 212 properties have received attention with a further 150 booked for the second half of 2010. Total CO<sup>2</sup> savings to date using the lifetime calculation have so far been an estimated 107 tonnes. Estimated cost savings per household have been in the order of £20-£30 per annum depending on lifestyle choice.

### **Regional Strategies and Policies**

The East Midlands State of the Region Report (2008) charts the progress in achieving the sustainable development objectives of the regions Integrated Regional Strategy Framework (IRS). The report provides a common understanding on where quality of life in the region is improving and where there is still work to be done. Fuel poverty is one of the key indicators in the Housing IRS Objective and shows that the percentage of households living in fuel poverty in the East Midlands is worse than the English average. The full report is at <http://www.emra.gov.uk/state-of-the-region>

### **East Midlands Affordable Warmth Action Plan**

The East Midlands was the first region to develop a regional approach to tackling fuel poverty. Plan development was led by the regional Public Health Group, with support from NEA and regional partners in 2006. The East Midlands Affordable Warmth Action Plan was a useful tool to engage regional agencies to 'ensure that affordable warmth becomes a reality for every household within the region.' The development of the plan has ensured that alleviating fuel poverty and achieving affordable warmth is a key issue in the region

East Midlands Regional Assembly, as lead agency for the development of Regional Housing Strategy and the Energy in Communities Work stream of the Framework for Energy recognised the need to update the East Midlands Affordable Warmth Action Plan. EMRA's operations were wound up in March 2010 and in June 2010, the East Midlands Councils Regional Strategy Team was wound-down following the Government's decision to abolish Regional Strategies and to end funding for Leaders Boards.

East Midlands Councils supported NEA to progress this work including a programme of support and advice to Local Authorities and NEA will continue to deliver this work during 2010/11.

## 5 NATIONAL POLICY

The UK Fuel Poverty Strategy<sup>11</sup> (2001) commits the Government to the eradication of fuel poverty by 2016 ‘as far as reasonably practicable’. An interim target has been adopted to end fuel poverty for all vulnerable households by 2010 although the Government latterly concedes this will not be achieved.

Full details of policies can be found in the NEA East Midlands Regional Fuel Poverty Briefing <http://www.nea.org.uk/assets/Publications/Publication-Files/EM-Regional-Fuel-Poverty-Briefing-Issue-2.pdf>  
Latest developments can be found on NEA’s website [www.nea.org.uk](http://www.nea.org.uk)

### **The Government’s Main Tools for Ending Fuel Poverty**

#### **Warm Front**

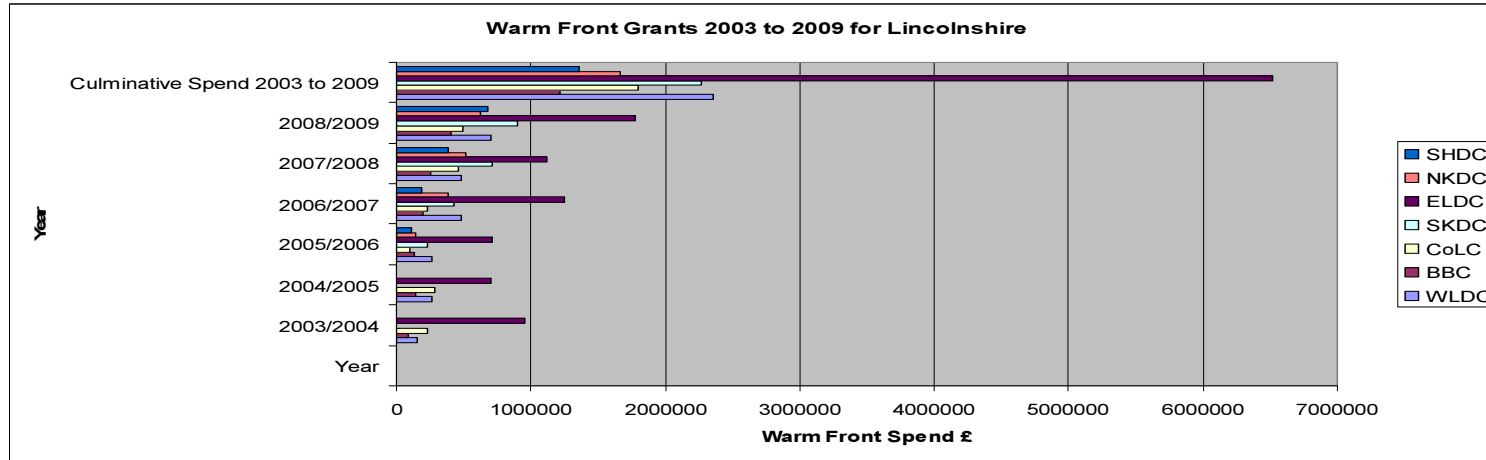
The Government-funded Warm Front grant offers a package of heating and insulation measures to eligible households on welfare benefits, up to the value of £3500, or £6000 for households relying on oil heating. Warm Front also provides a Benefit Health Check to applicants. The Lincolnshire councils have worked in partnership with Warm Front to ensure that householders receive the maximum funding from Warm Front. All the Lincolnshire councils have carried out targeted mail shots with Warm Front to ensure maximum take up of grant funding in their areas; since 2003 Warm Front have spent over £17million on energy efficiency measures to 21,442 households across Lincolnshire and in the district of East Lindsey they have spent over £6.5 million. Figure 5.1 shows the Warm Front spend in each of the Lincolnshire districts since 2003 (some councils only have access to data from 2005); it clearly shows that the district of East Lindsey has received the highest funding levels from Warm Front in each year since 2003. Figure 5.2 shows the total Warm Front funding for all Lincolnshire from 2003 to 2009.

Lincolnshire district councils all utilise the CLG grant allocated to them to cover any shortfall between the Warm Front grant maxima of £3500 or £6000 and the actual cost of work to householders.

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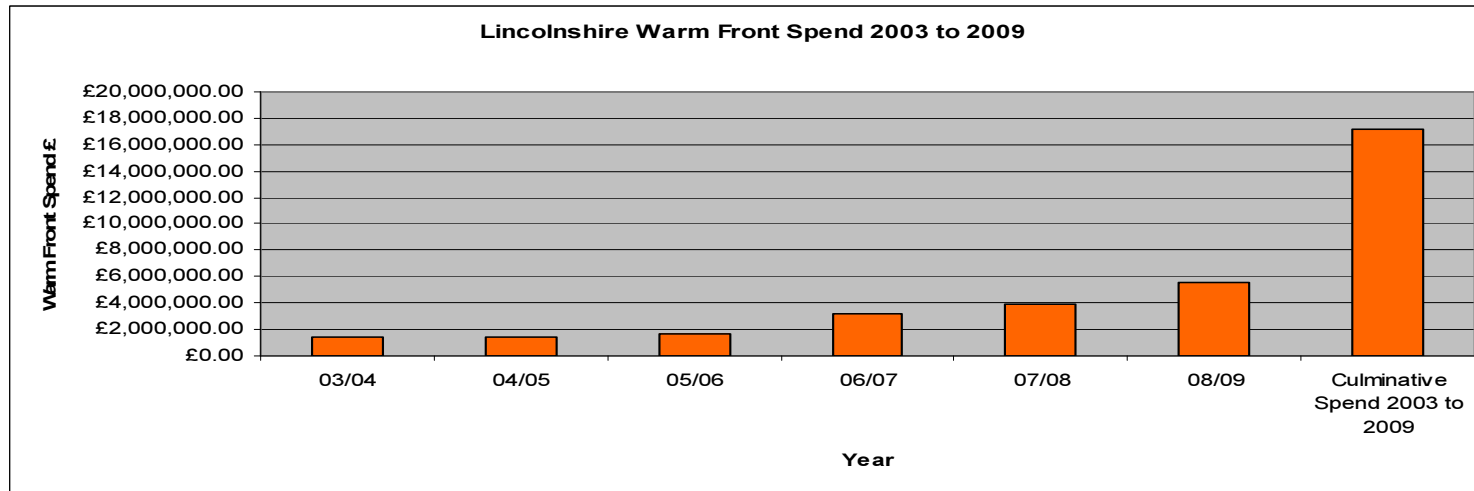
<sup>11</sup> UK Fuel Poverty Strategy, 2001 – see <http://www.berr.gov.uk/whatwedo/energy/fuel-poverty/strategy/index.html>

**Figure 5.1 Warm Front spend to each Lincolnshire councils 2003 to 2009**



Source Warm Front HECA data

**5.2 Total Warm Front spend to all Lincolnshire 2003 to 2009**



Source Warm Front HECA data

### **Carbon Emissions Reduction Target (CERT)**

In early 2008, the Government announced measures totalling £2.3 billion over three years to tackle fuel poverty and home energy efficiency under the CERT programme. Energy suppliers will be obliged to spend £1.5 billion over the next three years to install home based energy efficiency measures for people on low incomes, those with disabilities and the over 70s.

### **Decent Homes Standard**

The Decent Homes Standard has been quoted by Government as helping towards fuel poverty reduction targets although the Thermal Comfort standards set within it are low. However the **Housing Health & Safety Rating System (HHSRS)** gives greater emphasis to excess cold within homes.

### **Community Energy Saving Programme (CESP)**

The Community Energy Saving Programme (CESP) will target households across Great Britain in given geographical areas to improve energy efficiency, and permanently reduce fuel bills. It will promote a whole house approach and will be delivered through the development of community based partnerships involving local authorities, suppliers and generators.

The Community Energy Saving Programme aims to deliver around £350m of energy efficiency packages.

### **The Winter Fuel Payment**

The Winter Fuel Payment is paid to virtually all households in the United Kingdom with a member aged 60 or over, regardless of their financial circumstances. For the coming winter the payment will be made at two rates – for households with a member aged between 60-79; for a household with a family member aged 80 or over.

### **Green Homes, Warmer Homes**

The Government's Home Energy Management Strategy, published on March 2<sup>nd</sup>, is intended to provide a framework by which the energy efficiency standards of the housing stock can be transformed over the next decade. The overall ambitions of the strategy comprise:

- A framework to develop 'pay as you save' green finance
- To insulate six million dwellings by the end of 2011
- To have insulated all lofts and cavity walls (where feasible) by 2015
- Seven million properties to benefit from eco upgrades by 2020 and all homes to have smart meters
- Joint working between energy suppliers and local authorities to deliver measures to residents
- New energy efficiency standards to be proposed for both private and social rented sectors

Partnership working between energy suppliers and local authorities is intended to replace the existing CERT programme when it ends in December 2012. Assistance is to be targeted on lower-income households with a new 'Warm Homes Standard' introduced for social housing;

this standard will feature a SAP-based target to improve properties to SAP 70. The new warm homes standard has been published to compliment the decent homes standard. The requirements of the standard will be introduced in three phases:-

- Phase 1 - 2011 to 2012 Carry out Loft insulation, cavity wall insulation and some Eco upgrades, with funding support through Energy providers CERT scheme (Carbon Emissions Reduction Target).
- Phase 2 - 2013 to 2015 Complete Loft insulation, cavity wall insulation to all housing stock where feasible. Carry out Eco upgrades to other properties where Cavity and Loft insulation upgrade is not possible. Funding support will be provided through a new form of obligation on energy companies for Phase 2 and 3.
- Phase 3 - 2016 to 2020 Carry out Eco upgrades to other properties where Cavity and Loft insulation upgrade is not possible.

