

Title of meeting: Full Cabinet

Date of meeting: 10th March 2020

Subject: Energy and Water at Home Strategy

Report by: James Hill, Director of Housing, Neighbourhood and Building Services

Wards affected: All

Key decision: No

Full Council decision: No

1. Purpose of report

- 1.1. The purpose of this report is to bring the finalised *Energy and Water at Home Strategy* to Cabinet which was approved in draft form on 5th November 2019. This includes reporting the key findings of the consultation and a number of changes made to the strategy itself as a result of this exercise. This report also highlights work undertaken to respond to decisions made in the November Cabinet to:
- a) Develop a detailed action plan to achieve the strategic objectives set down in the report
 - b) Develop a marketing and communication strategy to reach and engage all residents in the City

2. Recommendations

- 2.1. That Cabinet notes the extensive consultation undertaken with key partners and the wider public; and that the response of the consultation was overwhelmingly positive and in agreement with the objectives laid out in the draft strategy.
- 2.2. That the Cabinet approves the final strategy for publication.
- 2.3. That Cabinet notes the development of a detailed action plan which will help to expand the scope and scale of the help currently offered by the authority; whilst acknowledging that this is a live document which will be subject to further development.
- 2.4. That Cabinet notes the development of a marketing and communication strategy which will reach and engage every household in Portsmouth; whilst acknowledging that this is a live document which will be subject to further development.

3. Background

- 3.1. In order that the approach to domestic energy and water efficiency be formalised, a draft strategy was brought before Cabinet in November 2019. This

now updated strategy, for final approval, can be found in Appendix A with the accompanying Cabinet Report from November in Appendix B. The Cabinet approved the draft strategy for publication.

3.2. Although confident that the draft strategy covered the core issues surrounding domestic energy and water efficiency; officers noted that wider consultation had not been possible in arriving at the draft stage. They therefore recommended (and it was approved) that wider consultation should be done with key partners and the wider public for a period of two months; in order that all views be heard (this can be found in Appendix C).

3.3. It was further recommended (and approved) that the issues, particularly those surrounding fuel poverty, were serious and that a detailed action plan be drawn up, to strengthen and extend the work already taking place to tackle the issues highlighted. Examples of current ongoing work are included in the strategy in the section titled 'How we are taking action now', but this is not a comprehensive list of all the work the council has undertaken to make homes more energy and water efficient and reduce energy and water bills. Other significant projects delivered that highlight the council's innovative approach to home energy efficiency and affordability include the improvement of Wilmcote House to 'EnerPHit' standard (the retrofit equivalent to 'Passivhaus'). Whilst the action plan is to be a live document; the consultation period was to be used to draw together key themes, actions and time frames (this can be found in Appendix D).

3.4. It was highlighted that a key consideration should be as to how the issues of home energy and water be communicated. It was recommended (and approved) that a marketing and communication plan be developed in order that every household in the city be reached and engaged. Whilst, again, this was to be a live document; the consultation period was used to draw together key themes, actions and timeframes (this can be found in Appendix E).

3.5. Furthermore, the Cabinet noted the successful work already being undertaken; and the contribution they felt that such a strategy, could make towards achieving the council's goal of becoming carbon neutral, and increasing water efficiency to mitigate the impact of nitrate levels.

4. Legislative requirements

4.1 There are no legal requirements relating to the publication of this strategy.

5. Consultation Activities and Response

5.1. The authors of the report, the Tackling Poverty Coordinator and the Energy Services team, have undertaken a two month period of consultation with key partner organisations and the wider public. The consultation feedback from which has been used to amend the strategy, as well as feed into the action plan and communications strategy can be found in Appendix C.

5.2. The key organisations and partners consulted have included face to face presentations to:

- Portsmouth Fuel Poverty Working Group
- Portsmouth Climate Action Board
- Portsmouth and District Private Landlords Association
- Houses in Multiple Occupancy Governance Board
- End Fuel Poverty event, sponsored by National Energy Action
- Housing, Neighbourhood and Building Services

As well as email and telephone correspondence with National Energy Action, Agility Eco and the Environment Centre.

5.3. The key themes identified with partners and key groups, and incorporated within the strategy and supporting documents, include:

- A reaffirmation of tenure being the key factor when identifying the support that can be given to a household
- Increasing focus on carbon reduction in areas where there is potential to make a difference without risking exacerbating fuel poverty
- Increasing the scope and reach of communication to include further messaging to the non-fuel poor sector
- Support to private landlords and owner occupiers through communication channels
- Identification of additional support that can be brought by these groups

5.4. Online consultation was available for anyone to respond to between 17th December 2019 and 31st January 2020. It was promoted via the council's Your City Your Say network, Team Brief for City Council staff, the city council Residents Consortium, the Health and Wellbeing Board, the Tackling Poverty Strategy Steering Group, the HIVE newsletter and the Council's website and social media platforms.

5.5. The online consultation was completed by 273 respondents, of whom most responded as individuals (87.8%). The remainder being made up of businesses, voluntary and community sector organisations and other organisations.

5.6. Respondents were asked to what extent they agreed with the key aspects of the report: The Vision (80.22% agreed or strongly agreed) and the Delivery (84.73% agreed or strongly agreed).

5.7. Respondents were then asked whether they agreed with other work areas, short and long-term opportunities for improving energy efficiency, cutting energy and water bills, and maximising household income. Respondents again showed that they were either in agreement or strong agreement between 76.47% and 84.98% of the time.

5.8. The questions also allowed free text answers and respondents were prompted to say whether there were other things that should be taken into account or prioritised, as well as those highlighted within the strategy.

5.9. A number of responses were entirely outside of the scope of the strategy; relating to issues such as industrial and commercial buildings, waste management and transport.

5.10. Some themes recurred in the consultation responses;

- Respondents were comfortable with the Council leading and delivering the strategy
- Respondents felt that greater emphasis should be given to reducing carbon emissions
- Respondents wanted to see greater investment in renewable energy technologies; particularly solar
- Respondents queried the rationale of using gas-fired boilers against a background of the climate emergency
- Respondents were often looking primarily for advice from the Council on how to make their homes more energy efficient or details about renewable technologies

6 Responding to the consultation

- a. The consultation period was extremely useful to build a picture of what diverse groups felt should be being delivered as part of the PCC offer. It lead to a realisation that, because much of the Energy Service team's work is currently focussed primarily on fuel poverty, a shift in approach would be required in future to assist all homes as stated in the vision.
- b. Many of the respondents gave answers which related to specific actions and technologies. These have been used to build the action plan according to demands recognised in the responses.
- c. The balance between delivering affordable warmth in fuel poor scenarios and the use of fossil fuels has been drawn out within the strategy. With an emphasis on climate change mitigation being made by those households who are not considered vulnerable.
- d. The suggestions on delivery of renewable technologies, including solar were included within the action plan; with potential actions for all tenures.
- e. A communication strategy (detailed in full in Appendix E) will be implemented to ensure homes get the help, support and advice they need to make good, well-informed decisions when making their homes more energy efficient.

7 Development of the Action Plan

- a. The consultation period was used to develop an action plan, detailing activities, 'owners' and timeframes for a range of energy efficiency related projects and actions.
- b. It is intended that the action plan be used as a live document on which to build and improve as additional demands are received; or new funding streams and business cases become available.
- c. Funding streams in domestic energy efficiency are often variable and short-lived. It is therefore envisaged that the Energy Services team be flexible

and open to new challenges, and able to spot new opportunities, as they arise.

- d. Having the action plan prepared allows potential funders and partners to see the scale and scope of the work already on going in Portsmouth. This will be utilised to encourage further partnerships as it gives confidence that PCC can deploy funding expediently to achieve results.

8 Development of the communications strategy

- a. The communication strategy helps to outline the future communication messages and activities which will come from the implementation of the strategy and action plan.
- b. Feedback from the consultation period has allowed us to understand better the broad range of communication messages required to speak to all homes in the city.
- c. For instance, much of the face to face consultation revealed that many respondents simply required trusted sources of information to assist them when considering improving their homes with energy efficiency measures. This can be provided through online resources.
- d. Whereas some respondents to the consultation reminded us that not everybody is in possession of a computer or smart phone. For this cohort of households, posters, letters and well-trained frontline staff will be required to disseminate the messages around energy efficiency.

9 Reasons for recommendations

- a. The recommendations recognise that wider views have been sought extensively on the draft strategy. That the response has been large and overwhelmingly in favour of the approach taken; and that key recommendations from respondents have shaped the final strategy, action plan and communications strategy.
- b. The final strategy, action plan and communications strategy will together provide a shared plan and direction in order to strengthen and develop the work already taking place towards making energy and water sustainable and affordable for every home in Portsmouth.

10 Integrated Impact Assessment (IIA)

- a. An IIA has been completed and is attached at Appendix F. The work recommended by the strategy has positive impacts across a range of issues, and no negative impacts have been identified.

11 City Solicitor's comments

- a. There are no identified legal implications arising from the recommendations set out within this report (if approved). The recommendations will support the City Council's plans and strategic priorities as set out within this report

as well as contributing to the Council's duties to address poor housing standards in the private rented sector.

12 Director of Finance comments

- a. There are limited financial implications as a result of approving the recommendations within this report.
- b. The costs of consultation for this strategy will be met from existing cash limited budgets.
- c. If measures, works or initiatives are identified as a consequence of delivering the strategy then funding may be required and these will be delivered within existing approved resources or a request for more funding

Signed by:

.....
James Hill, Director of Housing, Neighbourhood and Building Services

Appendices:

Appendix A - Portsmouth City Council's Final home energy and water efficiency strategy

Appendix B - Cabinet report - November 2019

Appendix C - Energy and Water at Home Strategy Consultation Summary

Appendix D - Action Plan

Appendix E - Energy and Water at Home Communications Strategy 2020

Appendix F - Integrated Impact Assessment

Background list of documents: Section 100D of the Local Government Act 1972

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

Title of document	Location

The recommendation(s) set out above were approved/ approved as amended/

deferred/ rejected by on

Signed by:

APPENDIX A - ENERGY AND WATER AT HOME STRATEGY



Portsmouth
CITY COUNCIL

Energy and water at home

2020-2025

A strategy for efficiency and affordability
for every household in Portsmouth

Contents

Our vision	10
How the vision will be delivered	10
Strategic objectives	10
The challenge	12
Our ways of working	17
Leadership and participation in the strategy	18
The areas for action	18
How we are taking action now	19
The way forward	20
Milestones	22
Strategic fit	23
Consultation, monitoring and review	23

Our vision

To ensure all homes in Portsmouth use energy and water as efficiently as possible for an appropriate level of comfort, safety, health and dignity; and that every Portsmouth household can afford their energy and water bills.

How the vision will be delivered

- ✓ The council will lead the way in helping our community to make Portsmouth's homes more energy and water efficient and low-carbon.
- ✓ Residents will be empowered to reduce their energy and water bills and increase their household income, ensuring that their home energy costs are affordable.
- ✓ Support will be offered as widely as possible, to maximise the number of people who benefit, while targeting those most at risk from cold homes, to maximise the impact.
- ✓ The council will develop national partnerships to attract investment in energy and water efficiency into the city, supporting the creation of skilled green jobs locally and driving innovation in clean energy generation to ensure the city's energy and water needs are affordable, sustainable and secure.

Working together with our residents and stakeholders in the area we will ensure that everyone understands the help that is available and can meet their energy and water needs, to make Portsmouth a fairer, healthier and more prosperous city.

Strategic objectives

This strategy will contribute to the council's shared aim, to make Portsmouth a place that is fairer for everyone: a city where the council works together with thriving communities to put people at the heart of everything we do.

It focuses on our five corporate priorities:

1. Make Portsmouth a city that works together, enabling communities to thrive and people to live healthy, safe and independent lives.
2. Encourage regeneration built around our city's thriving culture, making Portsmouth a great place to live, work and visit.
3. Make our city cleaner, safer and greener.
4. Make Portsmouth a great place to live, learn and play, so our children and young people are safe, healthy and positive about their futures.
5. Make sure our council is a caring, competent and collaborative organisation that puts people at the heart of everything we do.

To ensure that all households in Portsmouth have access to affordable and sustainable energy we will strive to:

Priority One

- Ensure our residents are informed, active and engaged consumers who take action to reduce energy and water costs and wastage.

Priority Two

- Ensure all homes in Portsmouth meet a minimum Energy Performance Certificate rating of D by 2025 where practicable.

- Lead the way in using new housing developments and refurbishments to reach the highest possible levels of energy and water efficiency, and reduce carbon emissions.

