



DERBY CITY COUNCIL

Derby Home Energy Advice Service

Annual Service Report 2007/08

July 2008

Executive summary

This report outlines the work of Derby Home Energy Advice Service (DHEAS) during the period from 1 April 2007 to 31 March 2008. It details the activity of the Service and gives information on the progress to meet the targets that have been set. It also provides details of the planned activities and targets for the forthcoming financial year, 2008-09.

DHEAS is a Derby City Council service, part of the Renewal and Grants section of Housing and Advice Services based within Derby Advice at the Council House. The DHEAS Team consists of two dedicated staff and was established in October 2000, following on from the successful Derby Energy Awareness Project. The Service provides a 'One-stop Shop' for residents who have any enquiries regarding making energy efficiency improvements to their property. It offers advice on the most cost-effective measures available as well as directing residents to discounts on loft and cavity wall insulation, and high efficiency condensing boilers and heating controls. It also refers owner-occupiers and tenants of private landlords on to the Warm Front Scheme.

DHEAS also co-ordinates the Council's work on promoting domestic energy efficiency, reducing domestic carbon dioxide (CO₂) emissions, and tackling fuel poverty / aiming to achieve affordable warmth for all residents in Derby. The Council has two main targets for domestic energy efficiency and affordable warmth for Derby. These are:

- to improve home energy efficiency by 30% over a 15-year period, starting on 1 April 1996, and
- to make sure that, by 2016, no one will need to spend more than 10% of their annual income on household fuel bills.

There are also annual targets that are set for DHEAS, such as total number of enquiries each year and number of Warm Front jobs in Derby.

Over the past year:

- DHEAS dealt with 3,088 enquiries
- More than 1,700 households got home insulation and/or heating improvements through the Warm Front grant.

The figure for reducing domestic CO₂ emissions is currently being calculated.

To date, since DHEAS started in October 2000, it has dealt with over 21,000 enquiries and, by working closely with other organisations such as Warm Front, has helped over 12,000 people insulate and/or improve the heating in their homes.

Going forward, there will be even more work for DHEAS to do as the new national indicators focusing on carbon dioxide emissions and fuel poverty will increase the profile of, and the need for, the service.

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1 Introduction

This report outlines the work of Derby Home Energy Advice Service (DHEAS) during the period from 1 April 2007 to 31 March 2008. It details the activities of the Service and gives information on the progress to meet the targets set. It also provides details of the targets and planned activities for the forthcoming financial year, 2008-09.

DHEAS Mission Statement is to:

provide Derby residents with advice and information on how to improve the energy efficiency of their homes, and to work towards making sure that all residents can afford to heat their homes.

DHEAS is a Derby City Council service, part of the Renewal and Grants section of Housing and Advice Services based within Derby Advice at the Council House¹. The DHEAS Team consists of two dedicated staff and was established in October 2000, following on from the successful Derby Energy Awareness Project.

The Service provides a 'One-stop Shop' for Derby residents who have any enquiries regarding making energy efficiency improvements to their homes. It gives advice and information on the most cost-effective measures available as well as directing residents to discounts on loft and cavity wall insulation, high efficiency condensing boilers and heating controls, and a wide range of energy-efficient products. It also refers owner-occupiers and tenants of private landlords on to the Warm Front Scheme. Warm Front is a Government scheme that gives grants to cover the cost of energy efficiency improvements for certain groups of people receiving income or disability benefits or credits.

DHEAS co-ordinates the Council's work on promoting domestic energy efficiency, reducing domestic carbon dioxide (CO₂) emissions, and tackling fuel poverty / aiming to achieve affordable warmth for all residents in Derby. The Council has two main targets for energy efficiency and affordable warmth for Derby. These are to improve home energy efficiency by 30% over a 15-year period, starting on 1 April 1996 – see *section 3.3* – and to make sure that, by 2016, no one will need to spend more than 10% of their annual income on household fuel bills – see *section 3.4*. There are also annual targets that are set for DHEAS, such as total number of enquiries each year and number of Warm Front jobs in Derby – see *section 3.5*.

To date, since DHEAS started in October 2000, it has dealt with over 21,000 enquiries and, by working closely with other organisations such as Warm Front, has helped over 12,000 people insulate and/or improve the heating in their homes.

¹ Housing and Advice services is currently part of the Corporate and Adult Services Directorate

2 Derby Home Energy Advice Service

Derby Home Energy Advice Service (DHEAS) has been set up to co-ordinate the Council's work on promoting domestic energy efficiency, reducing domestic CO₂ emissions and tackling fuel poverty / aiming to achieve affordable warmth for all residents in Derby. The work can be split in to two parts: the day-to-day work of the Service, and the strategic work.

