



Department for
Business, Energy
& Industrial Strategy

Home Energy Conservation Act 2021 Reports

Guidance to Local Authorities in England on
the Home Energy Conservation Act (HECA)
Reports for 2021

January 2021



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Introduction

The Home Energy Conservation Act 1995 (HECA) requires all local authorities (LAs) in England to submit reports to the Secretary of State demonstrating what energy conservation measures they have adopted to improve the energy efficiency of residential accommodation within that LA's area. This covers measures to improve properties in the owner-occupier, private rented sector, and social rented sector. The Department for Business, Energy and Industrial Strategy (BEIS) uses data submitted through these returns to inform policy thinking on energy efficiency, and to build an ongoing picture of local and national energy efficiency policy delivery.

This guidance document is issued by BEIS in accordance with the Secretary of State's powers under section 4 of the Act. It is to alert LAs of updates to the HECA reporting framework in advance of 31 May 2021 when the next reports are due, and to provide guidance on completing returns. The refreshed online reporting system used in 2019 successfully boosted the number of responses from 151 (2017) to 219 (2019). After a review of the 2019 process, it has been decided that the reports will continue to be submitted online and will continue to be centred around a series of questions and direct information points. The reports will now be submitted through Microsoft Forms. Details on how to request access to Microsoft Forms is in the 'Submission of HECA 2021 Report' section of this guidance.

Following the principles of open data, the department may publish anonymous information in an open data format to allow wider access and interpretation of the data by relevant key stakeholders, while ensuring that such publication complies with the terms of UK General Data Protection Regulations¹. BEIS will consider the value of publishing a summary report of the responses submitted by Local Authorities that highlights key themes and any evidence of common best practices displayed by respondents.

HECA 2021 Reporting Requirements

The reporting template is divided into sections of structured questions to capture information on a range of key themes:

Headline & Overview

The main strategies LAs have to promote carbon reduction and energy efficiency, the stakeholders they work with and the impact these strategies have.

¹ <https://www.legislation.gov.uk/ukpga/2018/12/contents/enacted>

Communication

How LAs engage stakeholders (including consumers and businesses) to promote awareness of energy efficiency.

Green Local Supply Chain

How LAs assess the capacity of local supply chains that support home retrofit and energy saving measures and how LAs are planning to grow this capacity.

Social Housing

Measures LAs have taken to improve the energy efficiency of Social Housing.

Private Rental Sector (PRS) Minimum Energy Efficiency Standards

How LAs enforce and promote awareness of the PRS Minimum Energy Efficiency Standards² that came into force in April 2018.

Financial Support for Energy Efficiency

Financial programmes used by LAs to promote energy efficiency.

Fuel Poverty

How LAs identify those in fuel poverty and any initiatives used to address this.

Green Homes Grant: Local Authority Delivery

How LAs have interacted with the Green Homes Grant Local Authority Delivery scheme.

The Energy Company Obligation (ECO)

How LAs are using ECO to help those in fuel poor households.

Smart Metering

How LAs promote awareness and uptake of smart metering

All questions are optional but, responses to all are highly encouraged. At the end of the structured questions sections, a final free response section invites authorities to provide information on any additional activities they undertake which they feel may be of interest to Government's energy efficiency and fuel poverty teams.

² <https://www.legislation.gov.uk/ukdsi/2015/9780111128350/contents>

Submission of HECA 2021 Reports

Having previously piloted the submission of reports via a digital platform, LAs will again be asked to populate their HECA Report online with materials submitted via the Microsoft Forms platform in 2021. No other reporting material or submissions will be required.

LAs will be sent a link to the Microsoft Forms survey when requested. To request the survey, the person responsible for completing the HECA report within the LA should email HECARReport@beis.gov.uk stating their Local Authorities name and that they wish to receive a HECA 2021 report link. Microsoft Forms does not allow respondents to save their responses and return at a later date. As such, we advise that respondents use the table of questions below to formulate their responses before opening the survey.

LAs continue to be required to publish their responses, and they can do this in whichever form they wish, so long as the published report contains relevant information submitted via the digital platform. It is not necessary for LAs to publish all the information submitted via the digital platform.

BEIS will consider if this approach continues to prove effective and supports the engagement and compliance of a greater number of authorities than in previous years. BEIS will also continue to evaluate how this approach can be further improved for the 2023 reporting year.

