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|  |  |  |  |  | **Timescales** |  |  | **FUEL POVERTY ACTION PLAN** |
| **Category** | **Action** | **Responsibility** | **Available to** | Short  1-3 months | Medium  4 - 9 months | Long  9+ months | **Update/Comments** | **FC update 29 July 2022** |
| **Property** | Order and obtain programme of works for pipeline infrastructure for viable connections | Falkirk Council | Falkirk Council Tenants |  |  |  | Avonbridge, California, Slamannan Whitecross & Letham to be taken forward with gas infrastructure programme followed by individual property connections. | **Ongoing**  We have received a drafting of external legal advice (27/05/2022) on the validity of carrying out a direct appointment to SGN, which is now being reviewed by officers. However, we are also exploring other procurement routes should the direct match not be possible. |
|  | Further assessment of options for the remaining villages including renewable technologies | Falkirk Council | Falkirk Council Tenants |  |  |  | Blackness; Standburn; South Alloa, Torwood and Limerigg covers all areas with no gas infrastructure. | **Ongoing**  **Phase 1**  Works have now started with ASHPs installed at 11 addresses. There has been a delay in materials for the PV installs although this will hopefully be rectified early June.  A letter has been issued to tenants affected to keep them informed.  Social/occupancy surveys with 13 tenants has now taken place. These will be repeated 6 months after the new heating has been installed. To date, 3 tenants have refused the proposed change of heating.  **Phase 2**  We are currently carrying out an exercise to appoint a contractor to carry out these works. Once the contractor is appointed, we will provide tenants with indicative installation dates.  The Energy Officer will install internal temperature and humidity monitoring devices in 2 properties prior to the new heating being installed in Phase 2. This will provide comparative data and assess the impact on the thermal comfort of the new heating.  We are in early stage of discussions with service providers. |

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|  | Recommendations from property visits will be implemented, radiators / thermostat issues. Ongoing support for tenants experiencing issues | Falkirk Council | Falkirk Council Tenants |  |  |  | Fabric of buildings meeting SHQS and EESSH.  Energy Performance Certificate’s show all at Band C or D rating.  Servicing and responsive repairs to existing heating systems ongoing. | **Ongoing**  Service & Repair contract:  As of the 31st of May 2022, there have been 270 Services completed to date. averaging 16 properties per week. Current no access rate is 25%  Small scale remedial works are also being carried out as part of the servicing and repair contract. |
|  | Window & door programme estimated to commence late 20/21 | Falkirk Council | Falkirk Council Tenants |  |  |  | Doors and windows at the end of their useful life. Forms part of the Council strategy of a fabric first approach to meeting EESSH2. | **Ongoing**  Works have started in all 3 areas Central, West & now East. Contractors are preparing to increase the number of installations.  Installs in Central & West areas have increased to 5 per day with a total of 174 completed overall.  In the East area 2 installs are completed per day with a total of 52 completed overall.  Additional resources have been identified to increase the number of instals per day in the East. A number have snagging to be completed however this is improving.  Programming has also started for the future years in line with the fabric programme works. Tenants will be contacted ahead of Year 2 surveys starting. |
|  | Investigate new funding and loan options for owner occupier and private residents to participate on the opportunity for a new system or gas connection | Falkirk Council | All residents |  |  |  | Home Energy Scotland can offer advice for non-council properties. FC staff will also investigate funding options. | **Ongoing**  Further information can be found at;  [www.homeenergyscotland.org](http://www.homeenergyscotland.org) |
| **Communication Strategy** | Develop a Consultation Strategy support and engage with its tenants and residents facing difficulties with the heating systems. | Falkirk Council | Falkirk Council Tenants |  |  |  | Communication Strategy developed and passed to SHR as Part of Engagement Plan. | **Complete**  Communication Strategy is available on the Council’s website. [Help maintaining, adapting or repairing your home - Wet electric heating systems | Falkirk Council](https://www.falkirk.gov.uk/services/homes-property/housing-support/repairs-maintenance/wet-electric.aspx)  Tenant representatives have volunteered to work with us on the Communication Strategy to help us to prepare communication that meets tenants needs. |

