



The Moray Council
Fuel Poverty Strategy
2004 - 2009

'Affordable Warmth for All'

in association with



The time-scales used in the Action Plan are as follows:

Short: 0-1 year

Medium: 1-2 years

Long: 2-5 years

Ongoing

If a task is described as “medium” it is likely to commence up to a year into the Action Plan and will take up to two full years from April 2004 to complete. “Ongoing” refers to a task that will continue throughout the period of the Action Plan and beyond.

No	Objectives	Associated tasks	Partners	Time scale	Outcome
THEME 1 ASCERTAIN THE NATURE AND EXTENT OF FUEL POVERTY IN MORAY.					
OUTCOME: TO KNOW WHERE FUEL POVERTY IS LIKELY TO BE A PROBLEM SO THAT ACTIONS CAN BE TARGETED.					
A	Identify all low-income households within any housing sector in Moray	A1 - Utilise existing data sets (such as SCORE, SIMD 2004, Census) to create a map of fuel poverty across Moray	TMC Housing, SCARF	Short/ Medium	Completed Map of Moray at ward level produced. Work is now underway to produce map at datazone & census output area level.
		A2 – Undertake further research to fill any information gaps	TMC Housing, SCARF	Short/ Medium	Action carried forward to next Strategy
B	Identify all properties that may have a low NHER rating	B1 - Use data from the Scottish house condition survey, HECA spreadsheet and utility providers to identify properties that have NHER rating of below 5	TMC Housing, Utilities representatives	Medium	SCARF routinely provide tailored information to those who submit a home energy questionnaire to them.
		B2 – Undertake a stock condition survey	TMC Housing		Completed in 2005 for Moray Council stock and is updated on an ongoing basis

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C	Identify all properties where energy efficiency improvements are likely to be impractical (Hard to Treat)	C1 - Use Council stock records and data from 1B to create a map of high-risk areas.	TMC Housing	Medium	Completed for Moray Council stock– see C2
		C2 - Obtain data to identify properties that are likely to have high fuel costs e.g. those not on mains gas	TMC Housing, TRANSCO, SCARF		The cost of providing mains gas to Provost Christie Drive, Rothes has been prohibitive, even when central grant funding is included. The Council has completed a successful trial fit of an air source heat pump and is now implementing a programme of similar heating system upgrades to Provost Christie Drive, Rothes, as an alternative solution to mains gas.
D	Quantify the size of groups where there is a requirement for higher level of heating e.g. disabled people, elderly people and young children	D1 - Use the map created in 1A and records from Community Care	TMC Housing, Community Care, Children's Services	Short/ Medium	The SCARF Cosy Homes Project provides information through its partnerships with health and voluntary sector agencies on an ongoing basis.
<p>STRATEGIC THEME 2: RAISE AWARENESS OF FUEL POVERTY OUTCOME: ALL HOUSEHOLDERS IN MORAY AND THOSE WORKING IN RELEVANT AREAS CAN RECOGNISE POTENTIAL INDICATORS OR SIGNS OF FUEL POVERTY</p>					
E	Raise awareness throughout partner agencies of the existence and symptoms of fuel poverty along with its adverse effects	E1 - Present baseline information obtained in 1A to relevant organisations	SCARF, EEAC	Short/ Medium	Training was provided by the Energy Savings Trust to all frontline Council staff. Phase 2 of this work during 2006 will develop rollout of the training in Moray Council. SCARF provided training through MEEAP and Cosy Homes
F	Identify the staff in all agencies requiring energy awareness training and basic energy information	F1 - Gather a 'role list' of staff in the relevant agencies who are likely to be in contact with those in fuel poverty	MEEAP	Short	Achieved