Eco upgrades include, small scale renewables technologies like, air source heat pumps, ground source heat pumps and solar thermal, and includes solid wall cladding.

The aim of the standard is to reduce CO2 by 29% by 2020. The standard will also require the provision of Smart meters to all properties.

The Government is to consult on the setting of minimum energy efficiency standards for private sector housing. This would require all properties to have at least basic insulation before they could be let to tenants.

## **6 HOW THE STRATEGY WAS DEVELOPED**

This strategy was developed following an initial assessment of the levels of local authority affordable warmth activities including practical initiatives, strategic commitments and partnership working. Strategic themes were suggested and revised by the Lincolnshire Energy Forum and a consultation workshop held to further develop the strategy document. This document has been developed in consultation with those stakeholders who attended the workshop.

## **7 MONITORING AND REVIEW**

The Home Energy LINCs Partnership (HELP), joined by wider key stakeholder organisations as appropriate, will monitor progress of the objectives and tasks within the strategy's action plans at their regular meetings and report to relevant Sustainable Community Strategy (SCS) theme groups.

SCS theme groups manage the individual themes of the SCS and report to the Strategy Board of the Lincolnshire Assembly.

The HELP reports directly to the SCS Environmental Theme Group. The strategy will be reviewed annually. Where appropriate, the HELP will link with other sub group such as the NI186 working group and Lincolnshire Private Sector Housing Group. NI 186 and NI 187 are the responsibility of the LAA Climate Change Priority Group. The Private Sector Housing Group reports to the new Lincolnshire Strategic Housing Board and the SCS Communities Theme Group.

It should be noted that many of the tasks in the action plans are allocated to the HELP as lead agency (that is, a partnership of Lincolnshire Councils). Specific lead agencies and partners (e.g. Lincolnshire County Council, District Councils, other Government agencies, commercial or voluntary sector organizations) need to be identified to progress these tasks. Dedicated support (staffing resources) for HELP, which could deliver these, are to be pursued.

## 8 KEY THEMES FOR THE STRATEGY – ACTION PLANS

### The Key themes are:

#### **Theme 1: Raising awareness of fuel poverty and its solutions**

Raising awareness of fuel poverty and ways to achieve affordable warmth needs to be undertaken both amongst professionals, so that they understand the cross cutting nature of the issues and where to refer fuel poor households for support, and also amongst the general public to increase the uptake of energy efficiency grants and advice.

#### **Theme 2: Targeting actions at fuel poor households**

Targeting includes both geographical targeting by utilising targeting software and other tools to identify where fuel poor households are likely to live, and targeting by establishing effective referral mechanisms between agencies in contact with vulnerable households e.g. PCTs or social care agencies.

#### **Theme 3: Improving the energy efficiency of all housing tenures**

District Councils and RSLs should be improving dwellings to higher standards than required by Decent Homes which may not achieve high enough SAP levels to avoid fuel poverty. Owner occupiers and private landlords (and tenants) should be encouraged to undertake energy efficiency improvements by accessing to grants and discounts.

#### **Theme 4: Maximising the income of households at risk from fuel poverty**

Maximising householder incomes will not only enable households to afford fuel bills, but by encouraging benefit take up households may also become eligible for grant schemes.

#### **Theme 5: Improving access to fuel services and renewable energy**

Households off the gas network are likely to be paying more for their fuel as they are reliant on electricity, oil, solid fuel or bottled gas. In these cases feasibility studies on what would be the best fuels for the area should be considered, in relation to the mains gas network and the practical and financial feasibility of installing renewable technologies into homes.

<b>Theme 1. Raising awareness of fuel poverty and its solutions</b>						
<b>Objective</b>	<b>Tasks</b>	<b>Lead agency</b>	<b>Key partners</b>	<b>Resource implications</b>	<b>Priority</b>	<b>Measurable outcomes</b>
					Short term – within 12 months Medium Term – 12-36 months Long term 36months +	
1.1 Establish an understanding of fuel poverty and its solutions amongst key agencies	<ul style="list-style-type: none"> <li>Use influence at strategic level to ensure that PCT and other health and social care agencies have fuel poverty issues on their agendas</li> </ul>	Lincolnshire County Council		Forum members' time	Short Term	Fuel Poverty incorporated onto agendas of agencies
	<ul style="list-style-type: none"> <li>Run appropriate seminars, workshops and short courses for other agencies on fuel poverty and energy efficiency (including qualifications, CPD)</li> </ul>	HELP	NEA or other training provider	Funding for training events,	Ongoing Short Term	To run a minimum of 2 events per year
	<ul style="list-style-type: none"> <li>Extend <i>and coordinate existing</i> knowledge, e.g. Age Concern – Energy Right project, First Contact</li> </ul>	HELP	Age Concern, First Contact partners	Time and financial support	Ongoing Short Term	
1.2 Raise awareness amongst front line staff	<ul style="list-style-type: none"> <li>Utilise existing First Contact scheme and partners involved to provide specific energy awareness training.</li> </ul>	<i>First Contact</i>	District Council First Contact referral partners	None	Short Term	Number of enquiries from front line staff
	<ul style="list-style-type: none"> <li>Ensure that fuel poverty/energy</li> </ul>	HELP	All identified	Funding for	Short Term	Number of

	awareness training is an integral part of induction for new staff, including training of <i>existing staff in partner agencies</i> .		agencies for database, local authorities NEA to deliver training	training events		agencies that have included Fuel Poverty on induction training
1.3 Coordinate awareness raising activities amongst general public	<ul style="list-style-type: none"> <li>Ensure that agencies share info about grants, activities and events. Use the LCC website as central portal for agencies</li> <li>ESTac to inform HELP of all promotional activities across the County</li> <li><i>Use range of promotional opportunities (local authority newsletter/paper, regular articles, mobile libraries.) Include accessible materials.</i></li> <li>Develop, launch and publicise a branded logo e.g. local authority logos. Lincolnshire Affordable Warmth branded pack.</li> <li>Raise awareness about Energy Performance Certificates to assist tenants and homebuyers to make choices</li> </ul>	<p>HELP</p> <p>ESTac</p> <p>ESTac District Councils, LCC LAWPs</p> <p>HELP</p> <p>Trading Standards</p>	<p>Local Authorities</p> <p>HELP (LAWP*)</p>	<p>Minimise duplication of effort</p> <p>None</p> <p>Funding for promotional materials</p> <p>Funding for branding and materials</p>	<p>Ongoing</p>	<p>Effective network established</p> <p>Regular update provided</p> <p>X no of venues articles etc</p> <p>Logo developed and materials branded</p>

**Notes to Theme 1 \* LAWPs – Lincolnshire Affordable Warmth Partnership** – Proposed initiative to deliver a proactive service promoting the benefits of improved energy efficiency, schemes and projects to deliver affordable warmth.

Theme 2 Targeting Actions at Fuel Poor Households						
Objective	Task	Lead Agency	Key Partners	Resource Implications	Priority	Measurable Outcomes
					Short term – within 12 months Medium Term – 12-36 months Long term 36months +	
2.1 Utilise mapping tools and databases to target areas of potentially high fuel poverty	<ul style="list-style-type: none"> <li>Using existing evidence and databases, e.g. stock condition survey, HI4EM, Mosaic, GIS mapping to reach potentially fuel poor households</li> <li>Ask Lincolnshire Observatory to liaise with other organizations to marry up Lincolnshire data sets if possible</li> </ul>	HELP  LCC	All District Councils LCC Hi4em	Staff time	Short term	Reduction of duplication of visits Financial saving by sharing databases Reduction in excess winter mortality) Increase in grant activity
2.2 Investigate feasibility of an Area Based Approach to target the fuel poor private sector households of Lincolnshire. <b>HELP Scheme developed - see objective 3.1 page 38 and 2.2 page 8</b>	<ul style="list-style-type: none"> <li>Target specific areas of deprivation, complement with loan-type funding where required, and offer separate referral scheme for properties not covered by Area Based Approach</li> <li>Investigate feasibility of an Area Based Approach                             <ul style="list-style-type: none"> <li>- secure funding</li> <li>- gain support and approval from all Lincolnshire’s district and county councils.</li> </ul> </li> </ul>	HELP	Lincolnshire County Council District councils ESTac Energy Suppliers (CERT) Warm Front	Funding required to run schemes  £700k secured from Regional Housing Board  £300k from RIEP  £750k Area Based Grant	Started 2009 – ongoing – Long Term	Approval for HELP scheme given by Sustainable Communities Strategy Planning Group on 17/6/10.  Establish and launch HELP Scheme (area based approach) see 3.1

<p>2.3 Establish Effective Referral Systems</p>	<ul style="list-style-type: none"> <li>Develop a countywide central database of organisations which carry out home visits</li> <li>Highlight benefits of warm homes on health and wellbeing to health professionals, and provide front line staff with a checklist of fuel poverty indicators for visits</li> <li>Expand First Contact (already in place for over 60s across all districts) and link all agencies to the scheme</li> <li>Develop referral mechanisms to all agencies.</li> <li>Ensure links are established to all groups</li> </ul>	<p>LCC</p> <p>Health &amp; Wellbeing Team</p> <p>Age Concern /LCC (through First Contact)</p> <p>First Contact,</p>	<p>District councils, energy suppliers, Church &amp; community organisations, PCT, LAA partners, First Contact, ESTac, RSLs, Private Landlord reps, LA Housing Benefits</p>	<p><i>Staff time</i></p> <p>Expand funding for First Contact to cover other groups</p>	<p>Short Term</p> <p>Medium Term</p> <p>Ask David Stacey to add</p> <p>Short Term</p>	<p>Up to date database established</p> <p>X no new client types (all age groups) using First Contact</p> <p>Referrals made from all agencies and monitored.</p> <p>Effective referral structure in place which can be scrutinised</p>
<p>2.4 Target the NI 187 survey respondents</p>	<ul style="list-style-type: none"> <li>Follow up on the survey forms from NI 187 respondents</li> </ul>	<p>District Councils</p>	<p>Energy suppliers Warm Front</p>	<p>Staffing in district council. Funding for <i>future</i> survey and analysis</p>	<p>Short Term Ongoing Annually</p>	<p>Increased energy efficiency / grant activity from respondents of NI 187 survey</p>
<p>2.5 Identify and</p>	<ul style="list-style-type: none"> <li>Analyse existing data to target</li> </ul>	<p>Hi4em</p>			<p>Short Term</p>	

