

## **Kirklees Affordable Warmth Strategy 2007- 2011**

In Kirklees we want to ensure every resident can afford to heat their home. Kirklees Affordable Warmth Strategy consists of four themed action plans to tackle all aspects of fuel poverty. The plans cover:

- Awareness Raising
- Finance
- Health
- Housing

The five key principles cementing the plan through partnership working are summarised below:

**1. Secure high-level, consistent, and long-term commitment to the eradication of fuel poverty.**

- All partner organisations will be asked to sign-up to an official mandate to agree on working to secure affordable warmth through delivery of the affordable warmth strategy.
- Key decision-makers within partner organisations and service are to be identified and engaged. This process has commenced with development of the Affordable Warmth Strategy. An ongoing process is essential particularly with regard to larger partner organisations, organisational restructures and changes in personnel.
- Partner organisations are to mainstream fuel poverty by ensuring key job descriptions include actions to address fuel poverty and employees participate in continuous professional development to enable delivery of affordable warmth.

**2. Establish what services and activity already exist.**

- Create a central agent to pool information. Kirklees Warm Zone started in February 2007 which will collect information from every household accessed over three years. Organisations signposted from the Warm Zone include Benefits Agencies and Private Sector Housing. Housing stock information on energy efficiency is currently collected on more than one database for both the council housing stock and private sector housing.
- All partners are asked to set performance indicators and targets or outcomes. In 2006 the Local Area Agreements (statutory and non-statutory organisations working together) set several indicators and targets directly related to fuel poverty, reduced carbon dioxide emissions, improved health and reduced excess winter deaths, decent homes and improved householder economic status.

**3. Develop a simple, streamlined affordable warmth referral process.**

- Identify key information requirements for agencies and supply them with contact information.
- Develop a co-ordinated referral system between agencies to a one-stop shop.

**4. Develop co-ordinated partnership working for partners engaged in the process of securing affordable warmth for all.**

- Improve communication and networking between committed service providers.

**5. Secure funding and resources to help organisations deliver affordable warmth objectives.**

- There are a number of ongoing activities to secure funding to deliver affordable warmth and provide energy efficiency advice, most significantly Kirklees Warm Zone.
- Work with the utility companies to develop further funding proposals for all sectors of the strategy, and support to individuals through hardship funds. The Energy Efficiency Commitment (EEC) is a major funding stream (government set) available from utility companies for energy efficiency and fuel poverty work. EEC funding from utilities provides a significant proportion of existing grant schemes.
- Apply for money from regional funding streams. Regional housing money currently funds the Affordable Warmth Programme and Hard To Treat Homes grant schemes.
- Engage with strategy and policy consultations to ensure fuel poverty targets are included to help secure future funding.
- Secure funding to provide improved financial literacy skills, benefits advice, and debt support for vulnerable households.

Theme:		AWARENESS RAISING						
Key Aim:		Understanding fuel poverty and affordable warmth in Kirklees						
REF	OBJECTIVE	REF.	TASK	PARTNERS	LEAD	OUTPUT	RESOURCE IMPLICATIONS	CURRENT ACTIVITY / COMMENTS
1.1	<b>Improve the understanding of affordable warmth amongst all named partner organisations working in Kirklees.</b>	1.1.1	<p>Compile a directory of all services</p> <ul style="list-style-type: none"> <li>- Identify key information requirements for partner agencies and supply central contact information.</li> <li>- Develop A-Z Directory of statutory, voluntary and community organisations involved in affordable warmth across Kirklees.</li> <li>- Promote availability of current council directory to partner organisations.</li> </ul>	Environment Unit/ KES/ PCTs/ Adult Services/ Children's Centre/ Age Concern/ CAB/ Sure Start/ Carers Gateway/ WYFRS/ Healthy Living Centre/ KNH/ Teenage Pregnancy/ Library Services – mobile and home/ Parks and Gardens – homes service/ Mencap/ Youth Offending Teams/ Housing Associations/ CHYPS/ ACS/ Workbase Learning Providers/ Clover Leaf Advocacy/ NLN/ Home Care Teams / School Personnel going into pre-school homes/ Home Care Services	Kirklees Council	All frontline workers in named organisation to receive directory, should also be made available electronically.	Funding required for new directory. New Group to look at scope and resources. Front line workers – awareness and training issues.	All Kirklees households and organisations receive the Kirklees A-Z Directory of Council Services on annual basis. Kirklees council website – database of voluntary / community organisations in Kirklees available.
		1.1.2	<p>Educate front-line workers to integrate action on fuel poverty into their everyday functions.</p> <p>a. Briefings:</p> <ul style="list-style-type: none"> <li>- Deliver briefing on fuel poverty for partner team / directorate meetings to be cascaded through partner organisations by partner organisation. Programme to be drawn up with each organisation.</li> <li>- Specific and regular briefing notes for GP practice managers to be produced.</li> <li>- Prepare induction pack for new workers in partner organisations.</li> </ul>	Environment Unit/ KES/ NEA/ PCT/ Adult Services/CHYPS/ Age Concern/ CAB/ WYFRS/ Children's Centre/ Carers' Gateway/ Huddersfield University	Env. Unit	Briefing programme for named partners commenced by Feb 2007. Induction pack produced Spring 2007	Preparation of briefing / induction. Time allocation to brief partner organisations.	Housing and social services – new team April 2007. Neighbourhood Learning Networks up and running. School personnel going into pre-school homes.
		1.1.2	<p>Educate front-line workers to integrate action on fuel poverty into their everyday functions.</p> <p>b. Training for frontline workers:</p> <ul style="list-style-type: none"> <li>- Deliver existing fuel poverty training package for frontline workers in Kirklees, to include training on referrals (see 1.1.4).</li> <li>- Develop fuel poverty modules with Huddersfield University for key worker degree courses – nursing, social workers.</li> </ul>	Environment Unit/ KES/ NEA/ PCT/ Adult Services/CHYPS/ Age Concern/ CAB/ WYFRS/ Children's Centre/ Carers' Gateway/ Huddersfield University	Env. Unit	Fuel poverty training commences by Spring 2007 for front line workers.	Human resources for delivery of training for frontline workers. Preparation and delivery time for degree module.	Environment Unit – optional unit on Affordable Warmth for nurses on National Services Network for Older People – Huddersfield University. Existing training unit used by Kirklees Energy Services with West Yorkshire Fire and Rescue Services fire officers in Wakefield.

