

APPENDIX A**DARTFORD HOME ENERGY CONSERVATION ACT (HECA) 1995**
MARCH 2015 REPORT**EXECUTIVE SUMMARY**

This report demonstrates Dartford Borough Council's progress on the targets set out in the Dartford Home Energy and Fuel Poverty Action Plan 2012 – 2015.

1 Where we wanted to be by 2015

In our previous Action Plan we set out our ambitions for where we wanted to be in relation to energy efficiency by 2015. The Council is still working towards the targets in the Kent Environment Strategy and Climate Local Kent. The Kent targets were:

- Work towards a 34% reduction in emissions by 2020 (2.6% reduction per year). This included the domestic and industry/commerce sections
- Support the retrofit of 1000 homes across Kent in 2013 through the work of the Kent and Medway Green Deal Partnership

Our aims for the reporting period were to:

- Increase the amount of energy generated in the District from renewable sources from 2011 levels
- Reduce the number of households in fuel poverty from 2009 levels
- Monitor and report on the measures and carbon saving enabled through the introduction of Green Deal and the Energy Company Obligation (ECO) /ECO2

We chose actions in our plan that were in our sphere of control or influence and the actions were grouped under the same headings used in the Dartford Sustainable Home Energy Strategy and Action Plan 2005 – 2008. The Action Plan was published on the Council's website as required by the Department of Energy and Climate Change guidance.

We have used the following markers to assess progress towards our aims and the actions set out in the Action Plan 2012 – 2015

- Dartford Greenhouse Gas Emissions report (published annually)
- Dartford Average Domestic Energy – Department of Energy and Climate Change
- Dartford Emissions by sector per capita Carbon Dioxide (CO₂) emissions estimates (tonnes) – full local CO₂ emission estimates dataset –

Department of Energy and Climate Change (DECC) local and regional CO2 emissions per capita

- Fuel poverty figures – DECC sub regional fuel poverty data includes lower super output areas
- Excess Winter Deaths – Kent and Medway Public Health Observatory
- Domestic Solar Photovoltaics installations – DECC data
- Green Deal and ECO measures installed – Kent and Medway Green Deal Partnership

The table below shows the actions outlined in the Action Plan for 2012 – 2015 and includes a column showing progress against each action.

PROGRESS REPORT MARCH 2015
Actions to Improve Energy Efficiency in Residential Properties in the
Borough 2012 - 2015

A RAISING AWARENESS			
Number	Target	Date	Progress March 2015
A1	Provide information and presentations to Landlords, including the Landlord's Forum, on legislative changes concerning energy efficiency	Ongoing	Presentations made to Landlord Forum regarding energy efficiency schemes. This included a specific presentation encouraging landlords to join Warm Homes scheme although no measures installed as a result. 4 Landlord Forums have been held in the last 2 years
A2	Promote government and other grants and discounts for the installation of renewable energy systems to interested parties	Ongoing	Promoted Feed in Tariffs etc., on the councils website. Details of installs are included in the 2015 – 2018 Action Plan full report
A3	Provide training to Dartford Borough Council (DBC) officers to enable them when visiting homes to provide information on energy efficiency and grants if appropriate	2014	Regular updates via staff briefings, meetings, email, intranet messages etc., provided to officers about different schemes

A4	Provide information to Members on relevant energy efficiency projects	As necessary	Cabinet reports provided: collective switching – Cabinet 6/12/12, cabinet 24/10/13 and cabinet 20/10/14. DECC Green Deal Communities Local Authority (LA) Funds Cabinet 3/4/14
A5	Undertake presentations for external groups on request	As necessary	Provided when requested. 8 presentations
A6	Promote the introduction of the National Smart Metering Scheme to residents	2014/2015	Minimal input by the Council to date
B Schools and Education			
B1	Explore the feasibility of working with Dartford Youth Council to promote energy efficiency	2013/2014	Minimal input to date although advised of energy efficiency activities such as collective switching
C Gathering Information			
C1	Collect and collate information from Energy Performance Certificates data on assessed properties in the Borough to map potential areas for energy efficiency measures and provide a focus for additional energy efficiency works.	2013/2014	All Energy Performance Certificate (EPC) data compiled and analysed including Geographic Information System (GIS) mapping. Data has been used to identify key areas for work, property type etc. Data used for Phase 1 of the Warm Homes scheme plotting and the early stages of Warmer Streets
C2	Develop a system that enables the targeting of measures for vulnerable residents	2013/2014	Mosaic data (a consumer classification data system designed to help understand the demographics, lifestyles, preferences and behaviours of the UK adult population) Welfare Benefits data, EPC and government data used to target vulnerable residents for mailshots etc.
C3	Collate information on the energy rating of	2013/2015	EPC data collated. Energy efficiency data recorded

