

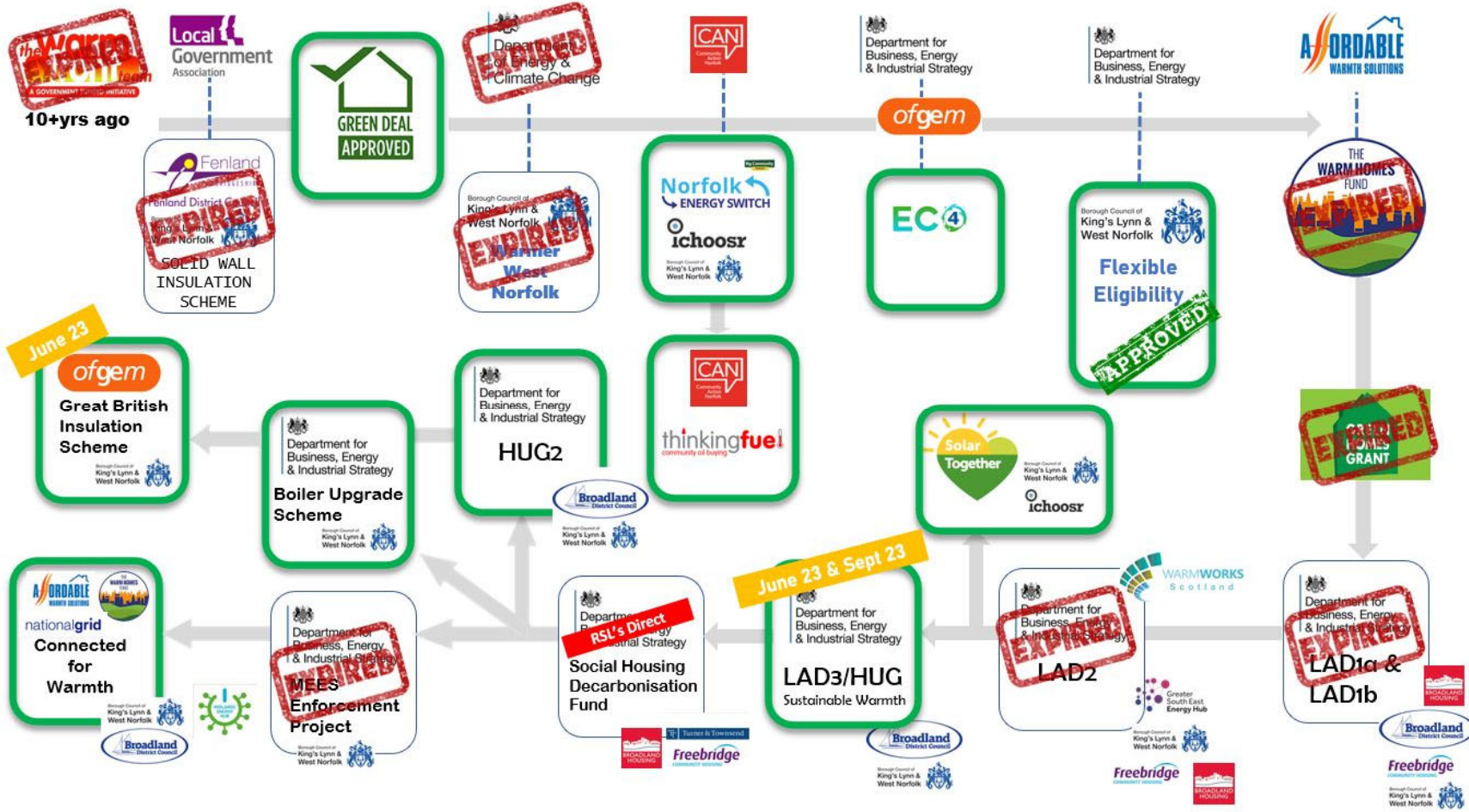
Home Improvement Schemes

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Housing Standards Officer (Energy Efficiency)

