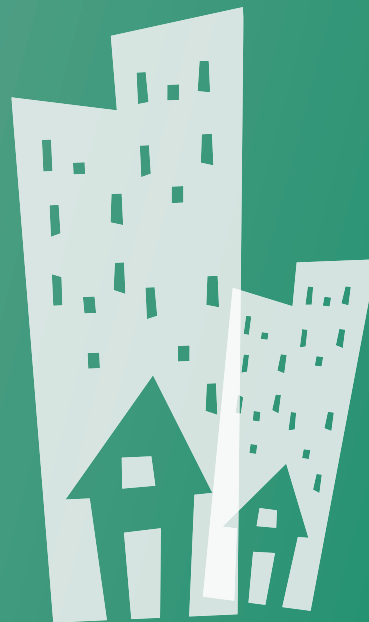




Affordable Warmth For All

Fuel Poverty Strategy



Fuel Poverty

A FUEL POVERTY STRATEGY FOR DUNDEE

AFFORDABLE WARMTH FOR ALL

MESSAGE FROM CONVENER OF HOUSING	3
PRÉCIS	4
INTRODUCTION	5
1 EXTENT AND NATURE OF FUEL POVERTY IN DUNDEE	8
2 RAISING AWARENESS	14
3 IMPROVING HOUSING STOCK.....	19
4 REDUCING FUEL COSTS	25
5 MAXIMISE INCOME	28
6 ENERGY EFFICIENCY ADVICE.....	32
7 MONITORING AND EVALUATION.....	35

A FUEL POVERTY STRATEGY FOR DUNDEE

Working towards affordable warmth for all

Précis

This Strategy has five key aims:

To raise awareness of fuel poverty

To improve the housing stock

To reduce fuel spend

To maximise income

To provide energy efficiency advice

Action Plans to deliver the Strategy are detailed after a narrative on each of the aims. In order to meet the overall government target of eradication of fuel poverty in Scotland by 2016 (as far as is reasonably practicable), and to meet the individual targets within the Strategy, additional resources will be required – many of the existing projects are only funded in the short term. For example, Dundee Community Energy Partnership (DCEP) comes to an end in Summer 2005 and we need to consider how to replace this valuable resource.

Key Action Plan points:

Map information on housing, income and fuel spend so that resources can be targeted to those in most need

Provide up to date and targeted advice on fuel poverty to householders, groups and agencies across Dundee in order to raise awareness

Develop a co-ordinated referral system so that best use is made of human and financial resources

Improve the condition of housing stock across the city, across all tenures, both by influencing standards for new build housing and by repair and improvement programmes

Provide energy efficiency advice to encourage the reduction in fuel consumption (and therefore a reduction in fuel spend by householders)

Promote the use of renewable energy to reduce dependency on existing fuels

Support groups and agencies that provide advice on income maximisation and benefit take-up

Support employment initiatives that lead to higher household income

Find the resources needed to deliver the Strategy

A FUEL POVERTY STRATEGY FOR DUNDEE

Working towards affordable warmth for all

INTRODUCTION

“It’s cold – colder inside than out. The windows are streaming with condensation and there is mould on the walls. There, living in one room, hunched over the electric fire but still having to wear her coat, is someone who, every day, needs to decide whether to eat or put another bar of the fire on”.

This is fuel poverty.

And she’s not alone...there are 9,000 other people in Dundee who are also struggling to afford to heat their home. It will kill some of them, especially old people, but these deaths might be prevented if measures were taken to keep them warm in their own homes during the winter months.

Source: Dundee City Council Fuel Poverty Strategy Workshop March 2003

Scot

University of Strathclyde Research Paper – Multiple Deprivation and excess winter deaths in Scotland - January 2004

There are other signs that indicate someone might be unable to heat their home to an acceptable standard at a reasonable cost, and they are often the same as the signs of poverty such as lack of furniture or carpets or appliances, poor health and debt. Even those who have a new central heating system installed might not use it because they have had to self-disconnect their gas or electricity because they have no money – or they have to choose to spend it elsewhere. It is especially hard for single parents or unemployed or chronically sick people who spend a lot of time at home, having to have heating on for longer when they can least afford to. If they do heat their home, they will have less to spend on other parts of their family budget. Health and quality of life are adversely affected.

There are others who hide their inability to stay warm out of shame, for the same reason they will not claim benefits they are entitled to, but this shame can kill them. They might live in a big house, but they have to be kept warm all the same. Call it lack of affordable warmth, it is still about being poor¹.

However, not having enough money isn’t the only factor. Being unable to heat your home to an acceptable standard at a reasonable cost (defined by the Scottish Executive as having to spend more than 10% of household income on all household fuel use²) also depends on how easy the house is to keep warm. Obviously it is easier and cheaper to heat a well insulated, double-glazed, gas central heated middle-floor flat than a cottage with no insulation, a leaky roof and two storage heaters. Even if the current resident of the cottage has enough income to pay the high fuel bills, the next resident could well be in fuel poverty because of its condition.

¹ Dundee Anti Poverty Forum and Paul Spicker – No Room for Dreams, Poverty in Dundee 2003

² Scottish Executive: Fuel Poverty Guidance for Local Housing Strategies 2003 - the official definition of Fuel Poverty is where the household is required to spend more than 10% of its income including Housing Benefit or Income Support for Mortgage Interest. Given the differing opinions on whether these should be included, the Executive has agreed to monitor progress on the definition of fuel poverty that excludes these as part of household income.

Another major factor is how much the household pays for fuel. The cost of fuel itself is determined by outside forces, and if it rises substantially in the future, many more households will be in fuel poverty. However, accessing the lowest tariffs, changing payment methods, and changing heating fuel type can lead to savings for individual households.

Statutory Requirements

The Government recognises the impact fuel poverty has on the fabric of lives in Scotland. In February 2001, the Westminster Government and the devolved administrations published a consultation paper with the purpose of tackling fuel poverty. In March 2002, a consultative draft on Scottish Fuel Poverty was published, setting out a definition of fuel poverty, along with a strategy for tackling it and target milestones for change.

In August 2003, the Scottish Executive released fuel poverty guidance for the Local Housing Strategies. It is a requirement of all Scottish local authorities to include a strategy for dealing with fuel poverty within their Local Housing Strategy, as well as introducing the fuel poverty objective into the community planning process. The overall objective of the Scottish Executive is:

To ensure, as far as is reasonably practicable, that people are not living in fuel poverty in Scotland by 2016.

By 2006 there should be a 30% reduction in the total numbers of people living in fuel poverty in Scotland as shown by the 2002 Scottish House Condition Survey³. The fuel poverty strategy must address fuel poverty over all housing, including all tenures, in any age of house and house style⁴.

How the Strategy has been developed

In March 2003 people from a wide range of organisations and agencies came together at a workshop facilitated by Dundee City Council Housing Department. Delegates included health workers, housing officers from the council and housing associations, energy advice workers, energy efficiency campaigners, anti poverty forum staff, advice workers, officers from other council departments, the community energy project manager and tenants from the Dundee Federation of Tenants' Associations.

The purpose of the workshop was to:

- *Raise awareness of fuel poverty and identify issues specific to Dundee*
- *Bring together all key departments and agencies with a role in tackling fuel poverty*
- *Identify good practice which can be adopted/developed in Dundee*
- *Lay the foundations for policy and procedures which the Council would adopt as its key aims and objectives*

³ ibid

⁴ ibid

Workshop participants stressed that there had to be a better use and sharing of information, policies needed to be consistent, and strategy development should be corporate and inter-agency. Responses to fuel poverty should be as local as possible, and we should feed into the Scottish Executive's Housing Improvement Task Force. Participants envisaged a high profile Anti Fuel Poverty Tour, raising awareness in a way that would be appealing and different⁵.

The workshop was the springboard from which the Dundee Fuel Poverty Strategy has advanced. The Strategy recognises that there are a number of projects and initiatives already underway that do and will have a positive impact on reducing fuel poverty in the City, including the Dundee Community Energy Partnership, established to survey all households in Dundee in order to quantify fuel poverty and refer householders in need to appropriate agencies, and the Council's own capital programme of central heating installation and roof renewals, amongst other things.