HECA Report 2021 Questions

Note: All questions have a 4000-character limit (Approx. 500 words)

| |
|---|
| Introductory Questions |
| <ul style="list-style-type: none">• Name of Local Authority Fylde Borough Council• Type of Local Authority Borough Council• Name, Cheryl Bennett, Principal Housing Services Officer, cheryl.bennett@fylde.gov.uk |
| Headline and Overview |
| <ul style="list-style-type: none">• Does your Local Authority have a current strategy on carbon reduction and/or energyefficiency for domestic or non-domestic properties? <i>For Fylde Council to achieve a net-zero target, it is important to understand where we are now. This means determining the amount of greenhouse gas emissions that are currently being produced from council operations and across Fylde.</i>• If yes, please provide a link https://new.fylde.gov.uk/business/environmental-protection/carbon-reduction/• If no, are you planning to develop one <i>Climate strategy for Fylde is under development</i> <i>Lancashire's 15 councils are collectively working on the development of the Greater Lancashire plan. The Plan will set a long-term strategic vision for economy, public</i> |

services and environment for the Lancashire Authorities and will underpin the development of a climate and decarbonisation strategy for the county.

- **What scheme(s) is your Local Authority planning to implement in support of energysaving/carbon reduction in residential accommodation properties in the next two years?**

Cosy Homes in Lancashire (CHiL) is a brand established by the 15 Local Authorities in Lancashire under which council backed energy efficiency schemes are delivered. A procured managing agent operates and delivers CHiL schemes on behalf of the local authorities. The following CHiL schemes are being delivered or developed for delivery during the next 2 years:

- *Delivery of ECO and ECO-Flex for cavity wall and loft insulation, replacement boilers and first-time central heating.*
 - *Warm Homes Fund – installation of first-time central heating.*
 - *Warm Homes Fund – installation of first-time central heating in Park Homes.*
 - *Community scheme gas connections – projects have been delivered in Blackpool, Wyre, Fylde and Chorley to date.*
 - *Green Homes Grant Local Authority Delivery scheme - £12 million of funding secured under Phase 1b and Phase 2. Work is underway on preparing the application for further funding rounds.*

- **What has been, or will be, the cost(s) of running and administering the scheme(s), such as the value of grants and other support made available, plus any other costs incurred (such as administration) as desired.**

In 19/20 funding was transferred to CHiL from FBC as part of the Affordable Warmth Grant (AWG), this funding received from LCC was to support vulnerable households within Fylde in need of replacement boilers.

Over the period 2019-2021 twenty-eight boilers were replaced within Fylde. Twenty-three of those were in 2019 with the remaining five replacement boilers in 2020

*19/20 FBC transferred £8,000 to CHiL under the AWG plus £2,015 top up
20/21 CHiL have £0.00 transferred as they are still in receipt of £8,000 AWG*

What businesses, charities, third sector organisations or other stakeholders do you work with to deliver the scheme(s)?

The CHiL admin hub works with local businesses to install ECO measures and engages directly with energy providers to secure funding, engaging with local stakeholders such as Home Improvement Agencies, local council grant teams, as well as Housing Standards and Environmental Health departments. CHiL also works with the following:

- *Affordable Warmth Solutions and National Grid to deliver Warm Homes Projects*
 - *National Energy Action (NEA). NEA is supporting the Lancashire GHG LAD application and will be delivering an element of the bid in Preston.*
 - *The Local Energy North West Hub, which has been supporting the development of the GHG LAD applications.*
 - *Local Registered Providers to develop and deliver GHG LAD projects.*
 - *We work collaboratively with Electricity North West Ltd to support their vulnerable customers with advice and measures*
 - *Connect4U is the charitable arm of CHiL set up to bring in investment to help vulnerable residents to access funds to help towards the cost of heating interventions.*
 - *As a past Ashden Award winner CHiL is a member of the Ashden Alumni network and is currently receiving professional mentoring to support and develop the Connect4U CIC to help raise its profile and bring in additional investments to further help fuel poor residents in Lancashire*
 - *Locally CHiL engages with local third sector organisations such as Citizens Advice and Age UK to link up services and cross-refer as well as with hospitals, drop-in centres, parish councils and community groups to raise awareness of CHiL schemes.*
- **What has been, or will be, the outcome of the scheme(s)? These outcomes could include energy savings, carbon savings, economic impacts such as job creation and/or increased business competitiveness or societal impacts such as alleviation of fuel poverty and/or improved health outcomes etc.**
- Since the last HECA report, CHiL schemes have delivered the following across Lancashire:*
- *565 first time central heating (WHF)*
 - *112 park homes first time central heating (WHF)*
 - *520 boiler swaps*
 - *34 Loft insulation*

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Energy and carbon savings achieved varies depending on the property type and the measure installed. Using average estimates from the Energy Saving Trust, loft insulation (0-270mm) can save an average of £161 / year on energy bills and 707 kg carbon dioxide / year (<https://www.energysavingtrust.org.uk/homeinsulation/roof-and-loft>) and Cavity wall insulation can save an estimated average of £130 / year on energy bills and 570 kg carbon dioxide / year. (<https://www.energysavingtrust.org.uk/home-insulation/cavity-wall>)Replacement boiler savings - Installing an energy efficient boiler - Energy Saving Trust

The GHG LAD phase 1b and 2 funding is anticipated to deliver renewable heating and insulation measures to approximately 1300 energy inefficient homes with a low Energy Performance Certificate (EPC) Rating. The funding will target low-income residents across Lancashire.

