



Domestic Energy Efficiency in Suffolk: Raising our Ambition

A report prepared by the Suffolk Climate Change Partnership on behalf of Suffolk's Local Authorities for the Home Energy Conservation Act 1995

March 2017

Tackling domestic energy efficiency in Suffolk is a crucial element in our ambition to be the county with the greatest reduction in carbon emissions. In Suffolk we are working in partnership to tackle this hugely important issue. We have set ourselves a target which is in line with the UK Climate Change Act 2008:

'To facilitate a reduction in absolute carbon emissions in Suffolk of 35% on 2010 levels by 2025 and 75% by 2050;

Our domestic energy efficiency and fuel poverty reduction work aligns with the Suffolk Health and Wellbeing Strategy, which makes clear links between housing quality and health.

In this report county-wide activity is provided first, followed by activity specific to each of the seven boroughs and districts in Suffolk.

Suffolk's Local Authorities welcome any approaches by individuals, communities and businesses wishing to work with us in support of this agenda. Please contact: creatinggreenestcounty@suffolk.gov.uk or the relevant borough or district officer if you wish to discuss this further.

Part 1: Suffolk-wide

a) Energy Efficiency Ambitions and Priorities

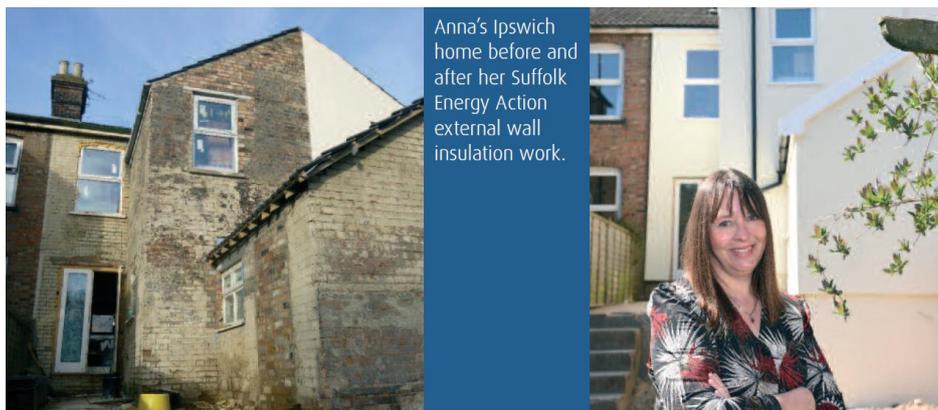
In support of Suffolk's 'Creating the Greenest County' priority, Suffolk's local authorities have continued to work together as part of Suffolk Energy Action Link (SEAL) and the Suffolk Climate Change Partnership (SCCP) delivering the [Suffolk Energy Action](#) (SEA) service and [Warm Homes Healthy People](#) (WHHP) project.

The Partnership has recently restated its commitment to implement actions that will achieve a reduction in absolute emissions of 35% on 2010 levels by 2025 and 75% by 2050 in line with the UK Climate Change Act 2008.

The Partnership's 'Suffolk Climate Action Plan 3: Fostering business and community resilience, reducing carbon emissions and increasing local economic growth', sets out our joint priorities in implementing the target, including a priority to develop plans to reduce emissions from domestic housing – see [here](#).

b) Measures that take advantage of financial assistance and other benefits offered from central Government initiatives, to help result in significant energy efficiency improvements of residential accommodation.

In 2014 Suffolk launched the SEA service, a partnership between Suffolk's Local Authorities and Climate Energy, Your Green Deal Provider and latterly Aran Services. A total of £5.7mn from DECC's Green Deal Communities Fund was secured to support this work, which enabled SEA to offer free or heavily discounted solid wall insulation across the county. In addition, free cavity wall and loft insulation top-ups were offered utilising ECO funds secured by Aran Services Ltd.