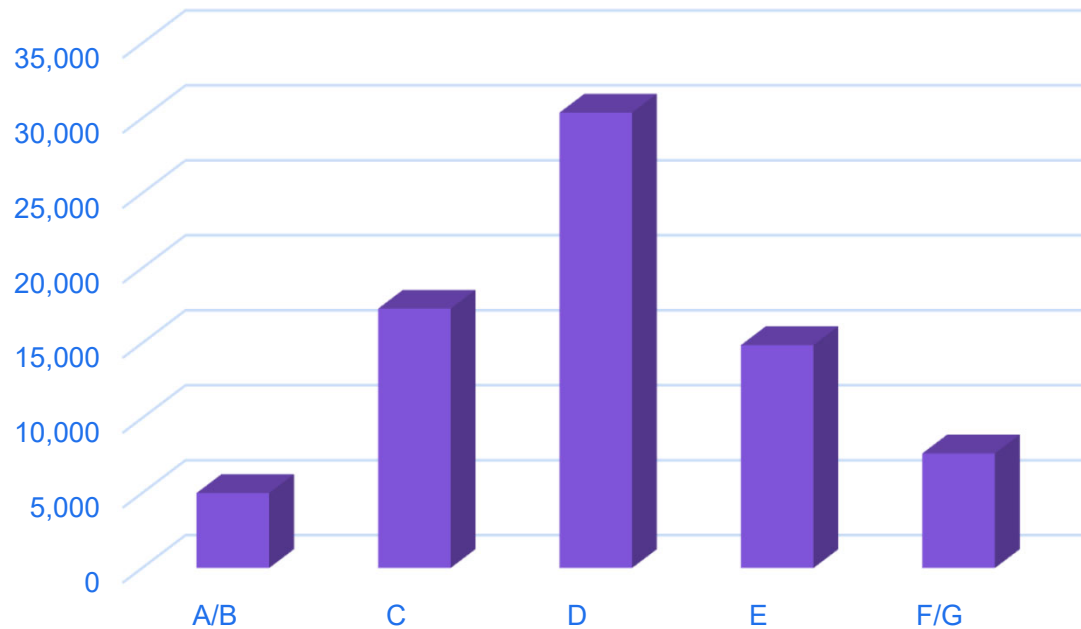
Borough Council of
King's Lynn &
West Norfolk



Home Improvements – Schemes Available in King's Lynn & West Norfolk



EPC Ratings – King’s Lynn & West Norfolk



<u>EPC Rating</u>	<u>Number of Properties</u>
A/B	5,004
C	17,296
D	30,373
E	14,868
F/G	7,647



Energy Company Obligation (ECO) 4

- ECO 4 is the fourth stage of the governments Energy Company Obligation scheme. As part of its Sustainable Warmth strategy, the government has extended the ECO grant for an extra four years, meaning it will run until March 2026.
- The scheme fully funds the implementation of wall insulation, loft insulation, lighting, heating and various other energy efficiency improvements.
- ECO 4 aims to support the least energy efficient homes in England & Wales, with a focus on low-income and vulnerable households.