The CHiL scheme works with local installers and suppliers in the delivery of energy efficiency schemes supporting local businesses where possible. The delivery of GHG LAD projects will bring more local suppliers onboard, supporting them to upskill and supporting the local economy.

It can be difficult to track direct health impacts and savings from affordable warmth measures, however some of the personal stories and feedback received provides a narrative around the impact it can have on someone's life and wellbeing. Since July 2017 CHiL has delivered the following measures pan-Lancashire:

- 784 cavities – saving an estimated £101,920 on energy bills and 446,880kg CO2 per annum.
- 256 lofts – saving an estimated £41,216 on energy bills and 180,992 kgCO2 per annum.
- 72 First Time Central Heating
- 413 boiler swaps

Communications

- **Does your Local Authority provide any advisory services to customers on how to save energy?**

- **If yes, please briefly outline how this is undertaken.**

As part of the delivery of CHiL schemes, advice is provided to residents on energy efficiency, behaviour change and advice on energy bills, tariff switching, securing warm homes discount and signing up for priority services registers.

Council officers offer advice, signpost to support services and refer to CHiL.

- **How do you communicate or encourage energy saving amongst domestic consumers and/or local businesses?**

Residents are offered support and advice when measures are being installed. General information on energy saving and the schemes available are communicated to residents, through leaflets distributed via local charities, community events, health care providers and Local Authority service providers and the CHiL website and Facebook page. CHiL carries out targeted mailouts to advertise any specific schemes to residents.

Local Green Supply Chain

- **Have you made any assessment, or undertaken any analysis of the existing capacity in your local energy efficiency retrofit supply chain to support the decarbonisation of buildings by 2050? If Yes, please summarise the outcomes.**

The local supply chain is currently being assessed to identify a supplier framework for GHG LAD delivery and framework

- **What actions are you taking, if any, to upskill and/or grow the local energy efficiency installer supply chain? This could include the facilitation of training, and local installer networking opportunities.**

The GHG LAD scheme makes provision for upskilling and supporting local installers. The policy for delivery is to use Lancashire installers (or ones bordering Lancashire). We are using the Enabling Fund to help installers gain the necessary qualifications to be able to deliver measures using the LAD funding stream. Products, wherever possible, will be manufactured in UK

- **What actions are you taking, if any, to promote energy efficiency and the installer supply chain to consumers, and encourage households to consider energy retrofit?**

Please see answer above about communication to residents. Specific promotional material including leaflets, referral forms, web content, social media and press releases has been developed as part of the comms plan for delivery of the GHG LAD scheme.

- **If no action is taking place in either of these two areas, please let us know of any barriers you have encountered.**

For most of the districts in Lancashire the impact of austerity has reduced capacity to engage in schemes such as LAD. The CHiL collaborative and the willingness of all districts to work in partnership to deliver these schemes, has provided a workable model, allowing districts to bid for and deliver schemes, which would not have been possible on their own.

- **How effectively is your LA able to engage (Trustmark/PAS2035/PAS2030 certified) installers?**

See above answer

- **Do you have any plans to develop policies or initiatives in this space over the next five years as part of supporting your local decarbonisation efforts?**

New initiatives such as the GHG LAD schemes will support decarbonisation of the domestic housing sector.

- **What action, if any, has your LA taken to install energy efficiency or low carbon heat measures in social housing? Have these been installed to a satisfactory quality? What actions (if any) have your social housing partners taken?**

N/A

- **Do you have easy access to the information/knowledge within your organisation that you would expect to need for social housing retrofit projects? (e.g. stock condition; property data; approach to procurement; alignment with existing internal maintenance/upgrade plans; tenant engagement and management plans; costings)**

N/A

- **If no, would it be easy/difficult to obtain this information?**

N/A

- **Have you experienced any challenges to retrofit, including during any previous government schemes you have taken part in (e.g. supply chain, funding, tenant cooperation, mixed tenure, split incentive, policy clarity, etc)? Please provide some detail. Have social housing partners reported any challenges to retrofit?**

N/A

- **How does your LA currently/how will your LA in future plan to go about identifying suitable housing stock and measures for retrofit? How do social housing partners identify suitable stock? By the same measures or via a different method?**

N/A

What considerations would make you more or less likely to apply for government funding? If known, what is the opinion of your social housing partners?

