

# Domestic Energy Efficiency, Projects & Cost of Living Support

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Borough Council of  
King's Lynn &  
West Norfolk



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# 1. Energy Efficiency Improvement Schemes



# 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, clean heating and various other energy efficiency improvements. Otherwise known as a 'full house retrofit'.
- ECO 4 aims to support the least energy efficient homes in England & Wales, with a focus on low-income and vulnerable households.



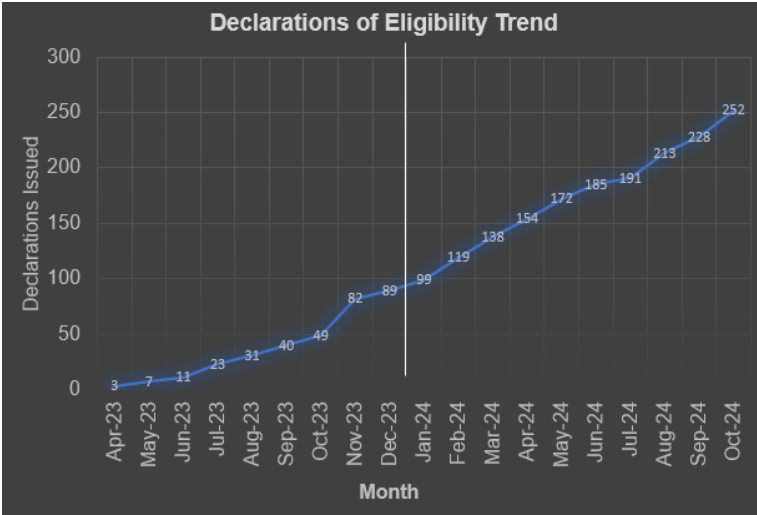
# Energy Company Obligation (ECO) 4 – Flexible Eligibility

- The flexible eligibility mechanism within ECO 4 enables local authorities to issue declarations of eligibility to households across the borough.
- The Borough Council of King's Lynn & West Norfolk published its Statement of Intent (SOI) on 27/02/2023 outlining the qualification routes for applicants.
- These routes 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.**

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



# Energy Company Obligation (ECO) 4 – Flexible Eligibility



- Since our Statement of Intent (SOI) went live on 27/02/2023, Housing Standards has issued 252 declarations of eligibility to households across the borough.
- To put this into perspective, only 8 declarations were issued throughout the entirety of ECO 3, so this is a massive improvement.
- A declaration enables a household to access funding for a full house retrofit in accordance with the PAS 2035 regulations.



[Energy Company Obligation \(ECO\) Flexible Eligibility Declarations - Google My Maps](#)

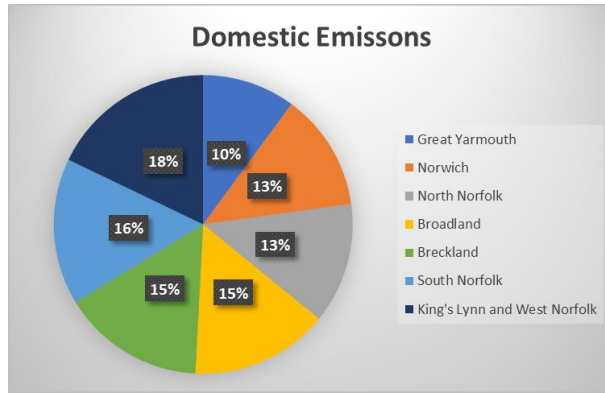
# EPC Improvements







Of the 252 declarations issued through ECO Flex, 114 households have received full house retrofits and as a result the SAP ratings of the dwellings have increased to C or above.



# Domestic Carbon Emissions



- In 2022, the Department for Business, Energy & Industrial Strategy (BEIS) published the Norfolk Territorial Emissions profiling the areas of emissions across the county.
- King's Lynn & West Norfolk is currently the highest emitter of domestic CO<sub>2</sub> across Norfolk.
- BEIS publishes updated statistics every 2 years.