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1.1	<b>Improve the understanding and delivery of affordable warmth amongst all named partner organisations working in Kirklees</b>	1.1.3	Develop a simple referral system for front line service providers to improve targeting of services to vulnerable residents. <ul style="list-style-type: none"> <li>- Adopt and use a simple priority referral card for front line workers for referral for priority cases to Warm Zone. Referrals to be monitored and reported back to referral agency.</li> <li>- Telephone referrals to KES/ Warm Zone.</li> </ul>	Environment Unit/ KES/ Kirklees Warm Zone/ PCTs/ Social Services/ WYFS/ DWP/ CAB/ Revenue and Benefits Service.	Env Unit/ Kirklees Energy Services	Number of vulnerable clients referred to KES/ Kirklees Warm Zone each year.	Production of referral cards. Training of front line staff – see 1.1.2. Identifying lead persons/ organisations.	Environment Unit – paper referral system has been in place with health workers since 2002. 'Hot Spots' card trialled in Wakefield since Jan 2006 with WYFRS – simple card referral mechanism.
		1.1.4	Create an information-sharing protocol (to help vulnerable households). <ul style="list-style-type: none"> <li>- Service Level Agreement to be developed between Kirklees Warm Zone and benefits advice organisations.</li> <li>- Householders to sign confirmation that contact details can be given to relevant signposted partner organisations through Kirklees Warm Zone questionnaire/ referral card.</li> </ul>	Environment Unit/ KES/ Kirklees Warm Zone/ PCTs/ Social Services/ WYFS/ DWP/ CAB/ Revenue and Benefits Service	Kirklees Energy Services/ Kirklees Warm Zone	Number of households (seeking energy advice) referred to additional agencies each year. Number of households seeking advice/ support from partner organisation referred to KES/ Warm Zone.	Funding for Warm Zone confirmed, commenced Feb 2007. Partner organisations for signposting confirmed.	KES and Env Unit currently refer clients to relevant energy efficiency/fuel poverty schemes managed by other schemes. Warm Zone householder questionnaire is offering householders support on benefit checks and signposting to other organisations with householder permission. Issue for Warm Zone: not just data protection but confidentiality and trust issue, which organisations will be involved to help address this.
		1.1.5	Nominate Energy Champion(s) for Kirklees statutory and voluntary organisations. <ul style="list-style-type: none"> <li>- Partner organisations to seek figurehead from within to spearhead energy efficiency and affordable warmth work as part of their commitment to the plan.</li> </ul>	All partner organisations	Kirklees Council	Known figurehead in partner organisation to adopt energy champion role.		Energy Champions need to be someone with broad strategic overview to make links to AWS point of contact.
		1.1.6	Opportunities for information sharing between partner organisations. <ul style="list-style-type: none"> <li>- Invite partners to form steering group for delivery of strategy.</li> <li>- Use events to develop and promote affordable warmth partnerships e.g. Lighten Your Load campaign. Agree priority programme of event with steering group partner.</li> </ul>	All partners of the strategy. (i.e.: signed commitment)	Env. Unit	Steering Group for AWS delivery to ensure wider distribution.	Human resources for events additional human resource for awareness-raising activities.	Steering Group for AWS developing directing strategy development and implementation. Progress reports to be submitted to LPSB for Adults and Healthier Communities.

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1.2	<b>Develop mechanisms to provide easy access to fuel poverty information, services and support for members of the public</b>	1.2.1	<p>Provide free advice and ensure there is easy access to information at all times.</p> <ul style="list-style-type: none"> <li>- Develop energy advice clinics at NHS sites/ pharmacies/ shopping centres/ MPs surgeries/ Kirklees Information Points/ community centres/ DIY centres/ schools.</li> <li>- Information on energy efficiency and home information packs to be developed for and with estate agents.</li> <li>- Cross-reference fuel poverty/ energy efficiency information currently available on Kirklees internet – through housing, health, environment, social services.</li> </ul>	Environment Unit/ KES/Warm Zone/ PCT/ Social Services/ KIPs/ SSIPs/ Library Services/ Schools/ Private Sector Housing/ KNH/ Health Sector/ Worklink/ Children's Centres	Env Unit/ Kirklees Energy Services/ Kirklees Warm Zone	Number of households accessing information each year (to be monitored by partner organisation).	Human resources. Funding and time for energy efficiency / Home Information Pack.	KES: freephone number that offers advice on schemes and general energy efficiency. Env Unit: KC website provides contact details, advice, signposting, Carers' Gateway, KIPs, SSIPs, Library Services have information schemes. Warm Zone – will be single focal point for information on schemes from 2007. KC consultant delivering energy efficiency education to school pupils in 10 schools each yr 2006/2007.
		1.2.2	<p>Public engagement e.g. community events.</p> <ul style="list-style-type: none"> <li>- Energy efficiency promotion at community events.</li> <li>- Briefing area committees.</li> <li>- Partner organisations to signpost/ offer scheme information in local offices/ outlets.</li> <li>- Prioritise community events for particular hard to reach groups.</li> <li>- Joint launch events with other agencies.</li> </ul>	KES/ Env Unit/ Warm Zone/ NLN	Env Unit/ Kirklees Energy Services	Number of households provided information and advice at community events. Number of households provided information through partner outlets.	Human resource implications.	KES and Env Unit: programme of community events to promote energy efficiency, activity limited by human resources. Energy Efficiency week: annual programme of events in October. Ward-based community events will be delivered to promote Warm Zone. NEA Warm Homes annual activity.
		1.2.3	<p>Word of mouth through community champions and events.</p> <ul style="list-style-type: none"> <li>- Contact new potential partners – churches, mosques, post offices, etc.</li> <li>- Develop new local champion/ advocates contact list for word of mouth champions.</li> </ul>	Env Unit/ 'Up and Working'	Env Unit	Community champions trained 2007 able and willing to promote energy efficiency/ affordable warmth initiatives.	Possible funding from Powergen.	Env Unit discussion with Powergen and 'Up and Working' regarding Community Champions for energy efficiency. Need to identify mechanism(s) for using voluntary network(s) especially young people. Need to identify a role (social, environmental, etc.) for volunteers in helping to deliver these tasks and objectives. Maybe links with Youth Offending Teams.