Priority Three

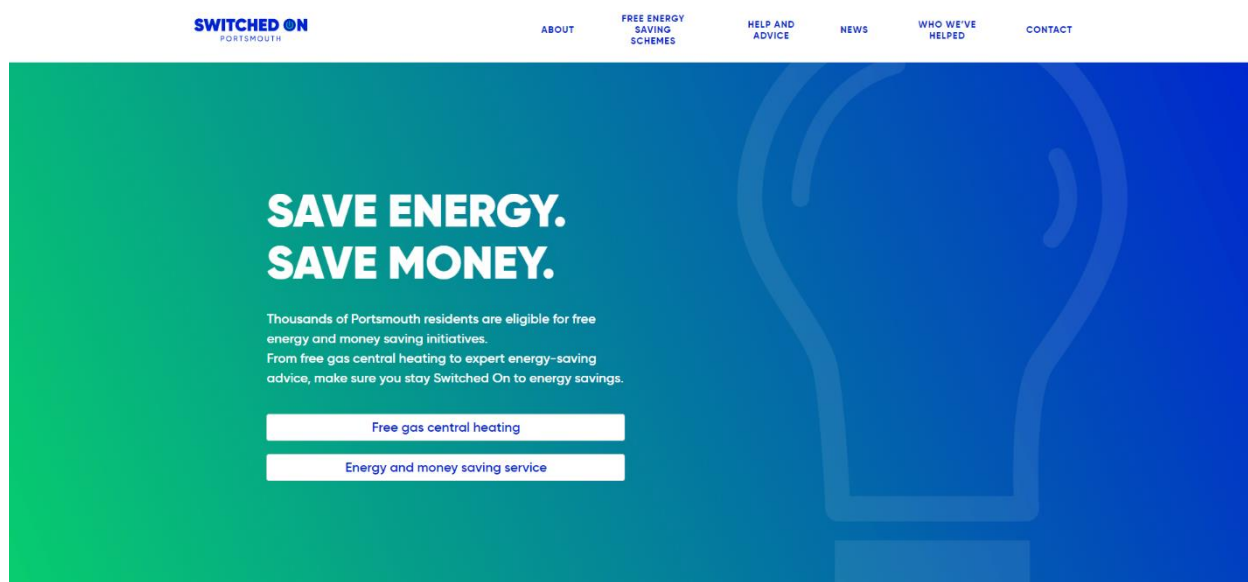
- Develop clean energy generation that contributes to reducing fuel poverty, reducing carbon dioxide and other harmful emissions.
- Reduce carbon emissions and improve air quality.

Priority Four

- Maximise household incomes to ensure every resident exceeds a minimum reasonable standard of living.

Priority Five

- Clearly communicate a comprehensive offer of assistance for residents.
- This strategy will contribute to the council's action plan to achieve net zero carbon emissions in Portsmouth by 2030.



The challenge

The council has declared a climate emergency to highlight the need for urgent action to reduce greenhouse gas emissions¹. We have pledged to achieve net zero carbon emissions in Portsmouth by 2030, considering both the production and consumption of emissions.

Emissions caused by the use of energy in the home comprise 31% of total emissions in the Solent region², and therefore this strategy has a role to play in achieving net zero carbon emissions. While working to increase energy efficiency and sustainability and improve indoor and outdoor air quality, we also want to achieve fairer access to energy for all.

Fuel poverty is estimated to affect 10.9% of households in England and 12.1% in Portsmouth, which equates to over 11,000 households³ (see map on page 7). This is based on the Low Income High Costs indicator⁴, which considers a household to be fuel poor if:

- they have required fuel costs that are above average (the national median level), and
- were they to spend that amount, they would be left with a residual income below the official poverty line.

This measure of fuel poverty is based on the amount of energy the household should use, to achieve a reasonable standard of comfort and dignity. In reality, these households face a 'choice' between adequately heating and lighting their home or spending money on other essential outgoings. Many decide to use less energy than they need, and live in cold homes. This disproportionately affects the elderly, families with young children and those living with long-term sickness or disability.

Being unable to afford to adequately heat the home or use energy for other essential activities, such as cooking and cleaning, contributes to social isolation, poor health outcomes, an increase in hazards in the home, and impedes child development.

Every year there are around 125 more deaths in Portsmouth during the coldest four months of the year compared to the average of the rest of the year⁵. An estimated 30% of these deaths are attributable to the avoidable circumstances of living in cold homes⁶.

Cold homes are dwellings which are energy inefficient and difficult to heat; resulting in high energy bills and unnecessary carbon emissions. These properties can be broadly identified as those with an Energy Performance Certificate (EPC) rating of E, F or G. In

¹

<https://democracy.portsmouth.gov.uk/documents/s22583/Draft%20Council%20Mins%20March%202019.pdf>

² <https://solentlep.org.uk/media/2669/solent-lep-heat-and-power-strategy-and-action-plan-final-docx.pdf>

³ <https://www.gov.uk/government/statistics/sub-regional-fuel-poverty-data-2019>

⁴ <https://www.gov.uk/government/publications/fuel-poverty-statistics-methodology-handbook>

⁵ <https://fingertips.phe.org.uk/public-health-outcomes-framework#page/3/gid/1000044/pat/6/par/E12000008/ati/102/are/E06000044/iid/90641/age/1/sex/4>

⁶ <https://www.nea.org.uk/wp-content/uploads/2018/02/E3G-NEA-Cold-homes-and-excess-winter-deaths.pdf>

Portsmouth there are 13,500 homes rated E, F or G (around 21% of all homes with an EPC rating), with the private sector accounting for the lowest average EPC ratings. Assuming similar levels in homes without an EPC, the total number of cold homes in the city would be over 18,000.

Average annual home electricity bills rose by 5.6% in 2017, 9.1% in 2018, and are predicted to rise further, taking up an increasing proportion of household income. While home gas prices have reduced from a peak in 2014, in real terms gas prices have increased over the last 10 years⁷. The 10.3% increase in the energy price cap from April 2019 underlines why the price cap policy will not be enough to bring home energy bills down to an affordable level.

Despite high costs, many households are paying more than they need to, with 54% of consumers on a standard variable tariff (not including prepayment meter tariffs), which are usually the highest. Although regulation has driven huge improvements in the experience of consumers switching energy suppliers, only 19% of British consumers switched supplier between July 2017 and June 2018, and 61% have never switched supplier, or have only switched once⁸.

Under the English Indices of Multiple Deprivation 2019, Portsmouth was ranked 59th most deprived out of 317 local authority areas⁹. A fifth of children living in the city are growing up in poverty, but in Charles Dickens ward this rises to over two fifths of children¹⁰. About 7,100 Portsmouth residents aged over 60 live in income deprivation.

Where schemes are available to improve efficiency and make energy affordable, take-up is often low. Our residents who are most in need may be socially and digitally excluded. A history of mis-selling in the energy supplier market also appears to have contributed to a reluctance among some residents to ask for or accept support.

Although a fuel poverty strategy for England was published in 2015, there have been a number of legislative, policy and funding changes since then. This requires local authorities to be informed and flexible, with a clear local vision for sustainable business streams that are resilient to changes in the national context. The council has responded to the government's recent consultation on a new fuel poverty strategy for England.

Figure 1 shows the areas of Portsmouth with the highest proportion of fuel poor households, based on the Low Income, High Costs indicator (see definition page 4).

Whereas a map of the Indices of Multiple Deprivation¹¹ would show the highest concentrations of deprivation on Portsea Island around the council estate areas in Charles Dickens, Nelson and St Thomas wards, the highest prevalence of fuel poverty is in Central Southsea. This is driven by the concentration of relatively older homes in

⁷ <https://www.gov.uk/government/statistical-data-sets/annual-domestic-energy-price-statistics>

⁸ <https://www.ofgem.gov.uk/publications-and-updates/state-energy-market-2018>

⁹ <https://www.gov.uk/government/statistics/english-indices-of-deprivation-2019>

¹⁰ <https://www.gov.uk/government/statistics/personal-tax-credits-children-in-low-income-families-local-measure-2016-snapshot-as-at-31-august-2016>

¹¹ <https://www.gov.uk/government/statistics/english-indices-of-deprivation-2019>

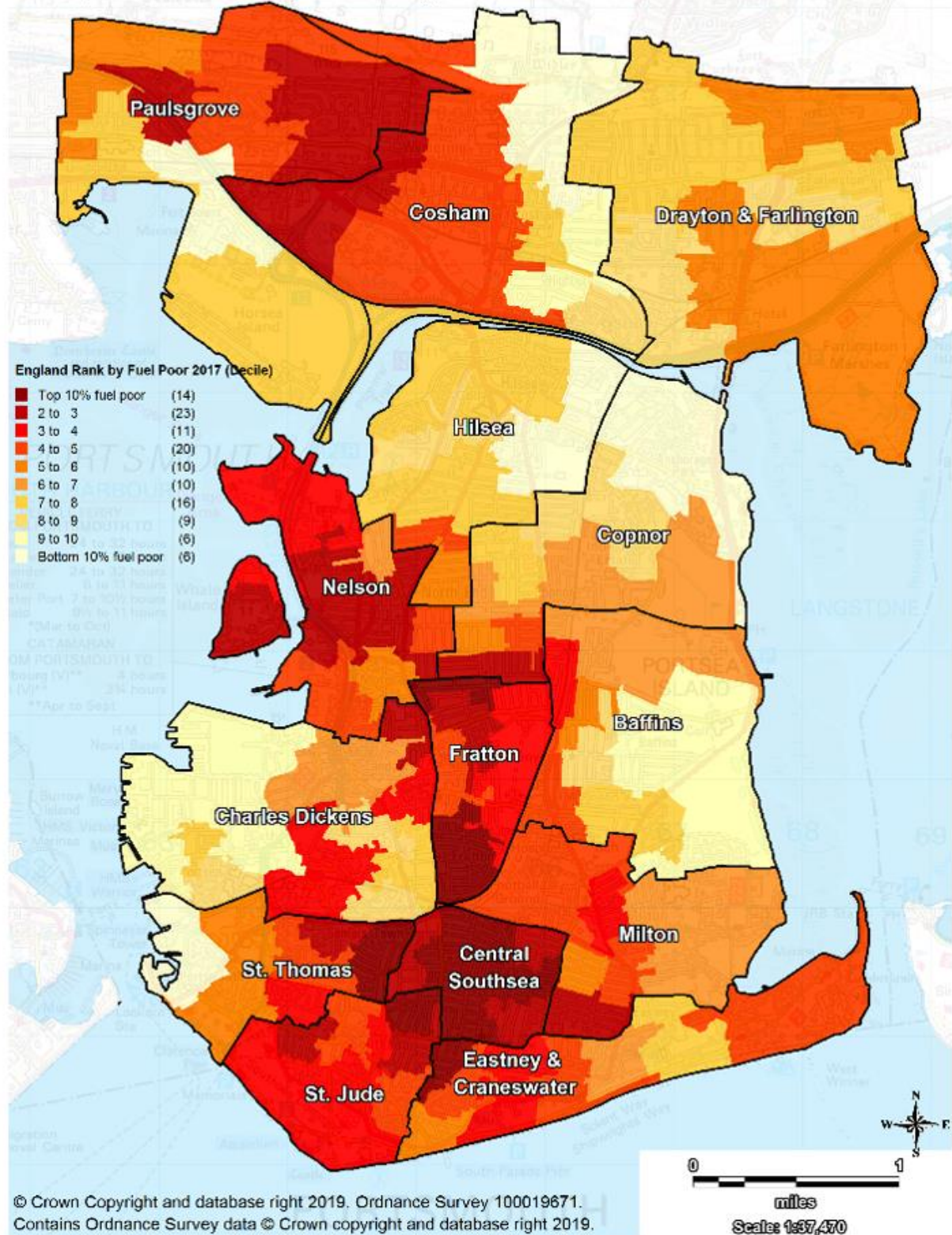
this area that are less energy efficient and may not have been maintained to the standard of many homes owned by the local authority.

Figure 1 - A map of fuel poverty in Portsmouth

% of households fuel poor (low income, high costs). Portsmouth lower super outputs areas (LSOA) ranked relative to England in deciles, 2019 (2017 data).

Electoral wards overlaid.