2.1 The history/background of DHEAS

DHEAS is a Derby City Council service, part of the Renewal and Grants section of Housing and Advice Services based within Derby Advice at the Council House. The DHEAS Team consists of two dedicated staff and was established in October 2000, following on from the successful Derby Energy Awareness Project - DEAP. DEAP started in 1996 and was a three-year project involving Derby City Council, National Energy Action and East Midlands Electricity. Its aim was to promote energy awareness especially amongst the fuel poor. It did this through offering energy advice to residents, giving presentations to community groups, working with the local media, holding events and exhibitions, running energy awareness training for Council staff and community groups / organisations, and promoting local and national grant schemes.

2.2 The day-to-day work of DHEAS

Since it started, DHEAS has been providing Derby householders with a 'One-stop Shop' service for all their home energy efficiency enquiries. The Service primarily provides advice and information on the most cost-effective measures available as well as directing residents to discounts on loft and cavity wall insulation, high efficiency condensing boilers and heating controls, and a wide range of energy-efficient products. DHEAS also refers owner-occupiers and tenants of private landlords on for the Warm Front Scheme. Warm Front is a Government scheme that gives grants to cover the cost of energy efficiency improvements for certain groups of people receiving income or disability benefits or credits.

In addition to the above DHEAS:

- provides training for internal and external frontline staff
- gives talks and presentations to residents, community groups and frontline workers
- offers a free home energy report that provides householders with an energy rating on their property and details of how they can improve its energy efficiency
- runs and organises home energy efficiency events. This is through energy advice surgeries, libraries advice sessions, mobile energy trailer events or attendance at other events, such as the Council's Eco-Fest.

DHEAS promotes its service through all main media, various magazines and through dedicated pages on the Council's website. We also distribute our annual 'Affordable Warmth Bulletin' to every household, which details the main schemes available, encourages residents to contact DHEAS, and offers residents the chance to win energy efficient prizes.

2.2.1 DHEAS activity

There are two main strands to the work that DHEAS carries out: office based work and outreach work.

2.2.1.1 Office based: advice line, referrals

DHEAS is primarily an office-based service. Dealing with calls, as well as letters and emails, and making referrals are all achieved through work carried out at the office. The two main activities are:

- **advice line** - the vast majority of enquiries that DHEAS deals with are through the dedicated helpline. This helpline is open from 8.30am to 5pm Mondays to Thursdays, and from 8.30am to 4.30pm on Fridays. Residents can also call in to Derby Advice reception, which is open from 10am to 4pm, Monday to Friday, for face-to-face advice.
- **post, emails and referrals** – all correspondence is dealt with as it arrives, and we also forward referrals to the appropriate organisations so that they can deal with residents' enquiries.

For people who telephone us we either give them the appropriate information over the telephone or take their details and send out the relevant information. For initial enquiries, we tend to send out our 'scheme sheet'. This provides Derby City residents with the latest information on the grants and discount schemes currently available to them. This is regularly updated to make sure the information is as up-to-date as possible.

To make sure that the service operates to a high standard, we follow the Council's customer service standards. We have also signed up to the nationally recognised domestic energy efficiency code of practice. This provides a good practice standard for the whole of the energy efficiency advice industry – from advice specialists, such as advice centres and energy suppliers, to those for whom advice is more marginal, such as installers and retailers. It has been developed so that consumers can be assured of accurate and relevant energy efficiency advice and information. We are currently one of only five councils to have signed up to the code.

2.2.1.2 Outreach: events, presentations, home visits

While office-based work takes up the majority of our work, it is important that we publicise the service we provide, and make residents aware of the grants and discounts available to improve home energy efficiency. We do this in a number of ways:

- **events** – we organise a number of our own events, which include monthly energy advice surgeries and mobile energy advice trailer days, as well as attending other events, such as the Council's Eco-Fest
- **presentations** – we offer a presentation package to community groups, which lets them know about current grants and discount schemes. These

groups include Women's Institutes, Live-at-home schemes, and other self-help groups.

- **home visits** – as most of our work is office-based, and this work takes up the majority of time and resources, home visits currently are kept to a minimum. However, there are circumstances where we do carry out home visits. These are usually when we get a request from frontline workers, either from within the Council, or from external organisations such as the Primary Care Trusts. These tend to be health related cases and are joint visits.

2.2.2 Marketing

The promotional work that DHEAS carries out forms a key element in our activity. We use a variety of activities in an attempt to reach as wide an audience as possible. The primary tool is our annual Affordable Warmth Bulletin that goes to the majority of households in Derby. This has been delivered both as a 'stand alone' publication hand-delivered to every household, as well as part of a local free newspaper. In recent years we have also produced an energy efficiency guide/calendar that has been delivered to the majority of households as an insert in one of our local free newspapers. Table 1 shows the level of response to the publications.

Table 1 – Main publications and numbers of respondents to 31 March 2008

Publication	Respondents 2001-07	Respondents 2007-08	Total
Affordable Warmth Bulletin	8,910	380	9,290
Energy Efficiency Guide / Calendar	570	90	660
Total each year	9,480	470	9,950

Every year we evaluate the success of our marketing and this helps us to develop a new strategy for the following year – see *section 9 Marketing plan 2008-09 for the latest plan*.

