

CRAWLEY BOROUGH COUNCIL HECA REPORT 2021

The Home Energy Conservation Act 1995 ('HECA') requires all 326 local authorities (LAs) in England to submit reports to the Secretary of State demonstrating what energy conservation measures they have adopted to improve the energy efficiency of residential accommodation within that local authority area. This covers measures to improve properties in the owner-occupier, private rented and social rented sectors. BEIS uses data submitted through local authority HECA returns to inform policy thinking on energy efficiency, and to build an ongoing picture of local and national energy efficiency policy delivery.

The report is to be divided by sections to capture information on a range of key themes:

Headline and overview

Does your local authority have a current strategy on carbon reduction and/or energy efficiency for domestic or non-domestic properties? If yes, please provide a link:

<https://crawley.gov.uk/sites/default/files/documents/PUB183597.pdf>

What scheme(s) is your local authority planning to implement in support of energy saving/carbon reduction in residential accommodation properties in the next two years?

We will continue to partner with Agility ECO, providing lower income and vulnerable residents with the Local Energy Advice Partnership (LEAP) home energy visiting service and their associated schemes.

Continue to promote Warmer Homes Scheme delivery of LAD1 & LAD1b until September 2021. We plan to spend our Local Authority Delivery (LAD) 2 allocation by the end of 2021 with the support of the Greater South East Energy Hub.

Construction of the new energy centre and district heat network (DHN) on the redeveloped Town Hall site started in autumn 2020. This forms phase one of the project supplying affordable heat and hot water to connected residents and businesses and is scheduled for completion by February 2022.

Crawley Town Investment Plan which will commence delivery in 2022 and includes the following interlinking programmes:

- Invest in Skills for Crawley – a programme of investment in infrastructure for vocational skills training and higher education, including a construction skills hub equipped with green construction skills training facilities
- Green Business Infrastructure Grants – a programme to enable small, green technology businesses to invest in new premises or facilities and equipment in order to expand their commercial footprint and their jobs base within Crawley and “start-up” business and microenterprise grants to support the growth and expansion of Crawley’s green technology cluster

- Green Homes Retrofitting Programme – targeting Crawley’s private sector housing stock and stimulating business and economic growth and job creation in green construction, complementing the focus on green skills training and the support for green infrastructure grants, to help equip the local construction industry with the skills base and resources it needs to drive green retrofitting and to deliver “green” new build homes.

We will be participating in the autumn 2021 auction of the Solar Together group buying scheme enabling residents to install high-quality solar panels and battery storage from an accredited installer at a competitive price.

Work in partnership with not-for-profit organisation Warmer Sussex, who offer a ‘whole house’ retrofit service for the able-to-pay market. The service has been affected by the sudden end to the Green Home Grant Voucher Scheme, uncertainty and low demand in the marketplace. Government policy and future funding opportunities are now pivotal in the continuation of the programme.

Crawley Homes has joined the ‘Net zero collective group’, <https://netzerocollective.co.uk/> a collaboration of property services businesses, equipment manufacturers and building owners – including local authorities – working with universities to find solutions to decarbonising UK buildings and homes. Ten properties are currently being monitored/researched by the University of Southampton to develop deep retrofit plans which will create a future blueprint for a carbon reduction roadmap across all Crawley Homes stock.

An Alliance sub-group has been set up with Crawley Homes and its key maintenance contractors to ensure that all parties work together to deliver their carbon efficiency, delivery and local supply chain tender commitments.

An ongoing retrofit programme across the council’s property portfolio including loft and CWI insulation, EWI to add PAS2035 additional measures, as well as LED lighting installation and retrofit PV battery Storage.

What has been, or will be, the cost(s) of running and administering the scheme(s), such as the value of grants and other support made available, plus any other costs incurred (such as administration) as desired.

LEAP is funded by the Warm Homes Discount Industry Initiatives Fund and is delivered by AgilityEco. There is no cost to the authorities for participation within the LEAP programme, however it is estimated that at least £231,725 (+ VAT) of funding has been invested in the West Sussex area through LEAP interventions (home visits and advice calls) between 2019 and 2021.