Through this work Suffolk's local authorities supported the large-scale roll-out of the Green Deal, and have continued to provide a trusted offer for residents, as well as engaging with the private rented sector to promote the benefits to landlords and tenants of upgrading the energy efficiency of homes. Through the Green Deal Communities Fund work a number of different types of

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measure were installed including cavity wall insulation, external wall insulation systems, gas fired condensing boilers, heating, internal wall insulation systems, loft and rafter insulation and replacement glazing. In total 999 measures were installed with solid wall insulation systems being the most common with 716 installed. Around two thirds of the measures were in private housing with the remaining third in the private rented sector. The table below details the number of solid wall insulation systems installed in each of the districts and boroughs across the county.

District/Borough	Number of external wall insulation systems installed
Babergh District Council	32
Forest Heath District Council	14
Ipswich Borough Council	119
Mid Suffolk District Council	27
St. Edmundsbury Borough Council	142
Suffolk Coastal District Council	33
Waveney District Council	349

SEA has continued as a legacy to the Green Deal Communities Fund work. Under the SEA branding, cavity wall insulation and loft insulation has been delivered using ECO by Aran Services since 2014 until March 2017. In 2014/15 222 installs of cavity wall insulation and loft insulation were delivered with average savings 0.624 t of CO₂e/year.

Since Suffolk's last HECA report by working together through the SCCP/SEAL, the Suffolk councils and partners have been successful in bidding for funding to support three heating schemes:

- DECC First Time Central Heating Scheme – £1.6m was secured to deliver up to 274 first time central heating installs to households living in fuel poverty - A total of 214 installations were completed under this scheme, split between gas and oil fired systems with a small number of air source heat pumps. The most commonly replaced heating source were storage heaters, followed by peak electricity, solid fuel and a small number of gas fired room heaters.
- Scottish Power Energy Grant – £50k was secured to help 20 households needing heating repairs or installations where there's a fuel poverty issue and a child in the household with additional care needs linked to ill health. – In total £49,700 was utilised to help 15 households. The table below details the number of households helped in each of the districts and boroughs across the county.

District/Borough	Number of households
Babergh District Council	2
Forest Heath District Council	1
Ipswich Borough Council	2
Mid Suffolk District Council	2
St. Edmundsbury Borough Council	2

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Suffolk Coastal District Council	3
Waveney District Council	3

- NEA Health Improvement Fund – £325k was secured to deliver 114 heating installs, replacement heating or insulation to households living in fuel poverty but also suffering from a health condition likely to be made worse by living in a cold home. This scheme will be completed by 31/3/17 and it is anticipated that it will have met or nearly met its targeted number of installations.

The SCCP is promoting the rollout of smart meters by Smart Energy GB with a dedicated page on the [Green Suffolk website](#).