Source: Department for Business, Energy & Industrial Strategy



Saving water

This strategy will also consider domestic water efficiency. Like electricity, gas and other fuel types; water is a natural resource consumed within homes which impacts on quality of life, household bills and carbon emissions. As with energy, measures can be taken to reduce water consumption, and tariffs can reduce household bills. Any reduction in the use of hot water will also be a reduction in energy use within the household. As hot water constitutes around 20% of a typical domestic heating bill these savings can be substantial¹². Water has an embedded carbon factor and wastewater contains nitrates; therefore any reduction in water demand contributes to lowering carbon emissions and mitigating nitrate levels in the Solent.

In homes with a water meter, water efficiency measures can be employed to reduce the water bill. Small measures include cistern retrofits and bags, and low-flow tap fittings and shower heads. Larger measures include installing new cisterns and replacing baths with showers.

As well as technical interventions, and as with energy, changing behaviour can save water. Encouraging residents to reduce toilet flushes, shower length and consumption from other household processes can be built into some of the energy outreach work done by schemes such as LEAP, as well as during other touch points with residents.

Water suppliers offer assistance with bills for vulnerable households. Portsmouth Water offers a social tariff to cap bills at £81 and Southern Water cap wastewater bills at £282 per annum. For a 3 bedroom household, this represents a saving of around £213 per year.

Climate change mitigation

As previously stated, domestic energy use accounts for a large proportion of Portsmouth's carbon emissions; it is therefore a key, but not sole, factor in tackling climate change. "Energy efficiency" is a term used to describe energy use in all prevailing domestic scenarios within the city when related to achieving the stated vision of the strategy. Efficiency may refer to the physical improvement of a property to prevent excess energy loss, the cost efficiency brought about by lower tariffs or the carbon efficiency of green-sourced power and that generated by technologies such as solar and heat pumps.

Using energy efficiently in the vast majority of cases will have the result of leading to a reduction in carbon emissions when applied to all homes in Portsmouth; however this is not always true for those in fuel poverty. In fuel poor households, provision of affordable warmth and energy is the primary focus. This may even be to encourage or enable a household to use *more* energy by providing cheaper electricity tariffs, increasing household income or swapping the primary heating fuel from electricity to gas.

¹² Energy Savings Trust <https://www.energysavingtrust.org.uk/home-energy-efficiency/saving-water>

It is important that this work continues, to alleviate fuel poverty, and that this is balanced with the requirement for the city to become net zero carbon by 2030.

Fuel poor households account for approximately 12% of Portsmouth's dwellings; however a large proportion of these households will not be primarily responsible for the energy efficiency of their homes. Over half of the fuel poor households in the city live in either private or social rental properties; where their landlords will have the final say on what energy efficiency measures can be made to the property.

There remains a large percentage of Portsmouth's dwellings where climate change can be considered the primary driver for improving energy efficiency. This strategy sets out a direction as to how this will be achieved.

Our ways of working

Working in partnership

The council's energy services team coordinates a city-wide fuel poverty working group, bringing together partners working in housing, health, social care and the voluntary and community sector. We are the lead partner in a consortium of nine local authorities delivering the Warmer Homes scheme across the UK. We seek new opportunities to share our expertise and resources with partners to ensure we can make every contact count and achieve the best outcomes for our community.

Focussing on the most vulnerable

Working with our thriving community to help as many of our residents as we can, we put those in greatest need at the heart of what we do. We provide information, training and support to partners who can help us to reach the most vulnerable.

Maximising investment in the city

We seek new opportunities to attract funding to tackle fuel poverty. We multiply the value of investment and generate income to support our activities through clean energy generation, and drive the development of projects that provide the resources to reduce home energy costs for residents. We aim to create sustainable business models that are resilient to changes in national policy and available resources.

Excellence through innovation

Understanding the national legislative and strategic direction, and working with partners to monitor the latest developments in fuel poverty reduction, we aim to be a leader in delivering improvements for our community, innovating and adapting to quickly respond to new learning and opportunities.

Measuring our impact

By monitoring and evaluating action on fuel poverty from our customer's point of view, we learn what works for people in Portsmouth, and use this learning to ensure we do what matters. Our approach will contribute to research in this field and help to inform local and national policy.



Leadership and participation in the strategy

The council is in a unique position to lead this strategy, but the vision can only be achieved in partnership; identifying who can contribute and providing opportunities and support to enable their participation for effective collaborative working. Residents, stakeholders and partner organisations all have a vital role to play.

What the council can offer	What partners can offer
Trusted civic leadership	Trusted local groups and organisations
Contact points for residents	Contact with residents who are not engaged with the council
Communication channels	Amplifying the message
Role as landlord	Links to residents who are not council tenants
Housing development	Private sector and social housing development
Improving private sector housing standards	Identifying residents living in poor conditions
Attracting external funding for projects	Delivering projects in partnership
Statutory and regulatory expertise	Experts by experience and community insight
Informing, coordinating and supporting action in the city	Sharing learning and providing scrutiny of the council's impact

The areas for action

Access to energy and water at home is not fair or sustainable when people use more energy or water than they need to, pay too much for their utilities, and don't have enough income to meet their needs. Ensuring affordable and efficient energy for all requires action across three areas:

- ***Improving home energy and water efficiency***

The fuel type, heating system, construction and age of a dwelling, along with the efficiency of the lighting and appliances used in it, all influence the energy and water needs of the occupants.

- ***Cutting energy and water bills***

Bills are determined by the amount of energy used in a home, and the unit cost and standing charge of the tariff charged to that customer by their supplier.

- ***Maximising household income***

Increasing the amount of money coming in to a household, and reducing unnecessary expenditure, can maximise the income available for essential costs such as energy and water.

How we are taking action now

Improving home energy and water efficiency

- The council currently offers to eligible households:
 - Free small measures such as draft-proofing, low energy lightbulbs and low-flow shower heads, provided through our Local Energy Advice Partnership home visits¹³
 - Warmer Homes project - free gas central heating systems¹⁴
 - Free broken gas boiler replacements during the winter period for owner occupiers¹⁵
 - ECO funding for larger energy saving measures such as loft and cavity wall insulation
 - Home improvement grants and loans
- Requiring new homes to achieve energy efficiency standards which exceed building regulations, in line with national planning policy; and building new council homes that significantly exceed the energy efficiency requirements of national policy
- Insulating council homes to a higher standard than current building regulations

Cutting energy and water bills

- Switch Portsmouth¹⁶ launched in 2017
- Energy saving and switching advice provided through our Local Energy Advice Partnership home visits
- Promoting social tariffs for water
- Energy efficiency advice service run by the energy services team
- Debt advice to reduce energy and water debt repayments to an affordable level
- Installation of solar PV systems to reduce our tenants' electricity bills

Maximising household income

- Portsmouth's Tackling Poverty Strategy 2015-20¹⁷ outlines the priorities for action to reduce poverty in the city
- Money advice provided by Advice Portsmouth, our area housing office teams and other partners helps residents by:
 - Ensuring they receive all the benefits and other income they are entitled to
 - Prioritising expenditure and reducing unnecessary costs
 - Finding solutions for unmanageable debt
- Telephone advice to help people maximise their income offered with our Local Energy Advice Partnership home visits
- Funding from Portsmouth Switch and Portsmouth City Community Fund providing small grants to help people in acute fuel poverty
- Helping residents to increase their functional skills and soft skills, to increase their employability and opportunities for pay progression

¹³ www.applyforleap.org.uk

¹⁴ www.warmerhomes.org.uk

¹⁵ <https://www.portsmouth.gov.uk/ext/news/portsmouth-residents-can-now-benefit-from-free-emergency-boiler-initiative>

¹⁶ <https://www.ukpower.co.uk/wl/portsmouth>

¹⁷ <https://www.portsmouth.gov.uk/ext/documents-external/cou-tackling-poverty-strategy.pdf>

The way forward

Risks

- The national legislative and policy framework does not currently support local authorities to take radical and sustained action to address domestic energy issues.
- External funding streams are often short term and complex.
- The council has limited powers to improve privately rented and owner occupied homes, where energy efficiency is often lowest.
- There are barriers to reaching and engaging with the most vulnerable residents in the city, and in supporting them to make changes to their energy and water needs and usage.

Opportunities

We have identified a number of areas where there are opportunities to increase access to affordable and sustainable energy and water for everyone. This strategy provides the basis for a robust action plan with multiple area for action and activities. The section below outlines some of the activities to be included within this action plan.

Opportunities that can be achieved by April 2021 are identified as short term, while longer term measures should be achieved by December 2025. The evolving policy and funding landscape will continue to create potential opportunities; this strategy will ensure that the council can work in partnership to utilise future opportunities for the benefit of our residents.

Improving home energy and water efficiency

Short term

- Seek access to Innovation funding for smart technologies to improve home energy efficiency
- Target households most in need of improvements using the database of Energy Performance Certificates, innovative data mapping tools and property data on the most energy inefficient homes in the city including systems-built and park homes
- Increase referrals into the existing energy efficiency schemes
- Give a renewed purpose and increased scope to fuel poverty working group to ensure that every potential opportunity is fully utilised
- Trial innovative technologies, for example to reduce carbon emissions, improve heating controllability and reduce damp and mould issues in social housing
- Develop a programme of water saving measures and behavioural advice for vulnerable residents
- Report carbon savings from home energy efficiency interventions into the Portsmouth Climate Change Board and ensure both programmes are aligned
- Utilise academic research support to measure and validate interventions

Longer term

- Use the Minimum Energy Efficiency Standards regulations to drive support and enforcement to improve efficiency of private rented sector homes
- Develop strategies for engaging owner occupiers to make energy and water efficiency improvements to their homes; seeking delivery of works through external grants where available

- Develop partnerships with healthcare providers in order to deliver home improvements to people who are vulnerable due to health conditions
- Develop domestic solar PV and battery storage models in housing and explore other decentralised energy generation
- Develop business models to support the delivery of low carbon, low cost energy for domestic properties
- Develop near zero carbon and highly water efficient new housing within the city
- Trial near zero carbon retrofit projects within the PCC housing portfolio

Cutting energy and water bills

Short term

- Increase the participation, scope and scale of work undertaken with partners in the multi-agency fuel poverty working group
- Increase the level of engagement with frontline services within the city to enable them to make best use of home energy efficiency services
- Understand what matters to residents to continue to shape the offer available for households within the city
- Monitor schemes to understand when and why people choose not to take up some of the help available, and whether other support is needed; shape schemes to offer a greater level of support to a wider audience
- Improve and extend communication and engagement with residents to help them cut their energy bills
- Encourage the uptake of social water tariffs by vulnerable households and provide water saving advice to residents
- Create a website to act as a centralised online platform through which advice and support can be given, and referrals made

Longer term

- Monitor changes in the energy market and regulatory framework to identify opportunities to reduce energy bills
- Ensure all residents have access to smart meters and other technology to increase energy awareness and reduce wasted energy
- Explore options to provide sustainable low cost energy to Portsmouth residents
- Take advantage of time-of-use tariffs and storage technologies to protect residents from increasing electricity costs

Maximising household income

Short term

- Improve communication and engagement with residents to help them maximise their income
- Improve budgeting support provision for people claiming Universal Credit
- Encourage people to access money advice at an earlier stage to avoid missing out on income
- Improve uptake of income maximisation support following each LEAP home visit
- Ensure partner agencies and residents in the city understand where help is available to maximise income and reduce barriers to access

Longer term

- Help adults to develop their skills, maximising the potential of apprenticeships, to increase residents' earning potential
- Ensure that the council's regeneration and economic development agenda encourages employability and pay progression at all levels
- Support the creation of green energy jobs for local residents
- Ensure all services working with residents at risk of poverty can help people to engage with employability support to find work or better paid work
- Continue to provide advice and support via foodbanks and other services working with people in financial crisis to address the underlying causes

Milestones

In order to measure the success of this strategy, a detailed action plan will be developed, that will be led by the council but will focus on working in partnership to deliver the short term and longer term opportunities identified in the strategy. The plan will include measures to assess progress and drive improvement in achieving our strategic objectives.

The action plan will outline in detail what we want to achieve and over what period of time, but the following milestones have already been identified in developing this strategy:

Short term - by April 2021

£2.5 million of external funding to be secured for measures delivered to vulnerable households in Portsmouth.

2,000 households living in properties with the lowest EPC rated homes to be contacted with specific support and **500** of these homes improved through funding enabled by this strategy.

A range of communication channels employed to engage every Portsmouth household with information and advice on saving energy and water.

1,500 referrals to be made into person-centred individual support, resulting in at least **£2,000,000** of lifetime savings and additional income.

Household carbon emissions reduced by an additional **500 tonnes** each year as a result of home energy efficiency improvements.

1,500 individual water saving measures to be installed for vulnerable households.