LAD – for phase 1a and 1b the council bid for funding as part of a consortium, therefore funding allocated to Crawley will only be known once the schemes end. For each phase a small marketing budget has been provided by BEIS. Crawley has been allocated £277,000 for LAD2.

The DHN project is part of the Town Hall site redevelopment. The total budget for the DHN is £4.285m. £1.4m of this has been secured from the government in the form of a grant. This grant, designed to promote more energy efficient means of providing heat and power, is added to a council budget of £2.85m.

Crawley Town Investment Plan has been awarded £21.1 million from the government's Towns Fund. We are unable to provide project level costings at this stage.

Solar Together scheme is run at no other cost to participating councils other than staff time. Commission payments on completed installations aim to cover direct mail out costs.

Warmer Sussex – RetrofitWorks was awarded funding from BEIS. Future costs to the council are yet to be assessed and dependent on our level of involvement in the programme. Currently their Plan Builder service is free to use for homeowners and landlords across Sussex who are interested in understanding how they could retrofit their homes.

Council-owned housing stock programmes – initial investigations into costs show not only staff and contractor administering costs but also training costs due to the requirement for PAS2035 training. Actual installation or retrofit costs are estimated in excess of £20,000 per property.

What businesses, charities, third sector organisations or other stakeholders do you work with to deliver the scheme(s)?

Net Zero Collective, Crawley College, Agility ECO, MPS, West Sussex County Council, Citizens Advice in West Sussex, Crawley Community and Voluntary Service, Clinical Commissioning Groups, GP practices, National Energy Action, Westrock, other LAs, RetrofitWorks, Parity Projects. Mears, Wates, and Liberty Group.

What has been, or will be, the outcome of the scheme(s)? These outcomes could include energy savings, carbon savings, economic impacts such as job creation and/or increased business competitiveness or societal impacts such as alleviation of fuel poverty and/or improved health outcomes etc.

LEAP – 154 residents have received support. Advice and 1,361 easy measures installed equate to an estimated 575t of carbon saved. 39 residents have had new income or increased income identified through Income Max, seven larger measures installed (boiler replacement or insulation) and 13 new white goods appliances installed across nine households. Social benefits include alleviation of fuel poverty, improved health outcomes, job creation (employment of local Home Energy Visitors), investment in skills, economic impacts.

LAD – alleviation of fuel poverty, improved health outcomes as well as carbon savings. LAD1a & b 30 applications and three installations to date. Measures include solid wall insulation, ASHP, Solar PV, other insulation.

The Town Centre District Heat Network will bring energy, carbon and financial savings to the existing residential properties served as well as low cost energy to new residential and commercial buildings. The first phase will supply approximately 310 residential units and 10,887m² of civic / commercial space, saving more than 100 tonnes of CO₂ per year with opportunities in phase two to connect a further 700 homes, Crawley College, Crawley Police Station and future developments on the county buildings site to join as well, saving more than 500 tonnes of carbon per year.

Crawley Town Investment Plan – local provision of skills and training opportunities, green business and job growth in the green technology and green construction sector within Crawley, strengthening the business and workforce base required in order to drive Crawley's progress towards net zero carbon

emissions by 2050. Local economic recovery and job creation, alleviation of fuel poverty and improved health outcomes through housing stock retrofit programme.

Solar Together – after the initial outlay of PV system, will Produce long-term householder savings in terms of energy bills and carbon reduction. Local sub-contractors were used for associated works e.g. scaffolding and any future scheme will focus more on onboarding local installers who meet the required standards.

By promoting uptake of retrofit measures to able to pay homeowners and landlords, the Warmer Sussex programme reduces domestic energy use, carbon emissions whilst providing opportunities for local employment and local supply chain.