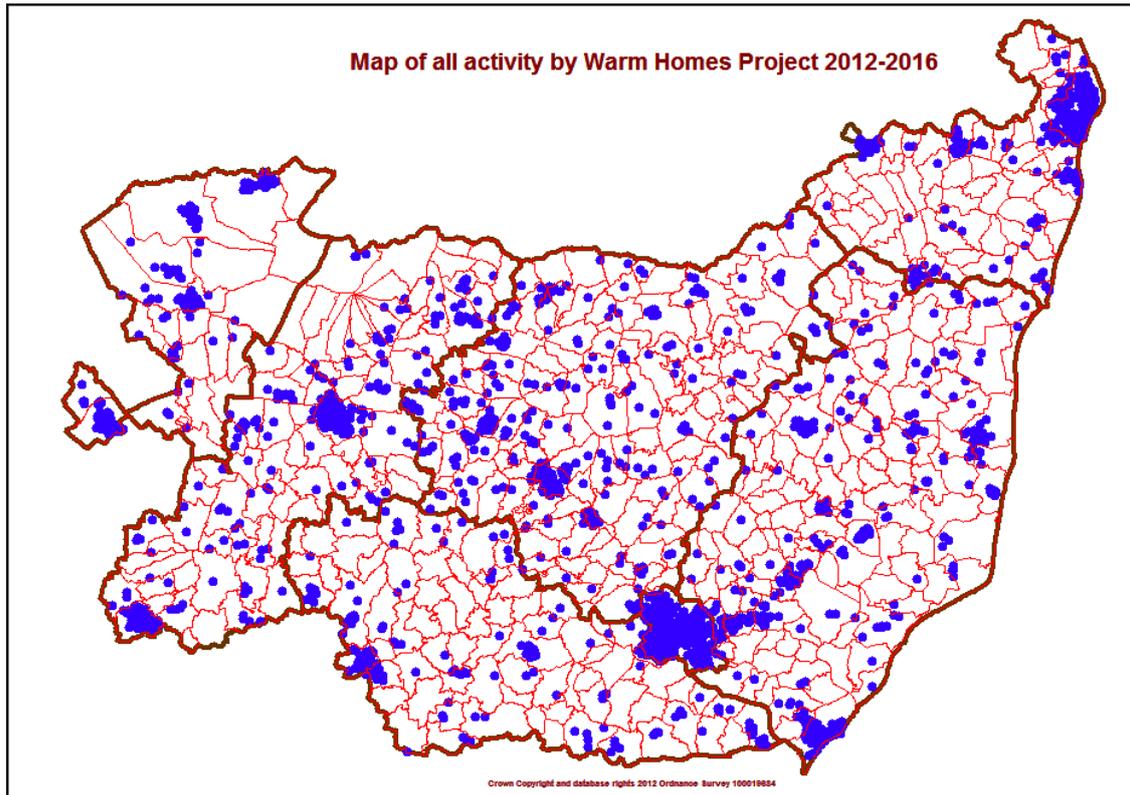
For the new ECO Help to Heat Regulations, the SCCP has decided to produce a county wide Statement of Intent (Sol) covering all the county, district and borough councils to implement ‘flexible eligibility’ within Suffolk. The Partnership has agreed the Sol and is publishing it as a part of this HECA report in [Appendix 1](#).

Measures which the authority has developed to implement energy efficiency improvements cost-effectively in residential accommodation by using area based/street by street roll out involving local communities and partnerships (e.g. social housing partners, voluntary organisations and town/parish councils).

With the Green Deal Communities Fund roll-out of the project has been targeted through analysis of housing and fuel type across our areas so that areas most likely to benefit from the service have been prioritised. Local voluntary organisations were also given information to pass to their customers to promote the SEA offer.

As part of the Green Deal Communities project we have developed a Suffolk Housing database which will now enable us to target specific households at postcode level for future interventions increasing the cost effectiveness and efficiency of our services.

Warm Homes Healthy People (WHHP) provides a Suffolk wide support mechanism for people in need of help during the cold weather. Since its launch in 2012 WHHP has provided advice, signposting and funded direct measures for 3200 households. The map below shows the distribution of activities across Suffolk.



Suffolk's Warm Homes Healthy People End of Year Report 2015-2016¹

WHHP core service includes;

- Year round dedicated helpline for clients and referral partners
- Free home energy surveys
- Client access to emergency fuel payments (October to April)
- Temporary loan heaters in heating crisis
- Free draught proofing materials.
- Grants to help pay for emergency heating repairs and when funding available more extensive support for heating improvements
- Access to ECO funded insulation grants
- Access to interest free loans to help with heating related issues and oil deliveries (through Eastern Savings & Loan Credit Union)
- Client access to a handyman service to install basic draught proofing (provided by Orbit Care & Repair)
- General advice and sign-posting²

In Suffolk SEAL (a consortium of all Suffolk's district, borough and county councils) delivers front line advice and measures to households to help fulfil service responsibilities relating to fuel poverty, energy efficiency and health under the banner of WHHP. The DECC First Time Central Heating Scheme, NEA Health Improvement Fund and Scottish Power Energy Grant noted above are all delivered under the banner of WHHP by SEAL.

¹ *Suffolk's Warm Homes Healthy People End of Year Report 2015-2016*

² *Suffolk's Warm Homes Healthy People End of Year Report 2015-2016*

Time frame for delivery and national and local partners

All of Suffolk's Local Authorities work collectively through the SCCP to address fuel poverty and domestic energy efficiency.