No	Objectives	Associated tasks	Partners	Time scale	Outcome
		F2 – Provide training packages to all agencies servicing the community	SCARF, EEAC Short	Short/ Medium	Cosy Homes delivered training on identification of fuel poor households. Energy and waste awareness training run for MC staff by Corporate Training Team in Feb 08 as part of the Social Awareness training programme. In Oct 2008 SCARF delivered TMC, RSL and NHS staff training on energy awareness.
G	Raise awareness of householders of the help available to support the achievement affordable warmth throughout partner agencies	G1 – Distribute information leaflets through Council Access points, schools, community centres etc	SCARF, MEEAP, TMC Housing, Moray Health and Social Care Partnership, Local area forums	Medium	SCARF undertook direct mail promoting energy efficiency to 70% of households in Moray during Energy Saving Week – Oct 2005 SCARF undertook 'Save your 20%' campaign in partnership with CO-OP stores in Moray during Energy Advice MEEAP leaflet developed. SCARF Fuel Cost Campaign run annually
		G2 – Have a fuel poverty advice section on the Council website		Short	Achieved.
		G3 – All social rented landlords provide new tenants with an energy rating of the house		Medium	NHER is recorded in IWorld for all MC properties. Potential to improve fuel efficiency info given to tenants through HOT
		G4 – All private properties will have a NHER rating as part of sellers pack		Long	Home Information Packs now implemented nationally

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H	Ensure that all information and advice is accessible and understandable to all groups	H1 – Create one document that provides all the relevant material	SCARF, MEEAP, TMC Housing, Moray Health and Social Care Partnership, Local area forums	Medium	SCARF's Fact Sheets available on website and in hard copy.
		H2 – Make this document available in various formats			MEEAP Mobile library roadshows carried out. Rural CO-OP stores participated in SCARF's Save Your 20% campaign (Feb 2006) SCARF have exhibited at and run workshops at each annual Tenants Conference to date
		H3 – Carry out more 'roadshow' events in rural areas			
<p>STRATEGIC THEME 3: IMPROVE THE HOUSING STOCK ACROSS ALL TENURES OUTCOME: A MEASURABLE REDUCTION IN THE ENERGY SAVINGS OF ALL HOUSEHOLDS IN LINE WITH THE HECA TARGETS</p>					
I	Ensure that all social housing in Moray complies with the energy efficiency criteria of the Scottish Standard for Social Housing by 2015	I 1 – Undertake stock condition Survey	TMC Housing	Short	Completed Will be complete in April 2005

No	Objectives	Associated tasks	Partners	Time scale	Outcome
		I 2 - Produce a Standard Delivery Plan.	TMC Housing and RSLs	Short	<p>TMC Standard delivery Plan was submitted to the Scottish Government in 2005</p> <p>A Stock Condition survey was completed prior to submission of the Service Delivery Plan to the Scottish Government in 2005.</p> <p>All council properties have double glazing, central heating and appropriate insulation where possible.</p> <p>SG Inspection report 2008 states that Moray Council's stock is in good condition and the Council will be able to meet the SHQS by 2015. Also that the Council surveys its properties on an ongoing basis and is less reliant on cloned stock condition data.</p>
J	Maximise the uptake of energy efficiency improvements and central heating installations in the owner/occupier sector	J 1 - Production of a grants/funding matrix for energy efficiency measures	TMC Housing and SCARF	Short	Achieved
		J 2 - Continue to support and develop the Moray Energy Advice Project	TMC Housing and SCARF	Long	Funding secured
K	Support work undertaken by private sector landlords in relation to any accreditation schemes	K 1 - Create a private landlords forum and develop a private rented sector strategy	TMC Housing, Private rented sector	Short/ Medium	<p>Research into the private sector has been completed.</p> <p>SCARF have attended Private Landlords Forum to disseminate information.</p>