- Whilst the improvement of EPC's across the borough is Housing Standards primary concern, the reduction of CO<sub>2</sub> following a full house retrofit is a significant bi-product worth highlighting.
- Using RdSAP data, we have been able to determine the tonnage of CO<sub>2</sub> emitted per annum before the full house retrofit and the tonnage per annum after the full house retrofit.
- In total, **623 tonnes of CO<sub>2</sub> has been saved per annum!**
- This is equivalent to the emissions from:
  - 63,596 gallons of petrol consumed 
  - 622,867 pounds of coal burned 
  - 1,309 barrels of oil consumed 
  - 37,311,050 number of smartphones charged 

*The improvements made through ECO Flex are playing a pivotal part in ensuring that domestic emissions are being reduced across the borough.*

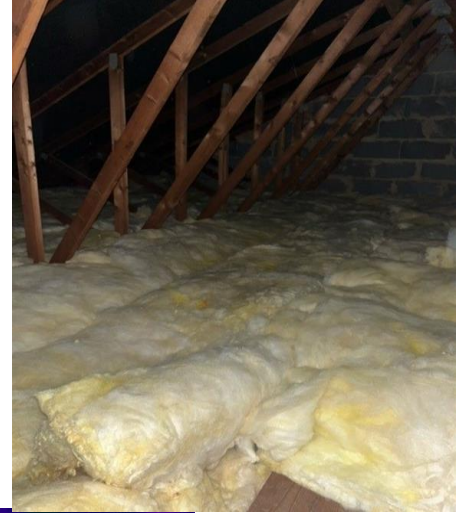




# Great British Insulation Scheme (GBIS)

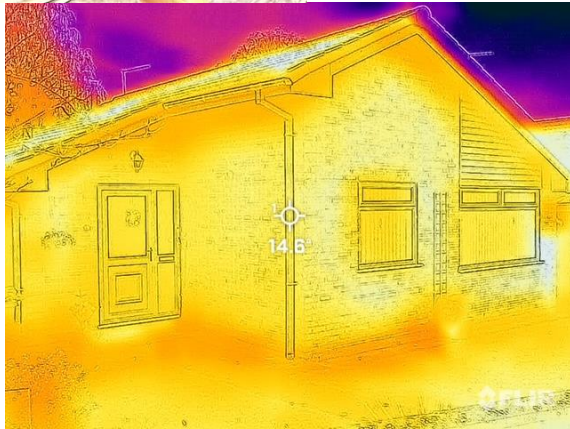


- The Borough Council responded to Ofgem's consultation for GBIS on 5<sup>th</sup> April 2023, expressing a desire to participate in GBIS.
- GBIS, formally known as ECO + will draw money from the ECO 4 pot and provide singular retrofit improvements to households within Council Tax Bands A-D that have an EPC between D-G.
- Applications are now open for GBIS and the Borough Council published its Statement of Intent for this scheme on 25/09/2023.



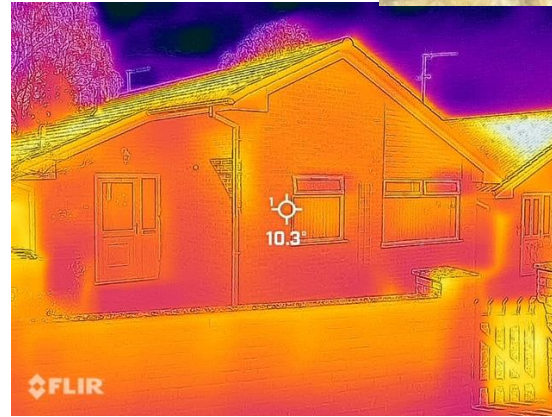
Property in King's Lynn.

Gas central heating with no cavity wall or loft insulation.