<p>overcome barriers of rural identification of properties requiring measures</p>	<p>street by street approach in rural areas more specifically</p> <ul style="list-style-type: none"> <li>• Use aerial survey</li> </ul>				<p>Long Term</p>	
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<b>Theme 3. Improving the energy efficiency of all housing tenures</b>						
<b>Objective</b>	<b>Tasks</b>	<b>Lead agency</b>	<b>Key partners</b>	<b>Resource Implications</b>	<b>Priority</b>	<b>Measurable Outcomes</b>
					Short term – within 12 months Medium Term – 12-36 months Long term 36months +	
3.1 HELP Scheme: Action an Area Based Approach for Lincolnshire to install insulation and heating measures to fuel poor households in the private sector across Lincolnshire (see page 8 for more detail)	<ul style="list-style-type: none"> <li>• Implement HELP Scheme</li> <li>• Market HELP Scheme</li> <li>• Monitor take up of scheme</li> <li>• Review pricing of Able to Pay customers and priority group criteria</li> <li>• Seek to secure additional funding</li> <li>• Report outcomes to Environmental Theme Group, Councils and relevant groups</li> </ul>	HELP ESTAC	Managing Agents, Insulating contractors	Funding secured for approximately 2 years:- £750,000 £300,000 £700,000 And in addition to this funding is the anticipated additional CERT and Warm Front funding that will be drawn down.	Ongoing (Planning for scheme commenced in 2009) Long term	Establish and launch HELP Scheme. <ul style="list-style-type: none"> <li>• No of homes insulated</li> <li>• CERT funding drawn down</li> <li>• Additional Warm Front funding drawn down</li> <li>• HELP Scheme funding spent</li> <li>• Projected carbon savings based on households insulated.</li> </ul>
3.2 Encourage social landlords to aim for higher energy efficiency standards in existing housing	<ul style="list-style-type: none"> <li>▪ Work with social landlords across the county to aim for an agreed energy efficiency standard for example SAP 65+</li> <li>▪ Promote external funding for energy efficiency measures e.g. CERT, CESP, extra HCA</li> </ul>	LCC, Districts and major RSLs	Lincolnshire Housing Forum members  HELP	Funding required – may be available from fuel suppliers, Homes and Communities	Medium Term	An agreed target for minimum SAP rating of all social housing

stock	funding for cavity walls etc	DASH		Agency (HCA)	Ongoing	CESP scheme operational Increased access to funding
3.3 Encourage private sector landlords to improve energy efficiency	<ul style="list-style-type: none"> <li>▪ Target and promote HELP Scheme to private landlords</li> <li>▪ Promote energy efficiency schemes to private landlords through landlord forums and articles in Lincolnshire Landlord newsletter</li> <li>▪ Investigate enforcement options and consistency of approach, including Warm Front, HHSRS and EPC issues</li> <li>▪ Offer incentives (e.g. Decent Homes Grants) and promote landlord's energy saving allowance (tax break)</li> <li>▪ Develop Landlord Accreditation scheme to include energy efficiency</li> </ul>	<p>HELP</p> <p>District Councils</p>	<p>Lincolnshire Private Sector Housing Group, East Midlands Landlord Accreditation Scheme (EMLAS), Landlords Housing, Benefits, Trading Standards</p>		Medium Term	<p>Number of landlords engaged</p> <p>Number of Private Landlord Forums carried out in Lincolnshire</p>
3.4 Secure finance for low income households not eligible for grants	<ul style="list-style-type: none"> <li>▪ Identify and bid collectively for sources of funding to target this group</li> <li>▪ Consider county wide scheme offering financial assistance for measures on a sliding scale for those ineligible for benefits or those ineligible for schemes</li> <li>▪ Consider criteria for households not eligible for grants – e.g. health criteria used for Health Through Warmth</li> </ul>	<p>HELP</p> <p>HELP</p> <p>HELP</p>	<p>Pensions Service, Benefits,</p> <p>LCC, Energy Suppliers</p>	<p>Requires funding bid</p> <p>Requires funding bid</p>	Medium Term	<p>Funding secured</p> <p>Funding secured, criteria in place</p> <p>Criteria in place</p>

3.5 Improve energy efficiency of Park Homes	Investigate Best Practice in improving energy efficiency of Park Homes	District Councils	NEA	Not eligible for grants so will require finance mechanisms	Medium Term	<b><i>Liaising with NEA Technical Team on possible Park Home Projects</i></b>
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**Workshop feedback to Theme 3.** 3.6 Consider mobility i.e. relocation and assistance with moving

<b>Theme 4. Maximising the income of households at risk from fuel poverty</b>						
<b>Objective</b>	<b>Tasks</b>	<b>Lead agency</b>	<b>Key partners</b>	<b>Resource implications</b>	<b>Priority</b>	<b>Measurable outcomes</b>
					Short term – within 12 months Medium Term – 12-36 months Long term 36months +	
4.1 Encourage benefit take up including 'passporting' to grant schemes	<ul style="list-style-type: none"> <li>▪ Focused campaign on Disability Benefits as well as means tested benefits</li> <li>▪ Raise awareness of grants through self assessment benefit checkers on district council websites and Age Concern</li> <li>▪ Explore expansion of First Contact scheme to encompass benefit take up campaigns (Everybody Benefits campaign)</li> </ul>	Age Concern  District Councils  LCC	LCC, districts, CAB  Age Concern First Contact  Lincolnshire Energy Forum partners	None?  Some staff time  Requires extra funding	Ongoing  Ongoing  SJ to ask DS	-  No of grant applications (tracked)  No of benefit claimants from new groups
4.2 Provide general advice on fuel debt, tariffs and supplier switching	<ul style="list-style-type: none"> <li>▪ Work with trading standards and Age Concern on approved trader scheme to include approved advice providers.</li> <li>▪ Investigate the use of the Energy Efficiency Advice Code of Practice for advisors</li> <li>▪ Work with suppliers on protocol for sales practices</li> <li>▪ Ensure appropriate funding is sought for advice services (link with Financial Inclusion Strategy)</li> <li>▪ Work with credit unions to</li> </ul>	Trading Standards  NEA / CAB?  HELP  CAB  CAB	Lincolnshire Energy Forum partners  HELP  Fuel suppliers	Staff Time  Staff Time  Staff Time  Funding required	Jo to establish timescales	Advice providers signed up to the Code of Practice

	encourage saving (link with Financial Inclusion Strategy) <ul style="list-style-type: none"><li>▪ Ensure advice on tariffs is seen as independent</li></ul>					
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<b>Theme 5. Improving access to fuel services and renewable energy</b>						
<b>Objective</b>	<b>Tasks</b>	<b>Lead agency</b>	<b>Key partners</b>	<b>Resource implications</b>	<b>Priority</b>	<b>Measurable outcomes</b>
					Short term – within 12 months Medium Term – 12-36 months Long term 36months +	
5.1 Investigate feasible fuel sources for areas currently off the mains gas network	<ul style="list-style-type: none"> <li>Feasibility should include previous studies, the demography and future population growth, demand from communities and cost benefits</li> <li>Support Energy survey of Lincolnshire</li> </ul>	Planners forum Lincolnshire Energy Forum <i>National Grid?</i> Lincs Housing Forum	Energy providers District Councils		Long Term	
5.2 Investigate bulk purchase of fuel for communities off gas network	<ul style="list-style-type: none"> <li>Develop case studies of current best practice at a community / consortium level and raise awareness of this.</li> <li>Investigate feasibility of county-wide procurement of oil or wood</li> <li>Promote existing information on price and suppliers. (websites)</li> <li>Investigate park home sites which may be tied to one supplier by site owner</li> </ul>	HELP  Lincolnshire Procurement shared service	Hi4em LCC Parish Councils Community groups  NEA	Staff Time	Long Term	
5.3 Promote and secure funding for renewable energy	<ul style="list-style-type: none"> <li>Coordinate proposals to utilise all schemes and grants (CESP, CERT and the Warm Front pilot) in</li> </ul>	District Councils	County Council County planners		Immediate action required for CESP	Project up and running including Renewable energy X no of renewable energy

	<p>Lincolnshire.</p> <ul style="list-style-type: none"> <li>Consider need for an exemplar demonstration scheme for affordable warmth for Lincolnshire</li> </ul> <p>Promote good practice i.e. trade associations and installers in LCBP scheme.</p>	<p>HELP</p>	<p>NEA</p>			<p>installations</p>
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## 9. GLOSSARY

### List of Abbreviations

CAB	Citizens' Advice Bureau
CAF	Common Assessment Framework
CERT	Carbon Emissions Reduction Target
CESP	Community Energy Saving Programme
COPD	Chronic Obstructive Pulmonary Disorder
DASH	Decent and Safe Homes (East Midlands Project)
EIA	Equalities Impact Assessment
EMC	East Midlands Council
EMLAS	East Midlands Landlords Accreditation Scheme
EMRA	East Midlands Regional Assembly (EMRA wound up in March 2010)
EPC	Energy Performance Certificate
ESTAC	Energy Saving Trust Advice Centre
EWD	Excess Winter Deaths
HCA	Homes and Communities Agency
HECA	Home Energy Conservation Act
HELP	Home Energy LINC's Partnership (formerly known as Lincolnshire Energy Forum)
HHSRS	Housing Health and Safety Rating System
Hi4EM	Housing Intelligence for the East Midlands
HIP/HSSA	Housing Investment Programme/Housing Strategy Statistical Appendix
IRS	Integrated Regional Strategy
LAA	Local Area Agreement
LAWP	Lincolnshire Affordable Warmth Partnership
LCC	Lincolnshire County Council
LPG	Liquid Petroleum Gas
LPSA	Local Public Services Agreement
NEA	National Energy Action
NHS	National Health Service
NI	National Indicator
PCT	Primary Care Trust
RSLs	Registered Social Landlords
RIEP	Regional Improvement and Efficiency Partnership
SAP	Standard Assessment Procedure

## **Definitions**

### **Affordable Warmth**

The ability to achieve sufficient warmth for health and comfort by spending within 10% of household income on energy.

### **Category 1 Hazard**

HHSRS evaluates potential risk to health and safety in dwellings. Hazards are scored and grouped into Category 1 and 2, Category 1 being a significant hazard.

Hazards include excess cold and dampness/mould.

### **Comprehensive Area Assessment**

Comprehensive Area Assessment (CAA) looks at how well local services are working together to improve the quality of life for local people. Combining the perspectives of the eight partner inspectorates, CAA will provide a joint assessment of outcomes for people in an area and a forward look at prospects for sustainable improvement.

### **Decent Homes Standard**

A Decent Homes Standard (DHS) set by Government to ensure that all social housing meets set standards of decency by 2014. A decent home is one which is wind and weather tight, warm and has reasonably modern facilities.

### **Fuel Poverty**

Where a combination of poor housing conditions and low income mean that the household cannot afford sufficient warmth for health and comfort. The widely accepted definition of fuel poverty is where a household needs to spend 10% or more of income to meet fuel costs.

### **Hard-to-treat properties**

Homes which are not connected to a mains gas supply, have solid walls or are of non-traditional construction and so are unable to benefit from conventional energy efficiency measures such as cavity wall insulation.

### **Housing Health & Safety Rating System**

This is a more comprehensive assessment of household standards and hazards than the fitness standard it replaced. Excessive cold and dampness are recognised as extremely serious health hazards. The HHSRS provides local authorities with a more flexible approach to private sector housing renewal in addition to enforcement action on properties that pose a significant threat to the health of the occupants.

### **Local Area Agreements**

A local area agreement (LAA) is a three-year agreement between a local area and central government. The LAA describes how local priorities will be met by delivering local solutions.

### **Standard Assessment Procedure**

The Government's standard for home energy rating. SAP ratings provide a simple indicator of the efficiency of energy use for space and water heating in new and existing dwellings. SAP ratings are expressed on a scale of 1 (poor) to 120 (excellent).

### **Warm Front**

A government funded grant scheme targeted at benefit claimants in the private sector (owner occupiers and those renting from a private landlord) which provides a package of insulation, draught proofing and central heating.

### **Acknowledgements**

The authors would like to acknowledge the following organisations that as part of the Home Energy LINC's Partnership (formerly Lincolnshire Energy Forum) have helped develop this document:

Age Concern, Energy Saving Trust, Groundwork Lincolnshire, Help the Aged, NEA, NHS Lincolnshire and Warm Front

They would like to thank all of the organisations and individuals who participated at the workshops and who have made comments as part of the consultation process and helped shape the strategy.