N/A

- **To what extent are social housing tenants willing or unwilling to undergo retrofit, and what are the barriers and facilitators to their participation? If known, is this the same opinion across all social housing tenants or is it different with HA and ALMO tenants?**

N/A

- **Does the approach to retrofit change for leaseholders in mixed tenure blocks? What encourages them to co-operate?**

N/A

- **Is your authority aware of the PRS Minimum Efficiency Standards regulations requiring private rentals in England and Wales to meet a minimum energy performance rating of EPC Band E as of April 2020, unless a valid exemption applies?**

Yes

- **Which team within your authority is responsible for, leading on enforcement of the PRS minimum standard? the contact details of the person leading this team.**

Main contacts are:

Kirstine Riding, Housing Services Manager, kirstine.riding@fylde.gov.uk

Cheryl Bennett, Principal housing services officer, cheryl.bennett@fylde.gov.uk

- **What method or methods does your authority use to communicate with landlords and tenants about the standards and other related issues?**

Information is on the council website, occasional landlord forum meetings and occasional mailshot/emails to landlords.

The private sector housing team when they encounter excess cold under HHSRS, they have details of the legislation on their repair schedules, along with directing the landlord to those schemes which will help them bring their property up to the correct EPC rating. Rented properties within the selective licensing Areas are required to conform to the minimum rating although the same obstacles to EPC conformity apply as stated above.

In all cases Landlords are given details of the CHiL scheme.

- **What barriers, if any, does your local authority face enforcing these regulations (e.g. identifying non-compliant properties/landlords, budgeting/resourcing, any legal issues)?**

Enforcement activity around these regulations is currently limited and differs between local authorities. There are practical challenges in identifying non-compliant properties, contacting landlords and resourcing the activities. The complicated system of exemptions discourages use of these regulations and there is other legislation available to make energy improvements that local authority officers are more familiar with in the Housing Health and Safety Rating System. Over the last year, staff and resources have been redirected towards urgent work and responding to the pandemic.

- **Do you directly target landlords of EPC F and G rated properties to enforce these regulations? If yes, how? If no, please explain.**

We intend on carrying out proactive inspections on houses of multiple occupation (HMO) as these properties house some of our most vulnerable tenants. Fuel poverty in HMOs is a major concern and will be a primary focus when carrying out HHSRS inspections. We will also respond to complaints from tenants, and where appropriate will use the MEES regulations if this is considered the best enforcement option.

Where possible, please set out your answers to the following questions by tenure (owneroccupied, privately rented, or social housing).

- **What financial programmes, if any, do you have to promote domestic energy efficiency or energy saving? If applicable please outline the budget (and % of the budget that is used), where such funding is sourced and where it is targeted.**

Please see earlier answer on funding secured to promote and deliver energy schemes

- **What future investment for energy efficiency or low carbon heat measures do you have planned, and when are these investments planned for?**

See previous answer on GHG LAD schemes in development

Fuel Poverty

- **Does your Local Authority have a Fuel Poverty Strategy?**

The council doesn't have a fuel poverty strategy, however addressing fuel poverty is a priority outlined in key Health and Wellbeing reports. The current Report of the Lancashire Director of Public Health and Wellbeing identifies fuel poverty as a measure of inequality where Lancashire is significantly worse than the national average. The report sets out a commitment to tackle health inequalities in Lancashire. Fuel poverty is also a key consideration with the Climate Change Strategy and Action Plan 2030.

- **What steps have you taken to identify residents/properties in fuel poverty? What blockers, if any, have there been in identifying households in fuel poverty?**

CHiL works with local stakeholders such as Home Improvement Agencies, Citizens Advice and Age UK to identify vulnerable residents, link up services and cross-refer. We promote schemes and the measures available to frontline health and social care staff, ensuring the most vulnerable are targeted and link up with other council support services such as Disabled Facilities Grants.

We work with Electricity North West to support their customers that are identified as vulnerable and listed on the Priority Services Register. CHiL targets areas of high fuel poverty by holding community events, such as the 'heat and eat' events held during 2018. Properties that are known to require measures that we have funding for are targeted with mailouts and leaflet drops.

Properties with low EPC's and in areas of deprivation and fuel poverty are being targeted for measures, including those offgas communities..

