

1. **Energy Efficiency Promotion with Aran Services LTD** (Pages 2 - 15)

**REPORT TO CABINET MEMBER FOR DECISION**

<b>Open/Exempt</b>		Would any decisions proposed :		
<b>Any especially affected Wards</b>	Mandatory/	(a) Be entirely within cabinet's powers to decide YES/NO		
	Discretionary/	(b) Need to be recommendations to Council		YES/NO
	Operational	(c) Be partly for recommendations to Council and partly within Cabinets powers –		YES/NO
Lead Member: <b>Cllr Adrian Lawrence</b> E-mail:		Other Cabinet Members consulted:		
		Other Members consulted:		
Lead Officer: <b>Gordon Jackson-Hopps</b> E-mail: gordon.jackson-hopps@west-norfolk.gov.uk Direct Dial: 01553 616301		Other Officers consulted: <b>Ray Harding, Duncan Hall, Sheila Farley</b>		
Financial Implications YES/NO	Policy/Personnel Implications YES/NO	Statutory Implications YES/NO	Equal Impact Assessment YES/NO If YES: Pre-screening/ Full Assessment	Risk Management Implications YES/NO
If not for publication, the paragraph(s) of Schedule 12A of the 1972 Local Government Act considered to justify that is (are) paragraph(s)				
Date advertised: 4th August 2016		Date decision to be taken: 11th August 2016		
Deadline for Call-In: 18th August 2016				

**ENERGY EFFICIENCY PROMOTION WITH ARAN SERVICES LTD**

**Summary**

The economic and social benefits of reducing energy consumption is well documented and the BCKLWN is committed to reducing energy consumption and improving energy efficiency in all residential properties.

Dramatic increases in energy prices have substantially increased the number households in fuel poverty both nationally and locally within West Norfolk. It is important that BCKLWN continues to facilitate the reduction of fuel poverty across all housing sectors in order to improve the health and wellbeing of the local community.

The purpose of this scheme is to co-promote energy efficiency measures to private sector households across the district in partnership with Aran Services Limited (ASL). Promoting measures such as loft insulation, cavity wall insulation and additional measures such as replacement boilers and renewables where appropriate.

Households will be able to take advantage of government funding through the Energy Company Obligation (ECO) scheme which is a government energy efficiency scheme in Great Britain to help reduce carbon emissions and tackle fuel poverty.

ASL will market the scheme across the district with Council branding attached and where households respond an individual assessment of the property will be undertaken. Householders, including tenants will then be offered options for appropriate measures and ASL will highlight the level of funding available through the ECO scheme.

In many instances measures such as cavity wall insulation and loft insulation will be free to householders and in those cases where ECO funding does not cover the cost of all of the works, the householder will be afforded the opportunity to top up the cost themselves. In the case of tenants, they must ensure that the landlord approves and agrees to the works in all cases.

This project will allow the BCKLWN to promote energy efficiency across the district at no cost to the Council and will assist the Council in meeting its obligations under the Home Energy Conservation Act 1995.

### **Recommendation**

It is proposed that the Council enter into an agreement with ASL via a Memorandum of Understanding to co-brand all communications to householders and to promote the scheme via the Council's on line presence.

### **Proposal**

In January 2016 the Council received an email from ASL highlighting that it was working with other local authorities to promote energy efficiency measures and the ECO funding available through the government backed scheme.

Following a meeting with ASL in April 2016 a proposal was received for a scheme whereby ASL would market energy efficiency measures across the district and the Council would co-brand these marketing materials. There would be no cost to the Council in respect to this scheme.

In order to establish whether ASL were a company that the BCKLWN would be prepared to enter into a branding partnership with, a due diligence exercise was undertaken considering a number of factors.

- a) BCKLWN procurement department confirmed that ASL are a financially sound company and that they were well insured.
- b) BCKLWN health and safety department reviewed all H&S policy documentation and risk assessments and established that ASL are a responsible contractor.
- c) A copy of the ECO contract was obtained that verified that ASL does have an agreement from an ECO funder (in this case British Gas) and that they could access ECO funds for householders.