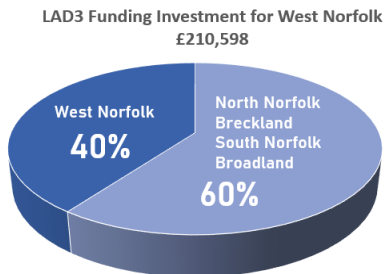
The lighter colours indicate that a lot of heat is escaping through the poorly insulated walls.

The walls are now much darker in colour, showing the external wall is colder meaning that less heat is escaping out into the atmosphere.



# Local Authority Delivery (LAD) 3 – Final Report

- LAD 3 commenced in April 2021 and enabled households on the gas network to access singular retrofit improvements.
- These improvements typically included loft, cavity and flat roof insulation.
- The Borough Council of King’s Lynn & West Norfolk, along with three other local authorities delivered the initiative through the Norfolk Warm Homes consortium, headed up by Broadland & South Norfolk District Council.
- LAD 3 officially closed for applications on 31/03/2023 and we’re now able to assess our performance.



- Our performance exceeded all expectations!
- £210,598 was obtained through LAD 3 and spent to improve the energy efficiency of 24 properties in King’s Lynn & West Norfolk.
- This equates to 40% of the countywide allocation, making us the leading authority across the county.

<u>Wave</u>	<u>Funding Obtained</u>	<u>Properties Improved</u>
Wave 2	£29,107	3
Wave 3	£210,598	24
	<b>£181,491</b>	<b>21</b>



# Home Upgrade Grant (HUG) 2

<u>Home Upgrade Grant (HUG)</u>		
<u>Wave</u>	<u>Funding Obtained</u>	<u>Properties Improved</u>
Wave 1	£155,279.18	13
Wave 2	£408,585.29	18
	<b>£253,306.11</b>	<b>5</b>

- HUG 2 is being delivered through the Norfolk Warm Homes team which is a consortium made up of the local authorities from across the county.
- Similarly to ECO 4, HUG 2 accommodates full house retrofits.
  - Properties must be off the gas network.
- £408,585.29 worth of funding has been obtained so far!
- The total spend of LAD 3 has already been surpassed by the current spend of HUG 2.
- HUG 2 will be running until March 2025 so we fully expect this figure to increase even further.



# Social Housing Decarbonisation Fund (SHDF) 2.1

- Freebridge have been busy implementing the 2<sup>nd</sup> wave of the Social Housing Decarbonisation Fund (SHDF) across it's housing stock.
- 124 retrofit measures have been installed across Freebridge's stock.
- Not only are air source heat pumps being installed, Solar PV is being implemented where appropriate. 59 PV installations have been completed so far.
- Housing Standards will continue to liaise with Freebridge Community Housing throughout the duration of this scheme.



Post EPC's completed to date (24/09/24)	Property EPC Rating Before improvement works		Property EPC Rating After improvement works	
	EPC D	EPC E	EPC B	EPC C
39	22	17	20	19

No Properties	Carbon Emissions Before (tonnes CO2)	Carbon Emissions After (tonnes CO2)	Total Carbon Emission Reduction (tonnes CO2)	Average Reduction per property (tonnes CO2)
39	179	57	<u>122</u>	<u>3</u>

# Case Studies

## Going 'green' together

West Norfolk Council's Philippa Sillis tells us about the community who joined forces to together save thousands on their energy bills



The council team, from left: Philippa Sillis, Alan Burt, Graham Jackson, Philippa Sillis, Alan Burt, Graham Jackson, Philippa Sillis, Alan Burt, Graham Jackson.

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## Norfolk Warm Homes Sustainable Warmth Grant Case Study

### Case Study - Air source Heat Pump

**Mr D - Kings Lynn and West Norfolk**

Mr D lives in a three bedroom detached bungalow in Kings Lynn which had a very old and inefficient oil back boiler. Having been advised from his heating engineer that "it was hard to get parts for and that the boiler may not last through the next winter", Mr D started to look at his options.