To deliver the Crawley Homes projects we will work with our principal contractors Mears, Wates, and Liberty and their external subcontractors, to encourage local employment. We will also work alongside Crawley College to train or retrain personnel in energy efficiency equipment and retrofits. The current Crawley Homes schemes would act as a possible blueprint to deliver the guidance and confidence needed to make the changes that are required to achieve net zero homes by 2050 across our different home archetypes. Thus reducing Crawley Homes' carbon footprint, energy use, resulting in higher grade energy performance from our housing stock and with less potential for fuel poverty for residents. Later developments would include more employment for local workforce installing the required energy efficiency equipment on a larger scale, trained at our local college and this could possibly assist in the economic recovery of Crawley Town area.

Communications

Does your local authority provide any advisory services to customers on how to save energy? If yes, please briefly outline how this is undertaken.

We partner with Agility ECO to provide an advisory service (telephone and home visit) to domestic consumers through the Local Energy Advice Partnership (LEAP) and West Sussex Citizens Advice to deliver a home energy telephone service.

How do you communicate or encourage energy saving amongst domestic consumers and/or local businesses?

Via our website, social media, local press, council magazines and direct mail outs, attending events, presentations and through local groups, organisations and elected members. Domestic consumers are directed to West Sussex Energy Website, Energy Saving Trust, LEAP and Citizens Advice for further advice and support. Local businesses are directed to the Carbon Trust and the Sustainable Business Partnership.

Local Green Supply Chain

Have you made any assessment, or undertaken any analysis of the existing capacity in your local energy efficiency retrofit supply chain to support the decarbonisation of buildings by 2050? If Yes, please summarise the outcomes.

The local green supply chain is currently being assessed and analysed using our principal Crawley Homes' contractors Mears, Wates and Liberty Gas. We are actively reviewing their qualifications and resources for green supply chain future development. First impressions show a lack of skills and supply chain for local area resources.

[What actions are you taking, if any, to upskill and/or grow the local energy efficiency installer supply chain? This could include the facilitation of training, and local installer networking opportunities.](#)

To upskill and grow the local energy efficiency installer supply chain we are working in partnership with Crawley College to provide a 'Centre of excellence for decarbonisation' to train local people to install retrofit energy saving equipment. Creating a cluster of advanced local businesses working together to build skills and experience. We are investing in training and upskilling for our council staff in PAS 2035 at both the introductions and certified levels of the award.

The West Sussex Affordable Warmth Partnership promotes and shares supply chain and upskilling opportunities (to local installers who refer into the West Sussex Local Authority Flex Scheme), which are facilitated by other organisations, such as the South East Energy Hub, and Warmer Sussex, RetrofitWorks.

Crawley Town Investment Plan (TIP) – The TIP vision for Crawley states that Crawley will have a “transformed green economy” by 2050 and that Crawley will have a “burgeoning green technology and construction jobs base”. This will be achieved by three closely correlated programmes of investment in green construction skills and training, green business grants and green home retrofitting grants. Furthermore the TIP programmes are complementary to the Crawley College-led, LEP-funded scheme to build out a new STEM Skills Centre on the college site in the town centre. This new facility offers STEM training in Level 2 and above to help create pathways for local residents into jobs in the advanced engineering sector businesses located in Crawley.

[What actions are you taking, if any, to promote energy efficiency and the installer supply chain to consumers, and encourage households to consider energy retrofit?](#)

The West Sussex Fuel Poverty Coordinator in consultation and agreement with the West Sussex Affordable Warmth Partnership has created a list of Trust Mark approved contractors for energy efficiency improvements. This is primarily focused on our LA flex scheme and ECO funding for the 'not able to pay' sector. This is published online and promoted by the Home Energy Advisor services.

Crawley Homes previously ran a small online campaign for social tenants wishing to volunteer for energy efficiency retrofit. This will be extended in the future following the installation of successful pilot programmes. A 'Climate Strategic Alliance group' including all three principal contractors – Mears, Wates, Liberty Gas – and Crawley Homes regularly meet to promote all energy efficiency methods, programmes and installations. The principal contractors also encourage tenants to save energy by using the controls or heating equipment correctly and consider retrofits during any service visits. The Climate Strategic Alliance group promotes the council's corporate commitment to reduce carbon by 45 per cent by 2030, agree a strategy and look at the implications to 'stop' installing new gas boilers by 2025, promote the work with 'NetZero Collective' to agree a retrofit strategy for the future of Crawley Homes housing stock to meet future carbon reduction strategies, work in collaboration with Wates and Mears to

understand their own carbon efficient offerings in terms of retrofit for the future projects, consider continuous ways of reducing fuel poverty for the benefit of Crawley Homes' tenants.