Longer term - by December 2025

The longer term metrics against which the success of this strategy can be assessed include:

- An improvement in EPC ratings for all tenure types to at least D rating where practicable.
- A reduction in household expenditure and emissions through the development of a domestic solar PV and storage programme.

- Data and learning achieved from trials of innovative technologies to improve home energy efficiency.
- Access to new funding streams likely to become available on the termination of the Energy Company Obligation.
- Greater energy awareness and engagement among Portsmouth's residents.

Strategic fit

The aims of this strategy and the action that will be taken to deliver it are aligned with other strategic priorities for the city:

- The council's pledge to achieve net zero carbon emissions by 2030
- Economic development and regeneration strategy 2019-36
- The Portsmouth plan
- Tackling poverty strategy 2015-20
- Health and wellbeing strategy 2018-21
- Air quality strategy 2017-27
- Portsmouth air quality local plan
- Nitrate neutrality mitigation measures

Consultation, monitoring and review

Consultation on this draft strategy will seek input from the community, our partners and other stakeholders, to ensure our vision, strategic objectives and ways of working deliver what matters to the people we serve, and that the way forward provides clear direction to reach our vision.

An action plan will be developed in partnership, which will include key performance indicators in order to measure the success of delivery.

Progress against the strategy will be monitored by Portsmouth's fuel poverty working group, led by the council's energy services team, who will review the actions underway and identify future priorities to meet our objectives.

We will continue to work with universities, strategic partners and government agencies to ensure that activity and outcomes are externally reviewed and validated.



Agenda item:

Title of meeting: Full Cabinet

Date of meeting: 5th November 2019

Subject: Home energy and water efficiency strategy

Report by: James Hill, Director of Housing, Neighbourhood and Building Services

Wards affected: All

Key decision: No

Full Council decision: No

1. Purpose of report

- 1.1 The purpose of this report is to highlight the impact of cold and inefficient homes and high energy costs, and to propose a draft strategy to achieve our vision: To ensure all homes in Portsmouth use energy and water as efficiently as possible for an appropriate level of comfort, safety, health and dignity, so that no Portsmouth household has to worry whether they can afford their energy and water bills.

2. Recommendations

- 2.1. That Cabinet notes the successful work already taking place in Portsmouth to improve home energy and water efficiency, and reduce household bills.
- 2.2. That Cabinet notes the contribution that this strategy can make towards achieving the council's goal of becoming carbon neutral, and increasing water efficiency to mitigate the impact of nitrate levels.
- 2.3. That the Cabinet approves the draft strategy for publication, and has the goal of working together with our residents and stakeholders in the city to ensure that everyone understands the help that is available and can meet their energy needs, to make Portsmouth a fairer, healthier and more prosperous city.
- 2.4. That Cabinet asks officers to begin a two month period of consultation on the draft strategy, engaging with residents, stakeholders and partner organisations who can contribute to shaping and delivering the strategy.
- 2.5. That Cabinet asks officers to lead on the development of a detailed action plan to achieve the strategic objectives, with timescales and measures to assess progress and drive improvement.
- 2.6. That Cabinet asks officers to deliver a marketing and communication campaign around home energy and water efficiency that can engage residents in all

demographic groups, across housing types and tenures, to inform and inspire them to take up the opportunities on offer

3. Background

- 3.1. The amount of energy and water used by a household depends on the age, construction and condition of their home, the efficiency of the appliances in it, the cost of energy, and the income they have available. Access to energy and water is essential to achieve an appropriate level of comfort, safety, health and dignity. Too many residents are living in homes that are cold, or spending too much of their income in order to meet these basic needs.
- 3.2. Using the government's Low Income High Costs indicator, over 11,000 households in Portsmouth (12.1%) are estimated to be in fuel poverty¹⁸. This is higher than the average for England of 10.9%.
- 3.3. Every year there are around 125 more deaths in Portsmouth during the coldest four months of the year compared to the average of the rest of the year¹⁹. An estimated 30% of these deaths are attributable to the avoidable circumstances of living in cold homes²⁰.
- 3.4. It is estimated that over 18,000 homes in Portsmouth would only achieve an Energy Performance Certificate (EPC) rating of E, F or G. The inefficiency of these homes leads to high bills, and unnecessary carbon emissions.
- 3.5. Average annual home electricity bills rose by 5.6% in 2017, 9.1% in 2018, and are predicted to rise further, taking up an increasing proportion of household income. While home gas prices have reduced from a peak in 2014, in real terms gas prices have increased over the last 10 years²¹.
- 3.6. The council is taking action to mitigate the damage being caused by high levels of water-borne nitrates to ecologically significant sites in the Solent. Although around 80% of nitrates in the Solent stem from farming, household wastewater also contains nitrates, and therefore any reduction in water demand contributes to mitigating the damage in the Solent.
- 3.7. The council's energy services team includes officers who are expert in domestic energy efficiency and who are dedicated to administering schemes focussed on tackling fuel poverty. Their work helps to attract external funding to increase energy and water affordability in Portsmouth homes.
- 3.8. The Energy Company Obligation (ECO) is a government energy efficiency scheme to reduce carbon emissions and tackle fuel poverty. Energy suppliers over a certain size must fund measures which improve the ability of low income, fuel poor and vulnerable households to heat their homes. However, the amount of activity currently achieved under ECO does not reflect the level of need or urgency.

¹⁸ <https://www.gov.uk/government/statistics/sub-regional-fuel-poverty-data-2019>

¹⁹ <https://fingertips.phe.org.uk/public-health-outcomes-framework#page/3/gid/1000044/pat/6/par/E12000008/ati/102/are/E06000044/iid/90641/age/1/sex/4>

²⁰ <https://www.nea.org.uk/wp-content/uploads/2018/02/E3G-NEA-Cold-homes-and-excess-winter-deaths.pdf>

²¹ <https://www.gov.uk/government/statistical-data-sets/annual-domestic-energy-price-statistics>

3.9. The council has declared a climate emergency to highlight the need for urgent action to reduce greenhouse gas emissions. We have pledged to achieve net zero carbon emissions in Portsmouth by 2030, considering both the production and consumption of emissions. Emissions caused by the use of energy in the home comprise 31% of total emissions in the Solent region.

3.10. The council is developing an air quality local plan to reduce air pollution levels as quickly as possible. Although the majority of air pollution in Portsmouth is caused by transport, there is a level of local background pollution, which includes emissions from central heating systems, and therefore this strategy must have regard to the contribution that can be made to improving air quality. The greater impact is likely to be on indoor air quality, due to the mould spores created by condensation in cold homes. However, replacing inefficient boilers for example would reduce unnecessary emissions.

4. Legislative requirements

4.1 There are no legal requirements relating to the publication of this strategy.

5. Current activity

5.1 The energy services team based in Housing, Neighbourhood and Building Services is the key team coordinating home energy efficiency improvements in Portsmouth, and has received national recognition for its success in attracting funding and delivering schemes to make homes more energy efficient.

5.2 Building on its reputation, the team is developing ambitious and innovative projects to reach more residents and deliver greater improvements.

5.3 The team coordinates a fuel poverty working group, bringing together agencies from across the city to promote partnership working in tackling fuel poverty. The group has provided training to other agencies in order to increase referrals to fuel poverty support services.

5.4 The council works in partnership with Agility Eco, who use external funding to deliver services to residents in Portsmouth and a number of other areas nationwide. Their LEAP (local energy advice partnership) home energy visits provide a simple referral and access point to a wide range of support including small measures (such as LED lightbulbs or simple draft-proofing), larger measures (such as first time gas central heating installation, and loft and cavity wall insulation), and onward referrals including income maximisation, fire safety and other safeguarding measures. LEAP currently visits around 500 vulnerable households each year.

5.5 Portsmouth City Council is the lead partner in the consortium delivering Warmer Homes - first time gas central heating for any eligible household in Portsmouth that currently has electric heating or gas fires, to replace their expensive and inefficient heating systems. 110 households in Portsmouth have already been assisted under this scheme.

Our emergency boiler replacement scheme has helped around 100 vulnerable households to date access free high efficiency boilers to replace their broken boiler.

- 5.6 The local authority housing team installs high efficiency boilers, cavity wall and loft insulation, and water efficiency measures. Efficiency improvements are considered at each opportunity to update or repair council-owned homes.
- 5.7 The council commissions Advice Portsmouth to provide a range of advice, including money, debt and benefits advice. This can help to ensure that people receive all of the money they are entitled to, that any debt repayments (including outstanding energy and water bill debts) are at an affordable level, and that people are able to manage their money to prioritise their essential outgoings. This advice is also available to city council tenants via their area housing office, where housing officers are supported by a specialist money adviser.
- 5.8 Switch Portsmouth was launched by Portsmouth City Council in partnership with uSwitch in 2017. The council added our brand to a free and impartial energy price comparison website and telephone helpline, to provide users with reassurance that this is a trusted provider. However, use of the service is currently low, reflecting the national situation where just 19% of British consumers switched supplier between July 2017 and June 2018. We are also working with Portsmouth Water and Southern Water to promote their social tariffs (reduced rates for financially disadvantaged customers).

6. Purpose of the strategy

- 6.1 The purpose of the strategy is to outline our vision, identify the challenges we face and areas for action, and set the direction for working in partnership to achieve our objectives. The strategy recommends that the council should take the lead, but that success will depend on enabling strong partnerships and effective collaborative working.
- 6.2 The strategy will provide the basis for the council and partners to attract additional investment to achieve our objectives, building on the success of our current activity, but scaling up delivery to meet the challenge we face.

7. Developing the strategy

- 7.1 The draft strategy has been developed by the council's energy services team and tackling poverty coordinator, who work closely with a number of partners, including the fuel poverty working group, developing and promoting the current offer of support.
- 7.2 The draft strategy should form the basis for collaborative working with a wide range of residents, stakeholders and partner organisations to ensure that we fully understand where action is required, what works, and how we can monitor and assess our impact.
- 7.3 After approval of the draft strategy, officers will initiate a two month period of consultation, providing an opportunity to engage residents and stakeholders, including private and social sector landlords, in reviewing our vision, strategic objectives and ways of working.

7.4 The draft strategy will provide the basis on which the Council and local stakeholders will be able to bid for and obtain the maximum amount of funding available for energy and water efficiency support. Much of this focus will be in identifying emerging technologies and business models.

7.5 The draft strategy will be amended based on feedback from consultation, and the final strategy will be presented to Cabinet for approval in February 2020.

8. Action plan

8.1 Following the consultation stage and approval of the final strategy, officers will lead on the development of a detailed action plan to outline the work that will be undertaken to deliver the short term and longer term opportunities identified in the strategy.

8.2 The action plan will be delivered in partnership, and will include timescales for delivery and measures to assess progress and drive improvement in achieving our strategic objectives.

8.3 The action plan will address the range of needs of different household types, including families, older people, houses in multiple occupancy and students, different property types, from pre-first world war to new build, and levels of income, from those in need of financial support to those able to pay for home improvements.

8.4 The action plan will create actions to ensure that funding received by the council and other local stakeholders is maximised. Officers will work with stakeholders and industry to identify emergent business models and grant funding to support delivery of energy and water efficiency measures.

8.5 Central to the action plan will be a marketing and communication campaign around home energy and water efficiency that can speak to the needs, interests and motivations of all households and stakeholders in the city, and can involve children and young people via schools and other settings. The campaign will include relevant messages for all demographics, to challenge myths, promote best practice, and encourage people to take action now.

8.6 The action plan will reflect the urgent need for action, the ambition of the council to be at the forefront of improvements around home energy and water efficiency, and the importance of innovation in going beyond what has been achieved so far, in order to achieve our vision.

9. Expected outcomes

9.1 Delivering the strategy will enable us to achieve our strategic objectives:

9.1.1 Ensure our residents are informed, active and engaged consumers who take action to reduce energy and water costs and wastage.

9.1.2 Ensure all homes in Portsmouth meet a minimum Energy Performance Certificate rating of D by 2025, where practicable.