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1.2	<b>Develop mechanisms to provide easy access to fuel poverty information, services and support for members of the public</b>	1.2.4	Publicise in media e.g. free papers, local area newsletters, SEHATH, radio, TV, NTL, etc. <ul style="list-style-type: none"> <li>- Partner organisations to include fuel poverty and affordable warmth issues in press releases e.g. PCTs. Ensure top tips and helplines are included.</li> <li>- Contact media feature writers to make different linkages to fuel poverty.</li> </ul>	KES/ Env Unit/ PCTs/ Social Services/ Carers' Gateway/ WYFS/ Age Concern/ Help the Aged/ CAB/ Asian News e.g. Aiwaaz	Env Unit	Kirklees residents aware of support available and increased self referrals for support.		Env Unit – regular press releases, articles in community news, News and Views. Other newsletters and media for articles, Chalk Talk for schools, Paigaam, PCT newsletter, Awaaz. CHYPS Matter for children and social services staff. Assumes media will carry story.
		1.2.5	Leaflets and strap lines in other household mailings. <ul style="list-style-type: none"> <li>- Message on council tax bills.</li> <li>- Request energy efficiency messages on utility bills through regional forum – HECA – referral to local energy efficiency office.</li> <li>- Contact 10 major employees in Kirklees for message inclusion in wage slips.</li> <li>- Credit union to include message on statements.</li> <li>- Free low-energy light bulbs with strapline on the box.</li> <li>- Include strapline on medication boxes.</li> </ul>	Council tax billing/ utility companies/ local employers/ Castle and Minster Credit Union	Env Unit	Kirklees residents aware of support available and increased self referrals for support.	Some funding required.	Lead-in time and competition for messages on council tax bills. Other ways of communications strapline: Lions Emergency Medicine pots (stickers on fridge and in windows).
		1.2.6	Ensure publicity material is produced in appropriate formats (e.g. minority languages, Braille, audio, video, talking newsletter, etc.). <ul style="list-style-type: none"> <li>- Produce a simple good practice guide for the BME community.</li> <li>- Bi-lingual support required for verbal advice from energy efficiency advisors.</li> <li>- Develop other media e.g. CDs, tapes, etc.</li> </ul>	KES/ Warm Zone/ NEA/ Sadeh Lok/ SAHLP/ Library Services/ VIPER Unit/ Adult Services – listening points for CDs and tapes	Env Unit/ Kirklees Warm Zone	Reduced fuel poverty in BME communities and vulnerable groups unable to access mainstream information.	Translating materials within Council, do not use Punjabi (use Potare/ Potawari – street Urdu). Human resources re: language skills for verbal advice. Need to consider cultural issues in materials. Possible funding from: Adult Services, CHYPS, and ACS.	NEA multi-language energy efficiency DVD is available for use. Warm Front leaflet is available in Asian languages. Utilities provide some information in Braille/ large print. Need to ensure people who have literacy, hearing, or sight problems can access Warm Zone.

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1.2	<b>Develop mechanisms to provide easy access to fuel poverty information, services and support for members of the public</b>	1.2.7	<p>Promote services that are already available (e.g. KES).</p> <ul style="list-style-type: none"> <li>- Raise profile of lead agencies providing information and advice, including need for specialist marketing advice.</li> <li>- Partner organisations to use networks, internal publications, intranet to raise awareness of points of information and support available.</li> <li>- Provide information on energy efficiency and fuel poverty as part of tenants' packs.</li> <li>- Partner organisations to add fuel poverty information footnotes to mailout e.g.: PCT appointment letters.</li> <li>- Develop an information enclosure for Credit Union clients.</li> </ul>	PCT/ Social Services/ Private Sector Housing/ Carers" Gateway/ Age Concern/ KNH/ Housing Associations/ Private Landlord Associations/ Castle and Minster Credit Union/ CAB	Env Unit/ Kirklees Energy Services	Increased uptake of services using resources already committed.	Potential resources/ human resource requirement for further marketing of current services.	Ongoing activity.
1.3	<b>Provide residents more information on bills, tariffs, and payment options</b>	1.3.1	<p>Provide help for householders who have difficulty understanding fuel bills.</p> <ul style="list-style-type: none"> <li>- Develop simple handout for households to explain fuel bills.</li> <li>- Promote information available regarding fuel switching.</li> <li>- Contact media e.g. BBC Watchdog to cover issue of simplifying fuel bills.</li> </ul>	KES/ Utilities/ Age Concern/ CAB/ KNH/ Libraries	Env Unit	Greater financial literacy and reduced energy bills.	Production costs of leaflet. Human resources to produce information.	Utilities Helpline. Utility companies provide a Priority Service Register for vulnerable households. KES provide support/ information for householders re: billing. Ongoing monitoring of fuel switching by Age Concern.
		1.3.2	<p>Work with utilities to ensure the best available services are communicated to householders.</p> <ul style="list-style-type: none"> <li>- Raise the profile of the Priority Service Register for vulnerable households.</li> <li>- Lobby Utilities to give advice when they notice accounts falling into debt.</li> </ul>	KES/ Utilities/ CAB/ Age Concern	Env Unit	Reduction in householders in energy debt. Vulnerable customers access priority service.		Some Utilities are pro-actively giving advice to customers when they fall into debt.