Mr D explained that his 'son told me about the Norfolk Warm Homes project that he had seen online to help install insulation and renewable heating, so I looked into it and to my surprise I was eligible for funding as I have a low income of less than £30,000."

"I applied and just weeks later I had an oil leak from the old back boiler which meant it was going to have to be replaced, costing me thousands of pounds so when the Warm Homes Team said they could help fund an air source heat pump I jumped at the opportunity."

As part of the application process, the Norfolk Warm Homes Team arranged for their retrofit contractors to assess Mr D's property. "I didn't have a clue what energy rating my property would be as I have been here since the 70's so when the assessor came around I was glad to hear it was well insulated with cavity wall and loft insulation. Having also upgraded my windows to double glazing some time ago, the heating engineer that visited said that my property would be very suitable for an air source heat pump!"

Once the survey was complete and the quotation was sent for the Warm Homes Review, Mr D received an approval, awarding a £9,380 grant to cover the complete cost of works. Mr D has now had his air source heat pump since November and says that "I no longer have to worry about remembering to take up and order heating oil as the air source heat pump uses electricity so it just the one monthly bill, and I have a lovely new heating system to keep me warm. I even turned down the thermostat after a few weeks as it was so warm!"

Now that the air source heat pump has been installed, the energy performance certificate rating (EPC) has increased from E to C. Because an air source heat pump is a sustainable heating type, Mr D's property now saves 1.4 tonnes of carbon dioxide per year.



"I am very pleased and glad I switched over to renewable heating with the help of the Norfolk Warm Homes Team. I couldn't have done it myself!"



## Energy Company Obligation (ECO) 4 - Flexible Eligibility Case Study

ECO Flexible Eligibility Case Study

This study relates to a 3-bedroom detached bungalow in Hilly which had a very old and inefficient boiler. In addition to this, damp and cold spots were also present throughout the property.

The occupants explained that they "originally looked at Solar Together in 2022 and stumbled across the ECO 4 Flexible Eligibility scheme on the borough council's website.

"We contacted our installers who were very nice & friendly and confirmed that they were able to carry out improvements through ECO Flex".

As part of the application process, Housing Standards ensured that the installers were TrustMark registered, whilst making sure that the household can qualify through the routes outlined in the borough council's Statement of Intent. One of the occupants has a cardiovascular condition, which enabled their GP to issue a referral letter to Housing Standards, who then qualified the household through Route 3.

Following a Retrofit Assessment being conducted, plans were set in place for the installation of cavity wall insulation, solar panels and an air source heat pump. The subsequent survey carried out by the installers proved the works at £16,000, which is fully covered through the ECO scheme.

"Everything progressed so quickly... fully-funded home improvements seems too good to be true"

The occupants explained that they "couldn't fault the installation" and the installer was very "proactive" with regards to communication and providing "reassurance throughout the installation".

When asked if they would recommend the scheme, the occupants enthusiastically responded "yes", fully funded improvements are the way forwards!



Now that the air source heat pump, solar panels and cavity wall insulation have been installed, the energy performance certificate has increased from E to C.

On average a household will produce 6 tonnes of CO2 a year; however, due to the improvements, this bungalow was producing 9 tonnes of CO2 a year. The bungalow now only produces 1.6 tonnes of CO2.

To find out if you're eligible for fully-funded home improvements to get advice, please contact Housing Standards at housingstandards@west.norfolk.gov.uk or call 01553 616227

## Great British Insulation Scheme (GBIS) Case Study

GBIS Case Study

This study relates to a 1 bedroom detached bungalow in King's Lynn which had little to no insulation in the loft space & walls. In addition to this, damp and mould were also present throughout the property due to the lack of heat retention.

Following attendance at a Beat Your Bills event towards the end of 2023, the elderly occupant contacted Housing Standards in January 2024 to enquire about the possibility of improving the condition of her property.