- 9.1.3 Lead the way in using new housing developments and refurbishments to reach the highest possible levels of energy and water efficiency, and reduce carbon emissions.
 - 9.1.4 Develop clean energy generation that contributes to reducing fuel poverty, reducing carbon dioxide and other harmful emissions.
 - 9.1.5 Reduce carbon emissions and improve air quality.
 - 9.1.6 Maximise household incomes to ensure every resident exceeds a minimum reasonable standard of living.
 - 9.1.7 Clearly communicate a comprehensive offer of assistance for residents.
- 9.2 The subsequent action plan will outline in detail all activity and outcomes for delivery of the strategy, but the following milestones have already been identified for achievement by April 2021:
- 9.2.1 £2.5 million of external funding to be secured for measures delivered to vulnerable households in Portsmouth.
 - 9.2.2 2,000 households living in properties with the lowest EPC rated homes to be contacted with specific support and 500 of these homes improved through funding enabled by this strategy.
 - 9.2.3 A range of communication channels employed to engage every Portsmouth household with information and advice on saving energy and water.
 - 9.2.4 1,500 referrals to be made into person-centred individual support, resulting in at least £2,000,000 of lifetime savings and additional income.
 - 9.2.5 Household carbon emissions reduced by an additional 500 tonnes each year as a result of home energy efficiency improvements.
 - 9.2.6 1,500 individual water saving measures to be installed for vulnerable households.
- 9.3 Longer term milestones will be specified in further detail as the action plan develops, but areas for action include:
- 9.3.1 An improvement in EPCs for all tenure types to a D rating where practicable.
 - 9.3.2 A reduction in household expenditure and emissions through the development of a domestic solar PV and storage programme.
 - 9.3.3 Data and learning achieved from trials of innovative technologies to improve home energy efficiency.
 - 9.3.4 Access to new funding streams likely to become available on the termination of the Energy Company Obligation.
 - 9.3.5 Greater energy awareness and engagement among Portsmouth's residents.

10. Reasons for recommendations

- 10.1 The recommendations ensure that we recognise and build on the success of work that is already underway, while setting the direction for action until 2025.
- 10.2 It is essential for this strategy to be aligned with the council's strategic priorities, including our carbon neutral goal and work to mitigate nitrate levels.
- 10.3 Publishing the draft strategy for consultation will provide a platform to engage with residents, partners and stakeholders, to ensure that our final

strategy is based on a collaborative vision, putting people at the heart of what we do, and striving to ensure everyone in Portsmouth is able to use energy and water efficiently to meet their needs for comfort, safety, health and dignity.

- 10.4 Leading on the development of a detailed action plan will ensure that the activity required to achieve the strategic objectives is identified and progress can be monitored in order to drive improvement.

11. Equality Impact Assessment (EIA)

- 11.1 A preliminary EIA has been completed and is attached at Appendix 2. It identifies no potential negative impacts on any of the groups with protected characteristics as a result of this report. It recommends reviewing the preliminary EIA to understand if there is a need for a full EIA following the proposed period of consultation.

12. Social and environmental impact assessment

- 12.1 A social and environmental impact assessment has been completed and is attached at Appendix 3. The work recommended by the strategy has positive impacts across a range of issues, and no negative impacts have been identified.

13. City Solicitor's comments

- 13.1 There are no identified legal implications arising from the recommendations set out within this report (if approved). The recommendations will support the City Council's plans and strategic priorities as set out within this report as well as contributing to the Council's duties to address poor housing standards in the private rented sector.

14. Director of Finance comments

- 14.1 There are limited financial implications as a result of approving the recommendations within this report.
- 14.2 The costs of consultation for this strategy will be met from existing cash limited budgets.
- 14.3 If measures, works or initiatives are identified as a consequence of delivering the strategy then funding may be required and these will be delivered within existing approved resources or a request for more funding.

Signed by:

.....
James Hill, Director of Housing, Neighbourhood and Building Services

Appendices:

Appendix 1 - (Draft) Home energy and water efficiency strategy

Appendix 2 - Preliminary equality impact assessment

Appendix 3 - Social and environmental impact assessment

Background list of documents: Section 100D of the Local Government Act 1972

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

Title of document	Location

The recommendation(s) set out above were approved/ approved as amended/
deferred/ rejected by on

.....
Signed by:

APPENDIX C - ENERGY AND WATER AT HOME STRATEGY CONSULTATION

Consultation activities

The online consultation was available for anyone to respond to between 17th December 2019 and 31st January 2020. It was promoted via the council's Your City Your Say network, Team Brief for city council staff, the city council Residents Consortium, the Health and Wellbeing Board, the Tackling Poverty Strategy Steering Group, the HIVE newsletter and the council's website.

The consultation was also discussed and feedback gathered in the following forums:

- Portsmouth Fuel Poverty Working Group
- Portsmouth Climate Action Board
- Portsmouth and District Private Landlords Association
- Houses in Multiple Occupancy Governance Board
- End Fuel Poverty event, sponsored by National Energy Action
- Housing, Neighbourhood and Building Services

The online consultation was completed by 273 respondents.

Of those who provided this information (n = 188), 87.8% responded as individuals, 2.7% as businesses, 0.5% as voluntary and community sector organisations, and 9.0% as other types of organisation.

54.4% of respondents who provided this information (n = 182) were male, 38.5% were female, and 7.1% preferred not to say.

12.1% of respondents considered themselves to have a disability, 80.0% had no disability, and 7.9% preferred not to say, of those who answered this question (n = 190).

157 respondents provided their postcode; 156 of these were PO postcodes.

Summary of online responses

For each section, we asked respondents whether or not they agreed with what we have written in the draft strategy, and asked for their suggestions on what we should include. The responses we received are summarised below.

Our vision is 'to ensure all homes in Portsmouth use energy and water as efficiently as possible for an appropriate level of comfort, safety, health and dignity, so that no Portsmouth household has to worry whether they can afford their energy and water bills'.

To what extent do you agree or disagree that our vision captures what we should be aiming to achieve?

Answer Choices	Responses	
Strongly disagree	5.13%	14
Disagree	2.93%	8
Neither agree or disagree	11.72%	32
Agree	40.29%	110
Strongly agree	39.93%	109
	Answered	273

	Skipped	0
--	----------------	----------

Suggestions:

6 respondents told us the vision should mention the environment, two of which said it should include the climate emergency.

2 respondents noted that efficiency will not necessarily lead to affordability, so the word 'so' is wrong, and the wording of the vision has been reflected to make this clearer.

2 respondents told us the focus should be specifically on using less energy.

The draft strategy sets out how we want the vision to be delivered:

- The council will lead the way in helping our community to make homes more energy & water efficient & low-carbon
- Residents will be empowered to reduce their energy & water bills & increase their household income
- Support will be offered as widely as possible, to maximise the number of people who benefit, while targeting those most at risk from cold homes, to maximise the impact
- The council will develop national partnerships to attract investment in energy & water efficiency into the city

To what extent do you agree or disagree that this is how the vision should be delivered?

Answer Choices	Responses	
Disagree strongly	2.29%	6
Disagree	1.91%	5
Neither agree or disagree	11.07%	29
Agree	52.67%	138
Strongly agree	32.06%	84
	Answered	262
	Skipped	11

12 respondents gave reasons told us which of these they disagreed with. The issues they raised included:

- Partnerships should be local
- History of poor energy efficiency installations
- Portsmouth housing stock being difficult to improve
- Portsmouth does not have a shortage of water

Is there anything else we should be thinking about in relation to how we work (i.e. how the strategy will be delivered)?

Many of the comments here were about what the council should be doing, or not be doing, which is addressed elsewhere. A number of comments referred to commercial

and industrial use of energy and water, and water wastage by the water supplier, which is outside of the scope of this strategy.

There were some comments relating to how we should work:

- Don't help only on those with the lowest incomes
- Capture the hearts and minds of tenants and landlords
- Work with schools and educate children
- Communicate what is available and what residents can do
- Focus on reducing energy in existing buildings, segmented by tenure
- Financial and human resources to deliver the strategy
- Timescales for actions

Outside scope

- Deliver this in other local authority areas in Hampshire
- Non-domestic buildings

The strategy identifies three workstreams, or areas of activity, that will be required. These will form the basic structure of the action plan, with detailed actions and measures under each workstream. They are:

- 1. Improving home energy and water efficiency**
- 2. Cutting energy and water bills**
- 3. Maximising household income**

To what extent do you agree or disagree that our action plan should be based on these three workstreams?

Answer Choices	Responses	
Strongly disagree	2.44%	6
Disagree	1.63%	4
Neither agree or disagree	11.79%	29
Agree	45.93%	113
Strongly agree	38.21%	94
	Answered	246
	Skipped	27

Only 10 respondents gave any reasons for disagreement, with the most significant reasons given being that the council does not have any means to achieve these outcomes.

Two respondents noted that 'workstream' is unnecessary jargon and this has been amended in the strategy to 'Areas for Action'.

Are there any other workstreams, or areas of work, that you think should be included in this strategy?

- Renewable energy generation and supply - 13 responses
- Awareness, behaviours and attitudes - 5

- Research and evidence - 4
- Reduce energy use - 3
- Insulation - 2
- Improve building fabric - 2
- Amend Planning regulations for development of sustainable homes - 2
- Vulnerable residents
- Rainwater harvesting
- Double-glazing
- Planned maintenance to reduce leaking taps
- Hosepipe charges
- Working with energy providers to provide free fuel saving devices
- Amend conservation regulations to enable buildings to be improved
- Encourage water meters
- Target landlords
- Improve systems-built homes
- Work with local businesses and charities
- Switch from gas to renewables
- Reduce the cost of waste water
- Grants for efficient heating
- Reliability of service
- Provision for each tenure: council, housing association, owner occupier, private landlord
- Carbon emission savings
- New local authority homes built to Passivhaus standard
- Finance and human resources required to fulfil strategy

Outside scope

- Industrial and commercial buildings, energy and water - 6 responses
- Transport - 2
- Waste management
- Mains water leakage
- Recycling and re-use
- Promoting wildlife
- Water bottle refill points
- Reduce housebuilders' profits
- Infrastructure and sewage
- Renewable energy strategy for the city

The draft strategy includes examples of opportunities for action we have identified, in the short term and longer term. We are now going to ask you about the opportunities in more detail. Examples of short-term opportunities (by April 2021) for action:

Improving home energy and water efficiency

- **Seek access to Innovation funding for smart technologies to improve home energy efficiency**
- **Target households most in need of improvements using the database of Energy Performance Certificates, innovative data mapping tools and property data on the most energy inefficient homes in the city including systems-built and park homes**
- **Increase referrals into the existing energy efficiency schemes**
- **Give a renewed purpose and increased scope to fuel poverty working group to ensure that every potential opportunity is fully utilised**
- **Trial innovative technologies, for example to reduce carbon emissions, improve heating controllability and reduce damp and mould issues in social housing**
- **Develop a programme of water saving measures and behavioural advice for vulnerable residents**
- **Report carbon savings from home energy efficiency interventions into the Portsmouth Climate Change Board and ensure both programmes are aligned**
- **Utilise academic research support to measure and validate interventions**

To what extent do you agree or disagree with these short-term opportunities (by April 2021) for improving home energy and water efficiency?

Answer Choices	Responses	
Strongly disagree	2.62%	6
Disagree	1.31%	3
Neither agree or disagree	13.10%	30
Agree	53.71%	123
Strongly agree	29.26%	67
	Answered	229
	Skipped	44

Only 9 respondents gave any reasons for disagreement, which focussed on this not being an appropriate role for the council, cost to the taxpayer, risk of increasing costs to households and inappropriate use of personal data.

Are there any other important short term opportunities to improve home energy and water efficiency that you think we should also include?

- Improve building fabric - 7 responses
- Changing planning regulations to cut carbon - 6
- Subsidise / increase number of solar panels - 5
- Impartial information and advice - 4
- Raise awareness of responsible use of resources - 4
- Work with private landlords - 4
- Promote water meters - 3
- Education on treating cold and damp homes - 2
- New technologies to increase warmth and reduce condensation and mould - 2

- Replace inefficient boilers - 2
- Promote or subsidise rainwater harvesting - 2
- Subsidise suitable water butts - 2
- Work with Portsmouth Water to provide water-saving devices - 2
- Citywide survey of what help residents would like to receive
- Ensure big energy and water firms contribute
- Provide support to house builders to make the homes they build more efficient
- Improve drainage system to prevent blockages and wasted water used in clearing them
- Reduce water bills for smaller households
- More ambitious targets
- Fair access regardless of financial circumstances
- Billboard campaign of information and results
- Do not rely on EPC certificates which may be out of date
- Work with uSwitch to promote energy switching
- Put low energy lightbulbs in council homes

Outside scope

- Mains water leakage - 5 responses
- Corporate energy efficiency measures - 2
- Combine the 2 water companies
- PCC's corporate electricity supply and usage - 2
- Waste management - 2
- Transport - 2
- Carbon cost of manufacturing energy and water interventions
- Wind up Victory Energy

Examples of longer-term opportunities (by December 2025) for action:

Improving home energy and water efficiency

- **Use the Minimum Energy Efficiency Standards regulations to drive support and enforcement to improve efficiency of private rented sector homes**
- **Develop strategies for engaging owner occupiers to make energy and water efficiency improvements to their homes; seeking delivery of works through external grants where available**
- **Develop partnerships with healthcare providers in order to deliver home improvements to people who are vulnerable due to health conditions**
- **Develop domestic solar PV and battery storage models in housing and explore other decentralised energy generation**
- **Develop business models to support the delivery of low carbon, low cost energy for domestic properties**
- **Develop near zero carbon and highly water efficient new housing within the city**
- **Trial near zero carbon retrofit projects within the PCC housing portfolio**

To what extent do you agree or disagree with these longer term opportunities for improving home energy and water efficiency?