For 2016/17-2020/21 Suffolk's strategy is set out in the 'Suffolk Climate Action Plan 3' and is being co-ordinated by a domestic energy efficiency working group. The Partnership remains focused on the domestic energy efficiency sector and will continue to maximise opportunities to secure funding to deliver on this priority. By March 2021 the Partnership has the target of securing £2mn to deliver domestic energy efficiency improvements to 'able to pay' and fuel poor households across Suffolk with annual CO₂ savings of 167 tonnes. To address fuel poverty the Partnership will work with external partners to secure a higher than national average share of Energy Companies Obligation (ECO) funding, (or equivalent replacement scheme), in order to make energy efficiency improvements to domestic properties, with a priority towards older/hard to treat properties and residents affected by fuel poverty. This will target 500 properties a year with annual CO₂ savings of 312 tonnes. In addition to these county wide targets each district and borough council have their own actions and targets which can be viewed [here](#).

Part 2: Additional Borough and District detail

Babergh and Mid Suffolk District Councils: Home Energy Conservation Act Report, March 2017

Over the next two years our intention is to maintain a discretionary budget for Renovation grants for owner occupiers and for landlords as well as continuing our membership of Warm Homes Healthy People (WHHP). This is a Suffolk County Council led initiative which helps vulnerable people and families make their homes warmer, and cheaper to heat. We will also continue our support for SEA which is a service that provides funding and advice for energy efficiency home improvements such as loft & cavity wall insulation. It's backed by all of Suffolk's county, borough and district councils.

We do not have a council specific strategy or a dedicated officer resource as financial constraints do not allow us to provide this but we are part of the wider Suffolk strategy "Working together to tackle poverty, A Strategy to Address Poverty in Suffolk 2015-2020."

Under the SCCP we make use of national schemes and ECO to improve the private sector housing stock in our area.

While we do not have any widely publicised schemes we do provide renovation grants for owner occupiers with inadequate heating where a category one hazard under HHSRS of the Housing Act 2004 is identified. We also offer a landlords heating grant for provision of a heating system where there is inadequate provision, or for replacement boilers where they are defective. Insulation is included alongside heating improvements when suitable. We also refer to ECO & WHHP schemes as appropriate.

The SCCP has developed a database populated with all the property addresses in the county. It combines data from Energy Performance Certificates, Ordnance Survey and Census data. Missing information is 'back filled' by estimation based on the property archetype, location etc.

Some additional non-building information is also available via Experian which indicates the likely householder profile. The combination can help narrow the search for the combination of people and property which could lead to fuel poverty.

A 'flats above business project' is ongoing during which an inspection is arranged of all such flats in the councils' area. 178 letters were sent last year with a success rate for access of 64%. This is targeting some of the poorer private accommodation much of which is tenanted. 13 premises were found to have a category one excess cold hazard and a number were assisted with grant aid.

A letter was sent out with the 2016/17 council tax demand asking any private sector tenants to fill in a short questionnaire and advise us of any concerns such as inadequate heating.

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The private sector housing grants we have available have been promoted via councillors and local publications.

The CONNECT project within Sudbury is a good example of partnership working we have undertaken. Local people called for health and social care services to work together much more closely. Connect Sudbury is the result of bringing this together under one umbrella – simpler, better use of joined up resources and more helpful to residents to live an independent life.

<http://www.connectsuffolk.co.uk/>

With regards to boiler replacements/first time installation, the building control department are notified under Building Regulations. There have been 4736 replacement heating installations within the districts between 1/4/15 and 25/1/17 the overwhelming majority of which were gas systems followed by oil.

We are ensuring Building Control is fit for purpose by employing fully qualified building control surveyors with a vast amount of experience (currently 9 on staff), the team always give advice on appropriate systems and technologies and go beyond the regulatory tick box requirements ensuring boiler installations meet building regulations.

In addition 6 members of the team are also qualified SAP assessors and are able to identify anomalies in calculations both at design stage and as built therefore again providing additional ability to advise clients. SAP calculations are often challenged and rectification sought. Also commissioning certificates are required on completion of works to all new property installations.

