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|  |  |  |  |  | **Timescales** |  |  | **FUEL POVERTY ACTION PLAN** |
| **Category** | **Action** | **Responsibility** | **Available to** | Short1-3 months | Medium4 - 9 months | Long9+ months | **Key themes** | **UPDATE ON ACTIVITY****31st**  |
| **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** Scottish Gas Network (SGN) are undergoing their own procurement exercise to appoint contractors to deliver this project. Until these resources are in place SGN cannot provide a firm work programme, however, have intimated that the work is likely to be carried out in three sections: - * Letham
* Whitecross
* Slamannan/California/Avonbridge

SGN project the programme will start early 2023 and complete in 2024. Gas supply will be available to progress to installations after each individual area is completed.Regular meetings are now taking place between SGN, Place Services and Housing. The design is being developed, SGN have carried out a walk of the proposed routes to establish any area of additional requirements, such as network rail, bridges, private land etc. are now in touch with the relevant offices from network rail, FC engineers and legal regarding off road areas, and private landowners.Proposed dates will be available after these areas are designed and agreed however they will still be at a higher programming level at that point until works are tendered fully. Once this programme is available, a further letter to all tenants will be distributed. This will allow tenants to make an informed choice whether to wait for gas heating or consider alternative renewable solutions, subject to available funding.SGN intend to appoint a comms officer to ensure consistency, with a dedicated webpage set up for information and temporary drop-in centres set up to allow residents to pop in, get info and ask questions. When all concluded the intention is for information regarding location of works, temporary traffic lights, and roads closures will all be made available to residents to allow them to plan and be aware of what is happening when. |
| **Property** | 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**ASHP installations to properties included in Phase 1 are complete except for one property in a communal block where consultation with owners is ongoing. A follow up survey will take place 6 months after the installation date of the new heating system to review findings.To date, 3 tenants have refused the proposed change of heating.**Phase 2**  Scottish Government (SG) Funding approval for Phase 2. Email confirmation of match funding received by Falkirk Council 17/11/22, SG still to provide formal notice in the form of a draft grant letter before work can commence. Given that the award is imminent, it is envisaged that the Ph2 installation contract will be awarded mid-December 2022 The Energy Officer has installed internal temperature and humidity monitoring devices in 1 property in Limerigg 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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| **Property** | 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**Servicing Programme update:Up until the 1st November 2022, 620 properties have received an annual service. Works are ongoing but have been hampered by a high level of no accesses. In response to this, our contractor has contacted all properties where a annual service is still required. Tenants have been called weekly including a recent letter drop requesting access. given the current situation the contractor has advised that until access is provided, they are working on a repair call out basis while trying to get in touch. when a repair comes through for any of these properties a service is carried out at the same time. further support from our Housing Services Team has been sought to reduce these numbers. |
| **Property** | 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****Year 1**A total of 1103 properties have received new windows and doors this includes: - * 291 of 421 properties in the East area
* 401 of 417 in the Central area and
* 411 of 461 in West area.

Customers have expressed high levels of satisfaction with over 90% of tenants reporting satisfaction on the post installation customer feedback surveys.**Year 2**Surveys have started for the properties programmed in Phase 2 with the first installs already completed, year 2 is now progressing well. |
| **Property** | 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. And can be viewed here - [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)In the period July-September 56 unique visitors looked at the web page. There were a total of 111 views. In addition to this there were 67 views from a mobile device. We will continue to monitor this method of communication.We know that not all our tenants use digital devices, and we will ensure that information is included in a range of ways and is inclusive by including personal contact and written communication.Tenant representatives worked with us on the Communication Strategy to help us to prepare communication that meets tenants needs.   |

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| **Communication Strategy** | 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.  July 2022 Improvement Plan published on Website 11 August 2022. Does this bit need updated??Tenant representatives attended a meeting on 3 October 2022, to discuss/review web content. Work is ongoing to update the web page taking account of feedback |
|  | 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.Update Letter delayed until we have a confirmed programme from SGN. This was agreed with tenant representatives as they felt this would allow tenants to make for informed decisions whether to wait for gas or consider ASHP & PVs. | **Complete, with further letters and communication to follow.**Information is shared in a range of ways including direct communication with those affected as detailed above.  |
|  | 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. So far this has included an article in the May edition and July edition | **Complete, with further articles to follow.**Articles on the Energy Price Cap, Help towards Fuel Bills, the Warm Homes Discount and the Priority Services Register have all been included in issues of Tenant Talk this year. Further energy related articles will be included in 2023 editions. |
|  | 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.  |  **Housing Service Community Engagement Team have met with various community representatives on various occasions to discuss the possibility and benefits of setting up a Registered Tenants’ Organisation (RTO). However, to date, no volunteers have come forward to set yup such a group. The option of setting up an RTO will remain open.** |

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| **Communication Strategy** | 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. We are also using a range of methods including Tenant Talk and digital on the web. |
| **Communication Strategy** | 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** Access to advice and guidance is widely promoted across the Falkirk area.There will be other financial support available this winter: -Energy Bills Support Scheme - £400 grant to be paid in instalments between Oct 2022 – March 2023.Extra Winter Fuel Payment - Pensioner Households to receive an additional £300 paid with the usual Winter Fuel Payment, Autumn 2022.Cost of Living Payment - Households in receipt of disability benefits will receive a one-off payment of £150, from 20 September 2022.Households in receipt of means tested benefits will receive £650, two payments, summer and autumn 2022.There is now a link on the Falkirk Council web site with this information and more:-[Benefits & support - Energy grants | Falkirk Council](https://www.falkirk.gov.uk/services/benefits-support/energy-grants.aspx) |
| **Communication Strategy** | 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. This is currently being reviewed and the website will be updated accordingly.427 off-gas households have been referred for a payment through the Household Support Fund.365 households (85%) have received this support to date. This fund has been set up to support low-income households struggling with the rising cost of living.  | **Ongoing**We recently wrote to 48 households eligible for financial assistance but received no response, therefore Housing Officers will engage with these households directly regarding their entitlement to the payment.Addresses in receipt of Council Tax Reduction will receive a £75 payment through Local Authority Economic Covid Recovery Fund (LACER) funding – letters to be sent out in December, with each eligible household being offered the chance to receive a payment before Christmas The Household Support Fund is now open as of September 1st.Whilst the Household Support Fund is a referral-based fund - I.e. only Falkirk Council Services and trusted partners such as CABs and RSLs are able to refer individuals, come early October members of the public will be able to declare an interest in being referred for the fund, via a separate webform. This will allow us to provide individuals with a one-off payment as well as identify other areas of support available. The above form has been delayed but will be available by the end of November. Information on the fund can be shared with off-gas villages in relevant places, i.e., newsletter, social media etc. |
| **Communication Strategy** | Offer advice on financial support  | Falkirk Council | All residents |  |  |  | Advice and information have been provided. | **Ongoing**Advice and information have been provided on the Council’s website, letters, Newsletter and Tenant Talk magazine. Updates will be provided as an when necessary. |