How effectively is your LA able to engage (Trustmark/PAS2035/PAS2030 certified) installers?

Currently Trustmark/PAS2035/PAS2030 certified assessors, coordinators and designers are in short supply, but all three of our principal Crawley Homes' contractors work alongside or have access to these certified staff/installers.

As previously mentioned, the West Sussex Fuel Poverty Coordinator in consultation with the West Sussex Affordable Warmth Partnership has created a list of Trust Mark approved contractors for energy efficiency improvements, specifically installers who take part in LA Flex.

Do you have any plans to develop policies or initiatives in this space over the next five years as part of supporting your local decarbonisation efforts?

Completion of deep retrofit of 10 Crawley Homes pilot properties from the 'Net Zero Collective', then use this as a blueprint across Crawley neighbourhoods.

As well as the previously mentioned green skills, grants and retrofit programmes within the Crawley Town Investment Plan, we will continue to work alongside our LAD 1 A&B Green Home Grant Scheme partners, Agility ECO, who have created a local installer list. The LAD 2 schemes through the South East Energy Hub may also offer opportunities to be involved with their Dynamic System Purchasing system, to support local installers and contractors.

Social housing

What action, if any, has your LA taken to install energy efficiency or low carbon heat measures in social housing?

Crawley Homes has joined the 'NetZero Collective' group – <https://netzerocollective.co.uk/> – a growing collaboration of property services businesses, equipment manufacturers and building owners and local authorities who are working with university researchers to find answers to the challenge of decarbonising UK buildings and homes.

NetZero Collective is working to firstly 'energy and performance' monitor the stock, then retrofit properties with zero carbon heating, cooking and cooling solutions. This takes a building fabric and data first approach. After the retrofit, properties are again monitored for performance, which will result in a future blueprint for carbon reduction retrofit options across all Crawley Homes stock. Ten properties are currently being monitored/researched by the University of Southampton for retrofit energy saving installs (2021).

An Alliance sub-group has been set up with Crawley Homes and its key maintenance partnership contractors Mears, Wates and Liberty Group. The purpose of the group is to ensure that all parties work together and deliver their tender commitments with regard to carbon efficiency programmes, delivery and local supply chains.

Ongoing programme across property portfolio retrofit insulation – top up loft and cavity wall insulation, external wall insulation to add PAS2035 additional measures. LED lighting installation in communal areas of flats and sheltered blocks. New programme to fit battery storage in communal blocks already supplied with a solar PV system.

Low energy designed new build properties as part of our new homes standard, close to using a passive house standard.

Two new developments to be added to the new Town Centre District Heat Network when completed. Both John Brackpool Court and Bridgefield House are successfully working as small heat networks using their own boiler rooms.

[Have these been installed to a satisfactory quality? What actions \(if any\) have your social housing partners taken?](#)

Both DHN areas have proven the use of heat interface units, metering and heat networks. They have provided good quality housing with affordable heating and hot water for tenants.

All the external wall installations have been successful in improving the temperature of houses and a better EPC level.

[Do you have easy access to the information/knowledge within your organisation that you would expect to need for social housing retrofit projects? \(e.g. stock condition; property data; approach to procurement; alignment with existing internal maintenance/upgrade plans; tenant engagement and management plans; costings\)](#)

Current retrofit projects are using historic held data for stock condition, using EPC levels and asset management information. Additional data is taken from new surveys and now remote data monitoring, this involves tenant participation and engagement.