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|  | Update web page to publish advice and progress on works programmes | Falkirk Council | Falkirk Council Tenants |  |  |  | Information published and kept updated | **Ongoing**  Information on the Falkirk Council website can be updated in ‘real time’ and is accessible from a variety of devices. |
|  | Provide tenants with regular updates by their preferred method of communication (Letters) | Falkirk Council | Falkirk Council Tenants |  |  |  | Individual letters issued to tenants February 2022.  Postal survey seeking views of tenants affected issued and findings considered and published.  Letter to be issued in June to provide an update and information regarding the survey. | **Complete, with further letters and communication to follow.**  Information is shared in a range of ways including direct communication with those affected and wider communication. As of 31st May a personal letter has been issued to tenants residing in the villages receiving gas along with a questionnaire seeking views on whether they would wish to consider an alternative green energy heating system.  Of the 716 letters issued, we received a 31% response rate. Based on the response only, the results were as follows:   * 72% were not happy with their current heating and 28% were happy. * 71% want Gas central heating and 29% do not want gas. * 69% did not want to consider a green energy solution and 31% would consider it. * Preferred heating choice was 55% gas, 23% ASHP and 22% were happy with their existing heating type. * 83% noted their preferred method of communication was by letter with 13% noting Email.   The results of the questionnaire have been collated and published on the Council’s dedicated webpage. |
|  | Prepare regular newsletters | Falkirk Council | Falkirk Council Tenants |  |  |  | First Newsletter issued with letter in February 2022. | **Complete, with further newsletters to follow.** |
|  | Prepare updates for the Tenant Talk Magazine | Falkirk Council | Falkirk Council Tenants |  |  |  | The Tenant Talk magazine is sent to all our tenants three times per year. The magazine will be used to updated tenants on programme information, advice and support on fuel cost and energy saving tips. | **Complete, with further articles to follow.**  Spring 2022 Edition of Tenant Talk printed and posted to tenants in March 2022. |
|  | Continue to engage and support the network of community groups | Falkirk Council | All residents |  |  |  | Falkirk Council Community Engagement Team and Community Planning Team will provide support and advice to people within the community who are considering establishing a group such as a Registered Tenants Organisation and will work together with the community to address needs locally. | **Ongoing** |

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|  | Housing Operations kept fully informed | Falkirk Council | Falkirk Council Tenants |  |  |  | The front-line Housing Officer plays a crucial role in communication with tenants. | **Ongoing**  Housing Operations Teams are informed of plans and progress to assist with any enquiries. |
| **Welfare Benefit and Financial Advice & Support** | Provide confidential personal advice and guidance for:  - Welfare benefits  - Income maximisation and debt management | Falkirk Council | All residents |  |  |  | The following links are available on Falkirk Council Website. Residents are asked to:   1. Residents can check they are getting all the income to which household is entitled. This can be done via <https://falkirk.entitledto.co.uk/home/start>      1. If it is identified that a resident has entitlement to any other benefits but have difficulty in successfully applying for this, we can assist - <https://www.falkirk.gov.uk/services/benefits-support/help-with-welfare-benefits.aspx> 2. If a resident has debt or difficulty budgeting, because of energy costs we can offer independent advice - <https://www.falkirk.gov.uk/services/benefits-support/money-advice.aspx>   If anyone needs help to access these services, they can visit any Advice and Support Hub. <https://www.falkirk.gov.uk/places/oss-ash/> | **Ongoing**  Advice and guidance was also included in the Newsletter.  Included in the newsletters was specific contact details should any tenant or neighbour have any worries or concerns about finances. |
|  | Provide financial support to assist with energy costs | Falkirk Council | All residents |  |  |  | The Council is providing a one-off payment of £100 to households in receipt of Council Tax Reduction and living in an off-gas area.  A second letter will be sent to all the households in off-gas areas who we were unable to reach re: the one-off payment of £100 at the end of March/beginning of April.  Several off-gas households have been referred for a payment through the Household Support Fund. This fund has been set up to support low-income households struggling with the rising cost of living. | **Ongoing**  427 off gas households have been identified as eligible and most people have now received this payment. Second letters were sent out to those we hadn’t reached asking them to get in touch with us by email or telephone. We have now managed to provide this additional support to 85% of eligible households (365 households).  Our Household Support Fund supported 1157 low-income households across the Council area with a payment to support essential needs such as food and fuel costs. This supported 1439 adults and 1178 children at a total cost of £183 725. |
|  | Offer advice on financial support | Falkirk Council | All residents |  |  |  | Advice and information has been provided. | **Ongoing**  Advice and information has been provided on the Council’s website, letters, Newsletter and Tenant Talk magazine. Updates will be provided as an when necessary. |