"My loft has no insulation at all and I'm finding the heating makes no difference to the bungalow, I've told my heat is going through the roof."

The bungalow had an EPC of E and sits within Council Tax band B, making it automatically eligible for GBIS. GBIS enables a household to access singular retrofit improvements such as loft and cavity wall insulation, making it the most practical scheme to improve the condition of the property. Housing Standards directed the applicant to the TrustMark register to select an installer to conduct the works, whilst also providing them with 20 metres of draughtproofing tape, a referral to the revenues & benefits team and an information booklet on combating damp & mould in the property.

The issues of the property were clearly outlined following a survey conducted by the installers.

**Left: 25mm+ of loft insulation has been installed.**

**Right: Thermal imaging highlights the significant improvements that the installation of cavity wall insulation has made. The walls are much drier in colour, showing that the external walls are cooler and significantly less heat is escaping the property.**

Housing Standards shared the post completion imaging with the occupant to which they responded: "OMG! Wow! No wonder I was cold. Thank you so much for all your help, much appreciated."

Now that the loft and cavity wall insulation has been installed, the Energy Performance Certificate has increased from E to D.



**Left: 25mm of cavity wall insulation has been installed. The bright colours indicate that a lot of heat is being lost through the walls, whereas the lack of requirements is the cavity wall.**

The installation of the cavity wall insulation took place between the end of March 2024 and the loft insulation shortly after in April 2024.

To find out if you're eligible for fully-funded home improvements to get advice, please contact Housing Standards at housingstandards@west.norfolk.gov.uk or call 01553 616227

Get in touch to find out if you are eligible for a grant. Call on 01603 430103 or visit our website [www.norfolkwarmhomes.org.uk](http://www.norfolkwarmhomes.org.uk)



Now that the air source heat pump has been installed, the energy performance certificate rating (EPC) has increased from E to C. Because an air source heat pump is a sustainable heating type, Mr D's property now saves 1.4 tonnes of carbon dioxide per year.

Now that the air source heat pump, solar panels and cavity wall insulation have been installed, the energy performance certificate has increased from E to C.

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Borough Council of King's Lynn & West Norfolk



# Reporting on Improvements

- Monthly domestic energy updates to all Councillors & Staff.
- Community Events.
- Publicly accessible updates to the energy efficiency improvements webpage.



# Upcoming – Warm Homes: Local Fund

- Warm Homes: Local Fund has been announced!
- Expected to be delivered from 2025-2028.
- Similarly to previous waves of HUG & LAD, the scheme will provide energy efficiency improvements to owner occupied and privately rented dwellings.
- Whereas LAD funding was aimed at properties on the gas network and HUG was aimed at properties off the gas network, WHLF will replace both schemes and deliver to all properties regardless of the heating systems in place.
- We expect the eligibility criteria to remain the same encompassing low income and vulnerable occupants, but this is yet to be confirmed.
- Further updates will be provided in due course.



# Social Housing Fund (SHF) 3

- The third wave of the SHDF has been announced, through which DESNZ proposes to allocate £1.21 billion to social housing providers across England.
- SHF is expected to be delivered from 2025-2027.
- Similarly to previous waves of SHDF, the third wave of the fund will once again accommodate full house retrofits across social housing stock.
- Housing Standards will once again liaise with Freebridge Community Housing, Flagship Homes and Broadland Housing Group throughout the course of the third wave to advise where appropriate and report on the works being carried out.
- Further updates will be provided in due course.





# Energy Company Obligation (ECO) 5

- The current wave of ECO is set to conclude in March 2026.
- ECO 5 will most likely run straight after ECO 4 until 2030.
- Nothing concrete has been confirmed on ECO 5 yet, however Housing Standards will monitor the situation and provide updates accordingly.