### **Contact**

If you have any queries or require any further information about the strategy please contact:

Home Energy LINC's Partnership, C/o Sean Johnson (Chair), North Kesteven District Council, District Council Offices, Kesteven Street, Sleaford, Lincolnshire, NG34 7EF; Telephone 01529 414155, Extension 2242; Email [sean\\_johnson@n-kesteven.gov.uk](mailto:sean_johnson@n-kesteven.gov.uk).



The Lincolnshire Affordable Warmth Strategy is endorsed and supported by HELP which includes all the Lincolnshire Councils.

The Lincolnshire Affordable Warmth Strategy has been developed by NEA and HELP.



*Campaigning for Warm Homes*



CITY OF  
*Lincoln*  
COUNCIL



Lincolnshire  
COUNTY COUNCIL



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## POLICY SUSTAINABILITY PROOFING TOOL

The following spreadsheets (tabbed at the bottom of the screen) will take you through the process of 'proofing' your policy/proposal with regard to a series of cross-cutting issues.

### Stage 1 - Screening of Impact

You need only answer the numbered questions, assessing the impact of the proposal - negative or positive  
Placing the cursor in the relevant 'yes/no' box will highlight additional guidance on answering the question  
An arrow appears to the right of the box, from which a drop-down list gives you the available answers; only these answers will be accepted by the worksheet  
Having entered answers to all questions, proceed to Stage 2. It is vital that you have answered *all* questions.  
On exiting this page, click on the button at the bottom of the page "Stage 1 Completed"

**WARNING:** Clicking on the "Stage 1 Completed" button a second time will reset the contents of the page

### Stage 2 - Assessment of Impact

Wait a moment while the worksheet assesses your answers to Stage 1 and generates a second assessment using your answers, removing any areas where further assessment is not needed  
This sheet also has further guidance for each field which will appear once the cell is selected  
Standard answers are provided where appropriate, in other areas, freetext will be required.  
On Completion, return to the top of the page and click the 'Stage Two Completed' button once.

### Stage 3 - Mitigation/Enhancement of Impact

This sheet has further guidance on each cell and assesses whether you are able to reduce the impact that you have identified, or the reasons for not being able to - and the consequence of this.  
This sheet also has further guidance for each field which will appear once the cell is selected  
Standard answers are provided where appropriate, in other areas, freetext will be required.  
On Completion, return to the top of the page and click the 'Stage Three Completed' button once.

### Stage 4 - Final Report

This sheet compiles pertinent answers and provides a single summary of the impact, the potential mitigation, and the way forward. You should review the page breaks so that this can be printed and determine whether you need to review the assessment at some juncture in the future.

Affordable Warmth Strategy/Home Energy Lincs Partnership

PEOPLE

Employment

<b>1</b>	<b>Could the proposal affect employment opportunities?</b>	<b>YES</b>
1.1	Could the proposal include apprenticeships?	YES
1.2	Could the proposal generate opportunities for employing target groups?	YES
1.3	Could the proposal restrict opportunities for local people?	NO
<b>2</b>	<b>Could the proposal increase the skills of those involved?</b>	<b>YES</b>
2.1	Could the proposal generate vocational qualifications for those involved?	YES
2.2	Could entry level requirements be set at a level which will be inclusive of the Lincolnshire population?	YES
2.3	Could the proposal increase the availability of skills and training?	YES

Community safety

<b>3</b>	<b>Could the proposal impact on crime rates?</b>	<b>NO</b>
3.1	Could the proposal have an effect on burglary?	NO
3.2	Could the proposal have an effect on hate crime?	NO
3.3	Could the proposal have an effect on alcohol misuse and related crime?	NO
3.4	Could the proposal have an effect on vehicular crime?	NO
3.5	Could the proposal have an effect on levels of violent crime (including domestic violence)?	NO
3.6	Could the proposal have an effect on youth crime?	NO
3.7	Could the proposal have an effect on anti-social behaviour?	NO
3.8	Could the proposal have an effect on arson?	NO
3.9	Could the proposal have an effect on drug abuse and related crime?	NO
<b>4</b>	<b>Could the proposal impact on community safety?</b>	<b>YES</b>
4.1	Could the proposal have an effect on the fear of crime?	NO
4.2	Could the proposal have an effect on accidents in the home?	YES
4.3	Could the proposal have an effect on community tensions?	YES
4.4	Could the proposal have an effect on traffic and road accidents?	NO

Health		
<b>5</b>	<b>Could the proposal affect public health?</b>	<b>YES</b>
5.1	Could the proposal have an effect on the levels of physical activity?	YES
5.2	Could the proposal have an effect on levels of obesity?	NO
5.3	Could the proposal reduce smoking levels?	NO
5.4	Could the proposal have an effect on drugs or alcohol use?	NO
5.5	Could the proposal have an effect on sexual behaviour?	NO
5.6	Could the proposal have an effect on mental health?	YES

Equality and diversity		
<b>6</b>	<b>Could the proposal have a differential impact on specific equality groups?</b>	<b>YES</b>
6.1	Could the proposal impact differently on older people?	YES
6.2	Could the proposal impact differently on younger people?	YES
6.3	Could the proposal impact differently on people with physical disabilities?	YES
6.4	Could the proposal impact differently on people with learning disabilities?	NO
6.5	Could the proposal impact differently on people according to their ethnicity?	NO
6.6	Could the proposal impact differently on people according to their religion/belief?	NO
6.7	Could the proposal impact differently on people according to their sexual orientation?	NO
6.8	Could the proposal impact differently on people according to their gender?	NO
6.9	Could the proposal have an effect on safeguarding children, adults or vulnerable people?	YES

Community involvement		
<b>7</b>	<b>Could the proposal increase opportunities for community involvement?</b>	<b>YES</b>
7.1	Could the proposal increase volunteering and participation?	YES
7.2	Could the proposal increase involvement in local decision making?	NO
7.3	Could the proposal engage the third sector in its delivery?	YES
7.4	Could the proposal increase use of community facilities?	YES
7.5	Could the proposal increase community relations?	YES

**PLACES**

**Accessibility**

<b>8</b>	<b>Could the proposal have an impact on accessibility?</b>	<b>NO</b>
8.1	Could the proposal have an impact on the availability of local/rural service provision and centres?	<i>Go to Question 9</i>
8.2	Is the proposal reliant on customers having access to new technologies?	<i>Go to Question 9</i>
8.3	Is the proposal reliant on customers having access to face to face contact with providers?	<i>Go to Question 9</i>
8.4	Could the proposal exclude customers who are unable to access services during the working day?	<i>Go to Question 9</i>
8.5	Has the proposal factored in access and proximity to public transport?	<i>Go to Question 9</i>
8.6	Could the proposal better meet the access needs of Lincolnshire's rural community by using existing community outlets?	<i>Go to Question 9</i>

**Environment and Climate Change**

<b>9</b>	<b>Could the proposal impact on the built environment?</b>	<b>YES</b>
9.1	Could the proposal have an effect on flooding and drainage?	NO
9.2	Could the proposal have an impact on local distinctive character and heritage?	NO
9.3	Could the proposal contribute to the objectives in the Local Development Framework?	YES
9.4	Could the proposal increase car use and therefore traffic?	NO
9.5	Could the proposal incorporate the use of alternative forms of energy/ or energy reduction measures?	YES
9.6	Could the proposal utilise carbon-neutral and/or renewable construction materials?	YES
<b>10</b>	<b>Could the proposal impact on the natural environment?</b>	<b>YES</b>
10.1	Could the proposal increase emissions from vehicle use and manufacturing?	YES
10.2	Could the proposal have an impact on waste and recycling?	YES
10.3	Could the proposal stimulate local production and retail?	YES
10.4	Could the proposal have an impact on nature, biodiversity and environmental assets?	NO
10.5	Could the proposal be further developed to prepare for future impacts of climate change?	YES

Business		
11	Could the proposal impact on businesses?	YES
11.1	Could the proposal stimulate business investment/growth in Lincolnshire?	YES
11.2	Could the proposal affect the skills gaps identified by local business?	YES
11.3	Could the proposal maximise procurement from the local supply chain?	YES
11.4	Could the proposal be developed to enhance the tourist product in Lincolnshire?	NO
11.5	Could the proposal provide support to the agricultural sector in Lincolnshire?	NO
12	Could the proposal have any further impact on rural communities?	YES
13	Could the proposal have any further impact on coastal communities?	YES

**PROCESS**

14	Has the proposal been assessed with regard to:	
14.1	*time taken to deliver	YES
14.2	*human resource available/required	YES
14.3	*finances available/required	YES
14.4	*performance measurement ie.baseline and targets	YES
14.5	*risk	YES
14.6	*partnerships	YES
14.7	*the impact on other service providers' capacity	YES
14.8	*value for money and efficiency	YES
14.9	*good public accountability	YES

Vanessa O'Brien
17/12/09

**STAGE ONE COMPLETED**

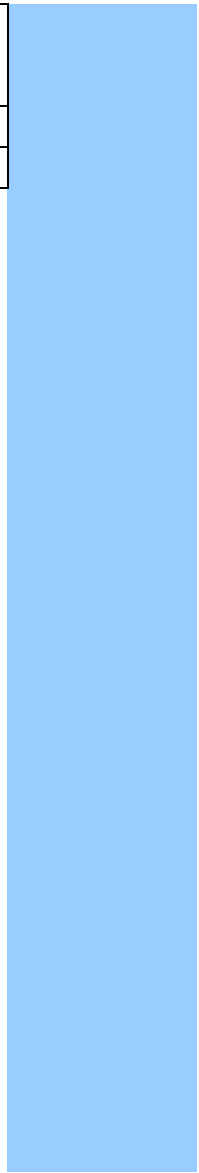
PEOPLE					
Proofing Themes	Positive/ Negative	Likelihood (1-5)	Extent (1-5)	Could the impact be mitigated/ enhanced?	How could the impact be mitigated?
<b>Employment</b>					
<b>The proposal could affect employment opportunities:</b>					
The proposal could include apprenticeships	+	4	4	YES	Expanding the scheme to include 'able to pay' could increase employment opportunities
The proposal could generate employment opportunities for targets groups	+	3	3	YES	Target groups include young people not yet in employment, and those that have been affected by the economic downturn
<b>Skills and Training</b>					
<b>The proposal could increase the skills of those employed:</b>					
The proposal could generate vocational qualifications for those involved	+	4	4	YES	NVQs could be available for those that work with energy suppliers or installation teams
The proposal could set entry requirements at a level appropriate to the local economy	+	2	2	YES	Recruitment could be specific to Lincolnshire, although the nature of remote communities being targetted may naturally attract local people
The proposal could increase the availability of skills and training	+	4	3	YES	Installation of affordable warmth technologies requires some level of training and large scale projects will develop skills
<b>The proposal has no impact on crime rates</b>					
<b>Community Safety</b>					
<b>The proposal could impact on community safety:</b>					
The proposal could have an effect on accidents in the home	+	4	4	YES	By making homes warmer, the elderly in particular, will feel more mobile and be less susceptible to accidents at home
The proposal could have an effect on community tensions	+	3	3	YES	This project has to potential to get members of the community talking to each other. Which can reduce tensions
<b>Public Health</b>					
<b>The proposal could affect public health:</b>					