In order to take forward the suggestions made at the workshop, a Fuel Poverty Working Group was formed. The Group, consisting of a range of workshop members, met on five occasions, and agreed the main themes and structure of the strategy.

⁵ Dundee City Council Fuel Poverty Strategy Workshop March 2003

EXTENT AND NATURE OF FUEL POVERTY IN DUNDEE

AIM 1: TO IDENTIFY PEOPLE IN DUNDEE WHO ARE AT RISK OF FUEL POVERTY IN ORDER TO TARGET RESOURCES TO THOSE IN MOST NEED

During Steering Group meetings to develop the Fuel Poverty Strategy a recurring dilemma was the difficulty in identifying and resolving individual needs when most programmes to target resources or collect information are based on areas such as housing developments, postcodes or electoral wards. For the purposes of measuring the extent and nature of fuel poverty Dundee is in the fortunate position of having the Dundee Community Energy Partnership (DCEP) in operation. However, as the DCEP programme is due for completion in summer 2005, it will also be necessary to consider other established methods of assessing fuel poverty in the city.

Baseline Information⁶

A method of measuring the energy efficiency of a dwelling is the National Home Energy Rating (NHER). The NHER rating ranges from zero to ten, where the higher the number, the more energy efficient the dwelling.

Information on the energy efficiency of a dwelling is relevant to Dundee City Council's obligations under the Home Energy Conservation Act (HECA) and also relates to the Council's obligation to address the number of households living in fuel poverty.

Table 1 - National Home Energy Rating Profile of Stock (Banded)

NHER (BANDED)						
	0-2		3-6		7-10	
	000's	%	000's	%	000's	%
Dundee	9	13	39	57	20	30
Scotland		8		60		31

Table 2 - National Home Energy Rating By Tenure

Tenure (Banded)								
Private					Public			
NHER (Banded)					NHER (Banded)			
1-5			6-10		1-5		6-10	
	000's	%	000's	%	000's	%	000's	%
Dundee	26	38	18	27	11	16	13	19
Scotland		37		33		12		18

⁶ Scottish House Condition Survey 2002 – Local Authority Report Communities Scotland, revised March 2004

The NHER rating for Dundee, as detailed in Table 1, highlights that the number of properties with a poor energy rating (between 0-2) is higher than the national average. Although not conclusive Table 2 would suggest that a higher proportion of these are in the Private Sector. Certainly the highest proportion of 1-5 rated properties is based in the Private Sector. Despite various initiatives it has traditionally proved very difficult for the Local Authority to influence the Private Sector to implement energy efficiency measures. Contributing to this is the high proportion of students in the city who live in the Private Rented Sector. There are two universities and Dundee College of Further Education, all likely to have students in this category. The difficulty in gaining access to gather evidence of fuel poverty in areas with a high student population is already an issue highlighted by DCEP surveys. With figures available on the first 14 electoral wards, the ward with the lowest level of access was Tay Bridges (40%) which is based around the universities and college and has a high student population. Some early analysis of the properties in this area shows there is a high level of private rented accommodation with single glazing and room heaters. As students traditionally do not qualify for Housing Benefit or Warm Deal, bringing forward solutions for these areas will be a major challenge within the overall Strategy.

Table 3 – NHER by type of dwelling

Dwelling Type (Banded)								
Houses					Flats			
1-5		6-10			1-5		6-10	
	000's	%	000's	%	000's	%	000's	%
Dundee	14	20	14	21	23	34	17	25
Scotland		31		31		17		21

Table 4 – NHER by age of dwelling

Age of Dwelling (Banded)								
Houses					Flats			
1-5		6-10			1-5		6-10	
	000's	%	000's	%	000's	%	000's	%
Dundee	19	29	11	16	17	25	20	30
Scotland		22		13		27		39

Table 5 – NHER by household type

Type of Household (Banded)												
Families				Pensioners				Other				
NHER (BANDED)				NHER (BANDED)				NHER (BANDED)				
1-5		6-10		1-5		6-10		1-5		6-10		
	000's	%	000's	%	000's	%	000's	%	000's	%	000's	%
Dundee	11	16	12	18	10	15	10	15	15	23	9	13
Scotland		16		21		16		14		16		16

The figures in Table 3 highlight the difficulty to be faced in resolving low NHERs in flatted properties with 34% in band 1-5. The Local Authority has sold approximately 5,366 flats/maisonettes where owners' agreement will now be required prior to any improvements being carried out.

There is also a growing concern over owner-occupiers who are equity rich but cash poor. Pensioners may particularly find themselves in this situation. Generally there is no impetus to encourage owners to carry out energy efficiency measures. However, the Local Authority has recently entered into an agreement with Scottish Power to try and encourage the take up of grant through the Energy Efficiency Commitment (EEC) scheme.

Table 6 – NHER by heating system

Type of Heating								
Full/Partial Central Heating					No Central Heating			
NHER (banded)					NHER (banded)			
1-5		6-10			1-5		6-10	
000's	%	000's	%		000's	%	000's	%
Dundee	29	44	30	45	7	11	-	1
Scotland		44		51		5		0

Table 7 – Heating systems in use

Type of Household (Banded)						
Full central		Partial central heating			Other	
000's	%	000's	%	000's	%	
Dundee	53	79	7	10	8	11
Scotland		87		8		5

The Scottish House Condition Survey demonstrates that even where full central heating has been installed it may not be used efficiently. Local casework would indicate that where homes with low NHERs have full central heating the system will either not be used or is costing the occupant a high percentage of their income to run it. There are also significantly more people using room heaters/other than nationally; again this can be linked to earlier comments on the student population. However having an energy efficient home and central heating system is no guarantee of avoiding fuel poverty. The DCEP surveys have encountered new Housing Association properties with NHER ratings of 9 or better where tenants are still living in fuel poverty. This may be due in part to the fact that Housing Associations generally install electric heating because gas systems are more expensive to install and maintain. This clearly demonstrates the importance of addressing not just the energy efficiency of homes but income levels and fuel costs as well. Another significant issue at this point is the low median annual household income in the city. At £12,800 it is the second lowest reported level in Scotland after Glasgow.

Table 8 – Fuel Poor Households (2002 Definition)

Fuel Poverty (2002 Definition)					
Not fuel poor		Fuel Poor		Unobtainable	
000's	%	000's	%	000's	%
Dundee	58	85	9	13	2
Scotland		84		13	3

To reach the Scottish Executive target of reducing fuel poverty by 30% by 2006 2,700 people in Dundee would have to be taken out of fuel poverty by this Strategy over the next two years. The following synopsis prepared by the Manager of the DCEP Project will demonstrate the challenge this will present.

Dundee Community Energy Partnership (DCEP)

The Dundee Community Energy Partnership (DCEP) was initially set up with funding from Transco, Scottish and Southern Energy plc (replaced in summer, 2003 by Scottish Power), Dundee City Council, EAGA (Energy Action Grants Agency) and the Claverhouse Group, a charitable training organisation based in Dundee. The Scottish Executive is contributing additional funding to make the scheme financially viable and is assessing the results obtained to establish whether the approach being adopted is the most cost-effective means of tackling fuel poverty. It has been explained elsewhere that fuel poverty is very much a function of individual households i.e. identical homes located next door to each other may have identical energy ratings but one householder may be in fuel poverty, the other fuel-rich. It is the requirement to look at the home and its occupants which makes it difficult to gain a picture of fuel poverty within a geographic area; extrapolation of the results of sample surveys does not produce entirely valid results. Two ways of overcoming this are:

- (a) To visit every house in an area, obtaining information about both the physical home and the household composition and income
- (b) To identify those elements of the housing stock which are the least energy efficient as a means of highlighting income groups which may be at risk of fuel poverty if they live in these homes

DCEP was set up specifically to survey every household in Dundee (i.e. approach (a)) over its three year life and to ensure that all householders identified as fuel poor are given all available grant-funded energy-efficiency measures and receive energy advice and an income maximisation check. It should be understood that fuel poverty within an area is dynamic and individuals can fall into and out of fuel poverty over time. Therefore, although DCEP is doing much valuable work, the effort to assist the fuel poor will still need to continue after DCEP comes to an end. With responsibility for the Fuel Poverty Strategy for Dundee on an ongoing basis, the Local Authority will adopt the kind of approach described at (b) above combined with a robust referral mechanism for identifying particularly vulnerable cases. It should be noted that surveying every house is very labour-intensive and thus expensive (DCEP was afforded the "luxury" of this approach through external funding and the cost of individual surveys was kept low by employing New Deal surveyors in the first instance who brought wage-subsidy with them).