Answer Choices	Responses	
Strongly disagree	2.74%	6
Disagree	1.83%	4
Neither agree or disagree	11.42%	25
Agree	48.40%	106
Strongly agree	35.62%	78
	Answered	219
	Skipped	54

Are there any other important longer term opportunities to improve home energy and water efficiency that you think we should also include?

- Provide and encourage others to build solar PV and other renewables, including through subsidies - 12 responses
- Changing planning regulations to cut carbon - 6
- Improve building fabric - 5
- Consider homeowners who can't afford to improve their home - 2
- Replace Victorian terraced housing on a rolling programme of compulsory purchase and decanting residents - 2
- Replace gas boilers with air source heat pumps - 2
- Water metering and smart energy metering - 2
- Use powers to improve private rented sector - 2
- Advice and information for residents - 2
- Act more quickly - 2
- Promote behaviour change
- Banning solid fuel fires and stoves
- Rainwater harvesting
- Achieve improvements faster than required by MEES regulations
- Action on private rented sector homes, including student homes
- Ensure action on the private rented sector does not make homes unaffordable or increase evictions
- Reduce lime scale
- Review outcomes 6 monthly
- Grants to improve homes

Outside scope

- Transport, including electric vehicles - 2 responses
- Delivery models of housing developments
- Mains water leakage
- Population reduction
- Sewage
- Make renting more affordable

- Desalination plants

Examples of short-term opportunities (by April 2021) for action:

Cutting energy and water bills

- Increase the participation, scope and scale of work undertaken with partners in the multi-agency fuel poverty working group
- Increase the level of engagement with frontline services within the city to enable them to make best use of home energy efficiency services
- Understand what matters to residents to continue to shape the offer available for households within the city
- Monitor schemes to understand when and why people choose not to take up some of the help available, and whether other support is needed; shape schemes to offer a greater level of support to a wider audience
- Improve and extend communication and engagement with residents to help them cut their energy bills
- Encourage the uptake of social water tariffs by vulnerable households and provide water saving advice to residents
- Create a website to act as a centralised online platform through which advice and support can be given, and referrals made

To what extent do you agree or disagree with these short-term opportunities for cutting energy and water bills?

Answer Choices	Responses	
Strongly disagree	1.41%	3
Disagree	1.41%	3
Neither agree or disagree	12.21%	26
Agree	53.99%	115
Strongly agree	30.99%	66
	Answered	213
	Skipped	60

Six respondents disagreed with these examples, with responses mainly focussing on this not being the council's role.

Are there any other important short term opportunities for cutting energy and water bills that you think should also be included?

- Encourage water metering - 5 responses
- Subsidise solar panels - 3
- Work with landlords - 3
- Cost effective and impartial home energy advice service available to residents who can afford to pay - 2
- Information via other channels in addition to website - 2
- Change residents' attitudes - 2
- Changing planning regulations to cut carbon - 2
- Review and include customers
- Control the amount that energy and water companies can charge

- Provide free insulation
- Promote full range of support from water companies for customers in financial hardship
- Provide smart thermostats
- Provide information and advice in the community
- Train plumbers in heat source pump installation
- Reduce residents Christmas lighting
- Understand what stops households making improvements
- Ensure improvements are appropriate, e.g. cavity wall insulation
- Grants to improve homes

Outside scope

- Monitor mains water leakage - 2 responses
- Public transport
- Heavier financial penalties against water and energy firms for poor service, restrict profits
- Desalination plant
- Penalise households with unhealthy behaviours

Examples of longer-term opportunities (by December 2025) for action:

Cutting energy and water bills

- **Monitor changes in the energy market and regulatory framework to identify opportunities to reduce energy bills**
- **Ensure all residents have access to smart meters and other technology to increase energy awareness and reduce wasted energy**
- **Explore options to provide sustainable low cost energy to Portsmouth residents**
- **Take advantage of time-of-use tariffs and storage technologies to protect residents from increasing electricity costs**

To what extent do you agree or disagree with these longer-term opportunities for cutting energy and water bills?

Answer Choices	Responses	
Strongly disagree	1.46%	3
Disagree	4.39%	9
Neither agree or disagree	15.12%	31
Agree	48.78%	100
Strongly agree	30.24%	62
	Answered	205
	Skipped	68

Twelve respondents stated which opportunities they disagreed with, and of these, eight were opposed to smart meters and other technology.

Are there any other important longer term opportunities to cut energy and water bills that you think should be included?

- Increase renewable energy generation to create cheaper energy for residents - 10 responses
- Information for residents - 3
- Rainwater harvesting and other water recycling - 3
- Speed up provision of effective smart meters - 3
- Improve building fabric - 2
- Encourage water metering - 2
- PCC supplying energy
- Focus on student homes and landlords
- Build coal, CCGT or nuclear power plants
- Fair tariffs for those not online or using direct debits
- Improve systems-built homes
- Enforcement on private rented sector landlords
- Replace inefficient boilers
- Research simple retrofits
- Grants to improve homes

Outside scope

- Sewage
- Road maintenance

Examples of short-term opportunities (by April 2021) for action:

Maximising household income

- **Improve communication and engagement with residents to help them maximise their income**
- **Improve budgeting support provision for people claiming Universal Credit**
- **Encourage people to access money advice at an earlier stage to avoid missing out on income**
- **Improve uptake of income maximisation support following each LEAP home visit**
- **Ensure partner agencies and residents in the city understand where help is available to maximise income and reduce barriers to access**

To what extent do you agree or disagree with these short-term opportunities for maximising household income?

Answer Choices	Responses	
Strongly disagree	0.98%	2
Disagree	2.45%	5
Neither agree or disagree	20.10%	41
Agree	41.18%	84
Strongly agree	35.29%	72
	Answered	204
	Skipped	69

Although over three quarters of respondents agreed or strongly agreed, this was the lowest level of agreement of all of the consultation questions (76.47%). The comments indicated that some respondents did not see the relevance of supporting residents around income, when most of the strategy focusses on the need for and supply of energy and water to homes. However, income is a crucial factor in fuel poverty and therefore is central to that area of this strategy.

Eight respondents gave reasons for disagreeing, with two people stating that residents should not be supported to claim their full entitlements, and one stating that increasing income will encourage more energy use.

Are there any other important short term opportunities to maximise household income that you think we should also include?

- Budgeting information and training - 7 responses
- Provide or subsidise renewable energy generation for homes - 4
- Support residents into employment - 3
- Reduce advertising for gambling
- Debt support
- Provide free childcare and transport for low wage workers
- Create employment for young people
- Charge rents monthly instead of weekly
- Promote washing lines instead of tumble dryers
- Promote knitting for warmer clothes
- Access to the internet
- Improve school outcomes for better employment prospects
- Give people choice
- Healthy weight support
- Help low income workers
- Enable people to go out so they don't have to stay at home with the heating on
- Raise awareness of what's available
- Minimum £10 per hour wage in all Portsmouth employers

Outside scope

- Amend the social security system - 2 responses
- Heavier financial penalties against water firms for poor service
- Sewage

Examples of longer-term opportunities (by December 2025) for action:

Maximising household income

- **Help adults to develop their skills, maximising the potential of apprenticeships, to increase residents' earning potential**
- **Ensure that the council's regeneration and economic development agenda encourages employability and pay progression at all levels**

- **Support the creation of green energy jobs for local residents**
- **Ensure all services working with residents at risk of poverty can help people to engage with employability support to find work or better paid work**
- **Continue to provide advice and support via foodbanks and other services working with people in financial crisis to address the underlying causes**

To what extent do you agree or disagree with these longer-term opportunities for maximising household income?

Answer Choices	Responses	
Strongly disagree	1.00%	2
Disagree	1.49%	3
Neither agree or disagree	14.43%	29
Agree	45.77%	92
Strongly agree	37.31%	75
	Answered	201
	Skipped	72

Five people gave reasons for disagreeing, which included statements that income is not related to energy and water.

Are there any other important longer term opportunities to maximise household income that you think we should also include?

- Financial investment and attracting businesses to Portsmouth - 3 responses
- Budgeting information and training - 3
- Supply cheap solar PV - 2
- Better cycle routes to reduce travel costs
- Work with University of Portsmouth to offer reduced tuition fees to local residents
- Multi-agency approach to ensure all residents get support and advice
- Create an expert 'green' department in PCC
- Create an affordable indoor market
- Create more green jobs, more quickly
- Create more job share opportunities
- Help small businesses to provide apprenticeships
- Help people to find work suited to them
- Encourage businesses to provide childcare
- Support the creation of small businesses that improve home energy efficiency
- Make more housing affordable
- Careers advice in schools, working with local businesses
- Education providers to promote energy efficiency
- Support for anyone accessing a foodbank
- Grants to improve homes

Outside scope

- Reduce family size
- Combine the 2 water companies

- Sewage

Further comments regarding the strategy

73 people told us they would like to help the council in the delivery strategy. Of the 34 who told us how they would like to be involved, included five who wanted to help the council to raise awareness of the help available to residents.

Summary of feedback from partnership boards and other forums

Climate Action Board -

- Support able to pay homes to invest in energy efficiency measures and renewable energy generation
- ASHP - help residents learn how to efficiently use system & apply for RHI
- Trial Energiesprong retrofits
- Educate residents on benefits of relatively low cost measures such as insulation
- Work with PCC term service contractors such as Liberty Gas, Mountjoy and Comserv to get them to educate residents on energy efficiency/climate action. Get them to also look at this within their companies.
- Influence new build standards of private house builders and housing associations (Inc. Vivid) to prioritise energy efficiency & climate change mitigation
- The board suggested that they would be able to promote our energy saving schemes in future using retrofit case studies
- Suggested we should use Switched On Portsmouth to promote carbon reduction
- The climate board will be placing bids for funding which they could use to supply staff resource

Fuel Poverty Working Group -

- Citizens advice Gosport suggested that the majority of people with fuel debt issues are aged 40-60: target support at them
- Use local partnerships to promote available services
- Add education/comms as a new work stream
- Questioned where the 500 tonnes of CO2 savings figure came from, and what this means for energy and water savings
- Questioned whether setting an aim of getting all homes to EPC D was ambitious enough
- Suggested that we tie in more about the climate emergency.
- Promote water social tariffs
- Lobby central government for policy change
- Prioritise thermal comfort over carbon emissions for vulnerable households.

Portsmouth and District Private Landlords Association -

- Provide comprehensive support for landlords to help them improve the energy efficiency of their properties - help packs/via Switched On Portsmouth
- Education on ECO eligibility
- Engage with PCC Private Sector Housing: help them support landlords
- Educate students on energy efficiency - contact the university

Houses in multiple occupancy monitoring board

- Increasing number of student lets with bills included, which could affect usage
- Private sector housing engage with students and residents of all licenced HMOs and could use these interactions to promote energy and water offer
- 'Workstream' is jargon - avoid
- The strategy must make clear how it contributes to the zero carbon target - should carbon reduction be a specific focus?
- Vulnerable adults on lower incomes living in HMOs often have shared key meters for all energy except the essentials e.g. smoke detectors electricity supply paid by landlord. This can mean residents go without energy due to issues between residents on paying the costs.
- Some Portsmouth stock types are hard to treat and can be made worse by standard interventions e.g. cavity wall insulation. Could council teams work together to develop guidance for landlords and homeowners on issues and best practice?