The proposal could have an effect on levels of physical activity	+	5	5	YES	Living in a warmer home people will be more likely to heat more rooms and move around the house. This could also inspire more outside activity, even if only low level
The proposal could have an effect on mental health	+	5	5	YES	Significant opportunities to reduce effects of depression through living in a too cold environment
<b>Equality and Diversity</b>					
<b>The proposal could impact on equality and diversity:</b>					
The proposal could impact differently on older people	+	5	5	YES	This project has the great potential to enable older people to be more independent and remain living in their own homes
The proposal could impact differently on younger people	+	4	4	YES	By targeting families on lower incomes children will benefit from being able to study in comfortable surroundings and potential social benefits of inviting friends home
The proposal could impact differently on people with physical disabilities	+	5	4	YES	This project has the great potential to enable people with physical disabilities to be more independent and remain living in their own homes
The proposal could have an effect on safeguarding children, adults or vulnerable people	+	2	2	YES	Living in a more comfortable environment can have positive effects on the mood of others and reduce potential vulnerability
<b>Community Involvement</b>					
<b>The proposal could impact on community involvement:</b>					
The proposal could increase volunteering and participation	+	3	3	YES	Depending on how the scheme is developed, volunteers could take up the role of assessing suitability and level of funding available for new participants
The proposal could engage the third sector in its delivery	+	3	4	YES	Again, local charities and community groups could get involved with delivery in the future
The proposal could increase the use of community facilities	+	4	3	YES	Further roll-out can make use of community engagement events in local facilities to promote activity and identify potential participants
The proposal could increase community relations	+	3	4	YES	By engaging with the community it is possible to enhance relationships
<b>PLACES</b>					
<b>Proofing Themes</b>					
<b>The proposal has no impact on accessibility</b>					
<b>Built Environment</b>					
<b>The proposal could impact on the built environment:</b>					

The proposal could contribute to the objectives in the Local Development Framework	+	4	4	YES	Sustainable development is key to local development
The proposal could incorporate the use of alternative forms of energy or energy reduction measures	+	5	5	YES	This project helps to focus and target on renewable energy and how technologies may be best implemented in areas that currently have few options in terms of traditional energy generation
The proposal could utilise carbon-neutral and/or renewable construction materials	+	5	5	YES	Developing new technologies can make use of renewable building materials, but more simple methods (ie insulation) can also utilise sustainable materials
<b>Natural Environment</b>					
<b>The proposal could impact on the natural environment:</b>					
The proposal could increase emissions from vehicle use and manufacturing	-	3	3	YES	There will be a need to visit each home targetted in the scheme, which will inevitable include traffic from tradespeople, however this impact will only be at the installation phase, greater benefit is seen from having the project in place
The proposal could have an impact on waste and recycling	-	3	3	YES	There will be some waste creation that may not be avoidable or recyclable, again the longer term benefits in terms of energy efficiency and health improvements should outweigh this
The proposal could stimulate local production and retail	+	4	4	YES	We have the capacity to manufacture the insulation materials and the components of any small-large scale energy generation facilities locally
The proposal could be further developed to prepare for the future impacts of climate change	+	5	5	YES	By promoting the 'able to pay' side of the scheme as widely as possible there are great gains to be made in terms of energy efficiency and the associated carbon savings and long term climate change adaptation
<b>Business</b>					
<b>The proposal could impact on businesses:</b>					
The proposal could stimulate business investment/growth in Lincolnshire	+	4	4	YES	With increased demand for renewable technologies and energy efficient measures there is scope for local business growth
The proposal could affect the skills gaps identified by local business	+	3	3	YES	There is the potential to upskill tradespeople and build the workforce

The proposal could maximise procurement from the local supply chain	+	4	4	YES	A preferred suppliers list could be devised so that it promotes local suppliers
<b>The proposal could have further impact on rural communities</b>	+	4	5	YES	It is possible to improve accessibility to affordable warmth by investing in renewable technologies
<b>The proposal could have further impact on coastal communities</b>	+ or -	1-5	1-5	Yes/No	It is possible to improve accessibility to affordable warmth by investing in renewable technologies

<b>PROCESS</b>
<b>Proofing Processes</b>
<b>The proposal has been assessed with regard to:</b>
* time taken to deliver
* human resource available/required
* finances available/required
* performance measurement
* risk
* partnerships
* the impact on other service providers' capacity
* the impact on value for money
* the impact on good public accountability



**STAGE THREE  
COMPLETED**

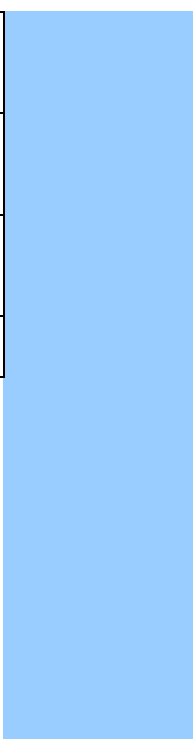
PEOPLE								
Proofing Themes	Could the impact be mitigated/enhanced?	How could the impact be mitigated?	Original magnitude of Impact	Revised Impact	Revised Potential Likelihood (1-5)	Revised Potential Extent (1-5)	Will these revisions be made?	Consequence of/Reason for Decision
<b>Employment</b>								
The proposal could affect employment opportunities:								
The proposal could include apprenticeships	YES	Expanding the scheme to include 'able to pay' could increase employment opportunities	16	+	1	2	YES	Discussion with ESTAC/Managing agents
The proposal could generate employment opportunities for targets groups	YES	Target groups include young people not yet in employment, and those that have been affected by the economic downturn	9	+	1	2	YES	Discussion with ESTAC/Managing agents
<b>Skills and Training</b>								
The proposal could increase the skills of those employed:								
The proposal could generate vocational qualifications for those involved	YES	NVQs could be available for those that work with energy suppliers or installation teams	16	+	5	4	YES	Discussion with ESTAC/Managing agents
The proposal could set entry requirements at a level appropriate to the local economy	YES	Recruitment could be specific to Lincolnshire, although the nature of remote communities being targetted may naturally attract local people	4	N/A	2	2	YES	Discussion with ESTAC/Managing agents
The proposal could increase the availability of skills and training	YES	Installation of affordable warmth technologies requires some level of training and large scale projects will develop skills	12	+	4	3	YES	Discussion with ESTAC/Managing agents
<b>The proposal has no impact on crime rates</b>								
<b>Community Safety</b>								
The proposal could impact on community safety:								
The proposal could have an effect on accidents in the home	YES	By making homes warmer, the elderly in particular, will feel more mobile and be less susceptible to accidents at home	16	+	4	5	YES	Please give a brief explanation for how revisions can be made, or the reasons they can not
The proposal could have an effect on community tensions	YES	This project has to potential to get members of the community talking to each other. Which can reduce tensions	9	+	3	3	NO	Please give a brief explanation for how revisions can be made, or the reasons they can not
<b>Public Health</b>								
The proposal could affect public health:								

The proposal could have an effect on levels of physical activity	YES	Living in a warmer home people will be more likely to heat more rooms and move around the house. This could also inspire more outside activity, even if only low level	25	+	3	4	YES	Please give a brief explanation for how revisions can be made, or the reasons they can not
The proposal could have an effect on mental health	YES	Significant opportunities to reduce effects of depression through living in a too cold environment	25	+	4	4	YES	Please give a brief explanation for how revisions can be made, or the reasons they can not
<b>Equality and Diversity</b>								
<b>The proposal could impact on equality and diversity:</b>								
The proposal could impact differently on older people	YES	This project has the great potential to enable older people to be more independent and remain living in their own homes	25	+	3	4	YES	Please give a brief explanation for how revisions can be made, or the reasons they can not
The proposal could impact differently on younger people	YES	By targeting families on lower incomes children will benefit from being able to study in comfortable surroundings and potential social benefits of inviting friends home	16	+	3	4	YES	Please give a brief explanation for how revisions can be made, or the reasons they can not
The proposal could impact differently on people with physical disabilities	YES	This project has the great potential to enable people with physical disabilities to be more independent and remain living in their own homes	20	+	2	3	YES	Please give a brief explanation for how revisions can be made, or the reasons they can not
The proposal could have an effect on safeguarding children, adults or vulnerable people	YES	Living in a more comfortable environment can have positive effects on the mood of others and reduce potential vulnerability	4	+	1	1	NO	Please give a brief explanation for how revisions can be made, or the reasons they can not
<b>Community Involvement</b>								
<b>The proposal could impact on community involvement:</b>								
The proposal could increase volunteering and participation	YES	Depending on how the scheme is developed, volunteers could take up the role of assessing suitability and level of funding available for new participants	9	N/A	3	3	NO	Discussion with ESTAC/Managing agents
The proposal could engage the third sector in its delivery	YES	Again, local charities and community groups could get involved with delivery in the future	12	N/A	3	4	NO	Discussion with ESTAC/Managing agents
The proposal could increase the use of community facilities	YES	Further roll-out can make use of community engagement events in local facilities to promote activity and identify potential participants	12	N/A	3	4	NO	Discussion with ESTAC/Managing agents
The proposal could increase community relations	YES	By engaging with the community it is possible to enhance relationships	12	+	3	2	NO	Discussion with ESTAC/Managing agents
<b>PLACES</b>								
<b>Proofing Themes</b>								
<b>The proposal has no impact on accessibility</b>								
<b>Built Environment</b>								

<b>The proposal could impact on the built environment:</b>								
The proposal could contribute to the objectives in the Local Development Framework	YES	Sustainable development is key to local development	16	+	2	2	YES	Please give a brief explanation for how revisions can be made, or the reasons they can not
The proposal could incorporate the use of alternative forms of energy or energy reduction measures	YES	This project helps to focus and target on renewable energy and how technologies may be best implemented in areas that currently have few options in terms of traditional energy generation	25	-	2	1	YES	Please give a brief explanation for how revisions can be made, or the reasons they can not
The proposal could utilise carbon-neutral and/or renewable construction materials	YES	Developing new technologies can make use of renewable building materials, but more simple methods (ie insulation) can also utilise sustainable materials	25	+	1	2	YES	Please give a brief explanation for how revisions can be made, or the reasons they can not
<b>Natural Environment</b>								
<b>The proposal could impact on the natural environment:</b>								
The proposal could increase emissions from vehicle use and manufacturing	YES	There will be a need to visit each home targetted in the scheme, which will inevitable include traffic from tradespeople, however this impact will only be at the installation phase, greater benefit is seen from having the project in place	-9	-	4	4	NO	Please give a brief explanation for how revisions can be made, or the reasons they can not
The proposal could have an impact on waste and recycling	YES	There will be some waste creation that may not be avoidable or recyclable, again the longer term benefits in terms of energy efficiency and health improvements should outweigh this	-9	-	1	1	NO	Please give a brief explanation for how revisions can be made, or the reasons they can not
The proposal could stimulate local production and retail	YES	We have the capacity to manufacture the insulation materials and the components of any small-large scale energy generation facilities locally	16	+	1	2	YES	Please give a brief explanation for how revisions can be made, or the reasons they can not
The proposal could be further developed to prepare for the future impacts of climate change	YES	By promoting the 'able to pay' side of the scheme as widely as possible there are great gains to be made in terms of energy efficiency and the associated carbon savings and long term climate change adaptation	25	+	1	5	YES	Please give a brief explanation for how revisions can be made, or the reasons they can not
<b>Business</b>								
<b>The proposal could impact on businesses:</b>								