Theme:		FINANCE						
Key Aim:		Maximising income and minimising costs and outgoings for all residents of Kirklees						
REF	OBJECTIVE	REF.	TASK	PARTNERS	LEAD	OUTPUT	RESOURCE IMPLICATIONS	CURRENT ACTIVITY / COMMENTS
2.1	<b>Raise awareness about the availability of advice on benefits and grants</b>	2.1.1	Promote information to front-line staff about how to access benefits, debt and energy advice (see also 1.1.2).	KBAS/ DWP/ Revenue and Benefits/ Safer, Stronger Communities- LPSB – CAB/ Law Centre/ SSIPs/ WYFRS/ Ambulance Service/ PCT/ Social Services/ Housing/ Sure Start/ Age Concern/ Credit Unions/ Adult Services	Kirklees Energy Services (Kirklees Benefits Advice Service, Citizen Advice Bureau)	Contact list of available speakers for training and awareness for front line staff. Production of an information leaflet for frontline workers	Admin costs Production costs for information leaflet	KCALs referral system already in place.
		2.1.2	Provide basic information on benefits, debt and energy grants to relevant front-line staff (see also 1.1.2).		KES (KBAS, CAB, to provide own subject info)	Contact list of available speakers. Training and awareness for front line staff.	Admin costs	NEA Fuel Poverty Forums are every 4 months, which are used to disseminate information.
		2.1.3	Provide information about what face-to-face assistance with benefit applications is available (see also 1.1.2).	CAB/ Age Concern/ KBAS/ DWP/ CHAS/ Revenue and Benefits	KBAS/ DWP/ Credit unions/ KES	Information event to be organised for front line staff	Publicity/ promotion material Cost of Venue Admin costs	
		2.1.4	Encourage organisations, agencies, services to work co-operatively and promote awareness of how to access advice and claim benefits and grants (see also 1.1.4).	KPOS/ KCALS/ VAN	KBA/ DWP/ Credit Unions/ KES	Information event to be organised for front line staff	Publicity/ promotion material Cost of Venue Admin costs	
2.2	<b>Increase the take-up of benefits and grants.</b>	2.2.1	Look for opportunities to develop benefit take-up campaigns in both local areas and with targeted customer groups.	KBAS/ CAB/ DWP/ Revenue and Benefits/ Law Centre/ Age Concern/ KES/CAB	KBAS/ DWP/ Revenue and Benefit/ CAB/ Kirklees Warm Zone	6 monthly returns on benefit take-up to AWSG	Admin costs.	'Lighten Your Load' campaign currently underway in Kirklees. Kirklees Warm Zone programme scheduled for 2007- 2010. Colne Valley take-up programme.
		2.2.2	Use advice networks to promote benefit take-up and develop take-up opportunities.	KPOS/ KCALS/ VAN	KPOS/ KCALS/ VAN	Increased take up of benefits. Efficient use of resources Feedback to KPOS, KCALS, VAN		

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2.2	<b>Increase the take-up of benefits and grants</b>	2.2.3	Ensure advice networks are able to promote energy efficiency and housing grants (see also 1.1.2).	KBAS/ CAB/ DWP/ Revenue and Benefits/ Law Centre/ Age Concern/ KES/Warm Zone/CAB/PSH	Env Unit and Private Sector Housing	Increased uptake of grants by householder.		
2.3	<b>Promote financial literacy</b>	2.3.1	Promote information on Credit Unions and how to access them.	Castle & Minster CU and other CU's advice providers/ Keys Tackling Poverty Working Group	Credit Union	Production of leaflets to distribute throughout Kirklees. Participate in information event (see point 2.1.3). Increase of credit union members.	Production of leaflets. Admin costs.	School development workers. Providing loans for people who have lost money through Farepak. Publicity items in local newspapers.
		2.3.2	Identify organisations providing debt advice and develop a network. Participate in information events (see point 2.1.3).	CAB/ all advice providers/ benefit administrators/ energy providers/ CHAS/ CU/ CCCS	Citizen Advice Bureau/ Law Centre/ KNH	Contact list of available speakers and training/ awareness providers for front line staff.	Admin costs	CAB have new Financial Inclusion Workers (North & South). CHAS – repossession hearings in court. LC – debt contract.
		2.3.3	Identify all financial literacy initiatives in Kirklees.	Advice providers/ CUs/ University (Student Union)/ CHAS/ Children and Young Peoples' Services/ KEYS/ Sure Start/ 6 <sup>th</sup> Form Colleges/ Schools/ KNH	Citizen Advice Bureau/ Law Centre/ KNH	Better information provision for Kirklees residents.	Funding needed for projects to promote this (often preventative) work.	CU: schools development (encourage young people to save). Children's Centre – work with individuals/ groups on debt, funded by NRF. CAB delivering financial capability training to parents and professionals in Kirklees and leading the development of a new financial literacy forum for Yorkshire and Humberside. Need to work with young people leaving care.
		2.3.4	Target project for older people to raise understanding of fuel bills, meter reading, tariffs, moving suppliers, etc. Could give leads for one-to-one advice. Focus on luncheon clubs, community centres, sheltered housing units, etc.	KES/ energy providers/ Environment Unit/ community support services/ VAK/ Adult Services/ Age Concern	Citizen Advice Bureau/ Kirklees Warm Zone/ KES	Promotion of Priority Services Register by frontline staff.	Co-ordination of information needed.	Priority Service for vulnerable clients available from most major utilities including regular meter reading and information on bills. KNH: advice to tenants on cheapest supplier for them.

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2.4	<b>Develop mechanisms for access to economic tariffs, payment options and hardship funds</b>	2.4.1	Campaign for a reduction in pre-payment token meter charges for all householders.	All energy providers/ landlords' network/ KNH/ Housing Associations/ Private Sector Housing Unit/ CHAS/KES/Env Unit/NEA/CAB	National Energy Action	Lower domestic energy bills. Reduced energy debt.		National Housing Federation campaigning for alignment of pre-payment meters to same as best standard credit rate.
		2.4.2	Investigate the possibility of smart metering for domestic households.		Env Unit	Reduced energy consumption, reduced bills.		
		2.4.3	Assist landlords (KNH, Housing Associations, etc.) to support and negotiate an economic tariff for their tenants.		KNH/ Registered Social Landlords/ Private Sector Housing	Lower domestic energy bills, reduced energy debt.		
		2.4.4	Ensure information is provided to clients on fuel switching, accessing utility support and services (see also 1.3.1 and 1.3.2). - Identify community contacts for training to support client fuel switching.		Env Unit	Lower domestic energy bills.		KNH working with Council tenants to find appropriate tariffs. Decent Homes programme to report numbers of homes fuel switching.
		2.4.5	Ensure information is available to partners and clients regarding repayment mechanisms and hardship funds for households in utility debt. (see also 1.3.2)		Citizen Advice Bureau	Reduced energy debt amongst Kirklees residents.		Utility Trust Funds managed by Charis Grants Ltd award grants to people struggling with utility debt. Some utility hardship funds are available e.g. British Gas Energy Trust (including the Scottish Gas Energy Trust) and EDF Energy Trust.