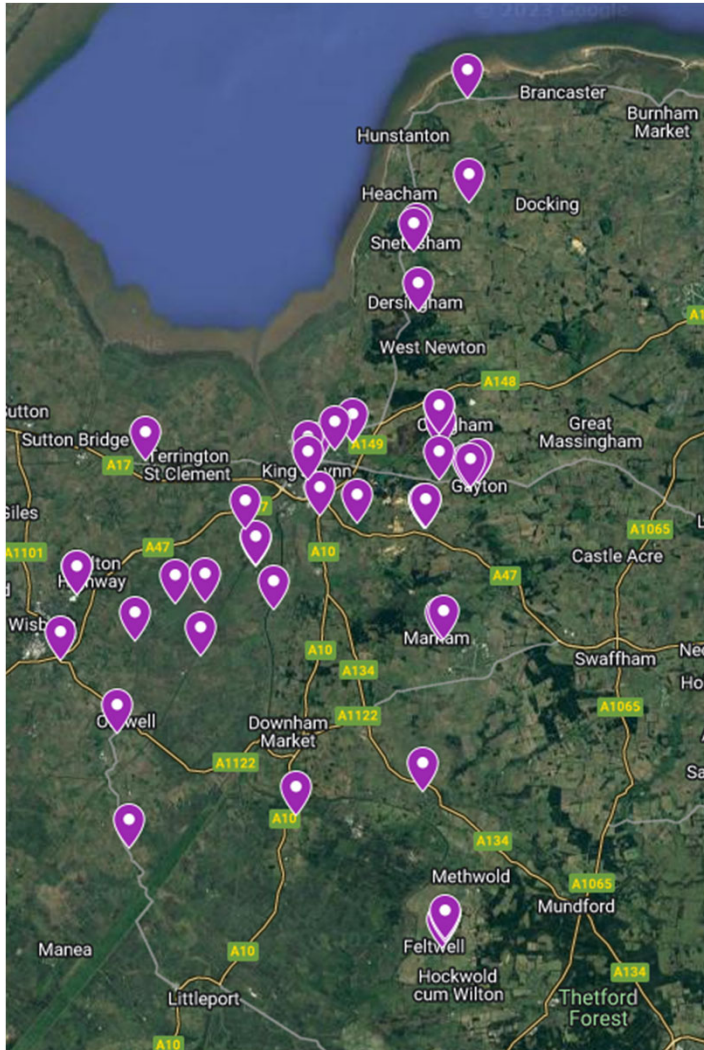
Energy Company Obligation (ECO) 4 – Flexible Eligibility

- ECO Flexible Eligibility falls under ECO 4 and enables local authorities to issue declarations of eligibility to applicants and installers alike.
 - The Borough Council of King's Lynn & West Norfolk published its Statement of Intent (SOI) on 27/02/2023.
 - 4 qualification routes are available through our Statement of Intent (SOI)
 - These are as follows:
 1. Annual income below £31,000 per annum.
 2. Households in receipt of certain benefits/proxies.
 3. **NHS professional & GP referrals (following the council identifying a link between certain health conditions and cold homes).**
 4. Bespoke Targeting.
- Housing Standards is working with the following networks to ensure that we're identifying as many vulnerable households as possible:
 - Norfolk & Waveney Asthma Network
 - NHS Norfolk & Waveney Integrated Care Board (ICB)
 - Norfolk & Waveney Integrated Care System (ICS)
 - Respiratory & Oxygen Service (QE)
 - Cancer & Wellbeing Support Centre (QE)



*Our full SOI can be found through the following - [Statement of Intent \(SOI\).pdf](#)

Declarations of Eligibility

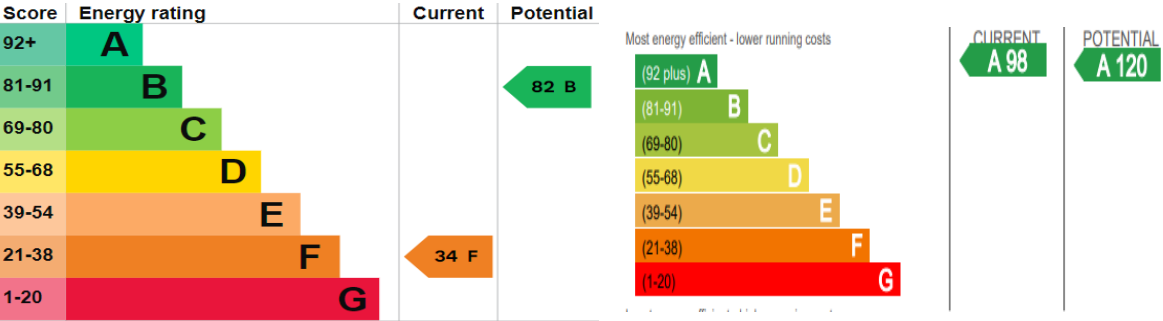


- 48 declarations have been issued across West Norfolk.
- Another 51 are pending.
- The scheme is running until 2026.