The Building Control Team rigorously enforce the requirement for systems to be installed by competent persons and do not allow sign off until appropriate certification is received. The 'right' technology for the 'right' property is not within their control, however as mentioned above advice and guidance is always provided and calculations challenged when required.

We feel that the current system from the competent persons scheme for notification of heating systems is very basic. Notifications have very little data in them, a way of improving the situation is to have better records of exactly what has been installed and what it has replaced.

Community Action Suffolk is a county wide organisation organising the communication of the smart meter rollout. BMSDC housing and community teams will support this programme.

To ensure Minimum Energy Efficiency Standards in the Private Rented Sector we intend to pursue informal action in the first instance followed by enforcement under the Housing Act 2004 if required, where a category one hazard 'excess cold' is identified during an inspection following a tenant's complaint re housing conditions or a flat above commercial inspection.

We do not have specific resource to undertake this enforcement, the Public Service Health team will be used but this will be an additional burden on them and they will not be solely dedicated to this task.

For further information, please contact: Iain Farquharson, Senior Environmental Management Officer
iain.farquharson@baberghmidsuffolk.gov.uk

Signed off by: Heather Worton, Corporate Manager - Property Services - Supported Living

Ipswich Borough Council: Home Energy Conservation Act Report, March 2017

Local energy efficiency ambition and priorities

- IBC as a partner in the SCCP supports SCCP in facilitating a reduction in absolute carbon emissions in Suffolk of 35% on 2010 levels by 2025 and 75% by 2050 in line with the UK Climate Change Act 2008.
- As a partner in SCCP has a priority target to develop plans to reduce emissions from domestic housing.
- Building quality and affordable homes for Ipswich people: 2017 Corporate Plan; Top Priority.
- To provide new council housing and affordable homes: 2017 Corporate Plan; Top Projects.
- Work with partners to develop an anti-poverty strategy: 2017 Corporate Plan; Priority 1- A Strong Ipswich Economy.
- Continue to reduce our carbon footprint and monitor progress: 2017 Corporate Plan; Priority 2-A High Quality Sustainable Environment.
- Ensuring our tenants live in good quality homes by implementing the Ipswich Standard: Corporate Plan; Priority 5-Quality Homes for All.
- Set new environmental standards for our housing stock: Corporate Plan; Priority 5-Quality Homes For All.
- 2017/18: Feasibility study on PV systems for IBC housing stock.

Measures that take advantage of financial assistance and other benefits offered by central Government initiatives to help result in significant energy efficiency improvements in residential accommodation.

- In recent years improved the insulation of 338 “hard to heat” council houses: 2017 Corporate Plan; Priority 4-A Healthy Community.
- 2016/17: External Wall Insulation to 193 solid wall houses with some Energy Company Obligation (ECO) funding. £1.4m (£206k ECO) with estimated Carbon savings of 3.42 tonnes CO₂e.
- 2017/18: External Wall Insulation to 316 solid wall houses with ECO / Help to Heat (HTH) funding. Collaborating with our partner E-ON Energy to help promote take up in private sector. Estimated £2.2m (£594k ECO) with estimated carbon saving of 9.2 tonnes CO₂e.

- Energy Rating improvement for a mid – terrace property up to C from D due to programmed works above. Average for a similar dwelling in the UK is D.
- In Suffolk SEAL (a consortium of all Suffolk’s district, borough and county councils) delivers front line advice and measures to households to help fulfil service responsibilities relating to fuel poverty, energy efficiency and health under the banner of Warm Homes Healthy People.
- The majority of boiler installations are undertaken by competent persons who are able to self-certify their works through competent person schemes in accordance with the requirements in Regulation 20 and Schedule 3 of the Building Regulations 2010 as amended. As a result building control bodies have no direct involvement with the installation, however, do hold a register of all installations which have been registered within their boundaries.
- When a boiler installation forms part of a Building Regulations application the local authority will ensure that the boiler installation complies with the requirements and standards set out in the Domestic Building Services Compliance Guide 2013 and Approved Documents J and L.
- Ipswich will investigate means to integrate its approach to delivering energy efficiency improvements in residential accommodation with the opportunities provided by the installation of smart meters.
- IBC has dedicated team that formally recommends/enforces landlords to make energy efficiency improvements to their properties, to meet minimum standards in the private rented sector. There are currently no plans to integrate with other enforcement activity.
- Since 1st April 2015 enforcement action against private landlords has resulted in energy efficiency improvement in 109 properties. Improvements include the installation of efficient heating and loft insulation.
- Private sector housing has an active grants program. The principle elements within the grants include improving thermal efficiency through insulation and central heating. Since April 2015 the Council has improved 19 private sector properties and spent £121,957.42.