Theme:		HEALTH						
Key Aim:		To promote affordable warmth to vulnerable groups who are most likely to experience cold-related illnesses						
REF	OBJECTIVE	REF.	TASK	PARTNERS	LEAD	OUTPUT	RESOURCE IMPLICATIONS	CURRENT ACTIVITY / COMMENTS
3.1	<b>Target assistance to vulnerable groups and individuals who may be in, or at risk of, fuel poverty specifically:</b> <ul style="list-style-type: none"> <li>○ Older people</li> <li>○ People with disabilities</li> <li>○ People with specific long term illnesses</li> <li>○ Patients leaving hospital</li> <li>○ Children and families with targeted, complex and acute needs</li> </ul>	3.1.1	Health and Social Care front line workers and professionals working with specific vulnerable groups to use the proposed simple referral system (set out in 1.1.3) e.g. Health Visitors, Social Workers, Home Care Services, Asthma Nurses, Health Trainers. Refer to Warm Zone and other initiatives. <ul style="list-style-type: none"> <li>- Publicise at key times with community, voluntary, awareness groups who have a key role.</li> <li>- Target all GP surgeries on a locality basis.</li> <li>- Schools refer to education social workers (e.g. for prolonged absences) and school nurses.</li> </ul>	Env Unit/ Kirklees PCT/ Calderdale & Huddersfield Foundation Trust/ Mid Yorkshire Hospital Trust/ South West Yorkshire Mental Health Trust/ Adult Services/ Gateway to Care/ KNH/ Sure Start/ Children's and Young People's Service/ VCS providers/ KES/ Health Trainers	Kirklees Council/ Kirklees Primary Care Trust	No. of vulnerable clients referred to KES/ Kirklees Warm Zone each year	Training of staff (1.1.2). Information sharing protocol (1.1.4). Capacity – simpler processes are best. Market/ introduce in GP surgeries. Capacity in GP surgeries co-ordination (by the unit) possible monitoring issue regarding take-up. Tear-off form in packs that covers other things e.g. benefits checks.	Work in specific GP practice areas is taking place to help people manage long term conditions and be treated in the community i.e. care pathways for diabetes, COPD, and heart failure with people receiving support from professionals. Code the form to show which agency it came from. People will want to know what referral has been actioned – feedback required.
		3.1.2	Explore incorporating a fuel poverty check in the Health & Social Care assessment process i.e. Single Assessment Process for older people and people with disabilities; Children's Assessment Framework; hospital discharge process; build into care pathway processes for long-term illnesses.	Env Unit/ Kirklees PCT/ Calderdale & Huddersfield Hospital Trust/ Mid Yorkshire Hospital Trust/ South West Yorkshire Mental Health Trust/ Adult Services/ Children & Young People's Service	Kirklees Council/ Kirklees Primary Care Trust	Agreement to incorporate fuel poverty into SAP processes	Training of staff. Could use the same form as in 3.1.1.	Community Assessment Framework also exists – needs to be cross-referenced.
		3.1.3	a. Education and training of frontline Health & Social Care staff to identify signs of fuel poverty (see 1.1.2) b. Dissemination of information and training on fuel poverty (possibly via team leaders). (See also 1.1.2). c. Provide feedback on take-up/effects of measures and benefits so far, to keep awareness up (e.g. use social services staff newsletter with contact information).	Env Unit/ KES/ NEA/ PCT/ Huddersfield University/ Adult Services/ Children & Young People's Service/ Gateway to Care/ Age Concern/ Help the Aged/ CAB/ Carers' Gateway/ Healthy Living Centres/ Voluntary & Community Sector Providers/ KNH	Env Unit/ Kirklees Primary Care Trust/ Adult Services	Training from March 2007 and briefing programme for each organisation	Preparation. Resources to deliver. Emphasis on information/ communication between KMC and PCTs at first, then wider rollout.	Env Unit – optional unit on affordable warmth for nurses on National Services Network for Older People (Huddersfield University). Existing training unit used by Kirklees Energy Services with West Yorkshire Fire and Rescue Services Offices.

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REF	OBJECTIVE	REF.	TASK	PARTNERS	LEAD	OUTPUT	RESOURCE IMPLICATIONS	CURRENT ACTIVITY / COMMENTS
3.1	<b>Target assistance to vulnerable groups and individuals who may be in, or at risk of, fuel poverty specifically:</b> <ul style="list-style-type: none"> <li>○ Older people</li> <li>○ People with disabilities</li> <li>○ People with specific long term illnesses</li> <li>○ Patients leaving hospital</li> <li>○ Children and families with targeted, complex and acute needs</li> </ul>	3.1.4	Keep the fuel poverty agenda as a priority in local health policy through the Local Area Agreement.	KMC/ PCT/ Calderdale & Huddersfield Foundation Trust/ Mid Yorkshire Hospital Trust/ SWYMHT/ VAK	Kirklees Council/ Env Unit/ Private Sector Housing	No. of vulnerable households lifted out of fuel poverty	Output relates to reduced excess winter deaths and increased decent homes.	Overview and Scrutiny and PLSB have a monitoring role.
		3.1.5	Nominate/ elect Energy Champions in local health sector agencies. Local Public Service Board for Adults & Healthier Communities to promote and champion affordable warmth initiatives. (See also 1.1.5).	PCT	Kirklees Primary Care Trust	People are able to live in decent home which meets their needs and which they can afford.	Capacity. Steering Group. Review process.	Preference for one named person in organisation with responsibility with role of dissemination on information especially to new staff. Champions could be prompted at certain points by Env Unit.
		3.1.6	Carry out mapping exercise of number of fuel poor households against GP practice area with a view to targeting Warm Zone initiative in areas of need through GP practices, target via specific care pathways to manage long-term conditions.	Env Unit/ PCT	Env Unit/ Kirklees Primary Care Trust	Fuel poor housing clusters identified related to health indicators.	Human Resources. Information sharing protocol will help co-ordination/ targeting.	
		3.1.7	Mapping exercise of take-up of services by age (as indicator of vulnerability) to help targeting of Warm Zone and other support among groups where there are gaps.	Env Unit/ KES	Env Unit	Take-up of services by age.	Human resources. Information sharing protocol.	
3.2	<b>Ensure health based fuel poverty advice is accessible to all</b>	3.2.1	Explore possibilities for a public health campaign on affordable warmth possibly linked to other winter campaigns.	Env Unit/ PCT/ Public Health	Env Unit/ Kirklees Primary Care Trust - Public Health	Increased take-up and raised awareness of services supporting affordable warmth.		
		3.2.2	Explore producing information on Council/ PCT website linked to other winter campaigns.	Env Unit/ PCT/ Public Health				
		3.2.3	Include information in advice packs for people with long-term conditions being promoted by health trainers.	Env Unit/ PCT/ Public Health				Presentations to long term conditions groups commenced.