[Have you experienced any challenges to retrofit, including during any previous government schemes you have taken part in \(e.g. supply chain, funding, tenant cooperation, mixed tenure, split incentive, policy clarity, etc.\)? Please provide some detail. Have social housing partners reported any challenges to retrofit?](#)

Issues with technologies: We have previously undertaken pilot programmes, utilising new technologies (CHP, Watt Box, VIPs, ASHP and MVHRs etc.) for which some have caused system failure and needed to be removed entirely. Examples include CHP units not being effective and replaced with traditional gas boilers, and VIP (Vacuum Insulated Panels) vapour control layer being punctured by dryliners.

Issues with end user: We have experience of residents not understanding the concept design of the building, and use the passivhaus building in a 'traditional' way. Despite our best efforts the residents have caused issues with retrofit dwellings through incorrect use.

Issues with obtaining funding streams: We have previously tried to obtain funding for a number of well-established streams, however these have not been realised due to contractual issues (ECO3), partner issues (C2C) or gaps in local knowledge to obtain (LAD).

How does your LA currently/how will your LA in future plan to go about identifying suitable housing stock and measures for retrofit? How do social housing partners identify suitable stock? By the same measures or via a different method?

Crawley Homes currently uses EPC data, asset data, age, and build types to determine suitable housing stock. Retrofit measures will be additionally determined from additional 'NetZero Collective' build and tenant surveys, along with the results from installed advanced monitoring devices. This data will show energy usage, heat and humidity which is being analysed by the University of Southampton to determine the correct deep retrofit measures.

What considerations would make you more or less likely to apply for government funding? If known, what is the opinion of your social housing partners?

Current funding requirements for completion timescales are too tight and cannot be achieved. Not only during the Covid outbreak but also during a time where we have an unknown green retrofit supply chain.

To what extent are social housing tenants willing or unwilling to undergo retrofit, and what are the barriers and facilitators to their participation? If known, is this the same opinion across all social housing tenants or is it different with HA and ALMO tenants?

We have had mixed responses and some low willingness from tenants for retrofit. The main facilitator for their interest and take up is the possibility for cheaper heating or water bills.

Does the approach to retrofit change for leaseholders in mixed tenure blocks? What encourages them to co-operate?

We have yet to approach leaseholders in mixed blocks with reference to participation in retrofit until the possible requirements are designed. They will later be encouraged by being shown other completed retrofits in the same block along with possible fuel cost savings.

Domestic private rented sector (PRS) minimum energy efficiency standards

Is your authority aware of the PRS Minimum Efficiency Standards regulations requiring private rentals in England and Wales to meet a minimum energy performance rating of EPC Band E as of April 2020, unless a valid exemption applies?

Yes

Which team within your authority is responsible for, leading on enforcement of the PRS minimum standard? Please provide the contact details of the person leading this team.

Private Sector Housing

What method or methods does your authority use to communicate with landlords and tenants about the standards and other related issues?

Ordinarily, we would help organise, hold and attend two RNLA meetings per year. In addition, any national issues are communicated via CBC website, Crawley Live or via social media. However, Covid-19 has prevented many of these activities taking place.

What barriers, if any, does your local authority face enforcing these regulations (e.g. identifying non-compliant properties/landlords, budgeting/resourcing, any legal issues)?

No particular barriers. The main issue is the lack of time/resources to enforce regulations.

Do you directly target landlords of EPC F and G rated properties to enforce these regulations? If yes, how? If no, please explain.

Due to a lack of resources we are unable to proactively target landlords.

Financial support for energy efficiency

Where possible, please set out your answers to the following questions by tenure (owner occupied, privately rented, or social housing).

What financial programmes, if any, do you have to promote domestic energy efficiency or energy saving? If applicable please outline the budget (and % of the budget that is used), where such funding is sourced and where it is targeted.

We provide discretionary repair and renovation interest-free loans for private sector to fund certain works considered essential to meet the government's Decent Homes Standard. 'Safe & Warm at Home' Grants are offered to disabled and vulnerable private sector residents. These however are not 'targeted' at fuel poor households, instead used reactively.