	all dwellings in the council stock and develop systems for keeping this data up to date following energy efficiency improvements		against council property data. Information collected from Warm Homes and to be requested from Warmer Streets project
D Providing information			
D1	Provide residents with information about energy efficiency measures and grants using media opportunities	Ongoing	Press releases, website update, various forms of media used including social media
D2	Raise Landlord awareness of changes to Energy Performance Certificate criteria	2013 - 2015	4 Landlord forum meetings have taken place and the process for landlords to register interest and obtain details about the Landlord Forum has been streamlined. About 10% of Landlord Forum membership attend the meetings. Energy Performance Certificate changes have been raised at meetings
D3	Run a series of features on the website to raise the profile and increase understanding of energy efficiency and renewable technologies and put processes in place to ensure information in kept up to date	Ongoing	Website regularly updated to take on board changing government grants and schemes
E Improving Housing Stock			
E1	Target landlords to participate in the private sector landlords leasing scheme	Ongoing to 2015	The leasing scheme has been promoted at Landlord Forum and 7 new properties have been signed
E2	Look at the feasibility of energy efficiency measures in Sheltered Housing Accommodation	Ongoing to 2015	Lighting has been upgraded in some buildings and solar photovoltaics (PV) systems in place on units. Details of these can be found in the 'our examples' section of this

			report
E3	Ensure the programme of planned works in the Council's housing stock links in with funds available including ECO funding	2013/2014	Linked the programme of works with the Warm Homes Enterprise/Amey Scheme
E4	Investigate new energy efficiency products being introduced and undertake trials where appropriate. Voltis Voltage Optimisation Unit is currently being trialled and monitored	2013	The Voltage optimiser trial did not work as expected. Feedback from the tenant was very poor and we are no longer looking at this. Following Continuing Professional Development (CPD) training on heat source pumps this has been offered to suitable residents but not received positive feedback
E5	Work in partnership with Kent and Medway Green Deal Partnership to deliver energy efficiency measures and reduce energy consumption within Kent	2013-2015	Dartford Council is an active project board member
E6	Work in partnership with an Energy Efficiency Scheme provider until the Kent and Medway Green Deal Partnership is operational	2012/2013	The Council was an active project board member in the development of Kent Warm Homes process
E7	Develop and monitor the Phase 1 Kent and Medway Green Deal scheme within the Swanscombe area (200 properties)	2013/2014	The Council ran the first pilot Warm Home project in Kent with Enterprise. Although very few installs actually happened during the pilot the Council methodically worked through a process from which other Kent Local Authorities (LAs) benefitted. Details of these can be found in the 'our examples' section of this report
E8	Work in partnership with Creative Environmental	2013	Some of the existing monies have been used for Coldbuster

	Networks to ensure that the remaining Kent Regional Housing Board monies available in Dartford are used for vulnerable residents		type properties. Currently in process of obtaining the remaining monies to use for Coldbuster related activities
F Engage with Partners			
F1	Investigate input from external agencies from health and care organisations on the different activities being planned	2013/2014	Liaise with the Council's Health Promotion Officer and other relevant health and care organisations
F2	Be members of Kent wide partnerships for energy efficiency, affordable warmth and climate change	Ongoing	Member of Kent Energy Efficiency Partnership (KEEP) and receive notes from the Climate Change Network
F3	Work with partners to progress energy efficiency actions including health sector, voluntary organisations etc.,	Ongoing	The Winter Warmth Scheme working with health sector and the Home Improvement Agency has been introduced and health released funding for the Council to use in the scheme
F4	Work in partnership with other agencies to develop new projects such as the Collective Switching Scheme and Winter Intervention Support Kent	Ongoing	The Council is committed to Collective Switching – Kent Energy Deal. Following a procurement process a third party oversees the process which the Councils promoted. We have now run a number of successful schemes. Details of these can be found in the 'our examples' section of this report where both registrations and 'switchers' are shown
F5	Work with Kent County Council (along with other local authorities and agencies) to deliver Green Deal/Energy Company Obligation	Ongoing	Dartford Council worked with key partners to put together a successful application for DECC Green Communities funds. This scheme Warmer Streets has been operational