Measures which the Authority has developed to implement energy efficiency improvements cost effectively in residential accommodation by using area based/street by street roll out involving local communities and partnerships (e.g. social housing partners, voluntary organisations and town/parish councils)

- Installed solar panels at 10 sheltered housing schemes: 2017 Corporate Plan; Priority 2-A High Quality Sustainable Environment.
- 2017/18: External Wall Insulation and flat roof insulation upgrade to a 12 storey sheltered housing block consisting of 69 flats and common rooms.
- 2016/17: Upgraded storage heaters to high efficiency heaters to a 12 storey sheltered housing block consisting of 69 flats and common rooms.
- Loft Insulation Top-Up programme where below 300mm currently and cavity wall insulation found where identified on individual properties.
- 2016/17: Start of 4 year programme to upgrade all IBC gas boilers to 'A' rated boiler systems covering 2121 homes plus on going replacement boilers/systems as required and first time installations.
- As a partner in the SCCP Ipswich has access to the Suffolk Housing Database which gives households at postcode level for future intervention for energy efficiency works.
- IBC signposts to WHHP for advice on domestic energy matters.
- Continuing to implement the Ipswich Standard.
- A combination of the measures set out through the IBC Development Management policies will help to achieve overall carbon reduction at least in line with national targets. The Climate Change Act 2008 calls for at least 26% reductions from 1990 levels to be achieved by 2020. The Suffolk Climate Change Action Plan 2012 takes this a step further and sets a target of 60% reductions from 2004 levels, by 2025.
- New development shall be required to achieve a high standard of environmental sustainability. This will be achieved by the following standards: New build residential development should achieve reductions in CO₂ emissions of 19% below the Target Emission Rate of the 2013 Edition of the 2010 Building Regs Part L.

Time frame for delivery and national and local partners

- All of Suffolk's Local Authorities work collectively through the SCCP to address fuel poverty and domestic energy efficiency to an agreed timetable.

For further information, please contact: Mark Hunter, Operations Manager
Mark.hunter@ipswich.gov.uk

Signed off by: Mark Hunter, Operations Manager.

Suffolk Coastal and Waveney District Councils: Home Energy Conservation Act Report, March 2017

Energy Efficiency Ambitions and Priorities

Suffolk Coastal and Waveney District Councils have no dedicated fuel poverty strategy or resource to deliver direct fuel poverty actions but are actively involved in the County wide programmes, acting as lead authority for the Warm Homes Healthy People programme. Through Warm Homes we have locally developed partnerships with health, social care and voluntary sector agencies.

In addition we work closely to deliver fuel poverty solutions through partnerships including Lowestoft Rising and Solutions (a social prescribing programme) in Waveney. We will be targeting our main proactive work to our most deprived wards and will work with the local community groups and active voluntary sector to identify those most in need.

Waveney's own stock has benefitted from renewable heat and solar photovoltaic installations and other opportunities will be considered but following the cut in the support programmes no further installations are currently planned.

We will be working with providers under the new Energy Company Obligations scheme to develop programmes to maximise the uptake of subsidised measures in our areas.

Latest per Capita Carbon dioxide emissions (2014) were 5.4 tonnes per person in Waveney and 5.8 tonnes per person in Suffolk Coastal (Suffolk Observatory). There has been a small increase in the number of households estimated to be in fuel poverty in Suffolk Coastal and Waveney; 5,176 households, 9.4% of the population, 5,270 10.1% of the population respectively. Based on low income high cost (LIHC) (Information from Office of National Statistics 2014).