The proposal could stimulate business investment/growth in Lincolnshire	YES	With increased demand for renewable technologies and energy efficient measures there is scope for local business growth	16	+	1	5	YES	Please give a brief explanation for how revisions can be made, or the reasons they can not
The proposal could affect the skills gaps identified by local business	YES	There is the potential to upskill tradespeople and build the workforce	9	-	3	2	NO	Please give a brief explanation for how revisions can be made, or the reasons they can not
The proposal could maximise procurement from the local supply chain	YES	A preferred suppliers list could be devised so that it promotes local suppliers	16	+	4	2	YES	Please give a brief explanation for how revisions can be made, or the reasons they can not
<b>The proposal could have further impact on rural communities</b>	YES	It is possible to improve accessibility to affordable warmth by investing in renewable technologies	20	+ or -	4	4	YES	Please give a brief explanation for how revisions can be made, or the reasons they can not
<b>The proposal could have further impact on coastal communities</b>	Press button once completed this page >>>>>>	It is possible to improve accessibility to affordable warmth by investing in renewable technologies	-1624009401					

<b>PROCESS</b>
<b>Proofing Processes</b>
<b>The proposal has been assessed with regard to:</b>
* time taken to deliver
* human resource available/required
* finances available/required
* performance measurement
* risk
* partnerships
* the impact on other service providers' capacity
* the impact on value for money
* the impact on good public accountability



Name of Policy/Proposal:  
 Person Completing:  
 Date of Completion:

Affordable Warmth Strategy/Home Energy Lincs Partnership  
 Vanessa O'Brien  
 17/12/09

PEOPLE							
Proofing Themes	Could the impact be mitigated/enhanced?	How could the impact be mitigated?	Will these revisions be made?	Consequence of/Reason for Decision	Original magnitude of Impact	Revised Potential Magnitude of Impact	Variance in Impact
<b>Employment</b>							
<b>The proposal could affect employment opportunities:</b>							
The proposal could include apprenticeships	YES	Expanding the scheme to include 'able to pay' could increase employment opportunities	YES	Discussion with ESTAC/Managing agents	16	2	14
The proposal could generate employment opportunities for targets groups	YES	Target groups include young people not yet in employment, and those that have been affected by the economic downturn	YES	Discussion with ESTAC/Managing agents	9	2	7
<b>Skills and Training</b>							
<b>The proposal could increase the skills of those employed:</b>							
The proposal could generate vocational qualifications for those involved	YES	NVQs could be available for those that work with energy suppliers or installation teams	YES	Discussion with ESTAC/Managing agents	16	20	-4
The proposal could set entry requirements at a level appropriate to the local economy	YES	Recruitment could be specific to Lincolnshire, although the nature of remote communities being targetted may naturally attract local people	YES	Discussion with ESTAC/Managing agents	4	-4	8
The proposal could increase the availability of skills and training	YES	Installation of affordable warmth technologies requires some level of training and large scale projects will develop skills	YES	Discussion with ESTAC/Managing agents	12	12	0
<b>The proposal has no impact on crime rates</b>							
<b>Community Safety</b>							
<b>The proposal could impact on community safety:</b>							
The proposal could have an effect on accidents in the home	YES	By making homes warmer, the elderly in particular, will feel more mobile and be less susceptible to accidents at home	YES	Please give a brief explanation for how revisions can be made, or the reasons they can not	16	20	-4
The proposal could have an effect on community tensions	YES	This project has to potential to get members of the community talking to each other. Which can reduce tensions	NO	Please give a brief explanation for how revisions can be made, or the reasons they can not	9	9	0
<b>Public Health</b>							
<b>The proposal could affect public health:</b>							
The proposal could have an effect on levels of physical activity	YES	Living in a warmer home people will be more likley to heat more rooms and move around the house. This could also inspire more outside activity, even if only low level	YES	Please give a brief explanation for how revisions can be made, or the reasons they can not	25	12	13

The proposal could have an effect on mental health	YES	Significant opportunities to reduce effects of depression through living in a too cold environment	YES	Please give a brief explanation for how revisions can be made, or the reasons they can not	25	16	9
<b>Equality and Diversity</b>							
<b>The proposal could impact on equality and diversity:</b>							
The proposal could impact differently on older people	YES	This project has the great potential to enable older people to be more independent and remain living in their own homes	YES	Please give a brief explanation for how revisions can be made, or the reasons they can not	25	12	13
The proposal could impact differently on younger people	YES	By targeting families on lower incomes children will benefit from being able to study in comfortable surroundings and potential social benefits of inviting friends home	YES	Please give a brief explanation for how revisions can be made, or the reasons they can not	16	12	4
The proposal could impact differently on people with physical disabilities	YES	This project has the great potential to enable people with physical disabilities to be more independent and remain living in their own homes	YES	Please give a brief explanation for how revisions can be made, or the reasons they can not	20	6	14
The proposal could have an effect on safeguarding children, adults or vulnerable people	YES	Living in a more comfortable environment can have positive effects on the mood of others and reduce potential vulnerability	NO	Please give a brief explanation for how revisions can be made, or the reasons they can not	4	1	3
<b>Community Involvement</b>							
<b>The proposal could impact on community involvement:</b>							
The proposal could increase volunteering and participation	YES	Depending on how the scheme is developed, volunteers could take up the role of assessing suitability and level of funding available for new participants	NO	Discussion with ESTAC/Managing agents	9	-9	18
The proposal could engage the third sector in its delivery	YES	Again, local charities and community groups could get involved with delivery in the future	NO	Discussion with ESTAC/Managing agents	12	-12	24
The proposal could increase the use of community facilities	YES	Further roll-out can make use of community engagement events in local facilities to promote activity and identify potential participants	NO	Discussion with ESTAC/Managing agents	12	-12	24
The proposal could increase community relations	YES	By engaging with the community it is possible to enhance relationships	NO	Discussion with ESTAC/Managing agents	12	6	6
<b>PLACES</b>							
<b>Proofing Themes</b>							
<b>The proposal has no impact on accessibility</b>							
<b>Built Environment</b>							
<b>The proposal could impact on the built environment:</b>							

The proposal could contribute to the objectives in the Local Development Framework	YES	Sustainable development is key to local development	YES	Please give a brief explanation for how revisions can be made, or the reasons they can not	16	4	12
The proposal could incorporate the use of alternative forms of energy or energy reduction measures	YES	This project helps to focus and target on renewable energy and how technologies may be best implemented in areas that currently have few options in terms of traditional energy generation	YES	Please give a brief explanation for how revisions can be made, or the reasons they can not	25	-2	27
The proposal could utilise carbon-neutral and/or renewable construction materials	YES	Developing new technologies can make use of renewable building materials, but more simple methods (ie insulation) can also utilise sustainable materials	YES	Please give a brief explanation for how revisions can be made, or the reasons they can not	25	2	23
<b>Natural Environment</b>							
<b>The proposal could impact on the natural environment:</b>							
The proposal could increase emissions from vehicle use and manufacturing	YES	There will be a need to visit each home targetted in the scheme, which will inevitable include traffic from tradespeople, however this impact will only be at the instalation phase, greater benefit is seen from having the project in place	NO	Please give a brief explanation for how revisions can be made, or the reasons they can not	-9	-16	7
The proposal could have an impact on waste and recycling	YES	There will be some waste creation that may not be avoidable or recyclable, again the longer term benefits in terms of energy efficiency and health improvements should outweigh this	NO	Please give a brief explanation for how revisions can be made, or the reasons they can not	-9	-1	-8
The proposal could stimulate local production and retail	YES	We have the capacity to manufacture the insulation materials and the components of any small-large scale energy generation facilities locally	YES	Please give a brief explanation for how revisions can be made, or the reasons they can not	16	2	14
The proposal could be further developed to prepare for the future impacts of climate change	YES	By promoting the 'able to pay' side of the scheme as widely as possible there are great gains to be made in terms of energy efficiency and the associated carbon savings and long term climate change adaptation	YES	Please give a brief explanation for how revisions can be made, or the reasons they can not	25	5	20
<b>Business</b>							
<b>The proposal could impact on businesses:</b>							

The proposal could stimulate business investment/growth in Lincolnshire	YES	With increased demand for renewable technologies and energy efficient measures there is scope for local business growth	YES	Please give a brief explanation for how revisions can be made, or the reasons they can not	16	5	11
The proposal could affect the skills gaps identified by local business	YES	There is the potential to upskill tradespeople and build the workforce	NO	Please give a brief explanation for how revisions can be made, or the reasons they can not	9	-6	15
The proposal could maximise procurement from the local supply chain	YES	A preferred suppliers list could be devised so that it promotes local suppliers	YES	Please give a brief explanation for how revisions can be made, or the reasons they can not	16	8	8
<b>The proposal could have further impact on rural communities</b>	YES	It is possible to improve accessibility to affordable warmth by investing in renewable technologies	YES	Please give a brief explanation for how revisions can be made, or the reasons they can not	20	-16	36
<b>The proposal could have further impact on coastal communities</b>	Press button once completed this page >>>>>>	It is possible to improve accessibility to affordable warmth by investing in renewable technologies					<b>-1624009401</b>

<b>PROCESS</b>
<b>Proofing Processes</b>
<b>The proposal has been assessed with regard to:</b>
* time taken to deliver
* human resource available/required
* finances available/required
* performance measurement
* risk
* partnerships
* the impact on other service providers' capacity
* the impact on value for money
* the impact on good public accountability

## CABINET

### REPORT OF Head of HR and Customer Service

**REPORT NO: POI 48**

**DATE: Monday 6<sup>th</sup> September 2010**

<b>TITLE:</b>	<b>Quarter 1 Performance – focus on Customer First</b>	
<b>KEY DECISION OR POLICY FRAMEWORK PROPOSAL:</b>	N/A	
<b>PORTFOLIO HOLDER: NAME AND DESIGNATION:</b>	Cllr Ray Auger: Access and Engagement	
<b>CONTACT OFFICER:</b>	Sharon Yates, Service Manager, Performance Management & Engagement	
<b>INITIAL IMPACT ASSESSMENT:</b> Equality and Diversity	Not required	Full impact assessment Required: No
<b>FREEDOM OF INFORMATION ACT:</b>	This report is publicly available via the Local Democracy link on the Council's website: <a href="http://www.southkesteven.gov.uk">www.southkesteven.gov.uk</a>	
<b>BACKGROUND PAPERS</b>		

### 1. RECOMMENDATIONS

That Cabinet notes the performance and progress achieved for the period April to June 2010 and considers any appropriate initiatives or actions that they may wish to request.

### 2. PURPOSE OF THE REPORT

As part of our performance management arrangements the Cabinet has agreed a number of performance measures and key actions to help assess and monitor our progress against each of the priority themes (Customer First, Good for Business, Quality Organisation and Quality Living).

This report shows the progress on actions and performance measures contributing towards the Customer First priority for the period April to June 2010.

The appendices section of this report also shows the status of the key actions in progress for the each priority theme.

### 3. Please see attached

#### **4. RESOURCE IMPLICATIONS**

There are no resource implications to this report. Any actions detailed to address performance will be met within existing resources.

#### **5. RISK AND MITIGATION (INCLUDING HEALTH AND SAFETY AND DATA QUALITY)**

Data Quality is a key feature of a performance management framework and underpins the decision making process of the authority.

#### **6. ISSUES ARISING FROM EQUALITY IMPACT ASSESSMENT**

None to report.