			since April 2014. Details of these can be found in the 'our examples' section of this report
G Renewable Energy			
G1	Promoting renewable energy and the feed in tariff through the media	Ongoing	Information is available on the Council's website
G2	Promoting renewable heating incentives through the media	2013/2014	Information is available on the Council's website
G3	Support the installation of renewable energy in Corporate and Council buildings and monitor progress	Ongoing	A number of solar PV systems have been installed at sheltered housing units and some of the council housing stock. Following a procurement process a company is now monitoring the solar PV system to ensure they are working to their optimum
H Fuel Poverty			
H1	Introduce and promote a Collective Switching Scheme to residents in the Borough.	2013	The Collective Switching scheme has been promoted via Council Housing magazines, mailshots to target areas in the borough, properties identified as using storage heaters or pre-payment meters etc., The Council runs drop in sessions to register people without access to internet. Details of these can be found in the 'our examples' section of this report
H2	Aim to reduce fuel poverty in the Borough through promotion of the ECO scheme and monitoring take up	2013/2014	The Council has offered several ECO/ Carbon Emissions Reduction Target (CERT) related schemes in the past couple of years (previous scheme with Aran Services) and also promoted Home Heating Cost Reduction

			Obligation (HHCRO) and Winter Warmth schemes. With the Green Deal Green Communities fund the scheme has been offered in Carbon Saving Community Obligation (CSCO) identified areas
I Plan and Monitor Activities			
I1	Report on and revise this action plan every two years	2015	Completed
I2	Monitor the effectiveness of energy efficiency activities undertaken on behalf of Dartford Borough Council	Ongoing	A variety of data has been collected from schemes and government statistics to help analyse energy efficiency activities

**DARTFORD HOME ENERGY CONSERVATION ACTION (1995)
MARCH 2015 PROGRESS REPORT
EXAMPLES OF OUR SUCCESSES**

1. KENT WARM HOMES PROJECT PHASE 1

DARTFORD PILOT

Over the years Dartford Borough Council has worked in Partnership with a number of companies to offer insulation schemes to our residents of both our own Council housing stock and privately owned properties.

The Warm Homes project was originally intended to run continuously from October 2012 to March 2015, in line with the first phase of ECO funding, with the potential to continue to 2017 if the ECO programme was extended as expected.

In Phase 1 of the Warm Homes project Kent County Council on behalf of the Kent and Medway Green Deal Partnership (now the Kent and Medway Sustainable Energy Partnership – KMSEP) engaged an ECO funding provider to help facilitate the development of early pilot projects and provide an affordable warmth solution across Kent. Each of the pilots were to include approximately 200 dwellings and located in communities of around 4000 homes.

The nature of the procurement meant that engaging an ECO funding provider took longer than expected, but Enterprise Utility Services were appointed to the Framework in early May 2013. This project included Dartford as a pilot area and was offered initially in the Swanscombe area of the Borough and then expanded to

other parts of the borough. In September 2013 the project was advised by the ECO funding provider that they were unable to offer a solution for the Affordable Warmth (HHCRO Home Heat Cost Reduction Obligation) stream of funding. At this point after a review of HHCRO offers available Aran Services (one of Enterprise's sub-contractors) were engaged to offer this provision.

In December 2013 it was announced that ECO would be reviewed as part of the autumn budget statement. At this point, rates of funding available for ECO dropped significantly and access to funding through both Aran and Enterprise was impacted, resulting in the Warm Homes programme being put on hold. In March 2014 Enterprise withdrew from the ECO funding provider framework at which point Warm Homes Phase 1 effectively ceased delivery. Aran continued to support outstanding HHCRO referrals and to deliver the Winter Warmth programme utilising public health funding.

As the first pilot to take part in the Kent Warm Homes Scheme in many cases Dartford was used to trial processes and systems. This did result in much time being spent sorting out monitoring processes, referral processes, applications for funding from the provider of the service and obtaining new suppliers for services not offered by Enterprise/Amey. In addition there was a changing landscape in relation to how the scheme developed nationally. This resulted in the number of measures installed as part of the Dartford pilot being limited compared with the rest of Kent.

It has to be noted that due to the level of energy efficiency works undertaken in the Borough and the property types available in Dartford requiring measures the blend of funding available for this project wasn't a particularly good fit.