When DCEP comes to an end, the database it has established will become the property of Dundee City Council and this will be a valuable resource in setting priorities for tackling fuel poverty. It is true that many of the income details collected by DCEP will have changed over time but the physical details of the home will remain constant providing strenuous efforts are made to collate and update information relating to the installation of energy efficiency measures across all tenures. This information will also be useful for assessing progress against HECA targets.

At the time of writing (January, 2004) DCEP has surveyed households in half of the city's 29 electoral wards. The results of 18,558 surveys are held on the database. Surveyors are managing to achieve coverage of 71 % of households and there are surveys for 53% of households. The current level of Fuel Poverty is 20.5 % but it has to be noted that the poorest wards have been tackled first so that the average fuel poverty percentage is likely to drop as the more affluent wards are reached. Fuel poor households are matched with existing grants for which they qualify and an assessment made of the impact made on their fuel poverty rating by the installation of measures.

104 fuel poor private pensioner households have been referred to EAGA for the free central heating scheme but heating has only been installed in 12 homes and lack of information from EAGA prevents any calculation being done to establish whether this has taken the householders out of fuel poverty. The running order for the Council's own heating scheme was established before the establishment of DCEP and it has not been possible to fully co-ordinate the two programmes.

DCEP has managed to remove 58 out of 3,698 households (or 1.6%) from Fuel Poverty so far but there is a backlog of information needed from other agencies to update this figure. A high percentage of the fuel poor in Dundee do not qualify for Warm Deal as they are not on qualifying benefits and part of DCEP's role is to identify alternative sources of funding for insulation measures for these householders. As mentioned EEC monies have been pledged by Scottish Power and 2 successful bids to Energy Action Scotland for Warmth for the Millennium funding will allow some of this group to be helped but it is too early to evaluate the impact this will make. Although disappointing, the pattern of results being achieved by DCEP is very much in keeping with that being achieved by the English Warm Zones on which DCEP has been modelled and this can be summarised as follows:

- A high proportion of the fuel poor are ineligible for Warm Deal
- A high proportion of the non-fuel poor ARE eligible for Warm Deal
- Warm Deal measures alone will only remove a small proportion of householders from fuel poverty
- Soft measures such as energy advice and income maximisation checks CAN have an impact on fuel poverty but better integration between DCEP and referral agencies is required to allow full evaluation of these impacts

These results are regularly submitted to the Scottish Executive and it is hoped that the barriers identified as being in the way of eliminating fuel poverty can be given consideration by the Executive and this information can help shape further policy decisions at a Scotland-wide level.

A FUEL POVERTY STRATEGY FOR DUNDEE - ACTION PLAN

Aim 1 – To identify people in Dundee who are at risk of fuel poverty in order to target resources to those in most need

KEY TASKS / ACTION	LEAD AGENCIES / PARTNERS	TARGETS	RESOURCES
<p>Map information on housing / income / fuel costs</p> <ul style="list-style-type: none"> Survey households in Dundee (NHER rating, income, fuel costs) 	DCEP (Dundee Community Energy Partnership)	To survey as many households as possible by March 2005	<p>Core funding</p> <p>Scottish Executive Transco Dundee City Council Scottish Power</p>
<ul style="list-style-type: none"> Assess other data (from HECA and national and local house condition surveys) and compare to survey findings 	DCC Improvement & Maintenance Unit	Include findings in HECA update Autumn 2004	Core funding
<ul style="list-style-type: none"> Map fuel supply network 	DCC IMU & Transco	Match data from Transco to Central Heating programme (DCC and private) - ongoing	Core funding EEC funding
<ul style="list-style-type: none"> Contribute to mapping through information gathered at meetings/presentations/advice sessions etc 	DEEAP (Dundee Energy Efficiency Advice Project)	Monitor through SLA (monthly meetings, partnership meetings, annual report)	SCARF and Dundee City Council funding (Housing, Economic Development & SIPS)
<ul style="list-style-type: none"> To pass on information on people in fuel poverty identified indirectly 	<p>Dundee City Council Social Work Department</p> <p>DCC Homelessness Group</p> <p>Health – NHS Trusts LHCC's Community Health Partnerships</p> <p>Dundee Anti-Poverty Forum</p>	Develop referral process (tie in with Aim 2)	<p>Core funding</p> <p>SIPS until March 2006 Community Fund until Dec 2004</p>

RAISING AWARENESS

AIM 2: TO RAISE AWARENESS OF FUEL POVERTY AND THE SERVICES AVAILABLE TO ASSIST IN ITS REDUCTION

Many people are unaware or unwilling to be identified as fuel poor, and the fact they are may only become apparent through other avenues. In addition to raising the awareness of individual householders in order that they might access ways of tackling their fuel poverty, it is crucial that operational and strategic staff and agencies are also aware.

Raising Awareness of Individual Householders

In response to its role as an energy conservation authority, Dundee City Council entered into a partnership with the Aberdeen based charity Save Cash and Reduce Fuel (SCARF). Through this the Council and SCARF established the Dundee Energy Efficiency Advice Project (DEEAP). The aim for DEEAP is to provide a service throughout the city advising all householders on fuel tariffs, how to reduce bills, energy efficiency measures, advocacy work resolving individuals debts with energy suppliers, and other advice and referral work.

Since the inception in November 1998, DEEAP has formed extensive working networks with other Council Departments, voluntary agencies and energy suppliers in the Dundee area. This is reflected in the key role they are assigned in the development and delivery of the Dundee Fuel Poverty Strategy. Their work is monitored through a Service Level Agreement.

Significant progress has been made in ensuring Council tenants are aware of the advice available through DEEAP. Programmes such as offering all tenants energy efficiency advice at the time of receiving new central heating or moving into a new home are now established as a core service. The major challenge in delivering the aims of the strategy will be expanding the service to Housing Associations, the private rented sector and owner-occupiers.

Presentations have been held in Housing Association sheltered lounges, particularly to coincide with the clock changes in Spring and Autumn, as tenants often find assistance is necessary to reset the heating programmes at these times. However, the Project is keen to reach more mainstream tenants with advice. A co-ordinated approach with Housing Associations and Communities Scotland will be investigated to deliver this key objective.

The work of DCEP in leaflet drops to all households in Dundee will undoubtedly raise the profile of fuel poverty issues within the city. The present success of the project in contacting 70% of households means that both owner-occupiers and private sector tenants will have the opportunity to get energy advice and benefits advice which they may not normally seek out or be aware of. However, as people's circumstances change they may fall in or out of fuel poverty. A person may not be identified by DCEP as fuel poor, but a few months later require assistance. It is, therefore, essential that an Energy Advice Service is secured beyond the finite lifespan of DCEP and the strategy will seek to ensure this.

Raising Awareness of Operational and Strategic Staff and Agencies

Through the HECA and Local Housing Strategy (LHS), links have already been made with the Council Plan and Community Planning process. Consultation on the LHS with Community Groups has also included the details of the Fuel Poverty Strategy. A key theme of the Dundee Partnership will be to address Social Inclusion and Anti-Poverty issues. Given the high levels of deprivation identified in Dundee⁷, problems are

already of major concern to a number of departments and organisations and the Fuel Poverty Strategy will seek to consolidate links with these Corporate Groups. Core funding has previously been awarded from the Social Inclusion Partnership (SIP) to support DEEAP work. Many events in schools, local fêtes, the Dundee Healthy Living Initiative and training for community based staff has been facilitated through this. However, 2004/2005 will be the final year of SIP funding as the Community Planning process will replace it thereafter. It is essential that if the targets identified in the strategy are to be met, other agencies must be aware of the real solutions delivered by DEEAP in resolving individuals poverty and debt problems.