Planning Policy -

- Acknowledge uncertainty over local authorities' future abilities to extend new build standards (waiting for Future Homes Standard publication after current consultation period)
- Link strategy with the Local Plan: Portsmouth specific new build planning policy

Public Health -

- Welcome efforts to reduce fuel poverty as a major driver of ill health
- Support innovation to tackle climate crisis: especially the replacement of gas boilers
- Public health can help support bid applications in future

Agility Eco -

- ECO funding is only confirmed until March 2022, and the Warm Homes Discount Industry Initiatives scheme (which funds LEAP, ECHO and HEART) is only confirmed until March 2021.
- Lobby government to extend financial support

APPENDIX D - Energy and Water at Home Action Plan

Summary:

The below action plan sets out the actions arising from the Domestic Energy and Water Efficiency Strategy. This is a live document, and as such, is liable to change; as opportunities, such as funding, demand and business models, arise. This action plan has been put together using demands identified by consultation with PCC's internal and external partners and key organisations within the city; as well as through feedback from the wider public.

Action Planned	Who	When	Resources	Further Information	Tenure
Ongoing, live communications strategy and action plan to promote services and advice	Energy Services	Ongoing	Internal PCC funding, Energy Redress as distributed via The Energy Saving Trust, admin fees from Affordable Warmth Solutions & rebate payments from Agility Eco.	Ongoing requirement to assess strategy and develop around accessible funding and demand	All
In-depth, repeat energy visitor scheme with additional outcomes and offers to LEAP	Energy Services	Spring 2020	Energy Redress as distributed via The Energy Saving Trust	Funding complete April 2022	All
Free-phone advice line	Energy Services	Spring 2020	Energy Redress as distributed via The Energy Saving Trust	Funding complete April 2022	All
Develop blog and advice	Energy Services	Spring 2020	Internal PCC funding	Ongoing requirement to update monthly	All
Collate data to identify worse energy performing homes in the city	Energy Services	Spring 2020	EPC data and academic resources	Can be used to develop further offerings around solar, MEES, able-to-pay offers etc.	All
Letter campaign to target 'worst-first' homes	Energy Services	Spring – Summer 2020	Internal PCC funding	Offer around Warmer Homes initially. Can be used to develop ECO offer further.	All

Water Efficiency Scheme	Energy Services	Ongoing	Working with Portsmouth Water and HNB Planned Maintenance service to further develop offer	Amalgamated into existing homes visits and social housing voids and repairs processes	All
Pilot a schools campaign to give talks	Energy Services	Summer – Autumn 2020	Can resource with existing staff; additional resource may be required if pilot successful	To be developed post-heating season and delivered in the run-up to the start of the next.	All
Work with Superzone Pilot, targeting small area to improve children's health	Tackling Poverty Coordinator	2020	Existing staff and service delivery resources	Increase uptake of support to reduce condensation and mould in order to improve children's respiratory health	All
Work with Agility Eco to measure and improve impact of income maximisation support	Tackling Poverty Coordinator	Autumn 2020	Existing staff and service delivery resources	Understand what works and identify other opportunities to maximise household income	All
Innovation Projects	Energy Services	Summer 2020	Work with the universities to develop new projects based on innovation.	To include smart controls, monitoring or nascent energy efficiency technologies.	All
Develop model for retrofitting social housing	Planned Maintenance	Spring 2021	Work with University to develop retrofit and energy efficiency strategy	Potential to be used by other tenures	Social Housing
Specify low flow appliances for social housing	Planned Maintenance	Ongoing	Existing staff resource	To be used for ongoing maintenance and refurbishment works	Social Housing
Trial zero carbon homes retrofits	Planned Maintenance	Summer 2021	Work up feasibility	To inform further projects; including cross-tenure	Social Housing
Expansion of district heating networks	Energy Services	From Autumn 2020	External consultancy support; to be confirmed	Potential to incorporate non-social housing in future expansions	Social Housing
Solar PV and storage to individual social houses	Energy Services	From Summer 2021	To be confirmed	Pilots being undertaken currently in landlord supplies. Will inform cross-tenure projects	Social Housing
Development of materials to support private landlords and students	Energy Services	Summer 2020	Existing resources	Potential cross over to other tenures	Private Rental
MEES advice and support service	Energy Services	Summer 2021	To be confirmed	Assist private landlords to identify appropriate measures to keep homes compliant with MEES	Private Rental

Enforcement of MEES	To Be Confirmed	Summer 2021	To be confirmed	To enforce compliance with central government legislation	Private Rental
'Trusted Trader' lists	Energy Services/ Procurement	Summer 2021	To be confirmed. Can be staggered by technology	To give confidence of value and quality of solar, heating and insulation. Potential to aggregate installations via 'auctions'	Owner Occupier
Low-cost Finance for Energy Efficiency Measures	Energy Services/ Finance	Spring 2022	To be confirmed	To allow homes owners to install measures and repay with savings made	Owner Occupier
Financed Solar PV and Storage Offer	Energy Services/ Finance	Spring 2022	To be confirmed	Potentially cross-tenure. Requires market to mature	Owner Occupier

APPENDIX E - ENERGY AND WATER AT HOME COMMUNICATIONS STRATEGY

Date	13/02/2019
Job	Energy and Water at Home Strategy
Lead officers	Andrew Waggott, Kyle Mattison
Aim/Purpose	<p>Background: The Energy and Water at Home Strategy aims to ensure all homes in Portsmouth use energy and water as efficiently as possible for an appropriate level of comfort, safety, health and dignity; and that every Portsmouth household can afford their energy and water bills.</p> <p>Strategic Objectives To achieve this we have established the following strategic objectives:</p> <ul style="list-style-type: none"> • Ensure our residents are informed, active and engaged consumers who take action to reduce energy and water costs and wastage. • Ensure all homes in Portsmouth meet a minimum Energy Performance Certificate rating of D by 2025 where practicable. • Lead the way in using new housing developments and refurbishments to reach the highest possible levels of energy and water efficiency, and reduce carbon emissions. • Develop clean energy generation that contributes to reducing fuel poverty, reducing carbon dioxide and other harmful emissions. • Reduce carbon emissions and improve air quality. • Maximise household incomes to ensure every resident exceeds a minimum reasonable standard of living. • Clearly communicate a comprehensive offer of assistance for residents. <p>This strategy will contribute to the council's action plan to achieve net zero carbon emissions in Portsmouth by 2030.</p> <p>Marketing and Communications The council have been active in promoting energy efficiency schemes, schemes and advice to residents. With more work to be done, the council will build of a base of current marketing and communications activity. Current activity includes:</p> <ul style="list-style-type: none"> • The build and launch of the Switched On Portsmouth website. Combining a range of energy saving initiatives, advice and schemes. • Multiple targeted social media campaigns promoting website and schemes. • A variety of printed collateral for use at council and community events. • A number of press releases and website articles promoting the opening of new schemes, launch of website, launch of public consultation for the Energy and Water at Home Strategy, etc.

	<ul style="list-style-type: none"> • Over 100 resident engagement events held across community centres, libraries and other public venues. • Awareness event hosted at Portsmouth Central Library for variety of stakeholders. • Targeted letter drops at Portsmouth homes known to be eligible for energy efficiency schemes. • Inclusion in a number of PCC owned distribution channels including email communications, print publications (House Talk and Flagship), internal Civic Offices screen adverts, etc. • Exposure on external channels including NEA newsletter, Portsmouth News, LEAP newsletter, Affordable Warmth Solutions, Gosport Borough Council Newsletter. • Presented with the National Energy Efficiency award for social responsibility 2019 whilst being specially commended in the Council of the Year category. Also presented with the Council of the Year award at the South East Energy Efficiency Awards 2019.
SMART Objectives	<p>All objectives to be achieved before the end of the 2021 heating season (March 2021):</p> <ul style="list-style-type: none"> • Acquire 7,500 users on the Switched On Portsmouth website • To achieve 25,000 page views on Switched On Portsmouth website. • Targeted letter drops to 2,000 vulnerable households sign-posting to schemes or schemes. • Achieve 5,000 link clicks through targeted promotion on social media channels. • Reach 100,000 people in total through social media promotion. • Consistently feature in PCC marketing channels, both online and offline, including email communications and print publications. • Host a further 25 resident engagement events promoting schemes and website.
Audiences and Tools	<ul style="list-style-type: none"> • Audience Every household in the city can benefit from Switched On Portsmouth. With targeted offers dependent on tenure, vulnerability criteria and property characteristics. • Area covered: Portsmouth. Many schemes also eligible in Gosport & Havant • Demographic of residents: Every household and resident in Portsmouth: from single parents, through to vulnerable elderly residents or young people/school children. The schemes and schemes hosted on the Switched On Portsmouth website have a broad eligibility criteria meaning different demographics can be targeted. With the addition of advisory content, including blogs and useful videos, the communications campaign will target different demographic types through a variety of marketing channels. Specific online and offline promotion will target different demographics dependent on which scheme or initiative is appropriate. For example, energy saving home-visits may be more appropriate for vulnerable residents through print publications, whereas an informative video with

	<p>helpful advice may be more appropriate for a younger audience through digital channels.</p> <ul style="list-style-type: none"> • Tools: website, social media, blog, email communications, print publications, community events, letter drops,
Risks/Potential Issues	<ul style="list-style-type: none"> • Internal and external staff resource to deal with number of enquiries coming through may be stretched. • Offer becomes muddled with too many messages being centralised. • Using external referral forms on owned website can lead to poor user experience as functionality is limited. Need to work closely with partners to rectify.
Action Plan	<p>Internal:</p> <ol style="list-style-type: none"> 1. Maintain dedicated website and update with relevant schemes and content. 2. Build a Switched On Portsmouth social media presence with associated channels. 3. Further targeted social media promotion including paid adverts. 4. Articles in House Talk, Term Times and Flagship magazine. 5. Utilise in-house bulletins as well as email communications. 6. PCC internet and intranet campaign banner. 7. Further targeted letter drop marketing. 8. Meet with internal teams who are in regular contact with residents in order to disseminate messages of schemes. 9. Link up with schools to offer materials for classroom learning. <p>External:</p> <ol style="list-style-type: none"> 1. Press releases when schemes go live or when additional schemes are added (other instances applicable). 2. External events with partner organisations showcasing schemes. <p>Further potential action:</p> <ol style="list-style-type: none"> 1. Animated explainer and advice videos (dependent on funding). 2. Additional social media promotion (dependent on further funding). 3. Further social media boosted posts/ads (dependent on further funding).
Budget and Spend	<ul style="list-style-type: none"> • To utilise an appropriate budget across marketing channels to supplement activity where needed. Recently secured redress funding to support activity. • Apply for and use ad hoc budgetary supplements from partners including Agility Eco, NEA, tEC, Affordable Warmth Solutions, etc.
Results from evaluation	TBC



Integrated Impact Assessment (IIA)

Integrated impact assessment (IIA) form December 2019

www.portsmouth.gov.uk

The integrated impact assessment is a quick and easy screening process. It should:

- identify those policies, projects, services, functions or strategies that could impact positively or negatively on the following areas:
 - Communities and safety
 - Regeneration and culture
 - Environment and public space
 - Equality & - Diversity This can be found in Section A5

Directorate:

Housing, Neighborhood & Building Services

Service, function:

Energy Services

Title of policy, service, function, project or strategy (new or old) :

Energy and Water at Home: A strategy for efficiency and affordability for every household in Portsmouth 2020-2025

Type of policy, service, function, project or strategy:

- ☐ Existing
- ☒ ★ New / proposed
- ☐ Changed

What is the aim of your policy, service, function, project or strategy?

To ensure all homes in Portsmouth use energy and water as efficiently as possible for an appropriate level of comfort, safety, health and dignity, so that no Portsmouth household has to worry whether they can afford their energy and water bills.

Has any consultation been undertaken for this proposal? What were the outcomes of the consultations? Has anything changed because of the consultation? Did this inform your proposal?

A consultation stage was carried out for a period of two months - the draft strategy was available to key stakeholders and the wider public. This process identified key themes which have been incorporated into the strategy and supporting documents. This includes the incorporation of more specific actions into the action plan and communication strategy.

A - Communities and safety

Yes

No

Is your policy/proposal relevant to the following questions?

A1-Crime - Will it make our city safer?



In thinking about this question:

- How will it reduce crime, disorder, ASB and the fear of crime?
- How will it prevent the misuse of drugs, alcohol and other substances?
- How will it protect and support young people at risk of harm?
- How will it discourage re-offending?

If you want more information contact Lisa.Wills@portsmouthcc.gov.uk or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/cou-spp-plan-2018-20.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

All residents across tenure in the city will benefit from the strategy and the action plan. Including residents in the consultation and delivery of the strategy, particularly in relation to promoting the help that is available to friends, family and the wider community, can increase social cohesion and strengthen communities. There are no potential negative impacts.

How will you measure/check the impact of your proposal?

Customer satisfaction surveys. Direct interactions with residents. Number of residents referred to support schemes by friends/family/community.