#### **7. CRIME AND DISORDER IMPLICATIONS**

There are no crime and disorder implications directly arising from this report.

#### **8. COMMENTS OF SECTION 151 OFFICER**

I have no specific financial comments to make in respect of this report. From a governance perspective I welcome the production of the report and members are invited to scrutinise performance where appropriate.

#### **9. COMMENTS OF MONITORING OFFICER**

This report is made to Cabinet to inform it of the progress being made on the performance measures relating to the customer first priority action plan.. One of the 4 priority themes will be targeted for consideration during each quarter period. This report will be presented to the Scrutiny Committee for consideration and recommendation if required.

# Putting our Customers First

Our progress June 2010



Your council working for you

## Putting our customer first

Putting our customers at the heart of all we do allows us to focus on what really matters to local people and businesses to ensure we deliver the things that are important to them.

As well as planning for the future, it is important that we look at what already has been achieved. We constantly monitor our achievements which helps us to measure how well we are doing and strive to make a valued difference to lives of local people with the services we provide.

The following sets out our projects, successes and what we plan to do next. Many of the projects have been influenced by the comments and contributions we have received from our customers, which we always welcome.

The aims of our Customer First priority theme are:

- A culture where the customer at the heart of everything we do
- Understanding our customers' needs
- Getting it right first time
- Making it easy and convenient for customers to access our services



## What we achieved April – June 2010

### A culture where the customer is at the heart of everything we do

**We do this by being clear about the service standards we aspire to achieve in everything we do. We will measure our success in this area through customer satisfaction, and by achieving customer service excellence.**

Project	Progress	What next
To introduce an internal learning & development programme for all staff to focus on customer service - "customer first"	We have rolled out core service training for all customer services staff. We have introduced an improved Customer Feedback process that allows us to use customers' views to improve service delivery.	We will continue to build our skills across all services and all teams during 2010 and 2011 to increase our focus on customer service.
Introduce a programme to achieve accreditation of Customer Service Excellence Standard; commencing initially within Customer Services	Initially we have compared what we do in our customer services team, against the standard to identify our strengths and areas for further development.	We will identify how we develop a more customer focussed approach across the whole council by comparing all services to the standard. This will give us a clear view of what we need to do to develop an action plan to deliver a culture of customer first across all services and all teams during 2010 and 2011. Future achievement of accreditation to the standard across the council will provide a measure of our ongoing success in delivering customer service excellence.
Introduce a programme of mystery shopping throughout the organisation; commencing with the teams in tenancy services and customer services	We completed this first test (mystery shop) of the service provided by tenancy services (repairs) in July.	The second service test (mystery shop) will be completed during July-September in customer services. We will look at the results of both of these exercises in September, and use what we learn to improve service back to customers. We will decide whether to continue to use mystery shopping in the future based on if it delivers the service improvements we are looking for.

### We're making a difference.....

How many customers are satisfied with their experience from Customer services? **94%**

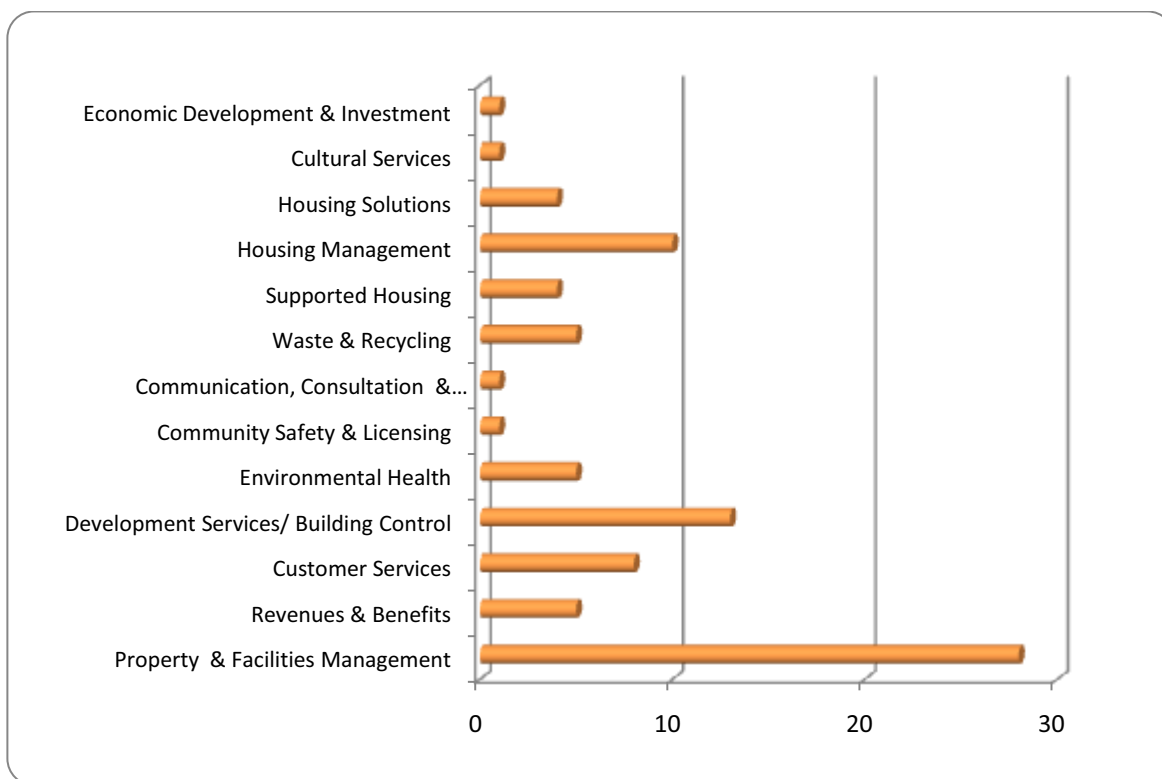
## We're working on.....

Overall customer experience across the council - **84%** of our residents tell us they are satisfied with our services.

## Customer Feedback

### Compliments

Eighty six compliments have been received during the period. The majority of which were thanking staff for an especially good quality of service.



#### Customers told us:

One of our customers told us how we had "greatly improved the quality of my life" after we helped her with disabled adaptations to her home., - another customer said,

" I must congratulate SKDC on the efficiency and the professional and welcoming attitude of all members of staff I have met."

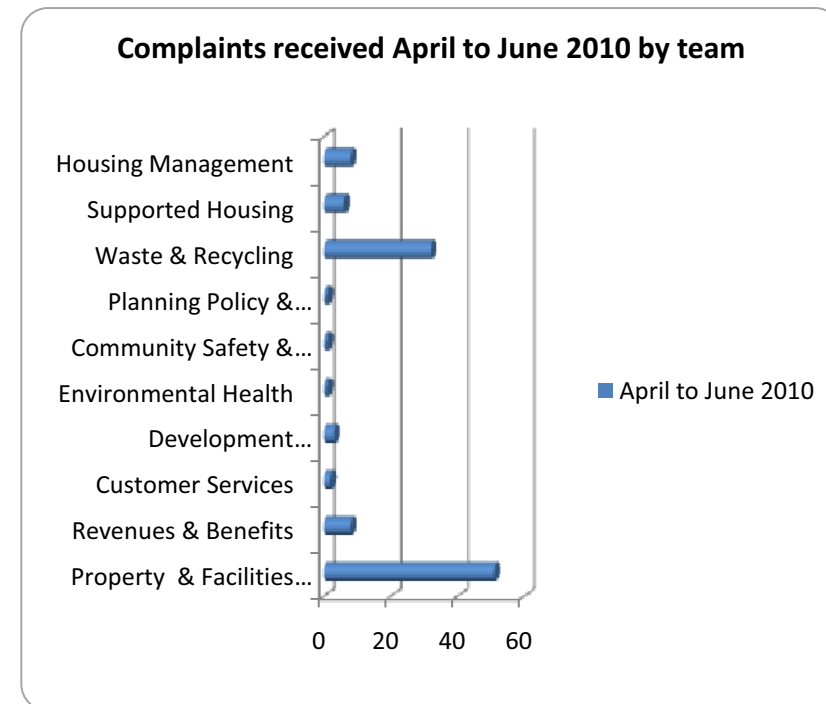
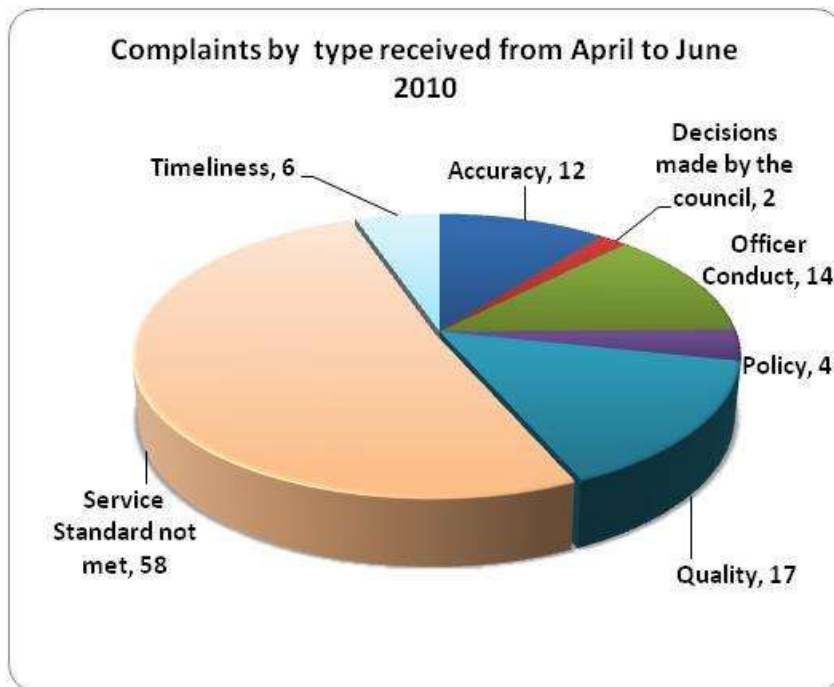
## Complaints

Listening to our customers is at the heart of what we do. We always try to get things right first time. However, we appreciate this doesn't always happen. We welcome comments from our residents so we address the things that are most important to them.

We provide 100 different services to our community from maintaining 200 acres of parks and open spaces to making sure we keep our streets safe....and we empty 73,000 bins every week.

During the 3 months from April to June we received 113 customer complaints. We will use these to improve our services.

**Customers told us: Several complaints have been received about the temperature of our swimming pools, particularly in Grantham. We have tackled this by extending our monitoring ensuring the temperature at the learner pool is kept to 31° and the main pool 29°.**



## Understanding our customers' needs

**We do this by talking with customers face to face, by inviting them to forums, and at community consultation events. We also regularly survey customers via post, email, and through our website. We aim to deliver improved services based on better understanding of what customers really need.**

Project	Progress	What next
<p><b>Improve our consultation process with customers.</b></p>	<p>Over the last few months more emphasis has been placed on consulting and engaging with our residents face to face rather than via postal surveys. This has been achieved by having a presence at community events including Stamford and Grantham markets, Rivercare Day, Bourne Festival and Grantham Carnival etc. The topics covered have been recycling, energy efficiency, healthy lifestyles, community safety, Grantham Growth and Bourne Core area developments. Traditional surveys held as part of the event also gathered residents' views on development ideas, community safety problems in their area and travel patterns. We have also surveyed customers' views through our online panel.</p> <p>We have also carried out 250 face to face interviews with residents to ask them about their priorities for spend on our services.</p>	<p>Future consultations will include further work on how our customers prefer to access our services, including opening times.</p> <p>We will also be consulting with our customers on:</p> <ul style="list-style-type: none"> <li>• Wyndham Park visitors requirements</li> <li>• Housing needs</li> <li>• Taxi licensing policy</li> <li>• New executive arrangements</li> </ul> <p>We will use this feedback to understand our customers' needs.</p>
<p><b>Increase our customer knowledge base</b></p>	<p>We have implemented a council-wide customer feedback process to identify the causes of problems, where we have done well and what areas of our service need to improve.</p>	<p>This is a relatively new process. We need to continue to develop the quality of the information we are collecting and how we use lessons learnt in order to understand what our customers want from our services.</p>

## We're making a difference...

We have spoken to over **2500 people** at our community events, listening to their views and giving advice to help them be green, clean and safe. **440 people** voted for the Orrery as the artwork to be placed in Grantham Market Place.