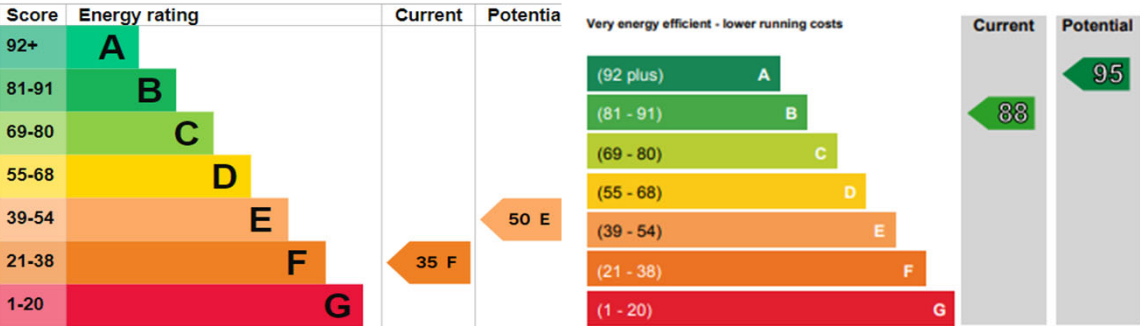
Early Results – EPC Improvements

Despite ECO only going live in late February, we're already starting to see various retrofit measures installed:

Before & After – Willow Lodge, Watlington:



Before & After – 1 S-Bend, Walsoken:



Early Results – Domestic Carbon Reductions

Property	Before (tonnes of CO2 per annum)	After (tonnes of CO2 per annum)
Gilmarcy, Hilgay	9	1.5
55 Lynn Road, Snettisham	10	1
23 Wilson Drive, East Winch	10	0.5
10 Leziate Drove, Gayton	4.7	0.6
Willow Lodge, Watlington	5.9	0
1 Cedar Way, Gayton	4.5	0
22 Springvale, Gayton	3.5	0.2
24 Lancaster Crescent, Downham Market	5.3	0.3



23 Wilson Drive used to have an old oil heating system in place, which has since been replaced with an air source heat pump. Solar Panels have also been installed at this dwelling which has improved the energy efficiency rating from an E to an A.

The occupants of this property qualified for ECO Flex following a GP referral and received a grant worth around £16,000 to accommodate these works. Works were then carried out by a TrustMark registered installer throughout August.

The average UK household will produce 6 tonnes of CO2 per annum

Home Upgrade Grant (HUG) 2

- Delivered through Norfolk Warm Homes, in conjunction with the other local authorities within the county.
- Funding is spent on full house retrofits, facilitating the installation of insulation, heating, PV and adequate ventilation.
- Households sitting within Income Deciles 1-3 in Indices of Multiple Deprivation are automatically eligible for this scheme, along with households that are in receipt of certain benefits and those that have a collective income of under £31,000.
- Although in it's infancy, the scheme is already yielding some impressive results.
- The first funding approval was confirmed last week.

£33,990 has been obtained for a full house retrofit at 37 Caley Street, Heacham. This involves the installation of Internal Wall Insulation, Loft Insulation, Enabling Works, Air Source Heat Pump, Ventilation and Solar PV.



Great British Insulation Scheme (GBIS)

- The Borough Council responded to Ofgem's consultation for GBIS on 5th April 2023, expressing a desire to participate in in the scheme.
- GBIS, formally known as ECO + will draw money from the ECO 4 pot and provide singular retrofit improvements to households within Council Tax Bands A-D.
- Applications are now open for this scheme and the Borough Council published it's Statement of Intent for this scheme on 25/09/2023.
- All enquiries can be made through housing.standards@west-norfolk.gov.uk



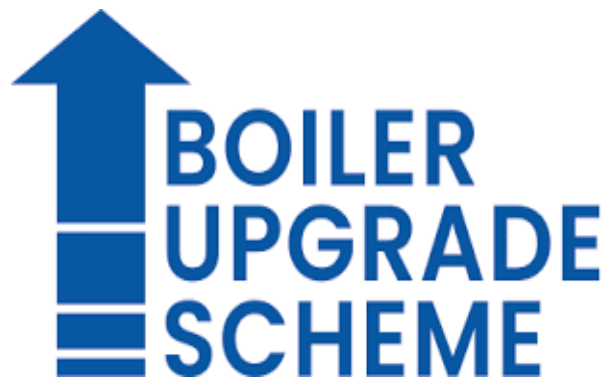
Connected for Warmth

- The Connected for Warmth programme installs singular heating and insulation measures into homes across the United Kingdom.
- Measures installed through Connected for Warmth are installed by AgilityEco to households sitting within Council Tax Bands A-D.
- Connected for Warmth will be used as an alternative for the households that have been deemed as ineligible for improvements through ECO, HUG & GBIS.
- In accordance to correspondence received from the Policy & Partnerships Director at Agility Eco, there have been 28 applications from across the borough, proving that although we're not directly involved with this scheme, significant retrofit improvements are being made across King's Lynn & West Norfolk.