No	Objectives	Associated tasks	Partners	Time scale	Outcome
L	Promote the use of renewable energy installations and take up of grants across all tenures	L 1 - All agencies to promote the funding available to home owners for renewable technologies	TMC Housing Care and Repair, SCARF, Scottish Gov, RSLs and TMC Housing	Ongoing	Information on grants for renewable energy technologies promoted via link to SCARF website from Council website. SCARF Energy Advice Centre has 2 advisers providing service across Grampian.
		L2 - Work with Communities Scotland to provide renewable energy within the social rented sector			TMC, War Veterans and MHP currently have Air Source Heat Pumps installed. Energy use is being monitored and a case study is available.
M	Promote high energy efficiency standards for new build	M 1 – Incorporate into the development plan process	TMC Housing, Environmental Services Development Control	Ongoing	Building Regulations have been amended to include 15% renewable energy sources. Several RSL projects have included renewable energy sources eg. heat pumps, solar panel trials with more planned.
<p>STRATEGIC THEME 4: INFLUENCE THE COST OF FUEL FOR HOUSEHOLDERS OUTCOME: HOUSEHOLDS WILL BE USING THE MOST OPTIMAL METHODS OF HEATING THEIR HOME AT THE LOWEST COST</p>					
N	Raise awareness of the opportunities to be gained by householders from deregulation of the energy market	See G1-4		Long/ Ongoing	Cosy Homes promotes the opportunities of the de-regulated energy market. Regular article on fuel efficiency/ fuel costs in each winter issue of the Tenants Voice newsletter.
O	Co-ordinate a Fuel Cost Awareness campaign involving a range of agencies	O1 – Set up a multi-agency group to deliver the programme	MEEAP, TMC Housing, MHSCP, Local area forums	Long	Achieved Fuel Poverty Directory and referral mechanisms now in place

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P	Promote financial inclusion initiatives making lower fuel costs accessible to all householders	P1 – Promote existing financial inclusion initiative to other housing providers	GHA, MEEAP, TMC Housing, other RSLs	Short/ Medium	See S1 and L1
		P2 – Investigate the option of a direct debit facility from credit union accounts	TMC Housing, SCARF, MEEAP	Short/ Medium	No progress has been made.
Q	Work with utilities companies to connect households to mains gas in Rothes, Hopeman and Burghead.	Q1 – Identify one area each year for connection	TMC Housing SCARF, TRANSCO	Long	See C2
<p>STRATEGIC THEME 5 MAXIMISE THE INCOME OF HOUSEHOLDS OUTCOME: ALL HOUSEHOLDS WILL HAVE THE MAXIMUM INCOME THAT IS AVAILABLE TO THEM AND THE KNOWLEDGE TO MAINTAIN THIS MAXIMUM LEVEL.</p>					
R	Support any further developments of the welfare benefits service.	R1 - Complete an analysis of households currently excluded from the Welfare Benefits Service	TMC Welfare Benefits, SCARF	Medium	This is beyond the scope of the strategy. See P
S	Set up a referral mechanism to MEEAP	S1 – Apply for funding to set up a pilot project	SCARF, MEEAP	Short	Achieved.
		S2 – Evaluate the success of the pilot		Medium	SCARF secured funding to establish the Northeast Cosy Homes Project which provides an ongoing referral network where people referred to the project can receive information and advice on accessing grants, and basic income maximisation checks.

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STRATEGIC THEME 6 PROVIDE IMPARTIAL ENERGY ADVICE					
OUTCOME: HOUSEHOLDS ARE AWARE OF ALL AVAILABLE ENERGY SAVING OPTIONS ACROSS ALL PROVIDERS					
T	Expand the existing energy efficiency and advice provision in Moray	T1 – Develop the MEEAP into a 'one-stop' shop for energy advice.	MEEAP, TMC Housing	Ongoing	<p>MEEAP linked up with the mobile library service and offered advice at 26 drop-in sessions, attended 17 events and delivered 7 presentations 5 of them in primary schools.</p> <p>A total of 2055 households received energy advice through SCARF</p> <p>A direct mail to 70% of households in Moray promoting energy efficiency</p> <p>SCARF ran a 'save your 20%' campaign in partnership with CO-OP stores in Moray promoting energy efficiency</p>
U	Create RSL tenant 'energy champions'	<p>U1 – Investigate the feasibility of such a scheme</p> <p>U2 – Make decision after feasibility study</p>	TMC Housing, RSL and TMC Tenants groups, MEEAP	<p>Short</p> <p>Medium</p>	This has been raised at the Moray Social Housing Forum but there is not the capacity at present to do this.