What future investment for energy efficiency or low carbon heat measures do you have planned, and when are these investments planned for?

Crawley Town Investment Plan Fund Green Homes retrofitting programme. The financial forecasts show a start in financial year of 2022/23.

Some funding allocated for the 'NetZero Collective' 10 Crawley Homes trial properties in 2021/22, then awaiting future funding availabilities when we have results from monitoring, along with more accurate timescales for installation, completions and supply chain delays.

Fuel poverty

Does your local authority have a Fuel Poverty Strategy?

The West Sussex Fuel Poverty Partnership Framework for Action is currently being revised by the West Sussex Affordable Warmth Partnership.

<https://westsussexenergy.co.uk/professionals/framework-for-action>

What steps have you taken to identify residents/properties in fuel poverty? What blockers, if any, have there been in identifying households in fuel poverty?

Regular communications and engagement updates are sent out by the West Sussex Fuel Poverty Coordinator. These newsletters and email updates are sent to more than 100 frontline workers in West

Sussex with updates on the fuel poverty support services and links to the West Sussex energy website and area-based home energy advisor services. These communications are also shared internally and with wider community working with vulnerable low income residents. Talks and short training sessions are provided to community front line worker and staff at the local authority.

How does fuel poverty interlink with your local authority's overall Carbon Reduction Strategy?

Key strategic external objectives and aims of our carbon reduction strategy promote sustainable housing, set an example with our own social housing stock, the delivery of Local Heat Network schemes to help reduce energy costs and reduce fuel poverty, provide low carbon, decentralised energy network for the Town. The West Sussex Fuel Poverty Partnership Framework for Action proposes that improving the energy efficiency of homes may also contribute to carbon reduction initiatives.

Please highlight any fuel poverty issues specific to your area.

Difficulties in effectively targeting private rented sector housing, which can be poorly maintained, combined with low incomes, high living costs and a lack of resources to enforce PRS minimum standard, further compounded by economic impacts of the pandemic.

What measures or initiatives have you taken to promote fuel cost reduction for those in fuel poverty? Include information on partnerships with local businesses or energy providers you have.

Citizens Advice single point of contact telephone advice service (started January 2021) provides our residents with advice on energy switching, debt/money, energy efficiency and renewables; 365 Crawley residents have received support through the service.

The Local Energy Advice Partnership (LEAP) service offers free over the phone advice and home energy visits to low income residents, easy measures (LEDs, draught proofing etc.), tariff check and switching, and onward referrals for insulation and heating measures and replacement white goods. Since 2019, the scheme has reached 154 residents, 39 have had new income identified (a total of £100,000 a year) and 1,361 easy measures have been installed (approx. £100,000 in bill savings).

Crawley Borough Council provides residents with a collective energy switching scheme by participating in the iChoosr 'Big Community Switch'. More than 600 fuels switched between 2019 and 2021.

The West Sussex Affordable Warmth Partnership provides a website with advice on energy saving and switching and has set up an installer list for West Sussex residents so they can select an installer for LA Flex and ECO energy efficiency measures. All installers must be Trust Mark registered. The aim is to enable residents to make informed decisions when exploring energy efficiency grants improving the uptake of energy efficiency measures.

We supported not-for-profit energy supplier Your Energy Sussex (YES), which ran for three years to give residents an alternative, council-supported energy supplier committed to competitive pricing, (consistently offered annual savings of between £200 and £250 to customers transferring from 'standard variable' tariffs offered by the 'Big Six' (based on the energy consumption of the average household, according to Ofgem)), renewable electricity and good customer service. It served more than 7,000 customers.

All surplus income from the YES commission payments (after project management and marketing costs had been covered) was paid into the Fuel Poverty Fund established to provide financial support to vulnerable households struggling to pay their energy bills across Sussex. £22,000 was used for emergency fuel vouchers to help vulnerable households across Sussex with their bills. Using a low-cost approach to marketing YES through existing council communication channels helped to ensure that commission has been directed towards fuel poverty work.