## 2. Projects

# Integrated Care Board (ICB) – Working Together

- Our Statement of Intent (SOI) for ECO Flex enables us to qualify households containing an occupant that suffers from long term medical conditions.
- Housing Standards has been working with the Integrated Care Board (ICB) to establish a partnership through which we can improve the standard of housing for our most vulnerable residents.
- The idea is to establish a data sharing agreement with the NHS, which enables us to identify households containing an occupant suffering with one of the qualifying conditions.
- No personal details will be shared, just addresses provided by the ICB which we can then send a letter notifying them of the opportunities available.
- This project between two public sector organisations will increase the declarations of eligibility issued by the borough council and most importantly improve the lives of the most vulnerable residents of the borough.



# East Winch – Case Study



## Going 'green' together

They see new travel fuel – and in East Winch, who are residents of an estate signed up for a government scheme to improve the energy efficiency of their homes, they told their neighbours, and now a size of them have done the same.

So far work has been completed on six properties, with combined financial savings predicted to run into thousands of pounds and predicted carbon savings more than 10 tonnes of CO2 between them in the first year alone.

This has been possible under the government's ECO scheme, which aims to help eligible people to save money and reduce carbon emissions from their homes by paying for energy efficiency measures to be installed.

Locally, the scheme is administered on the government's behalf by West Norfolk Council.

It's a good news for the people who will be saving money and it's good news for the environment.

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West Norfolk Council's Philippa Sillis tells us about the community who joined forces to together save thousands on their energy bills



The council team, from left: Elaine Brien, Cllr Jo Hunt, Jacob Medlock, Gordon Jackson. Picture: Lisa Burdick/West Norfolk Council

At East Winch are so new, savings over the year can't yet be calculated.

The Energy Savings Trust estimates solar panels can cut £300-£500 from average energy bills but it's important to remember if you do fit through ECO1, these savings are absolute – you aren't paying for the installation.

For the residents in East Winch, the borough council estimates the full package of measures could achieve savings of around £1000 per year.

It's the same with the carbon saving – the more you save on heating, the more carbon you save if you are heating your home using environmentally-friendly technologies.

The borough council estimates the East Winch residents should save roughly 4.5 tonnes of carbon each per year.

If you are interested in finding out more about the scheme, contact the borough council on 01503 416200 and ask for housing standards.

Alternatively, you can send an email to housingstandards@west-norfolk.gov.uk



Top, the estate in East Winch. Above, solar panels.

The people of East Winch who came together to go green have spoken to us about their experience.

Sara and Alf had been thinking about solar panels and getting out of their old boilers for some time and spoke to the council about the scheme.

"I was already recommending this to friends and family and know more of our neighbours want to get onto the scheme as well."

Gary and Marie qualified for the scheme through a doctor's referral.

"Our energy efficiency has gone up to an A and the house is warmer than it has ever been," they said. "There are less bills, there is no mains gas supply, it's got to be electricity or oil. With sustainability and energy costs over time it's almost a no-brainer to get it done if you qualify."

- East Winch is an energy efficiency hotspot.
- 15 properties on Wilson Drive & Lancaster Way have received full house retrofits through ECO Flex.
- Housing Standards will continually monitor the progress of works completed in East Winch to serve as an excellent example of a community taking advantage of fully funded energy efficiency improvements.



# Net Zero Communities – Marshland St James & Beyond



- Net Zero Communities is a Norfolk Climate Change Partnership (NCCP) initiative, using £300,000 of government funding to support one community in each of the seven Norfolk districts, engaging with householders and local community organisations to explore ways to decarbonise homes and travel to help tackle climate change in a two-year pilot project.
- The project officially commenced on Monday 12<sup>th</sup> February 2024 and a Beat Your Bills event was hosted at the village hall to herald in the initiative.
- Housing Standards & Lily will continue to support Environmental Quality to deliver this project.