Measures we are taking to result in significant energy efficiency improvements of our residential accommodation.

We will be working with providers under the new Energy Company Obligations scheme to develop programmes to maximise the uptake of subsidised measures in our areas.

Measures which the authority has developed to implement energy efficiency improvements cost-effectively in residential accommodation by using area based/street by street roll out involving local communities and partnerships (e.g. social housing partners, voluntary organisations and town/parish councils).

Under our Renovation grant programme, in Suffolk Coastal, we will continue to provide financial support to Landlords and owner occupiers whose homes

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fail to meet the Decent Homes Standard. This support is linked to affordable rent and a financial test of resources respectively. Referrals are made from partner organisations and by direct referrals from householders.

A similar programme is proposed for Waveney but funds have yet to be secured to roll this out beyond a small pilot area. This will be on a street by street basis and will involve our colleagues in Planning in a joint bid linked to a deprived area with significant heritage.

Time frames

This is ongoing and will develop depending on how funding programmes become available.

For further information, please contact: Teresa Howarth, Principal Environmental Health Officer, teresa.howarth@eastsuffolk.gov.uk

Signed off by: Justin Hunt, Head of Housing Services.

A handwritten signature in black ink, appearing to read 'Justin Hunt', with a large, stylized initial 'J' and a period at the end.

Forest Heath & St Edmundsbury councils



West Suffolk

working together

West Suffolk: Forest Heath District Council (FHDC) and St Edmundsbury Borough Council (SEBC) – Home Energy Conservation Act Report, March 2017

This report has been prepared in order to satisfy the requirements of the Home Energy Conservation Act 1995, as laid out in the Guidance to the Act (Department for Business, Energy and Industrial Strategy, January 2017). It sets out the energy conservation measures the authorities consider practicable, cost-effective and likely to result in significant improvement in the energy efficiency of residential accommodation in this locality.

Local energy efficiency ambitions and priorities – 2017 update

Our ambitions are aligned to the county-wide ambition to cut greenhouse gas emissions by 35% by 2025 and 75% by 2050 compared to a 2005 baseline.

CO₂ emissions per capita were 7.3 tonnes in FHDC and 10.8 tonnes in SEBC respectively in 2014, the latest published figures³. Compared with the 2005 baseline, emission in FHDC and SEBC have reduced by 25% and 11.5% respectively. This significant reduction within FHDC has been primarily achieved with improvements in the domestic sector.

Under the Government's newly adopted "low income high cost" definition of fuel poverty, 9.4% of households in FHDC and 9.3% in SEBC were living in fuel poverty in 2014, the latest published figures.⁴ This has increased significantly from the 2012 data where 7.6% of households in FHDC and 8.2% in SEBC were living in fuel poverty. No targets to reduce fuel poverty have been adopted. However, the councils have made a commitment to reduce fuel poverty.

We aim to significantly improve these figures through taking action in support of the targets stated above.

³ <https://www.gov.uk/government/statistics/local-authority-emissions-estimates>

⁴ <https://www.gov.uk/government/statistics/2014-sub-regional-fuel-poverty-data-low-income-high-costs-indicator>

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Measures that take advantage of financial assistance and other benefits offered from central Government initiatives, to help result in significant energy efficiency improvements of residential accommodation.

Fuel Poverty

The remit for fuel poverty sits within the Energy and Environment Team for the councils of West Suffolk. Fuel Poverty is allocated officer time and a financial budget to deliver programmes and support. The councils support the county wide Warm Homes Healthy People Programme (detailed earlier in this report) and this is our main programme to tackle the issues of fuel poverty in West Suffolk.

Since the last report St Edmundsbury Borough Council was successful with a funding application to the National Grid Affordable Warmth Energy Innovation Fund.

In total, £100,000 was secured from the fund to install new gas central heating systems and external wall insulation (EWI) at a park home site within the borough. In addition, match funding was provided by St Edmundsbury Borough Council and the county-wide Warm Homes Healthy People project.