YES formally closed at the end of January 2021 following the decision by the energy supply partner to sell its customer base to another supplier. YES customers were given the option to transfer to the new supplier on their existing terms or move to an alternative supplier of their choice without penalty.

Although YES has come to an end, we are continuing to work with partners to identify new sources of revenue for the Fuel Poverty Fund including the Solar Together Scheme.

The West Sussex Emergency Heater scheme – vulnerable (private sector) residents with no working heating system are offered two oil-filled plug-in heaters as a stopgap until the resident is able to have their central heating system repaired or replaced. Between May 2019 and April 2021 the scheme helped a total of three Crawley households.

Green Homes Grant local authority delivery

Has your local authority Participated in GHG: LAD? If yes, please indicate which phase you participated in and briefly outline the project.

LAD Phase 1a & 1b extended the Warmer Homes Scheme, targeting owner occupied, private rented G, F, E and D rated homes, measures include solid wall insulation, air source heat pumps, solar thermal and Solar PV.

Crawley Homes (own housing stock) have not had schemes or pilots ready for participation and completion in the required timescales.

Would your local authority be in a position to manage the delivery of upgrades through a scheme such as LAD in 2022?

If yes, please indicate the anticipated number of homes that could be upgraded per year.

Crawley Homes: Yes, but capacity limited to no more than 100 properties due to timescales/pilots/new technology/local supply chain. It is difficult to give an indication of the number of private sector dwellings.

The Energy Company Obligation (ECO)

Has your local authority published a Statement of Intent (Sol) for ECO flexibility eligibility?

Yes <https://www.arun.gov.uk/download.cfm?doc=docm93jjm4n14794.pdf&ver=15155>

Please answer the following questions to help us to understand LA Flex delivery in more detail:

How many declarations were issued for low income vulnerable households?

101

How many declarations were issued for Fuel Poor households?

79

How many declarations were issued for in-fill?

None

What is the highest income cap published in your Sol?

£3,846 Monthly (after housing costs for households with two adults and four or more children) (£46,155 annual)

If you have used an income over £30k gross, what reason have you given?

Income thresholds have been defined to take into account the higher living costs in West Sussex. ONS data on average income levels across West Sussex has been analysed. An income threshold of 80 per cent of the West Sussex mean income is considered a tailored and appropriate proxy, in conjunction with the other eligibility criteria, for identifying a low income household in West Sussex.

Do you charge for declarations to be signed? If so, please state how much?

No – but this is something we are exploring at the moment.

Smart metering

Please provide a brief statement outlining your current or planned approach to promote smart meter take up and supporting residents to achieve benefits.

Void Crawley Homes properties are fitted with new smart meters by British Gas. As part of the Your Energy Sussex energy tariff, which we supported and promoted until its closure in January 2020, customers were encouraged to sign up for a smart meter as part of the government roll-out.

Please provide further information on activities relating to smart metering, including but not limited to:

- a. Integrating approaches to delivering energy efficiency improvements in residential accommodation
- b. Arranging for smart meters to be installed by energy suppliers in vacant social housing premises

Void Crawley Homes properties belonging to Crawley Borough Council are fitted with new smart meters by British Gas.

- c. Using social landlords to promote smart meter uptake
- d. Including smart meters in landlord licencing schemes
- e. Supporting residents who have had appliances condemned for safety reasons
- f. Other supporting activities

Future schemes and wider incentives

Please outline any further schemes or wider initiatives not covered above that your local authority has carried out or is planning to undertake to improve energy efficiency in residential accommodation.

We are in the process of reviewing our Local Plan. Policies SDC1 & SDC2 of the 2021 submission draft Local Plan incorporate tighter standards for energy efficiency and use of low/zero carbon energy sources for new-build developments.

We will explore the introduction of newer, greener technology as part of the phase two plans of the Town Centre District Heat Network.

Crawley will continue its involvement in the Greater Brighton Energy Plan, which has a wide range of investible energy projects underway and plans to transform energy systems in the areas of low carbon heating, renewable energy, the transport revolution, energy efficiency and energy saving, and smart energy systems.