Dartford	Dartford Private	Dartford Social	Dartford Total
Carbon Emissions Reduction Obligation (CERO) Measure	5	0	5
CSCO Measures	3	0	3
HHCRO Measures	11	0	11
Winter Warmth (WW) Measures	5	0	5
Measures			
Loft virgin	3	0	3
Loft top ups	0	0	0
Cavity Wall Insulation (CWI)	4	0	4
Hard To Treat (HTT) CWI	0	0	0
HTT – External Wall Insulation (EWI)	1	0	1
Heating	16		16

CO2 and £ savings from Energy Saving Trust (EST) Estimated data	
Yearly (YLY) saving £'s	9849
YLY CO2 (kg)	26204 kg

Kent and Medway Total data – key figures

	CERO properties	CSCO properties	HHCRO properties	WW properties	Total properties	Total measures
Private total	168	143	68	92	471	402
Social total	683	232	0	0	915	930
Overall total	851	375	68	92	1386	1446
ECO value (£)						£1223596
Other funding						£388,388
Est lifetime £ saving						£6260,550
Est lifetime CO2 saving (kg)						24267843

Aran Services HECA report figures 2013 – 2015

Total Number of completed measures 29

Total Tonnes of Carbon saved 17,419

Description of measure	Number of measures	Average carbon saving	Total carbon saving
Loft insulation less than 100 mm	8	700	5600
Loft insulation more than 100 mm	0	70	0
Loft insulation top	1	250	250

up (unspecified)			
Cavity wall insulation	12	747	8964
Solid wall insulation	1	1100	1100
Boiler replacement (gas) from E rated	7	215	1505
Solar PV (4kW)	0	1850	0
Heat pumps	0	1000	0
Solar thermal (replacing gas)	0	270	0

2. WARMER STREETS

Warmer Streets is a £4m energy efficiency improvement programme led by Dartford Borough Council in partnership with Sevenoaks District Council and Kent County Council.

The scheme is designed to support residents install heavily subsidised home improvements such as solid wall insulation and new heating systems. The aim is that residents will benefit from warmer, more energy efficient building and have more control over their energy bills. The aim of the project is to support 910 domestic homes and 90 non domestic buildings.

Residents can receive measures recommended by a Green Deal Assessment Report (GDAR) such as solid wall insulation, cavity wall insulation, loft insulation, heating controls, replacement boiler, draught proofing, glazing replacement, hot water cylinder thermostat and hot water cylinder thermostat. The Green Deal Assessment (GDA) is provided at no cost to the resident and no obligation, Warmer Streets use the GDAR to provide an offer to the resident detailing what the costs are for each measure and how Warmer Streets can contribute.

Details relating to the scheme as at week ending 6 March 2015

Dartford – Domestic

Subject	Comments	Cumulative
Number of events	Events attended by the Warmer Streets Engagement Team including event held by other organisations and agencies	60
Number of homes receiving information leaflet	Hand delivered leaflet by Engagement Team	11652
GDA	Number of assessments booked	767

GDA	Number of assessments carried out	622
GDA reports	Number of GDA reports received	573
GDA reports	Number discussed with residents	103
Technical Surveys	Number of technical surveys carried out	72
Plans	Number of plans discussed with residents	430
Energy Plan	Number of Energy Plans signed (measures agreed)	199
GD Finance (GDF) Plans	Number of GDF plans signed (measures agreed)	11
Measures	Number of homes with measures installed	19

Works pending installation as at week ending 19 March 2015

Works	Tree	East hill	West hill	Dartford wide	Dartford BC Stock	Total
EWI	104	28	2	0	15	145
Boiler	40	12	2	4	0	58
Loft	45	35	1	2	52	135
CWI	11	9	0	1	6	27
Heating controls	18	8	2	0	0	28
Cylinder jacket	4	4	1	0	0	9
Cylinder thermostat	2	1	0	0	0	3
Glazing	3	1	0	0	0	4
Draught proofing	2	0	0	0	0	2

3. COLLECTIVE SWITCHING – ENERGY DEAL

A successful bid to the Department of Energy and Climate Change 'Cheaper Energy Together' fund provided £20,700 to support the 'start up' and promotion of the scheme across four authorities in Kent including Dartford.

The Collective Switching Scheme in Kent – Energy Deal, was launched in April 2013 by the Council and delivered in collaboration with the districts of Dover, Gravesham and Tunbridge Wells. Two campaigns have been run, the first from April 2013 to June 2013 and the second from December 2013 to February 2014. Dartford Council also recently offered a campaign to its residents with an auction date of 13 October 2014. This particular campaign has been promoted to link with the DECC funded Warmer Streets Scheme operating in parts of the Borough. Tonbridge and Malling Council subsequently joined Energy Deal in November 2014 and all the districts involved in Energy Deal have taken part in the most recent Big Community Switch (BCS) scheme with the closing date on people accepting their offers of 16 March 2015. The latest auction gave very good savings and I Choosr who runs the campaign for Energy Deal have made contact with some people who had registered with the scheme when it first ran in 2013. We are currently waiting on final switching details.