## We're working on...

A new programme of community events at venues across the district.

## Listening to you

Grantham Market Place



Stamford community event



### Listening to you

We have listened to our customers and they have influenced decisions on:

- Grantham Market Place Artwork
- Customer Services
- Our spending plans
- The website
- The repairs service
- Bourne Town Centre redevelopment

## Getting it 'right first time'

We aim to do this by reducing the number of times you have to contact us to resolve an issue, by being more proactive about fully understanding the help you need from us, and by sharing information where appropriate between teams so that you do not have to.

Project	Progress	What next
<b>Measure avoidable contact (repeated calls which should not have had to make).</b>	Although we no longer need to collect this data to report to central Government, we believe it is a valuable measure of how we are doing, and so we are continuing to capture this information.	We will share best practice across all teams in order to learn where and how we have got it right 'first time' to reduce unnecessary avoidable contact.
<b>Improve the way customers can tell us about a change to their circumstances</b>	We have worked with Lincolnshire County Council to start developing an improved process for customers to tell us about changes. This will mean customers only "tell us once" for their information to be shared appropriately with other partners.	We are developing the technical links between partners. We aim to launch the process by the end of March 2011. We expect our customers to be able to tell us 'once' by March 2011.
<b>To make sure all written communication meets 'Plain English' principles.</b>	Training in 'Plain English' has been provided for 20 staff and members in quarter 1, part of ongoing training. We also improved the letters and website content for the Waste & Recycling service.	During July – September, we will focus on improving customer communication within the waste & recycling service. We will continue our rolling programme throughout the year to improve all written communication and other information for customers across all services.

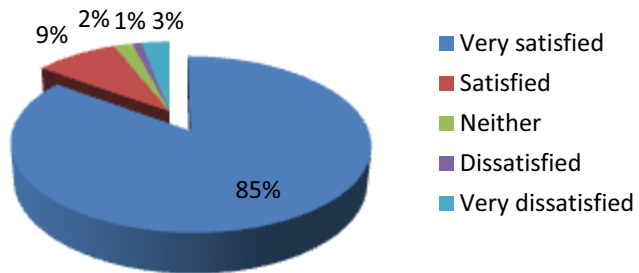
## We're making a difference...

Our recent customer services survey said that **85% of our customers' enquiries were dealt with right first time.** 93% of these customers were happy with the advice /information we provided.

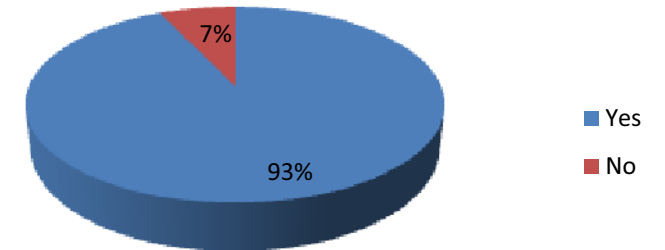
## We're working on...

Improving the overall experience for everyone. We are concentrating on improving the speed we answer your calls by training more people to take more calls.

Customers satisfied with the service from customer services



Customers satisfied with the resolution of their query

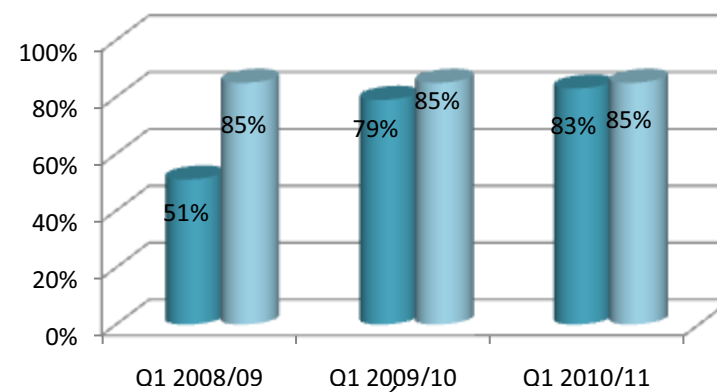


Customer satisfaction

Enquiries resolved satisfactorily

Whilst we have improved, we are working hard to answer your calls faster.

% of calls answered within 28 seconds



## Making it easy and convenient for customers to access our services.

We have customer service centres across the district for customers to access services face to face, we have a dedicated call centre, and a website through which customers can access services, information or contact us 24 hours a day.

We aim to be flexible and responsive to changing customer needs.

Project	Progress	What next
<b>Develop joint customer access arrangements with partners.</b>	We have discussed with partners in Bourne and Stamford appropriate opportunities to share service delivery.	We will need to take account of the financial position after October in making any longer term decisions to ensure any partnership delivers value for money.
<b>Review access options based on identified customer needs.</b>	We undertook a customer survey on the potential for self-service, and customer preferences on opening hours for customer services. Results were inconclusive as responses were too low to be fully representative (21 replies from 140 surveyed).	Broader consultation will take place during the next 2 quarters, and results will inform the access options within the Customer Strategy by the end of March 2011.
<b>Update and improve our website so that our customers can easily access our services</b>	Building on the launch of the new website, we have started the process of identifying priorities for further web improvements. We also use customer comments made through the web feedback process to improve the customer experience; some are used to deliver immediate improvements, others form part of the longer term strategy.	We will develop the improvement plan during the next quarter, and will commence implementation during quarter 3. This will allow more customers to access more services online.

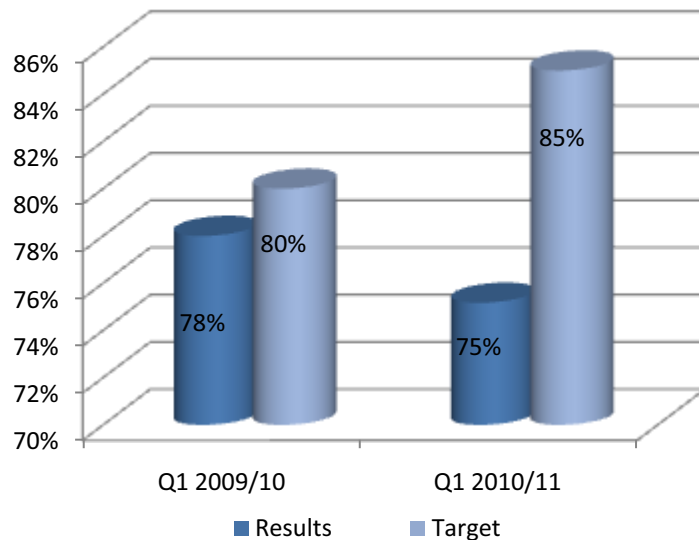
Feedback from two of our customers said ...

“This website could not be easier or more informative. a pleasure to visit.”

“Love the new look...And so easy to use...”

Table 1

% of customers overall satisfaction with the website -  
(based on feedback received from 24 customers)



Feedback from 24 customers 1

### We're making a difference...

We have **1,000** visits to our website daily providing information to our customers.

### We're working on...

Customers have asked us to improve tourism information, links to partner organisations and paying online.

*Thank you for taking the time to look through our Customer First delivery plan.*

*We hope that you find it informative and interesting. If you would like to comment further or take part in one of our consultations you can do this by visiting us at*

*[www.southkesteven.gov.uk](http://www.southkesteven.gov.uk).*

*Further progress on our Customer First priority projects will be available as part our Annual Report which will be available from October 2010.*

## Priorities, actions and performance

Putting our customer at the heart of all we do is the focus of our four priority themes which include Customer First, Quality Living, Quality Organisation and Good for Business.




This quarter we are concentrating on Customer First highlighting some of our successes through our customers' satisfaction.










A more detailed break down on Customer First and performance actions for our other three priorities are shown in the following appendices.



## Progress on key performance measures for April to June 2010

	Met or exceeded target		Progressing towards target		Below target
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	Improved results compared to the same period in previous year		Results are below target compared to the same period in the previous year		No change
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Quarter 1 compared to Quarter 1 in previous year	Code & Short Name	Q1 2010/11			2009/10	
		Results	Target	Annual Target	Q1 Results	Year End Results
	NI 181 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	9.7 days	12.0 days	15.5 days	10.9 days	9.5 days
	SK 271 % increase in benefit claims overall (Data Only measure)	0.39%			3.07%	7.96%
	SK 272 % increase in benefit claims from Private Tenants (Data Only measure)	1.9%			6.01%	21.78%
	SK 273 % increase in benefit claims from Local Authority Tenants (Data Only measure)	-0.22%			1.8%	1.9%
	SK 274 % increase in benefit claims from Council Tax Benefit recipients (Data Only measure)	0.3%			3.24%	7.87%
	SK 275 Number of days taken from end to end turn around time for a new benefit claim (Data only measure)	29 days			31.68 days	33.67 days
	SK 276 Number of days taken to process a "change of circumstances" (Data only measure)	7.54 days			9.31 days	7.35 days
	SK 026b % calls answered (lines in the CSC only) (YTD)	96%	96%	96%	94%	95%
	SK 245 % of customers that found what they were looking for on the website	74%	80%	80%	No comparable data	74.13%

## Key projects/actions summary

### How we are delivering the Customer First Priority Theme

The projects/actions below are currently being progressed in order to work towards ensuring that the customer is at the heart of everything we do, and that our services are easy to access.

	On track to meet target		Should meet target with corrective action		Not on track to meet target
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Status	Title	Code
	Introduce an internal learning & development programme for all staff to focus on customer service "customer first"	CF 1.1
	Introduce a programme to achieve accreditation of Customer Service Excellence Standard	CF 1.3
	Introduce a programme of "mystery shopping" throughout the organisation	CF 1.4
	Improve consultation process (in accordance with consultation toolkit) with customers.	CF 2.2
	Using customer knowledge, feedback and consultation, develop a Customer Strategy to deliver the outcomes customers have identified.	CF 2.3
	Utilise consultation and feedback data to build our customer knowledge base etc	CF 2.5
	Develop a programme to capture and measure 'avoidable contact' across all services	CF 3.2
	Implement improvements to the process for reporting change of circumstances "tell us once"	CF 3.3
	Ensure all publications comply with 'Plain English' and ensure communications are checked by customers	CF 3.4
	Develop 'fit for purpose' joint customer access arrangements with partners at our area offices	CF 4.1
	Review access options including the feasibility of additional self-service access points and other opportunities based on assessment of customer needs as identified through appropriate consultation	CF 4.3
	Update & improve the accessibility of online transactions and information and increase the number of self serve options	CF 4.5