Boiler Upgrade Scheme (BUS)

- Whilst encouraging the implementation of renewable heating through ECO, HUG & GBIS, support will also be provided to those households that are looking to replace fossil fuel heating systems with a heat pump or biomass boiler.
- Owner occupied properties are automatically eligible for the scheme if a plan is in place to replace the current gas, oil or LPG system is in place.
- The Boiler Upgrade Scheme provides eligible applicants with grants to cover the installation costs of renewable heating.
- All works undertaken through the scheme must be conducted by an installer that is a registered member of the Microgeneration Certification Scheme (MCS) whilst also being TrustMark registered, to ensure the competency of the installation. Housing Standards will be responsible for providing impartial advice with regards to selecting an installer through the council's website and word of mouth.



Social Housing Decarbonisation Fund (SHDF) 2.1

- Freebridge Community Housing, Flagship Homes & Broadland Housing Group are participating in SHDF 2.1, working amongst a consortium headed by EON.
- The consortium's target within West Norfolk is to replace the central heating systems of 100 properties containing inefficient electrical heating systems, such as ducassa, with energy efficient air source & ground source heat pumps.
- Due to the surging running costs of renewable heating in comparison to fossil fuels, it is important to ensure that every aspect of the delivery process is implemented in accordance with the PAS 2035 guidance.
- Whilst the Borough Council is not directly involved with this scheme, the Borough Council will meet regularly with Freebridge and the consortium to ensure that the 'fabric first' approach outlined in PAS 2035 is being adhered to, whilst ensuring that tenants are being educated on how to make the most of renewable heating, in the absence of accumulating high energy bills.

The logo for E.ON, featuring the text "e.on" in a red, lowercase, sans-serif font.The logo for Freebridge Community Housing, with "Freebridge" in a large, purple, serif font and "COMMUNITY HOUSING" in a smaller, blue, sans-serif font below it. A blue arc is positioned above the "Freebridge" text.The logo for Flagship Homes, featuring a stylized grey and green arch above the text "Flagship Homes" in a grey, sans-serif font.

Borough Council of
King's Lynn &
West Norfolk

The crest of the Borough Council of King's Lynn & West Norfolk, featuring a shield with various symbols, topped with a crown and surrounded by decorative flourishes.

Home Improvement Schemes - Summary

- Due to the various qualification routes available with regards to eligibility, very few households will miss out on home improvement opportunities.
- The Borough Council of King's Lynn is displaying a clear commitment to improve the energy efficiency of dwellings within the borough.
- Domestic Energy Updates are being issued to council staff & councillors alike. Please contact Jacob.Medlock@West-Norfolk.gov.uk if you would like to be included on the mailing list for further updates.

Data/Statistical Sources

- Energy Saving Trust Home Analytics - [Home Analytics housing stock data - Energy Saving Trust](#)
- Place Based Carbon Calculator - [Place-based carbon calculator](#)
- Energy Performance Certificate (EPC) Register - [What is the postcode? – Find an energy certificate – GOV.UK \(find-energy-certificate.service.gov.uk\)](#)
- Building Research Establishment (BRE) Excess Cold Calculator - [BREXCC Welcome page \(excesscold.com\)](#)
- Energy Hub Map - [NALEP GHGLAD2 \(carto.com\)](#)



The above sources are utilised by Housing Standards to identify dwellings in need of retrofit improvements.

Fuel Poverty Support

Beat the Bills



Careline
COMMUNITY SERVICE



Freebridge
COMMUNITY HOUSING

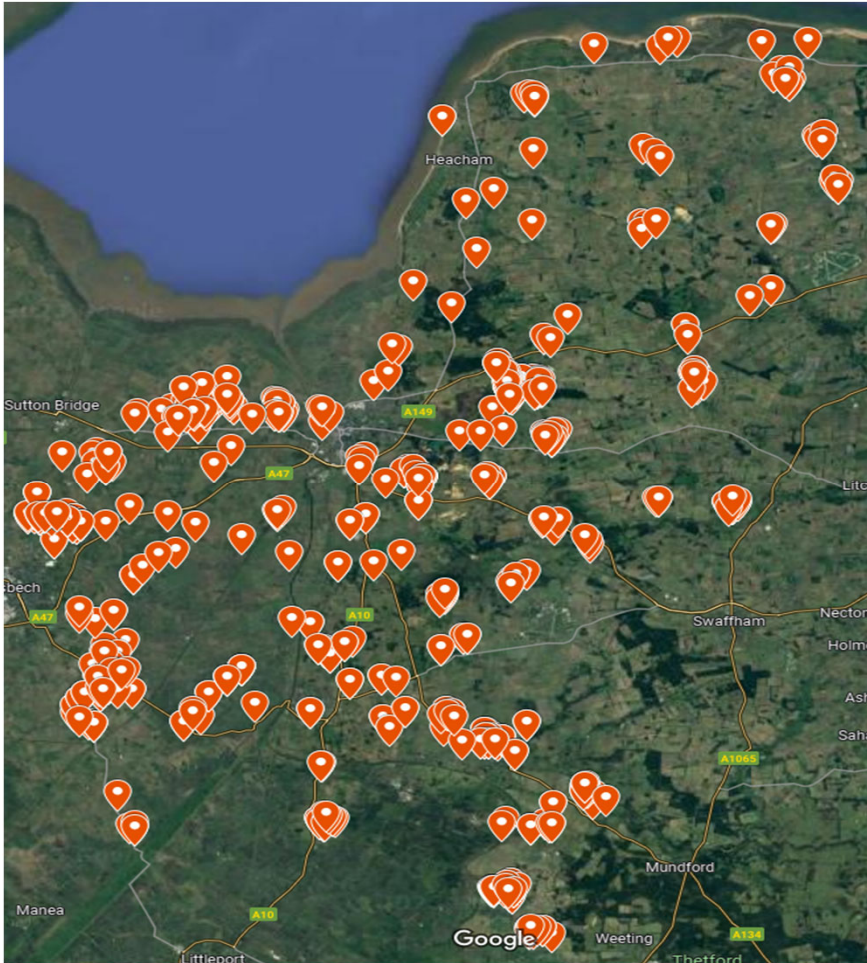
NHS
Norfolk and Waveney
Integrated Care Board



- Housing Standards have been working with the above organisations to deliver Beat the Bills throughout 2023.
- The roadshows have visited a number of locations across the borough providing cost of living support and energy efficiency advice.
- A majority of the events have been well attended and the number of local residents we've been able to assist has exceeded our expectations.

Further dates are set to be announced for the winter schedule.

Please let us know if your parish would be interested in hosting one of these events.



- Thinking Fuel is Community Action Norfolk's collective oil buying scheme, through which households access competitive and often cheaper oil rates.
- This scheme has become very popular following a drive in promotion by the council in late 2022.
- 612 households have signed up to the scheme across West Norfolk, making up over 50% of the entire county portfolio.
- Housing Standards will be once again promoting this scheme in the autumn months in conjunction with Community Action Norfolk & Freebridge Community Housing.

Money Saving Boiler Challenge

- Whilst Thinking Fuel has been implemented to assist those properties with oil heating in place, Nesta's Money Saving Boiler Challenge is being publicised to assist the plethora of properties within the borough that have a gas combi boiler in situ.
- Lowering the flow temperature of combi boilers is the objective, to save on gas bills whilst reducing carbon emissions
- Housing Standards are committed to publicising this scheme wherever possible. This will include targeted communications and publication through Freebridge Community Housing. Freebridge have access to data confirming which properties within its stock have combi boilers in place, making them the ideal channel of communication to raise awareness around the Money Saving Boiler Challenge.



nesta

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Freebridge
COMMUNITY HOUSING

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Thank you!

Questions?