# Borough Council & College of West Anglia

- The UK is in a race to decarbonise it's operations by 2050, however the demand for sustainability expertise is outpacing the supply for talent. This shortage has been coined as the 'green skills gap'.
- It is vital that the 'green skills gap' is addressed across the UK and the College of West Anglia are proactively working with local communities & employers to help fill this skills gap.
- Housing Standards has been liaising with the Business Engagement team at CWA to establish ways in which we can work together moving forwards.
- This partnership could be pivotal in upskilling the next generation to achieve our net zero targets whilst also contributing to the local economy, by ensuring that grant funding is being obtained and delivered by local installers.

College of West Anglia   

Sustainability Event at College of West Anglia

**Changing Lives Through Sustainability**

Kings Lynn Campus, Tennyson Avenue

Lots of activities for all ages 

Wednesday 30th October 2024  
10am - 3pm

CWA would like to invite you to our first ever Family, Friends & Business Sustainability event

Local Food, Drink and Gift Suppliers 

Live Radio Coverage from KL1 Radio 

***Representatives from Housing Standards, Lily, Environmental Quality & Waste Management will all be in attendance at this event.***



# **3. Cost of Living & Fuel Poverty Support**



# Beat Your Bills & Community Engagement



- Following on from 21 successful events in 2023, Housing Standards, Community Action Norfolk & Lily have carried 22 events so far in 2024.

*(Beat Your Bills provides free, expert energy efficiency, utility and cost of living support)*

The Cost-of-Living Working Group will be planning events throughout the winter months.

- Hunstanton Town Hall (Indoor Market) – 22/10/2024 10:00-14:00
- Downham Market (Marketplace) – 25/10/2024 09:00-14:00
- Thornham Village Hall (Soup & Sandwich) – 05/11/2024 11:00-14:00



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West Norfolk

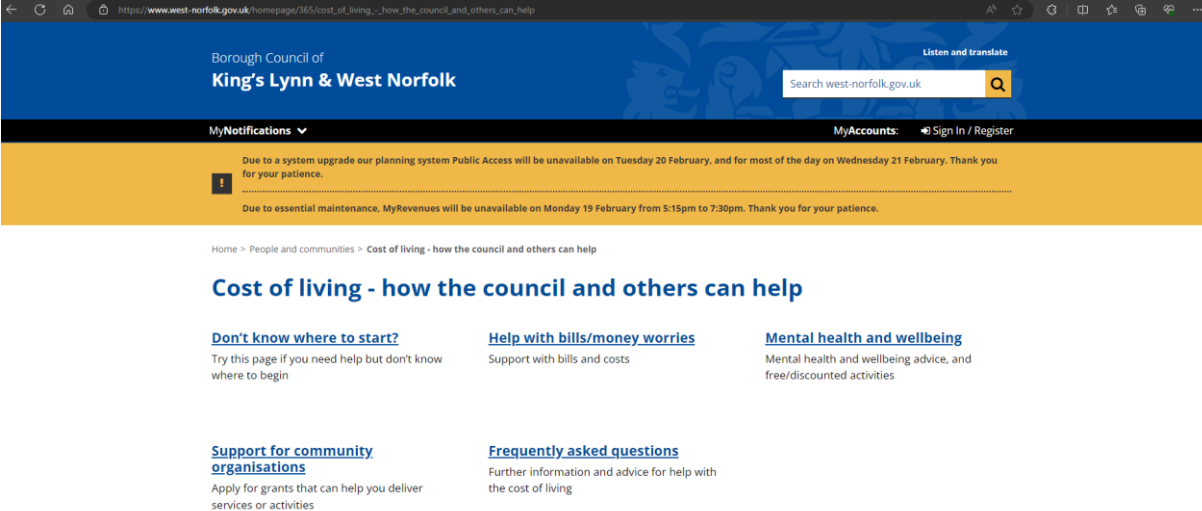




# Cost of Living Working Group

- Since October 2022, colleagues from across various departments in the borough council have been holding fortnightly Cost of Living Group meetings.
- The aim of these meetings is to strategise ways in which we can address the ever-concerning cost of living crisis.
- Departments include Housing Standards, Lily, Council Tax, Customer Information Centre and others.
- The following link provides valuable information to residents struggling with the cost of living:

[Cost of living - how the council and others can help | Borough Council of King's Lynn & West Norfolk \(west-norfolk.gov.uk\)](https://www.west-norfolk.gov.uk/homepage/365/cost_of_living_-_how_the_council_and_others_can_help)



The screenshot shows a web browser displaying the website for the Borough Council of King's Lynn & West Norfolk. The page title is "Cost of living - how the council and others can help". The header includes the council's name and a search bar. Below the header, there are two yellow notification banners: one about a system upgrade for Public Access on February 20-21, and another about essential maintenance for MyRevenues on February 19. The main content area features a breadcrumb trail: "Home > People and communities > Cost of living - how the council and others can help". Below this, the page title "Cost of living - how the council and others can help" is repeated. There are four main sections with blue underlined links: "Don't know where to start?", "Help with bills/money worries", "Mental health and wellbeing", and "Support for community organisations". Each section has a brief description of the help provided. "Frequently asked questions" is also listed as a link.



# Food For Thought

- Food For Thought is a series of home cooking events run by the Lily team, providing real world healthy cooking and eating advice.
- Between September and December, there will be 12 weekly demonstrations covering nutrition, shopping on a budget, cooking for one & special diets, making home cooking cheaper and easier.
- The sessions are fun, free to attend, and all the recipes used can be accessed on the Lily website.



**FOOD FOR THOUGHT**

Free live cooking demonstrations by a professional chef

EVERYONE WELCOME

FREE TO ATTEND

TASTING SESSIONS

SWAP RECIPE IDEAS

CHILD-FRIENDLY VENUE

Come and join us for live cooking demonstrations where we exchange ideas, embrace mealtimes and enjoy plenty of tasters prepared by our professional chef!

Week 1 – 17/9 Breakfast	Week 7 – 29/10 Autumnal cooking
Week 2 – 24/9 Lunch	Week 8 – 5/11 Dietary alternatives
Week 3 – 1/10 Dinner	Week 9 – 12/11 Low cost desserts
Week 4 – 8/10 Snacks	Week 10 – 19/11 Fakeaway meals
Week 5 – 15/10 Batch cooking	Week 11 – 26/11 Low calorie cooking
Week 6 – 22/10 Dried and tinned foods	Week 12 – 3/12 Festive savings

Sessions run 9.30am–11.30am at London Road Methodist Church, 20 County Court Road, King's Lynn PE30 5EJ. Pick and choose the sessions that interest you, and there's no need to book in advance, just turn up! Call 01553 616200 or email [askilly@west-norfolk.gov.uk](mailto:askilly@west-norfolk.gov.uk) for more information.

01553 616200  
[askilly.org.uk](http://askilly.org.uk)

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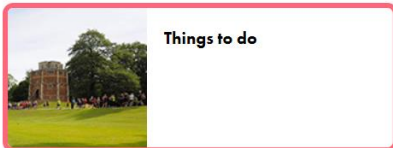


# Lily Directory

[LILY \(asklily.org.uk\)](http://asklily.org.uk)

## Welcome to the Lily Directory

Search for Local, west Norfolk, Activities, Services and Organisations. [Find out more about Lily Here!](#)



**Things to do**



**Housing and care homes**



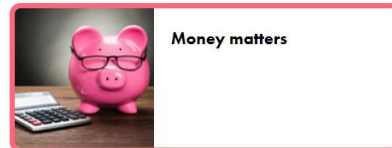
**Transport and getting around**



**Learning, work and volunteering**



**Health, care and support**



**Money matters**



**Green choices**



**Advice, safety & other information**



**Childcare and family support**



**Thank you!**

**Questions?**