The work over the last year to respond to the impact of the covid pandemic on our residents, particularly those vulnerable, has helped identified those that need additional support, this work is ongoing through the district community hubs and support networks established.

- **How does fuel poverty interlink with your local authority's overall Carbon Reduction Strategy?**

Yes, our key actions to address fuel poverty by improving the energy efficiency of properties through the installation of energy saving and renewable heating solutions together with advice on reducing energy usage are key actions to reduce carbon emissions from the domestic sector

- **Please highlight any fuel poverty issues specific to your area.**

Properties with low EPC's and areas of deprivation and fuel poverty, including those offgas communities such as residential parks in more rural areas. PRS property being targeted for inspections in January of 2022 will highlight any further fuel poverty issues in the area that we may not be currently aware of.

- **What measures or initiatives have you taken to promote fuel cost reduction for those in fuel poverty? Include information on partnerships with local businesses or energy providers you have.**

Please see previous answers on schemes and partnerships in place to promote energy saving measures and advice to those in fuel poverty.

Green Homes Grant Local Authority Delivery

Of the £2bn Green Homes Grant scheme introduced in summer 2020, £500m was assigned for Local Authority Delivery (LAD). LAD enables Local Authorities to bid for grant funding to support low income households in their area with energy efficiency and low carbon heating upgrades. £200m was made available through Local Authority grant competitions in 2020, known as phases 1A and 1B and £300m was allocated under Phase 2 between the five regional Local Energy Hubs.

- **Has your Local Authority Participated in GHG: LAD?**

If no, please indicate what barriers prevented you from participation in the scheme.

Not a stock holding local authority and insufficient data on PRS stock

- Would your Local Authority be in a position to manage the delivery of upgrades through a scheme such as LAD in 2022?

If yes, please indicate the anticipated number of homes that could be upgraded per year.

HMO inspection programme commencing in Jan 2022 of all PRS stock in Fylde will determine engagement in upgrades through LAD during 2022

The Energy Company Obligation (ECO)

The Energy Company Obligation (ECO) is an obligation on energy suppliers aimed at helping households cut their energy bills and reduce carbon emissions by installing energy saving measures. Following the Spring 2018 consultation, the Government set out in its response that ECO3 will fully focus on Affordable Warmth – low income, vulnerable and fuel poor households.

The ECO “Local Authority flexible eligibility” (LA Flex) programme allows LAs to make declarations determining that certain households in fuel poverty or with occupants on low incomes and vulnerable to the effects of cold homes, are referred to ECO obligated suppliers for support under the Affordable Warmth element of ECO.

LAs involved in the LA Flex programme are required to issue a Statement of Intent that they are going to identify households as eligible, and the criteria they are going to use; and a declaration that the LA has been consulted on the installation of measures in a home.

- Has your local authority published a Statement of Intent (Sol) for ECO flexibility eligibility? (Y/N)

<https://new.fylde.gov.uk/wp-content/uploads/2020/03/CHiL-Statement-of-Intent-V8-28-01-2020.pdf>

Please answer the following questions to help us to understand LA Flex delivery in more detail:

- How many declarations were issued for low-income vulnerable households
12
- How many declarations were issued for Fuel Poor households
12
- How many declarations were issued for in-fill?
0
- What is the highest income cap published in your Sol?
£30,000
- If you have used an income over £30k gross, what reason have you given
N/A
- Do you charge for declarations to be signed? If so, please state how much?
No

Smart Metering

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- Please provide a brief statement outlining your current or planned approach to promote smart meter take up and supporting residents to achieve benefits.
- Please provide further information on activities relating to smart metering, including but not limited to:
 - a. Integrating approaches to delivering energy efficiency improvements in residential accommodation
No
 - b. Arranging for smart meters to be installed by energy suppliers in vacant social housing premises
No
 - c. Using social landlords to promote smart meter uptake
No
 - d. Including smart meters in landlord licensing schemes
No
 - e. Supporting residents who have had appliances condemned for safety reasons
No
 - f. Other supporting activities
Nothing to add for these questions

Future Schemes and Wider Incentives

- Please outline any further schemes or wider initiatives not covered above that your local authority has carried out or is planning to undertake to improve energy efficiency in residential accommodation.

As part of the HMO inspection programme, we will be paying attention to properties that may benefit from grants for boilers, insulation etc. A programme such as this has not been conducted before and it is unsure what we will learn about the PRS. Our aim is clear, and we intend on focusing on fuel poverty. We want to advise tenants how to manage affordable heating and energy consumption, especially in HMOs where tariffs for energy are usually set by the landlord and tenants find it difficult to change supplier.

This publication is available from: www.gov.uk/HECA

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