Scotland's Health White Paper – Partnership for Care, also identifies the need for “integrating programmes on fuel poverty with Joint Health Improvement Plans (JHIPs) to ensure a reduction in the number of households in fuel poverty”. They further recognise that poor health is strongly linked to deprivation and inequality. However, it is obvious there are many competing demands facing NHS Tayside and ways of strengthening existing links within the local JHIP will be a key action. Dundee City Council will investigate with neighbouring authorities a co-ordinated approach to raising awareness amongst health care staff. Initial training carried out with Social Care Officers has resulted in a new source of referrals being made, with clients consent, for energy advice. It is hoped this pilot could be extended to health professionals working in the community, including Health Visitors and District Nurses.

Tayside Energy Efficiency Advice Centre (funded through the Energy Savings Trust and managed by SCARF) has already made good progress promoting energy awareness amongst primary school children. Events have also been held by DEEAP within Abertay University during freshers' week and energy efficiency week. The Education Department have now developed the curriculum for Environmental Studies for 5-14 year olds to include a section on Citzenships. This will develop further the working links between DEEAP and schools. As this new provision becomes operational the demand on staff resources will be evaluated. Continuation of this work will largely depend on securing alternative funding through the Community Planning process.

The progress made in raising awareness during the development of the Fuel Poverty Strategy has already proved invaluable and it is hoped these links will be enhanced as the strategy is implemented.

⁷ Scottish Executive, Scottish Index of Multiple Deprivation, Edinburgh 2003

Aim 2 – To raise awareness of fuel poverty and the services available to assist in its reduction

KEY TASKS / ACTION	LEAD AGENCIES / PARTNERS	TARGETS	RESOURCES
<p>To raise awareness of individual householders</p> <ul style="list-style-type: none"> Provide up to date and targeted advice on fuel poverty to individuals and groups 	<p>Lead Agency: DCC IMU Partners:</p> <p>DEEAP Claverhouse Group EAGA Housing Associations Cyrenians</p>	<p>Every council tenant having central heating installed (pre and post energy advice)</p> <p>Return visit by DEEAP after 12 months</p> <p>Housing Association tenants</p> <p>Private sector tenants, Owner-Occupiers. Homeless Hostel clients</p>	<p>Ongoing DEEAP funding</p> <p>DEEAP funding until 2007</p> <p>Seek HA funding to DEEAP</p> <p>Funding from other agencies to ensure these sectors provided for</p>
<ul style="list-style-type: none"> Provide visits to all new tenants (all sectors) 	<p>DCC IMU DEEAP</p>	<p>All tenants who want one get visit</p>	<p>Funding to expand service (additional funding – to be quantified)</p>
<ul style="list-style-type: none"> Include information on energy awareness in tenants' newsletters and other publications 	<p>DCC Housing Department – Tenant Participation Section and IMU</p>	<p>DCC Tenants: Newsletter yearly Every new tenant to get handbook Every new tenant to get light bulbs and letter from DEEAP</p> <p>Dundee Federation of Tenants' Associations (DFTA) and Dundee Association of Council House Owners (DACHO)</p>	<p>Core funding DEEAP funding</p>
<ul style="list-style-type: none"> Public relations 	<p>DCC</p> <p>DCC</p> <p>DEEAP</p>	<p>Establish methods of effective communication with Private landlords (HMO's and Landlords' Forum) and Tayside Solicitors Property Centre (Owner Occupiers) and private Central Heating installers (DEEAP to liaise with HMOs)</p> <p>Newspaper feature articles</p> <p>Publicity arising from major events held by or attended by DEEAP</p>	<p>Marketing Strategy funding</p> <p>Public Relations</p> <p>DEEAP funding</p>

KEY TASKS / ACTION	LEAD AGENCIES / PARTNERS	TARGETS	RESOURCES
<ul style="list-style-type: none"> Discuss potential for seller's packs to be used to raise awareness 	IMU Communities Scotland	Include energy awareness/energy efficiency rating in pack	Staff resources to be identified
To raise awareness of operational and strategic staff and agencies	Lead Agency: Dundee City Council Housing (HDMT)	Have FP as agenda item	Core funding
<ul style="list-style-type: none"> Consolidate links with other corporate and multi-agency policies and groups (e.g. Dundee Partnership, Healthy Communities, Community Plan, JHIP, Homelessness Co-ordinating Group etc) 	DEEAP	Week of events in SIPs areas	Possible SIPs funding
<ul style="list-style-type: none"> Develop WebPages or links from Dundee City Council / HA / Communities Scotland WebPages 	Lead Agency: DCC IMU and Housing Quality Unit	Have dedicated FP section on website	e-Service Delivery Policy – Core funding
<ul style="list-style-type: none"> Establish effective ways of disseminating information about fuel poverty through a range of agencies 	Lead Agency: IMU	Establish and reinforce links with Dundee City Council Housing Department, DCC Social Work, Dundee Anti Poverty Forum, Tayside NHS Trusts, LHCC's (CHP's), DFTA, DACHO, HA's, Citizens Advice Bureau, Community Councils, Scottish Power, Scottish Gas, Claverhouse Group	Create Energy Function section within IMU as dedicated staff team with appropriate resources
<ul style="list-style-type: none"> Support advice workers by identifying training needs and providing briefings and training including health professionals and health advice workers 	Lead Agency: IMU & DEEAP	Expand service delivery through SLA (develop programme and training sessions)	Ongoing DEEAP funding and core funding to be secured

KEY TASKS / ACTION	LEAD AGENCIES / PARTNERS	TARGETS	RESOURCES
High profile celebrity roadshow/promotion tour	DCC IMU	Involve HECA/SHON Forum	Additional resources required
<ul style="list-style-type: none"> Continue school energy awareness programme 	Lead Agency: IMU & DEEAP & SCARF	Primary 6 Schools Talk Programme Energy Pilot P7's in SIPs areas Energy Pack for 4th, 5th & 6th year leaving pupils	Education Department core funding EDD funding Community Energy Awareness Fund SIPS
<ul style="list-style-type: none"> Promote energy awareness at colleges and universities 		Establish partnerships with Dundee College, Dundee and Abertay Universities Energy Awareness in 5-14 curriculum by Autumn 2004	Education Department core funding and DEEAP funding
Develop a co-ordinated referral service (linked to Aim 1 – Identifying those in Dundee living in fuel poverty) by:	Lead Agency: Advice Workers Forum (DCC Social Work)	Referral system in place by 2005/06	Social Work Department funding
<ul style="list-style-type: none"> Identifying all groups providing fuel, debt, welfare rights, housing and energy efficiency advice Producing information that includes what each agency offers and who to refer to Identify individuals in FP through DCEP survey 	DCEP	Referrals to DEEAP and IMU and EAGA	DCEP until March 2005 EEC funding Warm Deal DCC funding

IMPROVING HOUSING STOCK

AIM 3: TO IMPROVE THE CONDITION OF HOUSING STOCK ACROSS THE CITY

Improving the housing stock across all sectors of the city is a key challenge that is central in the fight against fuel poverty. The overall aim of the Fuel Poverty Strategy is to improve the condition of all housing stock in order to create warm, dry and affordable homes for Dundee's citizens.

Tenure

The current position in terms of tenure of the city's housing stock is shown in the table below:

	Number	%
Owner Occupied	35,874	62.6
Rented from Council	16,057	21.6
Other Social Rented	5,185	5.6
Private Rented (Unfurnished)	3,161	3.1
Private Rented (Furnished)	4,202	3.6
Living Rent Free*	2,429	3.6
TOTAL	66,908	100.0

Source : 2001 Census

* Living with relative or parent in their house but may include those on Housing Benefit who misinterpreted question.

Over the last two decades the profile of tenure in the city has changed a great deal. Owner occupation has increased markedly. In comparison the Local Authority stock has reduced from a high point of approximately 40,000 to today's figure of closer to 17,000 (a figure which includes empty properties). The number of Housing Association houses has increased substantially as has the Private Rented Sector.

Date of Construction

	Pre 1919	1919-1939	1940-1964	Post 1964
Private Sector	33%	10%	21%	36%
Local Authority	3%	19%	49%	29%
Average	24.2%	12.9%	28.7%	34.2%

Source : Dundee Local House Condition Survey November 2001

A key variable in housing condition is the date of construction. The table above shows that 36% of housing in Dundee was built prior to 1919, with the vast majority of this being in the Private Sector. In the Local Authority sector the majority of stock is post-war and much of this is non traditional, some built following the Second World War when speed of build and availability of materials were both major issues. Housing built post 1964 also has a large percentage of non traditional build multi storey, and walk up blocks. In total some 20% of Local Authority housing in Dundee is non traditional build compared to 9% of the total stock in the city.

These issues are crucial in fuel poverty terms as both pre 1919 stock and to a greater extent non-traditional housing prove to be difficult and expensive to improve to modern insulation standards and so are extremely difficult to heat to acceptable standards affordably.

Investment Gap

The council's ability to provide fuel poverty measures is affected by restricted resources. There is a gap between tenant's aspirations and what the council can afford.

Non Traditional Housing

There are inherent problems with improving non-traditional housing to a level where heating becomes affordable. For example, an insulated rain screen on a multi storey block would cost upwards of £2 M. It is not possible to carry out these measures with current levels of funding. There are also a number of cottages and flats which are a mixture of concrete and steel framed which are extremely hard to heat and demonstrate cold bridging.

Amenity/Condition of the Housing Stock

Central Heating

At the time of the latest Local House Condition Survey in 2000 84.2% of Private Sector dwellings in the city had a central heating system. At the same time only 54.5% of Local Authority homes had benefited from central heating.

Following the introduction of the Scottish Executive Central Heating Initiative in 2001 1,797 dwellings have had heating installed for the first time. By March 2004 this installation programme should be complete therefore ensuring that every Local Authority house in the city has a heating system. However many of the existing systems have been in place since the houses have been built, in some cases going back to the early 1970's. In order to address this the City Council also has a replacement heating programme which will be partially funded by the Scottish Executive from April 2004. In the financial year 2004/05 almost 1,600 houses are due to benefit from a mixture of Scottish Executive and City Council funding.

The picture in the Private Sector is much less clear. The Council has had difficulty collating information on owner-occupied housing to any accurate degree, however the Scottish Executive Central Heating Initiative for owner-occupier pensioners has succeeded in the installation of 434 systems in the Dundee postcode area in 2002/2003. The scheme has been more wide ranging than the Local Authority scheme thus ensuring that households with obsolete heating systems have benefited.

The most recent records from Housing Associations show that the majority of their housing had full central heating. However, accurate records for the Private Rented Sector are sketchy and it is clear that major inroads into eliminating fuel poverty have to be made in this sector through the ongoing Fuel Poverty Action Plan.

Double Glazing

Tenure	%
Owner Occupied	80
Housing Association/Other	78
Private Rented	58
Local Authority	100

100% of Local Authority homes now benefit from double glazed windows, this compared to only 58% of the Private Rented Sector and 80% of owner-occupied housing. Clearly there are issues such as personal choice and housing in conservation areas that affect these figures but there is still scope for improvement particularly in the Private Rented Sector.

Insulated Render

Over the past three years the Council has embarked on an Insulated Render programme in the Menzieshill area. Previously, it was not possible to carry this out without owner-occupiers' agreement. However, through the EEC agreement with Scottish Power, the Council can now offset the owners' share of the increased cost of providing insulated render.

Condensation/Dampness

Overall some 19% of dwellings in Dundee suffer from some degree of dampness or condensation (Scottish Housing Condition Survey 2002). However in the majority of cases this only amounts to slight condensation problems. According to Local House Condition Surveys the number of Local Authority homes suffering from serious condensation dropped dramatically between 1994 and 2000 reflecting the City Council's investment in central heating and double glazing, as well as the demolition of surplus stock.

Stock Energy Profile

The Scottish Housing Quality Standard consultation document suggests a target national home energy rating of 5 for all Local Authority stock. According to the Scottish House Condition Survey 2002 the average rating for Public Sector housing at present in Dundee is 3.5 as against a Scottish average of 4.5 and a Private Sector rating of 4.1. Clearly much requires to be done to meet the standard. This problem is exacerbated by non traditional housing and solutions for this area of stock will be a priority of the Fuel Poverty Strategy.

Current Initiatives/Programmes

Local Authority

- Scottish Executive Central Heating Initiative for Local Authority housing – due to complete installation phase in March 2004, replacement phase commencing April 2004.
- Transco affordable warmth – leased heating. 2,000 replacement systems to March 2004 in partnership with Transco and the Co-operative Bank.
- Capital Programme of improvement/repair funded from Capital Allocation and Capital Funded from Current Revenue, prudential borrowing from 2004/05.
- Surplus stock demolition programme and associated rehousing of tenants.

- Warm Deal programme of insulation and other energy efficiency measures for tenants on benefits.
- Use of gas condensing boilers in Local Authority heating programme.
- Preferred Supplier agreement with Scottish and Southern Electric ensures income for the City Council's Community Energy Fund.
- Energy Efficiency Commitment agreement with Scottish Power ensures additional energy efficiency measures are carried out to tenants homes including insulated roughcast, loft insulation, cavity wall insulation, and condensing boiler installation.
- Ongoing programme of providing insulated render for flats with poor insulation levels.
- Investigation of the potential for solar power in the Council's re-roofing programme.
- Energy Efficiency Commitment Agreement with Scottish Power to provide insulation and other associated measures to Local Authority stock.

Housing Associations

- Continuing new build programme.
- Major repair and refurbishment ongoing.
- Communities Scotland stipulate NHER standards as a condition of grant funding development.

Private Sector

- Private Sector grants for owner occupiers and the Private Rented Sector for repair and improvement work.
- EAGA – Government funded programme for central heating installation.
- Warm Deal funding for measures for owner-occupiers/private tenants on Benefits.
- Agreement between Dundee City Council and Scottish Power to provide energy saving and insulation measures for owner occupiers.

Action Proposed to Deal With Fuel Poverty By Improvement of the Housing Stock

An action plan for improving the City's housing stock has been agreed by the Dundee Fuel Poverty Working Group. This section of the action plan is attached to this chapter as an appendix.

The action plan reflects the views of the Working Group and as a result of this includes a wide variety of actions that cut across the responsibility of the City Council, NHS Tayside and many other voluntary agencies in the city. This level of involvement should ensure that the Fuel Poverty Strategy is comprehensive in its approach to meeting the targets of eradication of fuel poverty by 2016.

Much of the action required is dependant on resources both financial and staffing being available and although progress can be made with existing resources there are action items that will be impossible to address without significant increases.

Aim 3 – To improve the condition of housing stock across the city to create warm, dry, energy efficient homes

KEY TASKS / ACTION	LEAD AGENCIES / PARTNERS	TARGETS	RESOURCES
Collate information from mapping and existing databases of central heating installation (and other relevant capital works) in Council housing stock in order to establish programme of works (new or replacement central heating, roof repair or replacement etc)	Lead Agency: DCC IMU	By March 2005	Core funding
Establish database on condition of housing association stock (central heating, roofs etc)	Lead Agency: IMU & DCEP Partners: Communities Scotland & Housing Associations	November 2005	Resources post DCEP Funding to expand service (additional funding – to be quantified) Create Energy Function section within IMU as dedicated staff team with appropriate resources
Establish database on condition of Houses in Multiple Occupation	Private Sector Services Unit Cyrenians (Rent Deposit Guarantee Scheme)	March 2005	
Establish database on condition of owner occupied housing and PRS from grant applications and DCEP survey	Private Sector Services Unit, DCEP, Communities Scotland	March 2006	

KEY TASKS / ACTION	LEAD AGENCIES / PARTNERS	TARGETS	RESOURCES
<p>Improve NHER ratings for Council and Housing Association stock</p> <ul style="list-style-type: none"> • Install new or replacement central heating as required • Replace central heating boilers as required • Install new or replacement double glazed windows as required • Install cavity wall, loft and hot water cylinder insulation as required • Repair or replace roofs as required • Repair or renew roughcast as required 	<p>Lead Agencies: Dundee City Council IMU and Communities Scotland</p>	<p>Achieve NHER rating of 5 by 2016</p> <p>Consider higher energy efficiency standards and running costs for every project</p>	<p>Capital programme</p> <p>Communities Scotland Investment Programme</p> <p>Staff resources for project management (core funding plus service expansion to meet Scottish Housing Quality Standard)</p>
<p>Identify sources of funding for owner occupiers</p>	<p>Lead Agency: DCC IMU Partners : DEEAP, Care and Repair</p>	<p>Maximise take-up of grants (EEC and external grant funding)</p>	<p>Partnership formed with Scottish Power</p>
<p>Establish how building and planning regulations affect fuel poverty</p>	<p>Lead Agency: DCC Planning and Building Control</p>	<p>Building Control provides energy efficiency advice to all applicants</p>	<p>Potential resource issue for Building Control</p>
<p>Ensure owners applying for grants include measures to improve energy efficiency and reduce the potential for fuel poverty to occur</p>	<p>Private Sector Grant Unit Communities Scotland</p>	<p>Provide energy advice to all applicants</p>	<p>Potential resource issue</p>
<p>Ensure all new build housing meets high energy efficiency standards</p>	<p>DCC Planning and Building Control Communities Scotland</p>	<p>Include in planning brief</p>	<p>Training issue</p>

REDUCING FUEL COSTS

AIM 4: TO IMPROVE THE POSITION OF THE POOREST SECTIONS OF THE POPULATION IN RELATION TO FUEL COSTS

The cost of fuel is one of the three main causes of fuel poverty and is recognised as such in the Scottish Executive Fuel Poverty Statement. However, energy is not a devolved responsibility, and this therefore limits the amount of influence, if any, that agencies or organisations in Scotland have over the actual cost of fuel.

The aim of this element of the strategy is to identify areas that could be influenced and to propose measures to address them, in particular in relation to the cost householders pay for fuel.

Supply Markets

The electricity and gas supply markets have been fully opened up to competition for a number of years. Liberalisation of the energy market and the promotion of competition has led to significant reductions in the annual domestic energy prices, which are currently at their lowest since 1974. However, predictions of future fuel price changes are much more uncertain.

New wholesale trading arrangements for gas were introduced in October 1999 and the New Electricity Trading Arrangements (NETA) were introduced in March 2001. Consumers in Scotland may not have seen the same benefits as those in the rest of the UK. However, similar market changes are due to be introduced in Scotland with the creation of the British Electricity Trading and Transmission Arrangements (BETTA), with effect from April 2004.

As the UK becomes a net importer of gas and with a growing demand to generate electricity from renewable sources (with the subsequent higher generation costs), there is every likelihood there will be, at best, a dramatic slowdown in price reduction, and, at worst, an increase in both gas and electricity prices.

Cost of Fuel to Householders

In theory, the choices in the competitive energy market are the same for all consumers within Dundee, but investigation of the fuel poor shows that they are in fact paying a higher price per unit for their fuel for the following reasons:

- No bank account – cannot access direct debit tariffs
- Poor budgeting skills – can easily fall into debt
- Existing debt – barrier to accessing favourable tariffs and often forced to accept pre-payment meters
- Pre-payment meters – higher price and self disconnection
- Lack of fuel choice – particularly in private rented sector and in areas with no access to mains gas
- Inability to change supplier – total heating, total control, teleswitching

Co-ordinated Approach

It is vital that there is a co-ordinated approach to delivering advice to householders on reducing the cost they pay for fuel. The Service Level Agreement between Dundee City Council and DEEAP will be monitored to ensure advice is consistent and current. As stated above, it is difficult to influence the actual unit cost of the main domestic energy sources, but there are significant actions that can be taken to reduce people's actual fuel bills and these are listed in the accompanying table.

Renewables Policy

In addition to providing individual advice and raising levels of awareness, the use of cost effective renewable energy could, in the long run, reduce the cost householders pay for fuel. Fuel poverty is likely to increase as the price of non renewal energy increases – as it is likely to do. Having solar installations and photovoltaics on a domestic scale could act as a cushion against rising fuel prices. Prior to December 2003, the Scottish Executive Renewables Obligation compelled suppliers to provide 10.4% of electricity from renewable sources by 2010. However, recent proposals extend this obligation until 2015-16, rising in steps of one per cent each year, to 15.4%⁸. It is hoped that this will encourage the energy industry and financial sector that renewable energy would continue to be a good investment in years to come in Scotland.

Dundee Sun City

“Dundee is Scotland’s sunniest city. It has the longest average sunshine hours (1,482 hours) each year, with over 100 hours more than its nearest rival Aberdeen. Because the City of Dundee is sited on the north face of the Tay Estuary, a large number of the city’s buildings face south – ideal for harnessing solar energy”.

Dundee Sun City is a partnership initiative between Dundee City Council, SCARF, Scottish Enterprise Tayside, The University of Abertay and the University of Dundee. It was formed in the latter half of 2003, and is coordinated by the Scottish Community and Householder Renewables Initiative (SCHRI) development officer, based at the SCARF’s Dundee office.

Dundee Sun City aims to put Dundee on the map as Scotland’s first solar city. This will help alleviate fuel poverty, increase general awareness of sustainable energy issues, promote economic development opportunities from green sector industries, and increase the number of solar installations across the city, in the residential and public sectors in particular.

Dundee City Council Housing Department Improvement & Maintenance Unit is currently commissioning a study into introducing photovoltaic technology and solar systems as part of its capital roofing programme. Dundee Sun City will look at opportunities for focussed market research to provide evidence for a solar promotion scheme targeted at home-owners, as well as identifying other social housing and private housing developments that could form part of a city-wide solar demonstration project.

Source: Dundee Sun City – A Solar Manifesto for Dundee 2003-2010

⁸ Scottish Executive Press Release 1.12.03

Aim 4 – To improve the position of the poorest sections of the population in relation to fuel costs

KEY TASKS / ACTION	LEAD AGENCIES / PARTNERS	TARGETS	RESOURCES
<p>Implement Service Level Agreement to ensure the coordinated delivery of fuel spend reduction advice</p>	<p>Lead Agency: DCC IMU DEEAP</p>	<p>Reduce consumption of existing fuel by giving energy efficiency advice; deliver specific SLA targets</p>	<p>DEEAP funding EEC funding with Scottish Power Home Owner Initiative with Scottish Power</p>
<p>Develop an awareness raising campaign involving the fuel suppliers, Energywatch and advice providers</p>	<p>Lead Agency: DCC IMU Fuel suppliers Energywatch Advice agencies, e.g. DEEAP Preferred Supplier Agreement</p> <p>Dundee City Council Dundee Sun City Social rented sector Community Partnerships</p>	<p>Reduce fuel costs for householders by educating, e.g. budgets and account planning; Raising awareness of choice; Raising awareness of tariff options; Encouraging grant take-up for insulation and central heating installation</p> <p>Influence fuel choice</p> <ul style="list-style-type: none"> • Social rented sector – opportunity for fuel switching • Private sector housing – planning, private sector grants 	<p>Scottish Power Millennium Scheme</p>
<p>Develop a cost effective renewables policy for social housing and encourage the use of renewables in the private sector by supporting community initiatives</p>	<p>TEEAC SCHRI EST</p>	<p>Investigate the development of community buying cooperatives</p> <p>Promote use of renewables, both individually and by the community to reduce dependency on existing fuels</p> <p>Investigate ESCo (Energy Service Company)</p>	<p>Dundee Sun City initiative Funding to expand service (additional funding – to be quantified) Create Energy Function section within IMU as dedicated staff team with appropriate resources</p>
<p>Increase investment</p>	<p>Lead Agency: DCC IMU</p>	<p>Extend scope of mains gas supply</p> <p>Investigate opportunities for CHP</p> <p>Housing Quality Standard</p>	<p>Additional capital resources</p>

MAXIMISE INCOME

AIM 5: MAXIMISE INCOME AND BENEFIT TAKE-UP IN ORDER TO MAKE WARMTH MORE AFFORDABLE AND LOWER FUEL COSTS

It is clear that providing energy efficiency measures such as new central heating systems, double glazing and insulation, combined with advice on using them, can have a positive effect on householders. However, hard measures alone will not eliminate fuel poverty if someone does not have enough income (from work and/or benefits) to pay for the cost of using them.

Economic Activity

According to the 2001 Census, rates of employment in Dundee are less than the Scottish average. Only 45.82% of all people in Dundee age 16-74 were in either full-time or part-time employment, compared to 51.37% nationally. Correspondingly, the rate of unemployment was higher, and the rate of those who were long-term unemployed was much higher at 39.80% (33.61% for Scotland)⁹.

Household Income

The Dundee Local House Condition Survey¹⁰ showed that annual household incomes are spread fairly evenly across each of the seven income bands used in the Survey. However, over 40% of those surveyed either refused or did not state their household income. By excluding these respondents (and the 2.0% who did not know), 45% of all private sector households had an income under £10,400 per annum. 86% of Local Authority tenants were in the same position.

Other Factors Contributing to Lower Household Incomes

Dundee has the highest incidence of teenage pregnancies in Scotland – some 20% above the Scottish average¹¹. Young parents, and especially single parents, are more likely to have lower incomes, and have less housing choices. Property in the private rented sector, and some local authority stock, is less likely to be adequately insulated or to have efficient heating systems, and will therefore be more expensive to keep warm, especially on a low income or benefits. This is of particular concern to those moving on from homeless hostels.

Although there is no detailed research yet, there may be a reduced take-up by pensioners for the new Pensions Credit because it is means tested.

Joint Approach

Householders must be given access to opportunities to maximise their income. There are two main strands to this approach – maximising benefit uptake and promoting local, sustainable, reasonably paid employment.

⁹ 2001 Census Table KS09a Economic Activity

¹⁰ Dundee Local House Condition Survey November 2001

¹¹ ISD Scotland National Statistics Website SMRO1 and SMR 02

Dundee City Council Social Work Department's Welfare Rights Service takes a structured approach to income maximisation which is extremely successful. It results in, on average, 1,300 additional benefit claims per year, generating approximately £1.7 M. per year into the local community.

The Welfare Rights Service works in partnership with Dundee Money Advice Support Team, Citizens Advice Bureau and the Dundee North Law Centre to provide information, advice and individual casework across the City. DCEP will also continue to provide information or refer householders for benefits checks as part of their surveys. Debt and money advice, and benefit maximisation will need to be ongoing as householders can fall in and out of fuel poverty.

In addition, Welfare Rights and Debt/Money Advice is an extremely complex area of work dealing with complex and frequently changing legislation.

In addition, the Community Plan for Dundee has identified Economy and Enterprise as a strategic theme because Dundee "needs a thriving economy where prosperity, job opportunities and employability are developed across the city"¹².

However, the cost of housing itself, and the monthly outgoings on rent or mortgage repayments will impact on the household's "disposable" income, and ability to meet fuel costs. The Scottish Executive has indicated they will monitor progress on the definition of fuel poverty that excludes Housing Benefit or Income Support for Mortgage Interest. House prices in the owner occupied sector have risen over the last year, and while mortgage rates are at record lows, they have begun to rise. Council house rents in Dundee are 2.6% higher than the Scottish average¹³, and reducing grant levels mean housing association rents need to be high enough to cover the private finance borrowed for building costs. Keeping rents affordable at stock transfer may well be an issue for Dundee in the future. The Local Housing Strategy examines this in more detail.

The following table details key tasks and actions (see over).

¹² Dundee City Council – Dundee in Partnership, The Community Plan for Dundee 2001-2006

¹³ Scottish Executive Statistical Bulletin Housing Series HSB/2003/6 November 2003

Aim 5 – Maximise income and benefit take-up

KEY TASKS / ACTION	LEAD AGENCIES / PARTNERS	TARGETS	RESOURCES
<p>Maximise income and benefit take-up in order to make warmth more affordable and lower fuel costs</p>	<p>Lead Agency: DCC Social Work Department's Welfare Rights Service and Advice Workers Forum</p>	<p>Ensure links with Dundee City Council Anti-Poverty Strategy and monitor against Anti-Poverty Forum targets</p>	<p>Anti Poverty Forum funded by SIPS until March 2006 and Community Fund until Dec 2004</p>
	<p>Provision of debt/ money advice: DCC Welfare Rights Service Dundee Money Advice Support Team Citizens Advice Bureau Dundee North Law Centre</p> <p>Benefit maximisation: As above plus Shelter, Ardlar Information Point, Stobswell Advice Centre, Dundee Community Health Initiative (Ardlar Info Point not licensed for debt work) Dept. of Pensions and Works</p>	<p>Consideration of DCC debt recovery policy and DCC charging policy</p> <p>Need for take-up campaign covering vulnerable groups</p> <p>Develop Forum to co-ordinate above and to develop an integrated advice network and cross referral system that covers the city</p>	<p>DCC WRS established 3 additional Debt and Money Advice posts in 2003 (Scottish Executive funded until March 2005) – one in MAST (Money Advice Support Team; one in CAB and one in WRS). WRS has six Welfare Rights Officers for debt work; five of these do tribunal representation, advocacy and in depth casework and three Welfare Rights Assistants</p> <p>CAB – Service Level Agreement with Dundee City Council (Finance and Social Work Departments)</p>
	<p>Dundee Anti-Poverty Forum</p> <p>Credit Union, Post Office, Banks, Building Societies, CAB, Money Advice Scotland</p>	<p>Campaign to extend minimum wage coverage to 16-18 year olds</p> <p>All low income households have access to cheaper Direct Debit tariff</p>	<p>Dundee North Law Centre funded by SIPS until March 2005</p> <p>Ardlar Information Point – Service Agreement with Dundee City Council Social Work Department</p>

KEY TASKS / ACTION	LEAD AGENCIES / PARTNERS	TARGETS	RESOURCES
Support employment initiatives	Dundee Partnership	Provide support for inward investment and local business Assist training and employment initiatives Promote local employment by inserting social clauses in Council contracts offering training through job creation initiatives	Additional resources required
Homeless training initiatives	DCC Homeless Strategy Team, Hillcrest Housing Association, DEEAP	Develop new premises to deliver services to equip homeless people to participate in education and training for employment	Scottish Executive specific allocation for 2004/05 ERDF 2004/05

ENERGY EFFICIENCY ADVICE

AIM 6: PROVIDE ENERGY EFFICIENCY ADVICE

Energy advice is a key service provision in energy efficiency and housing policy. As discussed earlier within the strategy Dundee City Council has a Service Level Agreement with SCARF to provide a range of energy advice services in Dundee under the auspices of DEEAP. The project has been in operation since 1998, and has a current workforce of two full time energy advisors, supported by SCARF staff at the Tayside Energy Efficiency Advice Centre based in Dundee. The strategy will seek to build on the excellent work of the project to ensure there is a robust mechanism for the delivery of advice. This will include a co-ordinated referral system, accessible to all associated agencies and organisations.

The key aims of DEEAP are:

- To improve energy efficiency in households throughout Dundee by providing free and impartial advice to all
- To reduce fuel poverty
- To raise the awareness of energy conservation and its effects on the environment
- To help communities protect and improve their own environment and meet their social needs without prejudicing the ability of future generations to do the same
- To assist Dundee City Council in meeting its obligations under the Home Energy Conservation Act 1996

Meeting Demand

Since its inception in 1998, the demand for advice from DEEAP has continually grown and is a clear indication of the need that exists for accurate impartial energy efficiency advice. In 2002/03, the team received 1,521 enquiries and 375 home visits provided, on top of this a total of 5,602 home energy checks were completed. As links with other agencies increase the demand for the service is expected to increase and exceed the current staffing resources.

As mentioned before, fuel spend is one of the three main causes of fuel poverty, and it is acknowledged that if this issue is to be tackled locally, it is best done by the provision of face to face energy efficiency advice. It is recognised that there are other advice staff in social work, health care and voluntary agencies who are also in daily contact with people whose health may be affected by inadequate heating or debt worries. Staff here are in an ideal position to identify individuals who could benefit from an energy advice visit. One of the key tasks of the Strategy will be to develop links with all organisations in this situation so that frontline staff recognise that there is help available and that they can be supported in looking after their clients.

To deliver this support it will be necessary to agree resources in the way of time being made available to attend presentations and short awareness training on how a referral system may operate.

Mr. 'M' was referred to DEEAP by the local Money Advice Support Team to assist him to regain reconnection of his gas supply.

Mr. 'M' is a 53 year old man who retired from the jute industry due to ill health (emphysema). His gas supply was disconnected over three years ago because of non payment of £56. This was due to health problems and financial difficulties. As a result, the cold and damp conditions in his flat had exacerbated his medical condition and affected his quality of life.

To escape from his miserable surroundings Mr. 'M', on a daily basis, would visit the local library and read the morning papers until 11.30 a.m. From there he would call at the local social club collecting glasses until closing time then make his way back to the library for the evening paper. This was his routine for almost three years to escape the cold.

With the intervention of DEEAP and in view of Mr. 'M's' living conditions, Scottish Gas finally agreed to restore the supply with immediate effect. An application was successfully lodged with the Chest, Heart and Stroke Foundation for a grant of £56 to repay his debt.

DEEAP has monitored Mr. 'M's' usage over the winter months to prevent a recurrence of the original problem.

The main focus over the next few years of the project will be:

- Home visits/face to face - advice given in person helps individuals alter their behaviour and is most likely to result in action. The service for council tenants is already well established but by developing this in association with social work, health care, homeless services and housing association staff it will stand more chance of reaching all of those who may be struggling to obtain affordable warmth.
- Community Sessions – taking energy advice into the community makes it much more acceptable, and are ideal to target specific groups such as older and disabled people, one parent families etc. Supported in the past by Scottish and Southern Electric, light bulb amnesties have been held in sheltered lounges and multi storey foyers and have proved particularly popular. It is however a major challenge for the strategy to ensure available resources to market such events.
- Work with housing providers – proactive delivery of advice in association with housing providers is an opportunity to reach householders at what can be critical periods such as new home owners, house transfer, moving from homeless hostels, and change of heating system. Features have been run in conjunction with Tayside Solicitors Property Centre and the Housing Department's Housing Journal. Again it is reaching the private sector which represents the most difficult area to reach and has largely remained out with the existing resources of the project. All of this will have to be taken into consideration when reviewing the Service Level Agreement to take Energy Advice forward in the city.
- Community Partnership and Activities – building relationships and participating in local events provides an ideal platform to build referral networks. DEEAP staff already have strong links with other community groups. During 2003 they have participated in a number of events arranged through the Dundee Healthy Living Initiative. These have the advantage of attracting people who are not necessarily turning up for energy efficiency advice and therefore expand the audience that the project can reach.
- Education, school curriculum pilot, etc. The award of SIP funding in 2003/04 means the project can expand its role in working with schools in areas of deprivation.

Delivering these services in full beyond 2005 will depend on securing the same level of funding from the Community Planning process as awarded through SIPs. In addition to this, core funding through the Preferred Energy Supplier is only secured until January 2007.

Aim 6 – Provide energy efficiency advice

KEY TASKS / ACTION	LEAD AGENCIES / PARTNERS	TARGETS	RESOURCES
<p>Provision of both proactive and reactive advice service with awareness training being provided to associated organisations and agencies, as appropriate</p>	<p>Lead Agency: DCC Partners: SCARF DEEAP</p>	<p>Meet the needs of householders in Dundee</p> <p>Develop robust referral systems appropriately funded</p>	<p>Identify appropriate funding including SCARF funding, DCC and SIPS monies</p>
<p>Building on the experience of SCARF and DEEAP in order to:</p> <ul style="list-style-type: none"> • Develop the DEEAP project to enable it to meet the growing demand for home visits, telephone advice, address local fuel poverty issues, and raise awareness • Develop a robust referral system accessible to all relevant agencies and organisations so that DEEAP can continue to provide advice and the resolution of householders' energy efficiency problems 	<p>Lead Agency: DCC Partners: SCARF & DEEAP Council departments, e.g. Social Work, Education Health Sector Voluntary Sector Dundee housing associations Private landlords House builders Community organisations</p>	<p>Develop links with all housing providers and set up proactive advice delivery</p> <p>Develop community based initiatives</p> <p>Delegate training to community groups</p> <p>Energy Advice/education issues in schools/ colleges/universities as per Aim 2</p>	<p>Identify resources need to expand energy advice project</p>

MONITOR AND EVALUATION

AIM 7: TO MONITOR AND EVALUATE PROGRESS AN ACTION PLAN

Monitoring and evaluating progress on all aims of the action plan is essential to tracking progress overall on the eradication of fuel poverty. Due to the number of agencies involved in the process both directly and indirectly it is essential to have a core working group tasked with both ensuring progress on identified actions and to establish the future direction of the Strategy.

To assist in facilitating and co-ordinating progress and future direction a Fuel Poverty Steering Group will be set up consisting of members of the original Working Group and other agencies/departments whose input will assist with both discussions and taking forward the necessary actions identified. This Group will meet at least three times a year and will work towards producing its first progress report in March 2005.

Aside from the Steering Group there will be the task of gathering and co-ordinating information from all the relevant agencies involved. At the present time Dundee is fortunate to have DCEP operating in the city surveying all households and gathering a plethora of information related to fuel poverty and identifying measures that are required right down to individual household level to mitigate fuel poverty. DCEP is due to complete its initial remit by March 2005, although the information gathered will be invaluable the Steering Group needs to consider what gaps in provision will need to be addressed in the city post-DCEP.

A central issue in the gathering of information is the need to establish systems and programmes for the collation of data. This needs to be combined with a process to refer issues and individuals to relevant agencies. The City Council's Housing Department will take the lead role in this task though its Housing Department and proposals will be put to an early meeting of the Steering Group. The Housing Department will also take the lead in keeping abreast of any statistics, surveys, etc. which can update the database of knowledge that is held on the incidence of fuel poverty in the city. This will include liaison with the University of Dundee into research to measure the effect of, for example, installing central heating, on long-term health improvements. It is also important to consider the health benefits of different types of heating, particularly with regard to respiratory illness. Research to date has not established a consensus on this.

A process for maximising the effectiveness of the action plan is also required and will require the input of the Steering Group to finalise. The Housing Department will update once processes are in place, however the input of all agencies involved will be required.

This booklet can also be viewed on our
website at
www.dundee.gov.uk/housing

If you have difficulty understanding English,
please contact the address below:

ਜੇ ਤੁਹਾਨੂੰ ਅੰਗਰੇਜ਼ੀ ਸਮਝਣ ਵਿੱਚ ਕੋਈ ਮਸ਼ਕਲ
ਹੁੰਦੀ ਹੈ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਇਸ ਪਤੇ ਤੇ ਸੰਪਰਕ ਕਰੋ :-

যদি ইংরেজি বুঝতে আপনাকে অসুবিধা বোধ করেন
অনুগ্রহ করে নিচের ঠিকানাতে যোগাযোগ করুন:

倘若你不十分明白英語的話、
請與以下的通訊處聯系。

آپ کو انگریزی سمجھنے میں مشکل درپیش ہے
اے مہربانی نیچے دیئے گئے پتے پر رابطہ کریں:-

Dundee Translation Unit, Dundee City Council,
Central Library, Wellgate Centre, Dundee DD1 1DB.
Tel: 01382 431563 or 431542 Fax: 01382 431542

For more information about Dundee City Council
visit our website - **www.dundee.gov.uk**



For further information about the
contents of this booklet please contact:

Improvement & Maintenance Unit
1 Shore Terrace
Dundee

Tel: 01382 434872