Dartford Borough Council has promoted Energy Deal through a variety of activities: presentations at Elders Forum, Healthy Living Centre, drop in sessions, use of social media, posters in public car parks, mail shots to targeted areas in the Borough, benefit recipients, council housing magazine, newspaper adverts and letter drop to areas with low EPC bands.

BCS2 (June 2013)	Total Energy Deal	Energy Deal					BCS
		Dartford	Dover	Gravesham	Tunbridge Wells	Tonbridge & Malling	
Total Registrants	2130	686	501	473	470	-	23356
Total Complete Registrants	1915	605	451	428	431	-	21161
Switchers	208	55	57	54	42	-	6%
Average Saving £	93	91	93	92	97	-	94
Average Realised Saving £	127	117	119	128	151	-	133

BCS4 (Feb 2014)	Total Energy Deal	Energy Deal					BCS
		Dartford	Dover	Gravesham	Tunbridge Wells	Tonbridge & Malling	
Total Registrants	1399	300	589	230	280	-	27574
Total Complete Registrants	748	158	329	118	143	-	25483
Switchers	383	85	148	73	77	-	24%
Average Saving £	202	176	160	199	323	-	176
Average Realised Saving	202	228	195	182	208	-	211

BCS6 (Oct 2014)	Total Energy Deal	Energy Deal					BCS
		Dartford	Dover	Gravesham	Tunbridge Wells	Tonbridge & Malling	
Total Registrants	-	161	-	-	-	-	9628
Total Complete Registrants	-	139	-	-	-	-	8917
Switchers	-	47	-	-	-	-	29%
Average Saving £	-	187	-	-	-	-	170
Average Realised Saving £	-	222	-	-	-	-	202

BCS7 (Feb 2015)	Via Referral Link						BCS
	Energy Deal	Dartford	Dover	Gravesham	Tunbridge Wells	Tonbridge & Malling	
Total Registrants	575	44	145	34	16	33	16507
Total Complete Registrants	523	42	133	32	13	32	15130
Switchers	103	8	45	7	6	8	23%
Average Saving £	246	213	221	215	370	251	247
Average Realised Saving £	277	285	253	194	434	269	277

Via Council

A combination of registrations via referral link and plus all 'energy deal' referral link registrations

BCS7 (Feb 2015)	Energy Deal	Dartford	Dover	Gravesham	Tunbridge Wells	Tonbridge & Malling
Total Registrants	847	105	237	104	65	252
Total Complete Registrants	775	103	225	102	62	251
Average Saving £	241	219	225	227	294	251

4. SOLAR PHOTO VOLTAIC PANELS (Solar PV)

In 1 April 2010 the Government introduced the Feed in Tariff (FIT), whereby any electricity produced over and above the electricity usage level of the property to which the Solar PV is fitted can be sold back to the national grid at a level set by the Government. The figure received for electricity generation which is set by the Government and paid per kilowatt and has changed a number of times since FITs

commenced. Once your system has been registered, the tariff levels are guaranteed for the period of the tariff (up to 20 years) and are index-linked.

The aim of the Solar PV is to reduce the energy expenditure of the affected tenants and positively impact on their fuel poverty, and to contribute towards meeting the Government targets.

The Council has installed a number of Solar PV systems on Council properties in the Borough:

PROPERTY NUMBERS			
Willow Road	73	Cedar Road	1
Elm Road	5	Chestnut Road	6
Hawthorn Road	7	Mead Road	2
Maple Road	2	Crusader Court	31
Laurel Close	5	Olive Avenue	8
Beech Road	3	The Homestead	

We have delivered a renewable energy programme to install solar PV on a number of Council properties both on domestic properties and sheltered housing units. The following table shows the solar PV figures for supported housing as reported in our last Greenhouse Gas Emission Report 2013/14.

Address	Production	CO2/tonnes	Income
Mill Court	14053	7.37	£2671
Warren Court	26053	14.11	£5114
Lenderyou Court	17,860	9.37	£3,395
Wardona Court	23,270	12.21	£4,423
Thatcher Court	25,437	13.34	£4,835
The Homestead	11,407	5.98	£2,168

The Sheltered Accommodation electricity consumption has reduced during the year 2013/14. All solar PV Systems are monitored by a Contractor.