A - Communities and safety

Yes

No

Is your policy/proposal relevant to the following questions?

A2-Housing - Will it provide good quality homes?



In thinking about this question:

- How will it increase good quality affordable housing, including social housing?
- How will it reduce the number of poor quality homes and accommodation?
- How will it produce well-insulated and sustainable buildings?
- How will it provide a mix of housing for different groups and needs?

If you want more information contact Daniel.Young@portsmouthcc.gov.uk or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/psh-providing-affordable-housing-in-portsmouth-april-19.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

The strategy will be used to drive high standards in new developments, and improvements to existing stock such as improved energy efficiency, thermal comfort and the reduction of condensation and mould. Vulnerable

households will be targeted to ensure affordable running costs. Carbon emissions from the domestic housing sector will be reduced overall.		
How are you going to measure/check the impact of your proposal?		
Number and financial value of improvements. Efficiency standards of new homes.		
A - Communities and safety	Yes	No

Is your policy/proposal relevant to the following questions?

A3-Health - Will this help promote healthy, safe and independent living?



In thinking about this question:

- How will it improve physical and mental health?
- How will it improve quality of life?
- How will it encourage healthy lifestyle choices?
- How will it create healthy places? (Including workplaces)

If you want more information contact Dominique.Letouze@portsmouthcc.gov.uk or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/cons-114.86-health-and-wellbeing-strategy-proof-2.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

Cold homes are linked to ill mental and physical health effects - this strategy lays out plans and actions to reduce the amount of cold homes in the city; improving physical and mental health. Reducing cold homes will also reduce the risk of falls and other health issues exacerbated by the cold. Home energy visits identify fire risks and refer to the fire service when needed.		
How are you going to measure/check the impact of your proposal?		
Interventions provided to users of mental health services. Interventions provided to respiratory and circulatory patients. Number of referrals to the fire service.		
A - Communities and safety	Yes	No

Is your policy/proposal relevant to the following questions?

A4-Income deprivation and poverty-Will it consider income deprivation and reduce poverty?



In thinking about this question:

- How will it support those vulnerable to falling into poverty; e.g., single working age adults and lone parent households?
- How will it consider low-income communities, households and individuals?
- How will it support those unable to work?
- How will it support those with no educational qualifications?

If you want more information contact Mark.Sage@portsmouthcc.gov.uk or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/cou-homelessness-strategy-2018-to-2023.pdf>

<https://www.portsmouth.gov.uk/ext/health-and-care/health/joint-strategic-needs-assessment>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

The strategy focuses on maximising income, reducing expenditure on essential household utilities and setting up affordable debt repayments, with the overall aim to improve household budgets.

How are you going to measure/check the impact of your proposal?

Additional income achieved. Number of customers switching to cheaper energy tariffs. Debt advice interventions and outcomes.

A - Communities and safety

Yes

No

Is your policy/proposal relevant to the following questions?

A5-Equality & diversity - Will it have any positive/negative impacts on the protected characteristics?



In thinking about this question:

- How will it impact on the protected characteristics-Positive or negative impact (Protected characteristics under the Equality Act 2010, Age, disability, race/ethnicity, Sexual orientation, gender reassignment, sex, religion or belief, pregnancy and maternity, marriage and civil partnership,socio-economic)
- What mitigation has been put in place to lessen any impacts or barriers removed?
- How will it help promote equality for a specific protected characteristic?

If you want more information contact gina.perryman@portsmouthcc.gov.uk or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/cmu-equality-strategy-2019-22-final.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

The aim of this strategy is to increase home energy and water efficiency, improve the warmth and condition of homes and reduce fuel poverty. Therefore there will be positive benefits for anyone assisted under the work resulting from this strategy, and wider benefits related to energy and water efficiency for those not directly benefiting from this provision. There are no negative impacts identified for any individuals or groups.

How are you going to measure/check the impact of your proposal?

Feedback from residents & consortium groups.

B - Environment and climate change**Yes****No**

Is your policy/proposal relevant to the following questions?

B1-Carbon emissions - Will it reduce carbon emissions?

In thinking about this question:

- How will it reduce greenhouse gas emissions?
- How will it provide renewable sources of energy?
- How will it reduce the need for motorised vehicle travel?
- How will it encourage and support residents to reduce carbon emissions?

If you want more information contact Tristan.thorn@portsmouthcc.gov.uk or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/cmu-sustainability-strategy.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

The continuation of the development of renewable generation is laid out within the strategy. Homes will be made more energy efficient; reducing the GHG emissions from wasted energy. The strategy does aim to reduce the cost of energy, which could lead to an increase in energy usage for households which currently cannot afford the energy required for an acceptable level of comfort and dignity. It is expected that any increases in energy use will be offset by the implementation of renewable generation and other energy efficiency improvements.

How are you going to measure/check the impact of your proposal?

Carbon savings from renewable energy systems can be measured through generation. Energy savings can be measured from efficiency interventions. Research into energy use by low income households before and after interventions.

B - Environment and climate change**Yes****No**

Is your policy/proposal relevant to the following questions?

B2-Energy use - Will it reduce energy use?

In thinking about this question:

- How will it reduce water consumption?
- How will it reduce electricity consumption?
- How will it reduce gas consumption?
- How will it reduce the production of waste?

If you want more information contact Tristan.thorn@portsmouthcc.gov.uk or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/pln-portsmouth-plan-post-adoption.pdf>

<https://democracy.portsmouth.gov.uk/documents/s24685/Home%20Energy%20Appendix%201%20-%20Energy%20and%20water%20at%20home%20-%20Strategy%202019-25.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

The strategy partially aims to reduce the cost of energy, which could lead to an increase in energy usage for households which currently cannot afford the energy required for an acceptable level of comfort and dignity. It is expected that any increases in energy use will be offset by the implementation of renewable generation and other energy efficiency improvements, which aim to reduce the overall use of grid bought energy. The strategy will also reduce water usage.

How are you going to measure/check the impact of your proposal? Research into energy use by low income household before and after will see any impact from reducing energy costs. Energy and water savings from efficiency interventions.		
B - Environment and climate change	Yes	No

Is your policy/proposal relevant to the following questions?

B3 - Climate change mitigation and flooding-Will it proactively mitigate against a changing climate and flooding?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
--	-------------------------------------	--------------------------

In thinking about this question:

- How will it minimise flood risk from both coastal and surface flooding in the future?
- How will it protect properties and buildings from flooding?
- How will it make local people aware of the risk from flooding?
- How will it mitigate for future changes in temperature and extreme weather events?

If you want more information contact Tristan.thorn@portsmouthcc.gov.uk or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/env-surface-water-management-plan-2019.pdf>

<https://www.portsmouth.gov.uk/ext/documents-external/cou-flood-risk-management-plan.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

Reduction of carbon emissions from the domestic housing sector. Increasing efficiency will reduce the demand for energy in the future. Making homes more efficient will protect against the risk of more severe low temperatures. Improving water efficiency will help to prepare for water scarcity or increased cost.		
How are you going to measure/check the impact of your proposal? Reduction in carbon output. Number of energy and water efficiency measures installed.		
B - Environment and climate change	Yes	No

Is your policy/proposal relevant to the following questions?

B4-Natural environment-Will it ensure public spaces are greener, more sustainable and well-maintained?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
---	--------------------------	-------------------------------------

In thinking about this question:

- How will it encourage biodiversity and protect habitats?
- How will it preserve natural sites?
- How will it conserve and enhance natural species?

If you want more information contact Daniel.Young@portsmouthcc.gov.uk or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/pln-solent-recreation-mitigation-strategy-dec-17.pdf>

<https://www.portsmouth.gov.uk/ext/documents-external/pln-portsmouth-plan-post-adoption.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

The strategy will have no effect on public spaces or natural sites.

How are you going to measure/check the impact of your proposal?

N/A

B - Environment and climate change

Yes

No

Is your policy/proposal relevant to the following questions?

B5-Air quality - Will it improve air quality?



In thinking about this question:

- How will it reduce motor vehicle traffic congestion?
- How will it reduce emissions of key pollutants?
- How will it discourage the idling of motor vehicles?
- How will it reduce reliance on private car use?

If you want more information contact Hayley.Trower@portsmouthcc.gov.uk or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/env-aq-air-quality-plan-outline-business-case.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

The strategy will improve indoor air quality and reduce PM2.5 levels by reducing condensation and mould in fuel poor households and installing more efficient heating systems. Some gas fired boilers will be installed in vulnerable households to reduce running costs, which could result in reduced local air quality through some NOx emissions. This will be offset by the implementation of energy efficiency measures to reduce overall gas demand across the city, and via the installation of renewable technology.

How are you going to measure/check the impact of your proposal?

Condensation and mould research with universities, including measuring the impact on indoor air quality in fuel poor homes. Number of renewable technology projects.

B - Environment and climate change

Yes

No

Is your policy/proposal relevant to the following questions?

B6-Transport - Will it improve road safety and transport for the whole community?



In thinking about this question:

- How will it prioritise pedestrians, cyclists and public transport users over users of private vehicles?
- How will it allocate street space to ensure children and older people can walk and cycle safely in the area?
- How will it increase the proportion of journeys made using sustainable and active transport?
- How will it reduce the risk of traffic collisions, and near misses, with pedestrians and cyclists?

If you want more information contact Pam.Turton@portsmouthcc.gov.uk or go to:

<https://www.portsmouth.gov.uk/ext/travel/local-transport-plan-3>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

The strategy will have no impact on transport.

How are you going to measure/check the impact of your proposal?
N/A

B - Environment and climate change	Yes	No
------------------------------------	-----	----

Is your policy/proposal relevant to the following questions?

B7-Waste management - Will it increase recycling and reduce the production of waste?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
---	--------------------------	-------------------------------------

In thinking about this question:

- How will it reduce household waste and consumption?
- How will it increase recycling?
- How will it reduce industrial and construction waste?

If you want more information contact Steven.Russell@portsmouthcc.gov.uk or go to:

<https://documents.hants.gov.uk/mineralsandwaste/HampshireMineralsWastePlanADOPTED.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

The strategy will have no impact on waste management.
How are you going to measure/check the impact of your proposal?
N/A

C - Regeneration of our city

Yes

No

Is your policy/proposal relevant to the following questions?

C1-Culture and heritage - Will it promote, protect and enhance our culture and heritage?



In thinking about this question:

- How will it protect areas of cultural value?
- How will it protect listed buildings?
- How will it encourage events and attractions?
- How will it make Portsmouth a city people want to live in?

If you want more information contact Claire.Looney@portsmouthcc.gov.uk or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/pln-portsmouth-plan-post-adoption.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

The strategy has the possibility to make Portsmouth an attractive city through the keen promotion of innovative energy efficiency measures and the reduction of cold homes. Portsmouth could become a key leader in the fight against fuel poverty, going above and beyond central government targets to lead the way.

How are you going to measure/check the impact of your proposal?
Measurement against wider targets for the UK.

C - Regeneration of our city

Yes

No

Is your policy/proposal relevant to the following questions?

C2-Employment and opportunities - Will it promote the development of a skilled workforce?



In thinking about this question:

- How will it improve qualifications and skills for local people?
- How will it reduce unemployment?
- How will it create high quality jobs?
- How will it improve earnings?

If you want more information contact Mark.Pembleton@portsmouthcc.gov.uk or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/cou-regeneration-strategy.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

The strategy will provide an increased demand for skilled workers to deliver energy efficiency improvements. Reducing the amount low incomes have to spend on energy and water will increase their disposable income.

How are you going to measure/check the impact of your proposal?
Number of jobs and apprenticeships created. Modeling of savings to households

C - Regeneration of our city

Yes

No

Is your policy/proposal relevant to the following questions?

C3 - Economy - Will it encourage businesses to invest in the city, support sustainable growth and regeneration?



In thinking about this question:

- How will it encourage the development of key industries?
- How will it improve the local economy?
- How will it create valuable employment opportunities for local people?
- How will it promote employment and growth in the city?

If you want more information contact Mark.Pembleton@portsmouthcc.gov.uk or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/cou-regeneration-strategy.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

The strategy will reduce the amount low income households have to spend on their essential utility bills; which is likely to increase their disposable income which can be spent in the local area - supporting employment and growth. The strategy will offer employment opportunities to local contractors to carry out energy efficiency improvements.

How are you going to measure/check the impact of your proposal?

Model savings to households. Number of contractors employed for works.

Q8 - Who was involved in the Integrated impact assessment?

Meredydd Hughes - Assistant Director Building Services

This IIA has been approved by:

Contact number:

Date:

