

# Home Energy Conservation Act Report – March 2019

**Name of Local Authority:** Oxford City Council

**Type of Local Authority:** (District) - City Council

**Name and contact details of official submitting the report:**

Debbie Haynes, [dhaynes@oxford.gov.uk](mailto:dhaynes@oxford.gov.uk), 01865 252566

**Job title of official submitting the report:**

Energy Efficiency Projects Officer

**Names of teams working on policy areas covered by this reporting tool:**

- Energy and Natural Resources
- Regulatory Services (Private Sector Safety, HMO Licensing, Home Improvement Agency)
- Housing & Property – Property Services and Landlord Services
- Revenues and Benefits

**Total number of staff working in above policy areas (by FTE):**

1 FTE plus support from a wide range of officers in different disciplines.

## Headline and Overview Questions

1. Does your Local Authority have a current strategy on carbon reduction and/or energy efficiency for domestic properties?

Yes.

2. Relevant strategies:

- a. [Carbon Management Strategy](#)
- b. [Housing Assistance and Disabled Adaptations Policy](#)
- c. [Private Sector Housing Policy](#)
- d. [HECA link](#)
- e. [Housing & Homeless Strategy 2018-21](#)

3. If no, are you planning to develop one?

No, we include actions in HECA report and Financial Inclusion Strategy (see Fuel poverty section) – these are circulated widely and more relevant to the appropriate audiences.

- 4.

- a. What scheme(s) has your local authority implemented in support of energy saving/carbon reduction in residential accommodation (such as owner-occupied, privately rented and social housing) or non-domestic properties since 2017?
- b. What scheme(s) is your local authority planning to implement in support of energy saving/carbon reduction in residential accommodation (such as owner-occupied, privately rented and social housing) or non-domestic properties in the next two years?

### Energy efficiency upgrade of Council housing stock

A programme of Council housing stock energy efficiency upgrade included 1413 loft insulations, 1493 boiler replacement including 60 upgrades from electric heating. 2500 Energy Performance Certificate (EPC) surveys were carried out to assess and prioritise housing stock. 5 tower block refurbishments included external wall and roof insulation (348 flats). 64 high efficiency storage heaters were installed.

### [Energy Advice Officers](#)

The Energy Advice Officers carry out home visits to evaluate properties' energy efficiency, household's behavioural energy usage and energy tariffs. They offer practical advice to help council tenants improve their energy use, keep warm and reduce fuel bills through behavioural change, tariff switching, and referrals for support and property issues.

### ECO Flexible Eligibility funding

The Council utilised Energy Companies Obligation (ECO) Local Authority (LA) Flexible Eligibility funding, supported by our fuel poverty grant in order to insulate 8 park homes.

### **Home Improvement Agency & fuel poverty grant**

The Council's Home Improvement Agency (HIA) helps older, disabled and vulnerable residents within Oxford City to live safely and independently in their own home. They provide energy efficiency and heating, funding/installation and do gas safe work including boiler checks and repair. They also manage a small Council funded fuel poverty grant (c.£20k/year) checking eligibility and aligning with other available funds where possible.

- 5. What has been, or will be, the cost(s) of running and administering the scheme(s), such as the value of grants and other support made available, plus any other costs incurred (such as administration) as desired? Please provide figures and a brief narrative account if desired.**

### **Energy efficiency upgrade of Council housing stock**

Overall, £4,596,171 was spent on heating and energy related works in Council housing over the two years, in addition to the tower blocks.

### **Energy Advice Officers**

For two energy advice officers, costs of employing are £80,000/year. When the part time complimentary Citizens Advice worker was in post (6 months), the cost was £14,000 grant funding per annum.

### **ECO Flexible Eligibility funding**

8 park homes cost £53,500k to insulate. This incorporated £38,000 of ECO funding and £10,500 from the City Council. Only £5,000 had to be found by the vulnerable residents.

### **Home Improvement Agency & fuel poverty grant**

£26,000 of winter warmth grant attracted £64,117 funding in addition to client contributions.

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

### **Energy efficiency upgrade of Council housing stock**

Mainly council tenants and council officers.

### **Energy Advice Officers**

Referrals taken by internal and external Council/health/social care professionals and Citizens Advice.

### **ECO Flexible Eligibility funding**

Distinction Energy and their park homes contracted installers. Plus park home owners and residents.

### **Home Improvement Agency & fuel poverty grant**

Social workers, health professionals and other referral agencies.

- 7. What has been the outcome of the scheme(s) (e.g. energy savings, carbon savings, economic impacts such as job creation and/or**

**increased business competitiveness, societal impacts such as alleviation of fuel poverty and/or improved health outcomes etc.)? This does not have to be measured against national data or benchmarks, but rather focuses on the local authority's own monitoring and evaluation.**

### **Energy efficiency upgrade of Council housing stock**

1413 lofts insulation installs save tenants £39,690 a year, and there are yearly associated carbon savings of 179 tonnes. The boiler upgrade programme resulted in yearly savings of £5,700 for tenants. In principle the tower block insulation measures would save tenants £41,760 a year. 64 high efficiency storage heaters save tenants around £7,680 a year (or £120 a year each) and around 20 tonnes of carbon dioxide a year overall.

### **Energy Advice Officers**

Of the Council's 7,579 properties, 1785 received an Energy Advice visit. They also made 7771 energy and money saving recommendations, helped 667 tenants to access up to £93,380 Warm Homes Discount, conducted 117 extended visits where the household is experiencing complex problems such as energy debt, chronic health conditions and fuel poverty, accessed £3,720 in savings by helping 40 of the most vulnerable tenants switch energy suppliers, advised another 820 tenants that they could save money by switching suppliers, making estimated savings of over £150,000.

### **ECO Flexible Eligibility funding**

459 tonnes of CO<sub>2</sub> will be saved over the 30 years of the insulation life, which is 0.15tCO<sub>2</sub>/year. Residents are warmer and/or saving on energy bills.

### **Home Improvement Agency & fuel poverty grant**

29 new boilers and 22 more efficient heating systems were installed plus 12 boiler services and repairs. The HIA has double glazed 5 homes, and draught proofed two. They have also dropped off 8 emergency electric radiators to vulnerable people with heating system failure

## **8. What lessons have you learned from delivering these schemes?**

### **Energy efficiency upgrade of Council housing stock**

Access is difficult; many people don't want gas heating. Had to offer loft clearance service for people.

### **Energy Advice Officers**

Service well rated but needed more advice on tariffs, switching and building based energy efficiency improvements. Now incorporated more into current work.

### **ECO Flexible Eligibility funding**

Some dissatisfaction during the work showed that clear information to tenants on disruption during work is key but at the same time being clear on the long term benefits.

### **Home Improvement Agency & fuel poverty grant**

Mixing different funding pots works really well when targeting vulnerable people. Also having a single point of contact to carry out the works and support is vital.

## **Local Communications Strategy**

### **9. Does your local authority provide any advisory service to consumers (and businesses) on how to save energy?**

Yes

### **10. If yes to question 9, please briefly outline how this is undertaken.**

Consumers: The Council uses a range of media to promote the Better Housing Better Health Service – range of social media, press releases, mini videos promoting the Warm Homes Discount in appropriate timeframe.

Businesses: European Regional Development Fund (ERDF) project Oxfutures II offers SME free energy surveys, by Oxford Brookes University (OBU) and Council staff

### **11. How do you communicate or encourage energy saving amongst domestic consumers?**

The [Better Housing Better Health](#) service offers a single point of contact via phone, website or email for Oxford residents to access advice, support and financing. Also links to the Local Energy Advice Partnership (LEAP) project, offering home energy and small repairs visits, ECO funding and Flexible Eligibility via its Supplier network.

In the two years, 542 enquiries were made. Over the two years, referrals led to 99 home energy visits via the LEAP project and 21 households benefited from additional income (unclaimed benefits or energy related financial incentives) totalling £44,000. 7 gas boilers, 3 loft insulations and 2 cavity wall insulations were installed. 594 small measures were also installed.

## **Local Green Supply Chains**

### **12. Does your Local Authority promote the use of energy efficient products amongst consumers (and businesses)?**

Yes.

### **13. If yes to question 12, please briefly detail how this promotion work is undertaken.**

Procurement processes (e.g. Requests for Quote) ask suppliers if they have an Environmental Management System (EMS) (e.g. ISO 14001).

Preferred option in new Local Plan - target 40% lower carbon emissions from regulated energy use compared to a Building Regulations compliant base case. This target would increase to 50% carbon reduction by the middle of the next decade, and on to a zero carbon requirement by 2030. The intention is for this policy to apply to all developments of homes and 25+ units of student accommodation.

[Oxfordshire Cosy Homes](#) launched recently, BEIS funded project led by Low Carbon Hub and National Energy Foundation (NEF), with Council support.

#### **14. What engagement does your local authority have with local businesses/supply chains in promoting energy efficiency products or carbon reduction?**

Upgrading OCC homes that are F/G and higher - in response to impending Minimum Energy Efficiency Standards (MEES) legislation.

Upgrading commercial properties we rent out in readiness for MEES.

Standards of energy efficiency required in Homes in Multiple Occupation (HMO) properties to get licenced in Oxford.

OxFutures II partnership project:

- Provide 10 free energy audits for SMEs – 9 SME energy audits partnering with the Environmental Information Exchange (EiE).
- Support for a local SME start-up company developing their heating control solution.
- Runs Green Fund, which co-funds energy efficiency measures and also business development activities for SMEs developing low carbon products and services.
- Runs Electric Vehicle (EV)-themed business networking events

### **Private Rented Sector (PRS) Minimum Energy Efficiency Standards**

The Minimum Energy Efficiency Regulations (the Regulations) apply to all privately rented properties in England and Wales. As of April 2018, all such properties are legally required to have an Energy Performance Certificate (EPC) of at least an E before they can be let on a new tenancy. This requirement will then extend to all such properties by 1 April 2020, even if there has been no change in tenant or tenancy (please see BEIS's published guidance documents for the full details on the standard).

The PRS Regulations give enforcement powers to local authorities, and authorities are responsible for ensuring landlord compliance within their area.

**15. Is your authority aware of the PRS Minimum Efficiency Standards which came into force in April 2018?**

Yes

**16. Which team within your authority is responsible for, or will be responsible for, leading on enforcement of the PRS minimum standard?**

Regulatory Services (part of Environmental Health).

**17. Please provide the contact details of the person leading this team:**

- Ian Wright, Head of Regulatory Services and Community Safety
- 01865 252553
- [iwright@oxford.gov.uk](mailto:iwright@oxford.gov.uk)

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

- Advising and signposting landlords on how to improve property's energy efficiency and thermal comfort for occupants including using thermal imaging. Previous thermal imaging programme to inform landlords about heat loss
- Ran numerous events for landlords – landlords information exchange, landlords accreditation, ALEO/ BEIS information events
- Website – with flyer advising on MEES but also available grants/ financial support
- [Detailed web page on MEES](#)
- [Landlords accreditation](#) programme – Requires a Minimum D in EPC plus energy training at every session
- Landlords newsletter sent out
- Social media (Facebook and Twitter) notifications
- Use HMO licensing/visits to inform landlords of requirements

**19. Do you directly target landlords of EPC F and G rated properties? If yes, how? If no, please explain.**

2016 - Private Rented Energy Efficiency Grant fund improved 58 properties with 366 simple energy efficiency measures including 32 loft insulation installs. Targeted F and G rated properties.

EPC bulk data used - 23,891 EPC certificates in Oxford, of which 1500 were rated F or G. 7% of the Private Rented Sector were F or G.

Single occupancy - 121 F/G properties identified, desktop checks resulted in 38 whole house HHSRS surveys being carried out. All had Category 1 hazard of Excess Cold and 90 other deficiencies found. Nearly half had damp and mould hazards.

- Notices issued to secure improvements
- Strongly correlated cold hazardous homes with EPC F and G ratings which was fed back to BEIS
- HMO licensing process used improve 107 properties

We are currently working with BEIS on a private rented enforcement and compliance project, due for completion on 31 March 2020.

## **Financial Support for Energy Efficiency**

**20. What financial programmes, if any, do you have to promote domestic and non-domestic energy efficiency or energy saving? If applicable, please outline the sums, where such funding is sourced, and where it is targeted.**

£20,000 a year fuel poverty grants for private sector housing.

## **Fuel Poverty**

**21. Does your local authority have a fuel poverty strategy? If yes, please describe the scope of the strategy, and the support that is available for low income and vulnerable households to help tackle fuel poverty in your local area. Please also provide a link to your strategy if published.**

No, our fuel poverty strategy is incorporated into our [Financial Inclusion Strategy](#) – whilst fuel poverty is an individual issue, it has many overlaps with the broader poverty issues.

**22. What steps have you taken to identify residents/properties in fuel poverty?**

We have a strong history in utilising data to target fuel poverty. We are currently engaged in a private rented sector project using Council data to target the private rental sector as the poorest performing tenure for fuel poverty.

**23. How does fuel poverty interlink with your local authority's overall carbon reduction strategy?**

It is addressed via the same part of the Council – Environmental Sustainability.

**24.**

**a. What measures or initiatives have you taken to promote fuel cost reduction for those in fuel poverty?**

[Better Housing Better Health](#) in Oxfordshire is funded by all Oxon councils and delivered by NEF. The service offers a single point of contact via phone, website or email for residents, carers, or professionals to refer into to access advice, support and financing around energy efficiency and fuel poverty. This includes council grants, home improvement agency and ECO/other national funding pots. The helpline also links into the LEAP project, offering home energy and small repairs visits to any tenure if they meet the vulnerability criteria plus access to Income Maximisation support. Additionally the service provides a link to ECO funding and Local Authority Flexible Eligibility via its Supplier network. The Council has provided updated [Statement of Intents](#) and declarations in order to access this.

Our Energy Advice officers visit council tenants who are in fuel poverty to support them on keeping warm whilst reducing their energy bills. Key outputs from this include support in switching, applying for Warm Homes Discount, getting them on the priority services register and a range of other fuel cost reductions. This is in addition to the energy advice and energy saving freebies.

Our Home Improvement Agency works sourcing grants for boiler/ insulation installs with the most vulnerable homeowners (see Projects Section).

**b. If you have taken measures or initiatives to promote fuel cost reduction for those in fuel poverty, what partnership with business or energy providers have you undertaken?**

We are waiting for British Gas to confirm if they will support us with letters out to their Priority Services Register clients following discussion with them and Better Housing Better Health.

Better Housing Better Health has a framework agreement with a number of installers and previously with EON and Npower to bring in funding, which we have accessed.

## **The Energy Company Obligation**

The Energy Company Obligation (ECO) is an obligation on energy suppliers aimed at helping households cut their energy bills and reduce carbon emissions by installing energy saving measures. Following the Spring 2018 consultation, the Government set out in its response that ECO3 will fully focus on Affordable Warmth – low income, vulnerable and fuel poor households.

The recently introduced ECO “flexible eligibility” (ECO Flex) programme allows LAs to make declarations determining that certain households in fuel poverty or with occupants on low incomes and vulnerable to the effects of cold homes, are referred to ECO obligated suppliers for support under the Affordable Warmth element of ECO. LAs involved are required to issue a Statement of Intent that they are going to identify households as eligible, and the criteria they are going to use; and a declaration that the LA has been consulted on the installation of measures in a home.

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

Yes. . We have a supplier network set up by our partner organisation, National Energy Foundation as part of our Better Housing Better Health programme. We have also utilised *Flexible Eligibility* for a park home projects, externally insulating 8 homes. We hope to continue this when more information is available on park homes ECO funding.

[Link to Sol:](#)

**26. Please use the following space to provide any further information you feel might be of benefit to BEIS, in helping us to understand ECO Flex delivery in more detail. For example, the number of declarations signed versus the number of households helped.**

N/A.

## Smart Metering

**27. Please provide a brief statement outlining your current or planned approach to: Engage and support your residents (including those in vulnerable circumstances or with pre-payment metering) to promote take up of smart meters and achieve associated benefits (e.g. ability to control energy use, identify best value tariffs)? Please detail any work undertaken or planned with local/community groups, housing associations, micro businesses, Smart Energy GB under their Partnership Programme, and energy suppliers.**

Training has been carried out by Smart Energy GB in 2018 for 18 frontline staff members who deal with vulnerable people as part of their jobs. This ensured that they understood smart meters and the roll out and could therefore advise and guide residents.

Further training of broader energy finance issues was carried out in December 2018 (to 25 people) and in January 2019 by Citizens' Advice. This discussed issues around Smart Meters and stages of the rollout to update frontline officers on progress.

Once SMETS 2 (Smart Meter Equipment Technical Specifications – version 2) is ready to go, we will further engage with the Smart metering programme. We are also specifying smart meters for our new voids electricity procurement.

**28. Please provide a brief statement outlining your current or planned approach to: Integrate your approaches to delivering energy efficiency improvements in residential accommodation with the opportunities presented by the installation of smart meters, drawing upon materials from the [Smart Meter Energy Efficiency Materials Project](#) or other sources of independent information.**

Once SMETS 2 is ready to go, we will further engage with the Smart metering programme. We are also specifying smart meters for our new voids procurement.

**29. Please detail any: Resource/ support (e.g. services, funding) available to residents who have had an appliance(s) condemned for safety reasons and cannot afford to replace it (e.g. during visual safety checks conducted during their smart meter installation or otherwise).**

The Council's Home Improvement Agency has funding to help with cold homes and related issues: boiler services, replacements and repairs, gas safety checks, adaptations and general repairs. They leave Winter Warmth packs when there is no heating along with temporary electric radiators.

The Energy Advice Officers provided 8 winter warmth packs to council tenants, some of whom were waiting for upgraded boilers/ other heating appliances.

**30. Please detail any: Existing relationships with energy suppliers to help ensure that the opportunities presented by vacant properties under your control are effectively utilised (i.e. gaining access to install a smart meter).**

Smart metering has been specified for the Voids gas/ electricity service currently being procured for Council housing. We made sure in the procurement process that the cost of the default tariff that new tenants would be on was considered as part of the package being offered by tenderers.

## **Future Schemes or Wider Initiatives**

**31. Please outline any future schemes or wider initiatives not covered above that your local authority has carried out or is planning to undertake to improve the energy efficiency of residential accommodation or businesses in your area, for example, within your Local Enterprise Partnership (LEP) Energy Strategy.**

### **Private Rented pilot**

Minimum Energy Efficiency Standards (MEES) enforcement and compliance (domestic and non-domestic)

This is funded by BEIS and is currently underway – it is due to finish on 31 March 2020. The project objectives are:

- Using existing data sources, utilise Council data in order to find the hard-to-reach private rented sector. Ideally this would be a map of tenure and commercial/residential property locations in Oxford.
- Trial the enforcement process of domestic MEES and exemption register in private rented properties.
- Agree a process for Energy Performance Certificates and Commercial MEES to be enforced in a 2-tier local government system.
- Compliance and communicating with landlords/agents – summarise and build on existing work and partner Councils.

- Summary document and updated communications plan for landlords.
- Toolkit of all above areas to be produced in appropriate timeframes for BEIS to rollout to other local authorities.

### **Targeted energy improvement of Council Housing**

Asset management of our council housing stock, utilising existing RdSAP (Reduced data Standard Assessment Procedure) and building data to ensure all homes meet good energy standards, starting with E then moving to D. The aim is to target the properties most in need of work and the tenants who are the most vulnerable with support from the energy advice officers. £1,100,000 budget is put aside for this work in addition to existing heating replacement work.

### **Cosy Homes Oxfordshire**

The Council has been engaging with partners, Low Carbon Hub, National Energy Foundation and Retrofit Works, in order to support a coordinated BEIS funded retrofit programme targeting Oxfordshire residents to improve home energy efficiency.

This is in the early stages but available for home owners. The model currently being discussed will target the private rented sector in Oxford, working around the £3,500 cap to target requirement for MEES, with a view to future trajectory improvements.

### **New build standards**

The new Housing Company has modelled energy options moving towards improved fabric first approach and to maximise solar PV in its dwellings.

Current builds have fabric U-values specified to a standard significantly better than current Building Regulations. The Housing Company are working to a strong environmental brief and currently considering various energy saving technologies. To inform future work, they are also modelling costs and benefits to assess options such as zero carbon/Passive house standards.

In order to maximise solar PV generation onsite but meet the affordable housing requirements, the Council has been working on an innovative financing model. Part community funding, maintenance and monitoring of the electricity is provided by the Low Carbon Hub who are trying to find ways to also incorporate community sharing of electricity from the solar PV on a block by block basis

## **Case studies**

### **Energy Advice Officers helping Council tenants to save energy**

#### **Overview:**

The Council employs two Energy Advice Officers who visit social housing tenants to help them keep their energy bills as low as possible.

## **Background:**

Fuel poverty can be defined as where people are struggling to afford to heat their homes to a reasonable temperature – it is caused by a combination of high energy costs, low income and poor energy efficiency of the home. Council tenants are responsible for their own energy bills and tenants on lower incomes are naturally at risk.

The Council has a strong commitment to reducing fuel poverty in the city, particularly in its own housing. To meet this commitment, the Council recruited two Energy Advice Officers to visit tenants in their homes. One of these positions has been made permanent due to the impressive results of the Energy Advice team in the first 2 years of the project.

## **Solution:**

The Energy Advice Officers have visited (or tried to visit) every Council home to advise on the following:

- Energy saving behaviour – how tenants can save energy in small ways such as turning things off, understanding their heating system better, etc.
- Energy saving measures in the building – referrals for boiler upgrades and heating controls, insulating the loft and draught-proofing can all make a difference.
- Energy bills – a range of heating upgrade projects, advising tenants on meter and tariff changes and engaging with heating upgrades as appropriate.

## **Outcomes and benefits delivered:**

From 1 April 2018 to 31 March 2019, of the Council's 7,579 properties, 758 (~10%) received an Energy Advice visit. Energy Advice Officers (EAOs) have now visited or tried to visit all properties. Case studies are included here as many of the tenants are very vulnerable and require a high level of support.

This year, savings to tenants from the service so far are estimated to be £120,380.

During 2018/2019 Energy Advice Officers made 4,463 energy and money saving recommendations to Council tenants, including:

- Helping 45 vulnerable tenants access the £140 Warm Home Discount;
- Advising a further 287 tenants of their eligibility for the Warm Home Discount and giving guidance on how to apply;
- Referring 297 tenants for further help, for example to our Repairs, Tenancy Management or Tenancy Sustainment teams;
- Installing 162 electricity monitors to help fuel poor households keep track of their electricity use;
- Conducting 117 extended visits where the household is experiencing complex problems such as energy debt, chronic health conditions and fuel poverty;
- Arranging loft top-up insulation for 53 households;

- Putting 27 tenants with chronic health, mobility or other conditions onto the Priority Services Register, enabling them to get support in the event of a power cut;
- Helping 19 of the most vulnerable tenants switch energy suppliers, with an average saving of £93;
- Advising another 302 tenants that they could save money by switching suppliers, with an average saving of £184.

### **Case studies 2018/19:**

Mrs V

Tenant contacted Energy Advice Officers as she wanted her prepayment meter moved. She has severe mobility issues meaning she couldn't top up herself and could be left without power if she couldn't get someone else to top up for her. The EAOs walked her through the process of changing to direct debit meter, involving 3 visits to arrange appointments, confirm meter readings etc. During the meter change process there was an accidental power outage which left the tenant unable to use her panic alarm, phone or stair lift. EAOs managed to negotiate compensation of £160 from the supplier for the disruption and distress caused. Tenant now has a direct debit meter and so does not need to rely on others to ensure she has power and heating.

Miss V

Tenant was referred to EAOs by her Tenancy Management Officer. She suffers from chronic illness, exacerbated by low temperatures, and was struggling to afford energy costs (tenant reported last winter she had to choose between heating and eating). EAO arranged for faulty radiator to be repaired, loft to be insulated, advised on reducing heat loss and installed electricity monitor. It came to light that the tenant was in debt to energy company and therefore could not switch to a cheaper provider until the debt was repaid. As the tenant could not afford debt repayments on top of heating costs due to very low income, EAO applied for debt relief from British Gas Energy Trust. Although the application was unsuccessful, with the support of the EAO, the tenant has now reduced her debt and switched to a new supplier, saving £273 per year. The EAO is working with the Council's contractors to get cavity wall insulation installed on the gable end of the property to reduce heat loss and increase comfort further.

### **Lessons learned/conclusion:**

In an evaluation survey, 210 responses were received from 1800 surveys, a response rate of 12%. There was a generally positive response for the service related questions too. 88% found the visit excellent or good, and 88% also found that the visit resolved their energy issues. Responses also indicated that many tenants are changing their simple behaviours in the home to make modest energy savings which keep waste to a minimum although this was less marked. Officers are now working harder to try and access insulation, heating upgrades and other energy efficiency measures by building up links with Council building professionals