- d) References were also sought from other authorities who had also worked with ASL in respect to similar promotional schemes. Where responses were obtained the feedback was positive and there were no significant issues identified.
- e) A detailed proposed Memorandum of Understanding (MoU) has been produced and this has been reviewed and approved by the BCKLWN legal department (copy attached). This MoU has been passed to ASL for comment.

**A summary of scheme activities:**

1. Marketing to households across West Norfolk will be circa second week of October 2016. All communications will be managed and paid for by ASL and co-branded with BCKLWN logo.
2. BCKLWN will promote the scheme on its website and via Twitter.
3. No cold calling will be permitted at any time.
4. ASL will operate a call centre where enquiries will be handled promptly.
5. ASL will arrange appointments for a survey/assessment. Landlords must approve any surveys in PRS properties.
6. ASL or their survey partner will visit to carry out an assessment. All assessors/contractors etc coming into contact with residents will be DBS checked and will carry an ID card.
7. All data will be handled in accordance with the Data Protection Act 1998.
8. Measures considered will be:
  - *Loft Insulation*
  - *Cavity Wall Insulation*
  - *Room in Roof Insulation*

Also where appropriate:

- *Replacement Boilers*
  - *Replacement Electric Heating*
  - *LED Lighting*
  - *Solid Wall Insulation*
  - *Renewables (PV, ASHP and Biomass)*
9. ASL will provide a proposal to the householder. The contract for the works will be between ASL and the householder.

10. ASL will ensure that all relevant statutory approvals and permissions are obtained in every case.
11. ASL will manage all of the works to the satisfaction of the householder and will ensure that all necessary warranties and guarantees are provided.
12. ASL will ensure that all works are monitored for quality and compliance by an independent externally appointed specialist.
13. ASL will provide BCKLWN with regular updates and data as prescribed within the MoU.

### **Policy Implications**

This scheme will be in line with the action plan contained within the BCKLWN HECA report 2013 (updated 2015) issued to the Department of Energy & Climate Change.

### **Financial Implications**

None other than officer time to vet marketing materials and to monitor ASL activity/results.

### **Staffing Implications**

None

### **Statutory Considerations**

In compliance with the Home Energy Conservation Act 1995.

### **Equality Impact Assessments (EIA's)**

Completed

### **Risk Management**

Management of BCKLWN reputation in entering into a marketing partnership with a private company. A due diligence process has been undertaken and references have been sought as detailed above.

### **Background Papers**

None

### **Additional Papers**

Memorandum of Understanding attached.

Signed:  .....

Cabinet Member for: Housing Services

Date *2-8-16* .....

Signed:  .....

Directorate: Housing Services

Date *2-8-16* .....





## **Memorandum of Understanding**

### **Energy Efficiency Promotion to the Private Sector within West Norfolk**

#### **1.0 Parties**

- 1.1 The parties to this Memorandum of Understanding which includes its Annexes (“**the MoU**”) are: The Borough Council of King’s Lynn & West Norfolk (“**the Council**”) and
- 1.2 Aran Services Limited (“**ASL**”)

#### **2.0 Background**

- 2.1 ASL have provided the Council with a proposal regarding the promotion of energy efficiency measures to private sector housing across the West Norfolk Council area.

#### **3.0 Scope of Services**

- 3.1 To promote and market the offer and to assess each property following enquiry, undertake an EPC assessment detailing the previously installed and available measures and provide ECO/grant funding support for eligible measures.
- 3.2 The main focus will be loft, cavity and room in roof insulation measures.

#### **4.0 Promotion Stage**

- 4.1 ASL to undertake a joint branded promotion (using the Council logo) to all West Norfolk private sector residents.
- 4.2 This promotion will include direct mailing to all private sector households within the Council area illustrating the offer, supported through social media.
- 4.3 ASL will use the services of Royal Mail to deliver mailings to postal addresses within the West Norfolk Council area.
- 4.4 ASL will meet all costs associated with promotional activities such as direct mailing to residents and social media marketing and support undertaken by ASL.
- 4.5 The Council will meet all costs associated with supporting promotional activities undertaken directly by the Council.
- 4.6 No cold calling will be adopted at any time in the marketing of the offer.
- 4.7 The Council logo will be used by ASL solely in respect to pre-agreed marketing activities with the Council and will not be used in any other manner.



## **5.0 Enquiry Stage**

Where enquiries are made to ASL by residents the following process will apply:

- 5.1 ASL will provide a telephone contact number in all marketing/promotional activities and shall ensure that this telephone line is adequately manned to deal with the number of potential enquiries arising.
- 5.2 ASL will contact the home owners / residents promptly to arrange a suitable appointment.
- 5.3 If the enquiry is made by a private tenant then ASL will require the consent of the landlord in order to complete a survey/assessment.
- 5.4 Where a sub-contractor of ASL is to visit the resident ASL will ensure that the resident is informed in advance of the name of the Network Partner who will be making the visit.

## **6.0 Assessment Stage**

When ASL or their Network Partner visit the resident they will:

- 6.1 State who they represent and the purpose of the visit and present a photographic ID card.
- 6.2 Carry out an EPC /GDAR and technical survey in conformance with current standards and best practice and advise the resident as to the nature and extent of the possible works.
- 6.3 Complete a site specific risk assessment.
- 6.4 Where any additional issues such as asbestos, wood worm or other infestations are noted these findings and any solutions for treatment including associated costs would be proposed.
- 6.5 If access to the property is not available this will be recorded and a calling card left for the resident.
- 6.6 All data obtained by ASL or their Network Partner will be controlled in accordance with the Data Protection Act 1998.

## **7.0 Measures Considered**

7.1 The priority measures will be:

- Loft Insulation
- Cavity Wall Insulation
- Room in Roof Insulation

7.2 Other measures that will be considered where requested or where it is relevant are:

- Replacement Boilers
- Replacement Electric Heating
- LED Lighting
- Solid Wall Insulation (external & internal)
- Renewables (PV, ASHP and Biomass)

## **8.0 Post Assessment**

When the survey/assessment has been completed ASL will:

- 8.1 Provide the resident with a quotation for the priority works. The contract for the works will be between ASL and the householder.
- 8.2 Ensure that all necessary statutory approvals and permissions have been obtained in advance of the works being booked.
- 8.3 On agreement for works to proceed to installation a suitable installation appointment will be booked with the resident.
- 8.4 On completion of the works a handover pack will be issued to the resident appropriate to the measures installed and a handover conducted.
- 8.5 ASL will manage all grant funding claims to the relevant utility partner.
- 8.6 ASL will manage the invoicing and collection of client contributions.
- 8.7 ASL will provide all relevant warranties and guarantees to the householder or landlord where applicable.
- 8.8 ASL will ensure that all cavity wall insulation installations are covered by a CIGA guarantee, or equivalent insurance backed guarantee and a copy of the relevant guarantee certificate will be provided to residents upon completion of the works.
- 8.9 Notification will be provided to Building Control under the ASL competent persons scheme where relevant.

## **9.0 Technical Monitoring**

- 9.1 Every installation will be technically inspected and signed off as being compliant with the relevant standards by a competent person.
- 9.2 Every installation will be signed off by the householder after handover.
- 9.3 Quality assurance will be in accordance with OFGEM requirements for all PAS2030 installed measures. The quality assurance shall be completed in house and by independent externally appointed companies.
- 9.4 All residents will be asked to provide feedback and this will be recorded and provided to the Council.

## **10.0 Auditing & Review**

10.1 ASL will provide the Council with regular data as detailed within Annex A.

10.2 ASL will attend regular meetings with the Council, at the Council offices, where appropriate/necessary.

10.3 ASL will hold regular sub-contractor meetings and will advise the Council in advance of such meetings so that representatives of the Council may attend as deemed necessary.

## **11.0 Code of Conduct**

11.1 ASL will ensure that all employees, operatives and sub-contractors are DBS checked before coming into contact with ANY residents, whether vulnerable or not, and they will comply with the Green Deal Code of Conduct at all times.

## **12.0 Variation**

12.1 No variation of the provisions set out or referred to in this MoU will be effective unless it is agreed in writing and signed by both parties.