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4.1	<b>Assist private sector landlords to incorporate energy efficiency measures into properties</b>	4.1.1	a. Encourage all private sector landlords to achieve decent homes standard for their properties.  b. Incorporate achievement of decent homes standard into current Kirklees Landlord and Property Accreditation Scheme (re: meeting decent homes/ thermal comfort)  c. Roll out of Kirklees Landlord and Property Accreditation Scheme , Kirklees wide	Private sector housing (PSH)	Private sector housing	Increase in private sector rented properties meeting decent homes standard.	Cost to landlord. / small Grants available to accredited landlords	Landlord Accreditation Scheme – brings property above minimum standard (free of Category 1 defects), currently will not bring property up to decent homes in most cases. PSH power to enforce HHSRS with respect to energy efficiency measures. Information to be supplied by Warm Front to PSH on landlords not agreeing to WF work from Feb 2007.
		4.1.2	Ensure private landlords' forum promote the merits and benefits of energy efficiency to members/tenants.	PSH/ private landlords forum/ Landlords Accreditation Steering Group/KES	Private sector housing and private sector landlord forum	Energy efficiency improvements to privately let stock. Raised SAP levels.	Funding to promote.	Forums ongoing (6 monthly intervals) in north and south Kirklees. Some provision of energy efficiency advice through forum, accreditation newsletter, landlords handbook
		4.1.3	Provision of accreditation grants to landlords for energy efficiency works. - need to roll out Kirklees wide. Ensure landlords aware of energy efficiency grants available to tenants.	PSH/ private landlord forum/ manufacturers/ Utility Companies /KES	Private sector housing	Take-up of grant. More energy efficient homes	Cost to landlord since accredited grant not 100%.	Accreditation grants available to landlords if in Landlord Accreditation Scheme. Warm Zone programme includes rented properties..
		4.1.4	Provision of a 'benefit' to landlord who carry out energy efficient works and related incentives, e.g. free gas servicing for vulnerable/ elderly tenants. To facilitate access for landlords to a cost effective/potentially subsidised servicing scheme e.g. via Building Services	Private sector housing/ KC/ private landlord group/ manufacturers	Private sector housing	Improved take-up of support. Increased SAP. Reduced numbers of health and safety incidents.		Tax allowance for private sector landlords for energy efficiency measure in place.
4.2	<b>Assist social housing landlords to implement best practice re: energy efficiency.</b>	4.2.1	Ensure all RSL/ ALMO new developments and refurbished developments achieve Code for Sustainable Homes Level 4.	RSLs/ KNH/ Strategic Housing	Strategic Housing	All new bids for Social Housing Grant	Increased cost of building/ refurbishment versus benefits.	Compliance with energy part of the EcoHomes for refurbishment.
		4.2.2	Promote/ demonstrate benefits and merits of affordable warmth and energy efficiency (to both RSL and resident) by promoting case studies.	RSLs/ KNH/ Env Unit/ Schools/ CAB	Env Unit	Good practice case studies to tenants	Flyers/ DVDs/ workshops/ school visits	Environment Unit workshops delivered for RSLs in Sept 2007 which incorporated advice and information on AWS and Warm Zone.
		4.2.3	Nominate a RSL/ ALMO Energy Champion.	RSLs/ ALMO	Env Unit	Improved take up of energy efficiency measures.		Review meetings will provide co-ordination and support.