The measures were installed between May 2015 and February 2016 and in total 24 properties benefitted from external wall insulation, with ten of these also receiving new gas central heating systems. The properties with existing heating systems and therefore only receiving EWI are expected to enjoy lifetime carbon savings of 25 tonnes and energy bill reductions of at least £237 per year. Park homes receiving both measures are expected to benefit from lifetime carbon savings of 64 tonnes and energy bill reductions of £402 per year.

Residents have reported a significant improvement in comfort levels in their properties, with many commenting that their thermostat has been turned down a few degrees and that their home remains warmer longer once the heating is turned off. All the beneficiaries have spoken positively of their experience and the scheme sets an excellent template for future park home retrofit in the region.

This project won the 2016 Association of Local Energy Officers (ALEO) Eastern Region award.

The councils are always looking for new funding opportunities as well as working on promoting and delivering national programmes. During the winter of 2016/17 we partnered with local ECO provider Aran Services to deliver a targeted mailing to fuel poor neighbourhoods in West Suffolk. The areas were selected using the Suffolk housing stock database described earlier. We will continue to use this database to target specific areas for future programs.

West Suffolk residents have continued to benefit from the county wide programmes described earlier and we will continue to support and endorse the national programmes.

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Boilers and Heat Pumps

The main delivery programme has been the county wide DECC First Time Central Heating (FTCH) scheme. Under this scheme i gas, oil and air source heat pumps have been installed into low income homes across the county.

Alongside this scheme West Suffolk councils have a Home Assistance Grant (HAG) and a Disabled Facilities Grant. A principal component of the HAG is to fund improvements to the thermal efficiency of resident's properties through insulation and heating measures.

The installers are required to be registered with the appropriate trade associations and all installers on the countywide schemes must register with the 'Checktrade' scheme. Under the FTCH scheme over 5% of installs are independently inspected under a quality assurance agreement.

Smart Metering

Smart Metering GB presented at the last regional ALEO meeting and to the Suffolk Climate Change Partnership.

Any resident making an enquiry would be directed to the Smart Metering information on the [Green Suffolk website](#).

If smart metering usage data became available it could add a very useful new data set to the Suffolk housing stock database.

Minimum Energy Efficiency Standards in the Private Rented Sector

In West Suffolk, we formally recommend/enforce landlords to make energy efficiency improvements to their properties, to meet the minimum standards in the private rented sector under the **housing health and safety rating system**.

The public health and housing function of the West Suffolk Councils have an active grants programme, and a principal policy within the grant is to improve the thermal efficiency through better insulation and heating.

With regards to the new regulations we are awaiting further guidance before we determine our exact course of enforcement action. We will then look at the regulations in the context of our enforcement activity in the private rented sector. Our existing officers within the public health and housing team will be responsible for this area and will use the current pro-active programmes/surveys and respond to complaints to enforce the standards.

Measures which the authority has developed to implement energy efficiency improvements cost-effectively in residential accommodation by using area based/street by street roll out involving local communities and partnerships (e.g. social housing partners, voluntary organisations and town/parish councils).

As discussed earlier the 3 main county wide programmes have all used an area based approach to target the key residents for each of the programmes. Before we had developed the housing database we used LSOA data and local knowledge. This was particularly relevant for the Green Deal Communities Fund where we focused on identifying solid wall insulation properties. We have worked with groups listed above but the most effective technique for promoting our schemes remains targeted mailings to individual residents using the trusted council logo.

Time frame for delivery and national and local partners

As this report demonstrates Suffolk's partnership approach has a strong track record of delivering energy efficiency projects to the residents of Suffolk. West Suffolk councils will continue its work within the partnership with the aim of achieving the targets set out at the beginning of this report.

For further information please contact Andrew Oswald on 01284 757622 or email andrew.oswald@westsuffolk.gov.uk

Signed off by: Peter Gudde, Acting Assistant Director for Regulatory Services

APPENDIX A

Suffolk's Flexible Eligibility Statement of Intent

The version which was in this report has been superseded. For Suffolk Council's current Statement of Intent please visit the link below:

<http://www.greensuffolk.org/at-home/energy/sea/eco-flexible-eligibility-scheme/>