## **13.0 Termination**

13.1 Both parties may terminate this agreement at any time giving at least 7 days notice in writing to the other party.

## **14.0 Status**

14.1 This MoU is not intended to be legally binding, and no legal obligations or legal rights shall arise between the parties from this MoU. The parties do, however, enter into the MoU intending to honour all their commitments under it.

14.2 Nothing in this MoU is intended to, or shall be deemed to, establish any partnerships, joint venture or relationship of employment between the parties, constitute either party as the agent of the other party, nor authorise either of the parties to make or enter into any commitments for or on behalf of the other party.

14.3 This MoU shall be governed by and construed in accordance with English law and each party agrees to submit to the exclusive jurisdiction of the courts of England and Wales.

Signed on behalf of the Borough Council of King's Lynn & West Norfolk ("**the Council**")

.....  
Signature

Date.....

.....  
Name

Signed on behalf of Aran Services Limited ("**ASL**")

.....  
Signature

Date.....

.....  
Name

## Annex A

ASL will provide the following data to the Council on a monthly basis:

- a) Number of enquiries and postcodes for each enquiry.
- b) Number of assessments/surveys.
- c) Number of aborted assessments/surveys.
- d) Number of installation completions confirming type of measure, carbon saving and grant funding obtained.
- e) Number of customer complaints received and postcodes for each complaint.
- f) The response time for each complaint and a summary as to the nature of the complaint.
- g) Upon completion of the scheme ASL will provide the Council with a summary total in respect to all of the above measures.

**Pre-Screening Equality Impact Assessment**

Borough Council of  
**King's Lynn & West Norfolk**



Name of policy/service/function	Energy Efficiency Promotion				
Is this a new or existing policy/service/function?	New project / Existing policy – see HECA Strategy 2015				
<p>Brief summary/description of the main aims of the policy/service/function being screened.</p> <p>Please state if this policy/service is rigidly constrained by statutory obligations</p>	<p>District wide promotion of energy efficiency measures to private sector households in association with Aran Services Ltd.</p> <p>This project will allow the BCKLWN to promote energy efficiency across the district at no cost to the Council and will assist the Council in meeting its obligations under the Home Energy Conservation Act 1995.</p>				
<b>Question</b>	<b>Answer</b>				
<p><b>1. Is there any reason to believe that the policy/service/function could have a specific impact on people from one or more of the following groups according to their different protected characteristic, for example, because they have particular needs, experiences, issues or priorities or in terms of ability to access the service?</b></p> <p>Please tick the relevant box for each group.</p> <p>NB. Equality neutral means no negative impact on any group.</p>		Positive	Negative	Neutral	Unsure
	Age			X	
	Disability			X	
	Gender			X	
	Gender Re-assignment			X	
	Marriage/civil partnership			X	
	Pregnancy & maternity			X	
	Race			X	
	Religion or belief			X	
	Sexual orientation			X	
Other (eg low income)			X		

Question	Answer	Comments
<p>2. Is the proposed policy/service likely to affect relations between certain equality communities or to damage relations between the equality communities and the Council, for example because it is seen as favouring a particular community or denying opportunities to another?</p>	Yes/ No	The scheme will be open to all private sector residents irrespective of tenure.
<p>3. Could this policy/service be perceived as impacting on communities differently?</p>	Yes /No	The scheme will not be available to social tenants as they will need to liaise with their registered social landlord who may have similar schemes operating.
<p>4. Is the policy/service specifically designed to tackle evidence of disadvantage or potential discrimination?</p>	Yes/ No	
<p>5. Are any impacts identified above minor and if so, can these be eliminated or reduced by minor actions?</p> <p>If yes, please agree actions with a member of the Corporate Equalities Working Group and list agreed actions in the comments section</p>	Yes / No	<p>Reviewed by EWG members: N/A</p>
<p>Assessment completed by: Name</p>	Gordon Jackson-Hopps	
<p>Job title</p>	Senior Housing Standards Officer	
<p>Date</p>	August 2016	

**Please Note: If there are any positive or negative impacts identified in question 1, or there any 'yes' responses to questions 2 – 4 a full impact assessment will be required.**