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4.3	Target private sector properties likely to need energy efficiency measures	4.3.1	Prioritise properties most at risk/vulnerable by occupants and condition of the property.	PSH/Env Unit/CAB/ KAC/ PCT/ Age Concern/ PSH	Env Unit/ Private Sector Housing	Prioritised list of households at risk contacted.	Funding of HEON toolkit (some funding from West Yorkshire Regional Housing Partnership).	Environment Unit purchased HEON (DTI/HECA) toolkit for targeting householders in summer 2007. Blue Skies thermal image survey of all Kirklees households to be released on internet.
		4.3.2	Share information on existing property databases and ensure it is kept up-to-date. <ul style="list-style-type: none"> <li>All partner agencies to keep stock condition information up-to-date (including RSLs).</li> <li>Information on property conditions shared to ensure worst properties are tackled.</li> </ul>	RSLs/ PSH/ Env Unit/Warm Zone/ Environmental Health/ PCT	Private Sector Housing	Current status of housing stock kept up to date, providing accurate information on impacts and informing programmes	Funding for surveys.	Common database used by Env Unit and KNH, MAXIM, will also be used by Warm Zone. Use Sadeh Lok stock condition survey information. PSH database holds grants, complaints and decency info. PSH requirement for 5 year stock condition survey. Current referrals from Environmental Health to PSH
		4.3.3	Residents to provide information on condition of house/ energy efficiency in house on other forms e.g. GPs, health visitors (new baby), and schools.	PSH/ Env Unit/KES/ PCT/ CAB/ RSLs	Private Sector Housing	Priority households highlighted and supported.		Warm Zone will collect house condition information on ward by ward basis.
4.4	Improve householders' understanding of heating systems to ensure their efficient use	4.4.1	Installation teams to provide clear, concise instructions to householder on efficient use when system is being installed.	Installers/ CORGI	Env Unit/ Kirklees Energy Services	Reduced energy consumption		Need to use 'plain English'. Use NEA DVDs.
		4.4.2	Back-up/ support following installation of heating systems and provide a point of contact for householder information and support.	Installers/ manufacturers/ CORGI/ KMC/NEA/Utilities	Env Unit/ Kirklees Energy Services	Focal point(s) for information for efficient heating.		KES as facilitator.
		4.4.3	Produce generic information for householders detailing the most energy efficient use of heating systems and benefits/cost savings. <ul style="list-style-type: none"> <li>plain 'English'</li> <li>appropriate formats (minority languages, large print, Braille, audio/ video, etc.).</li> </ul> (see also 1.2.5, 1.2.6, 1.2.7)	All partner agencies	NEA/ Env Unit/ Kirklees Energy Services	Efficient use of heating. Reduced energy consumption	Cost of production.	New NEA DVD in minority languages. Possibly link to Priority Services Register. Promote home energy checks etc. that can be done online.
		4.4.4	Promote importance of annual gas appliance servicing to ensure energy efficiency of all heating equipment.	PSH/ utility companies/ manufacturers/ CORGI	Private Sector Housing/ CORGI	Improved efficiency of heating appliances	Cost of promotion.	Carbon monoxide awareness. Warm Zone to offer free carbon monoxide detectors. Free gas servicing for vulnerable groups available through PSH and utilities.

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REF	OBJECTIVE	REF.	TASK	PARTNERS	LEAD	OUTPUT	RESOURCE IMPLICATIONS	CURRENT ACTIVITY / COMMENTS
4.5	Improve the energy efficiency standard of all housing (as far as practicable)	4.5.1	Ensure that all houses possess energy efficient heating systems.  a. Provide Kirklees residents with comparative information for different heating systems on capital, running, and life cycle costs.  b. Promote suitable equipment (and specs in tenders) to installers to ensure that the system is suitable for the property and the householders' needs.  c. Grant/loan support for households to install energy efficiency heating.	CAB/Age Concern/ RSLs/KNH/Utilities/ KMC/CORGI/ Manufacturers/ NEA/EST/Warm Front	Env Unit	Information on capital, running and life cycle costing for all heating systems.  Heating installations appropriate to requirement.		Warm Front currently allows benefit eligible households to install central heating. Warm Zone will continue to roll out access to improved heating systems through national and local grant money. The AWS SA has flagged up the need for mitigation in this area in relation to appropriate waste disposal, which will need to be built into all new contractor tenders. Get data from manufacturer. Issues with Warm Front – installations inappropriate to householder special needs.
		4.5.2	Work towards all Kirklees housing, where loft insulation and cavity wall insulation are technically viable, installs these measures.	PSH/Env Unit/ Warm Zone	Kirklees Council/ Kirklees Warm Zone	No of homes with CWI or LI installed	Funds committed through Warm Zone	The Warm Zone programme will target every home in the local authority with free CWI and LI. Need to ensure the sustainability of all work with regard to appropriate removal of any waste.
		4.5.3	Lobby builders to improve the energy efficiency standard of new-build properties and educate buyers to demand high energy efficiency standards.	Private developers/ KMC/ manufacturers/ NHBC/ Zurich		Reduced energy consumption/Lower household bills	Reduced profit for developers.	Legislation: new Building Regulations. HIPs from July 2007. KMC working to raise local standards through LDF. Kirklees Vision: All new build will be built to Eco-Homes standard
		4.5.4	Ensure relevant legislation is enforced to improve homes (e.g. HHSRS, LESA, Home Condition Report, etc.).	NEA/ KMC/ NHBC/ CAB	Private Sector Housing	Increased awareness/ compliance	Ensure sufficient resources Building Control/PSH	Part of public consciousness.
		4.5.5	Set a minimum SAP or Carbon Index rating for all homes to achieve, which is above and beyond Building Regulations, especially parts L and F as amended 2006.	KMC/ NHBC/ Zurich	Kirklees Council	Min SAP/ Carbon Index score	Cost of ratings.	Minimum SAPs have been set in Local Area Agreement targets. KNH and national action plan.
		4.5.6	Promote the 'no cost' measures that can improve energy efficiency standard.	KMC/ KNH/ RSLs/ CAB/ Age Concern	Kirklees Council/ KES	Zero cost advice		Energy efficiency advice made available through KES/ Warm Zone/ Env Unit/ EST

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4.6	<b>Implement the use of renewable/ low carbon technologies to tackle fuel poverty where best practice.</b>	4.6.1	a. Develop criteria for selection of use of renewable technologies to address fuel poverty for retrofit.  b. Promote the potential of embedded micro-generation and low carbon technologies and/or community or district scale heat or power networks. All new build to consider use of renewables to address fuel poverty and meet LDF targets	KC/ KNH/ RSLs/ BRE/NEA/ Micro-generation Council	Kirklees Council	Guidance document on selection of renewable technologies for fuel poverty		Sun Cities – review of solar PV and thermal project evaluation report available. Hard to Treat Homes (HTTH) Programme ongoing in Kirklees using some renewables to address fuel poverty. (Environment Unit) Reviews of other renewables ongoing, including links to review monitoring data from other installations. Mentoring programme and pack materials developed as an extension to Sun Cities, Ashden Project. Continue to investigate feasibility issues e.g. – supply of biomass in locality.
		4.6.2	Address design issues to establish which technology is most suitable for which property or householder.	KC/ Env Unit/ manufacturers/ KNH	Kirklees Council	Installation of most suited technology for householder.		A 'fact sheet' on renewables with general details available from KMC Environment Unit Householder manuals have been produced for householders involved in Sun Cities to explain solar PV and thermal technology. Renewable Energy Toolkit CD Rom for developers/ architects available from KC. CD Rom for project management will be produced in 2007 – output from Ashden Project. Package of comprehensive information on applicability of renewables / low carbon technologies available.
		4.6.3	Secure funding for renewable/ sustainable technology installation projects.	KC/ Env Unit/ DCLG/ KNH/ RSLs/PSH	Kirklees Council/ KES	Installation of more renewable technology. Work toward Kirklees targets on renewables.	Identifying match funding.	'Sun cities Project' – large-scale installation of solar panels to social housing. Regional funding for HTTH. LCBP grant funding available for individual households and communities. Kirklees Council rough guide to grants and incentives. Kirklees Council will cover cost of planning applications.

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4.6	<b>Implement the use of renewable/ low carbon technologies to tackle fuel poverty where best practice.</b>	4.6.5	Tackle the preventative issue of 'payback' to maximise the potential impact of renewables on fuel poverty, micro-financing and equity release possibilities.	KC/ Env Unit/ DCLG/ KNH	Kirklees Council	More householders can afford to install renewable technology.		Opportunities being investigated for joint and large scale procurement to drive down cost. Rough guide to selling back electricity available from Kirklees Council.
		4.6.6	Lobbying on potential barriers to renewable use for fuel poverty alleviation: <ul style="list-style-type: none"> <li>- Shortcomings of present funding stream (LCBP)</li> <li>- Difficulties of householders in obtaining decent price per unit of renewable energy generated and the necessity of switching tariffs which may result in an increase to household bills.</li> <li>- Difficulties of householders obtaining Renewable Obligation Certificates (ROCS).</li> </ul>	Environment Unit/ KNH/BRE/ NEA/ RSLs/PSH	Kirklees Council/ NEA	Improved financial incentives to support fuel poor households.		Kirklees Council input into national and regional forums to secure householder pricing equity for the sale of renewable energy.

**GLOSSARY**

<b>Acronym</b>	<b>Full Name</b>	<b>Additional Information</b>
ACS	Adults and Community Services (Kirklees Council)	
ALMO	Arms Length Management Organisation	
AWSG	Affordable Warmth Steering Group	
CAB	Citizens Advice Bureau	
CAF	Community Assessment Framework	
CCCS	Consumer Credit Counselling Service	
CDU	Corporate Development Unit (Kirklees Council)	Kirklees Council department now renamed Policy & Governance.
CHAS	Catholic Housing Advice Service	Independent housing advice.
CHYPS	Children and Young People's Services (Kirklees Council)	
CSE	Centre for Sustainable Energy	
CU	Credit Unions	
DWP	Department of Work and Pensions	
EEAC	Energy Efficiency Advice Centre	
Env Unit	Environment Unit (Kirklees Council)	
EST	Energy Saving Trust	Government and private sector funded non-profit organisation.
GIS	Geographic Information System	Mapping of a range of information on geographical maps.
GOYH	Government Office for Yorkshire and Humber	
HACKW	Health Action Calderdale Kirklees and Wakefield	Grant fund that finished in April 2006 requiring poor health criteria.
HHSRS	Housing, Health and Safety Rating System	New rating system driving improvements in private sector homes.
HIP	Home Information Pack	Information for house-buyers which will include home energy efficiency certificate.
KBAS	Kirklees Benefits Advice Service (Kirklees Council)	
KC	Kirklees Council	
KCALs	Kirklees Community Advice and Legal Services	
KES	Kirklees Energy Services	Kirklees based energy efficiency advice centre.
KEYS	Kirklees Early Years Service	Delivery of Sure Start agenda.
KFTRA	Kirklees Federation of Tenants and Residents Association	
KIP	Key Information Point	
KNH	Kirklees Neighbourhood Housing	Manage council housing on behalf of Kirklees Council.
KPOS	Kirklees Partnership Outreach Service	
LAA	Local Area Agreement	
LC	Law Centre	
LCBP	Low Carbon Buildings Programme	National funding for use of renewables on individual and community level.
LDF	Local Development Framework	New system of local development planning.
LESA	Landlords Energy Saving Allowance	An income tax allowance for landlords who install energy efficiency measures.
LPSB	Local Public Services Board	
LSC	Learning and Skills Council	
LSP	Local Strategic Partnership	A multi-agency body bringing together the public and private sector, community, and voluntary organisations.
MENCAP		"The UK's leading learning disability charity working with people with a learning disability and their families and carers". Website: <a href="http://www.mencap.org.uk">www.mencap.org.uk</a> .
NEA	National Energy Action	National fuel poverty charity.
NHBC	National House Building Control	
NLN	Neighbourhood Learning Networks	
NRF	Neighbourhood Renewal Fund (Kirklees Council)	
NTL		Telephone/ cable company offering broadband internet access.

GLOSSARY		
Acronym	Full Name	Additional Information
PSH	Private Sector Housing (Kirklees Council)	
PSR	Priority Services Register	Free, optional additional services from energy supplier to those who are eligible. Those who qualify are: people of pensionable age; people with a disability; people with long-term ill health; or people who are blind or have a visual impairment.
RNIB	Royal National Institute for the Blind	
RNID	Royal National Institute for the Deaf	
ROCS	Renewable Obligations Certificate	This is a financial incentive introduced to encourage renewable energy production. At present micro-generators are unable to access.
RSL	Registered Social Landlord	
SAHLP	South Asian Healthy Living Partnership	
SAP	Standard Assessment Procedure	Rating mechanism for energy efficiency of domestic properties.
SSAFA	Soldiers, Sailors, Air Force Association	
SSIPs	Social Services Information Points (Kirklees Council)	
Up and Working		Community Employment Agency based in Huddersfield.
VAK	Voluntary Action Kirklees	Umbrella organisation representing and supporting community and voluntary sector.
VAN	Voluntary Action Network	
VCS	Voluntary and Community Sector	
VIPER	Visually Impaired People Electronic Reader	Name to become Kirklees Transcription Services Jan 2007.
WYFRS	West Yorkshire Fire and Rescue Service	
YEDL	Yorkshire Electricity Distribution	
YHA	Yorkshire and Humberside Assembly	