By planning our marketing we can adjust how and where we best target our resources in order to meet the targets we set for the Service – see *3.5 for details of DHEAS service targets*.

2.3 Strategic work

The strategic work can be split in to two parts: the work to reduce domestic CO₂ emissions as part of the Council's Home Energy Conservation Act duty and; the work to tackle fuel poverty and achieve affordable warmth for all residents in Derby.

2.3.1 Home Energy Conservation Act

The primary reason for establishing DHEAS was to continue the Council's commitment to meeting the CO₂ reduction target that it had set in its Home Energy Conservation Act (HECA) report published in 1996. This report outlined

the Council's strategy for making a 31% improvement² in the energy efficiency of domestic properties over a 15-year period, starting on 1 April 1996. The Home Energy Conservation Act of 1995 requires each local council with a responsibility for housing to draw up strategies to improve the energy efficiency of the domestic sector in their area and to report annually on progress – see 3.3 for details of progress made to date.

2.3.2 Affordable Warmth

We published Derby's Affordable Warmth Strategy in September 2002 as part of the Council's overall work to address the issue of fuel poverty. The Strategy outlined how the Council would work in partnership to tackle fuel poverty. A household is usually said to be in fuel poverty when 10% or more of annual income is spent on fuel bills.

The key objectives of the Strategy were to make sure that no-one in Derby suffers from fuel poverty, that excess winter deaths were significantly reduced, and that all residents could afford to heat their homes adequately.

The Council stated at the time of the publication of Derby's Affordable Warmth Strategy that our aim was to eradicate fuel poverty by 2016, or 2020 at the latest. The initial target was to take 3,500 households out of fuel poverty by March 2004. There would then be a yearly target of 1,500 households taken out of fuel poverty – see 3.4 for details of progress made to date.

² Now amended to a 30% improvement

3 Meeting targets

The three main areas that we set annual targets for are: DHEAS activities, domestic energy efficiency improvements as part of HECA, and the number of households taken out of fuel poverty.

3.1 DHEAS service targets

DHEAS has its own service targets to meet in addition to the targets set to reduce CO₂ emissions and the number of households suffering from fuel poverty. Table 2 shows the targets set each year for enquiries and the actual number we dealt with.

Table 2 - DHEAS targets and actual enquiries to 31 March 2008

	2001-07	2007-08	Total
Target number of general enquiries dealt with	16,450	3,000	19,450
Actual number of general enquiries dealt with	18,315	3,088 ³	21,403

We also monitor a range of other performance indicators to make sure we achieve the overall target of total number of enquiries – detailed in Table 3 below.

Table 3 – DHEAS performance indicators April 2001 to March 2008

	2001-07	2007-08	Total
Warm Front referrals directly from DHEAS	5,255	637	5,892
Actual Warm Front jobs in Derby	9,372	1,749	11,121
Home Energy Checks / verbal advice / pledge cards – from DHEAS	3,940	801	4,741
Home Energy Checks / verbal advice / pledge cards – total for Derby	3,593	1,029	4,622
Number of events held	189	29	218
Presentation attendees	1,440	127	1,567
Training attendees (all training)	168	19	187
Visitors to Derby Advice	568	218	786
Event attendees ⁴	3,972	962	4,934

³ Figure doesn't include the number of enquiries from the Normanton/Arboretum wards.

⁴ Not counted in the overall enquiries totals.

DHEAS has consistently exceeded its targets. Since DHEAS started in October 2000, it has dealt with over 21,000 enquiries and, by working closely with other organisations such as Warm Front, has helped over 12,000 people to get insulation and/or heating improvements.

3.2 Fighting Fuel Poverty training

We have been delivering a training course specifically designed for frontline staff, both within the Council and outside, entitled 'Fighting Fuel Poverty' since 2004. The aim of the course is to make sure that frontline staff have enough knowledge and skills to identify people living in fuel poverty and what to do when they find them. The course looks at how energy is used in the home, saving energy and using it efficiently, the problems of poor home energy efficiency, solutions to the problems of poor home energy efficiency and fuel poverty, and what can be done to help people to be warmer in their homes.

The course is part of the Derby Advice training programme, which also offers courses such as 'Introduction to Welfare Rights' and 'How to do a benefits check'. Table 4 below shows the totals number of people that have attended the training since April 2004 against targets set for each year.

Table 4 – Total number of staff attending Fuel Poverty training 2004-08

	2004-07	2007-08	Total
Target number of training attendees	150	30	180
Actual number of training attendees	140	19	159

3.3 Domestic energy efficiency – HECA targets

The Council has set itself the target of a 2% improvement in domestic energy efficiency each year for the 15 years from April 1996 to March 2011. This will result in a total improvement of 30% over the period. The table and chart below show the Council's progress against targets set in the Home Energy Conservation Act Strategy published in 1996.

Chart 1 – Progress on HECA target to March 2007

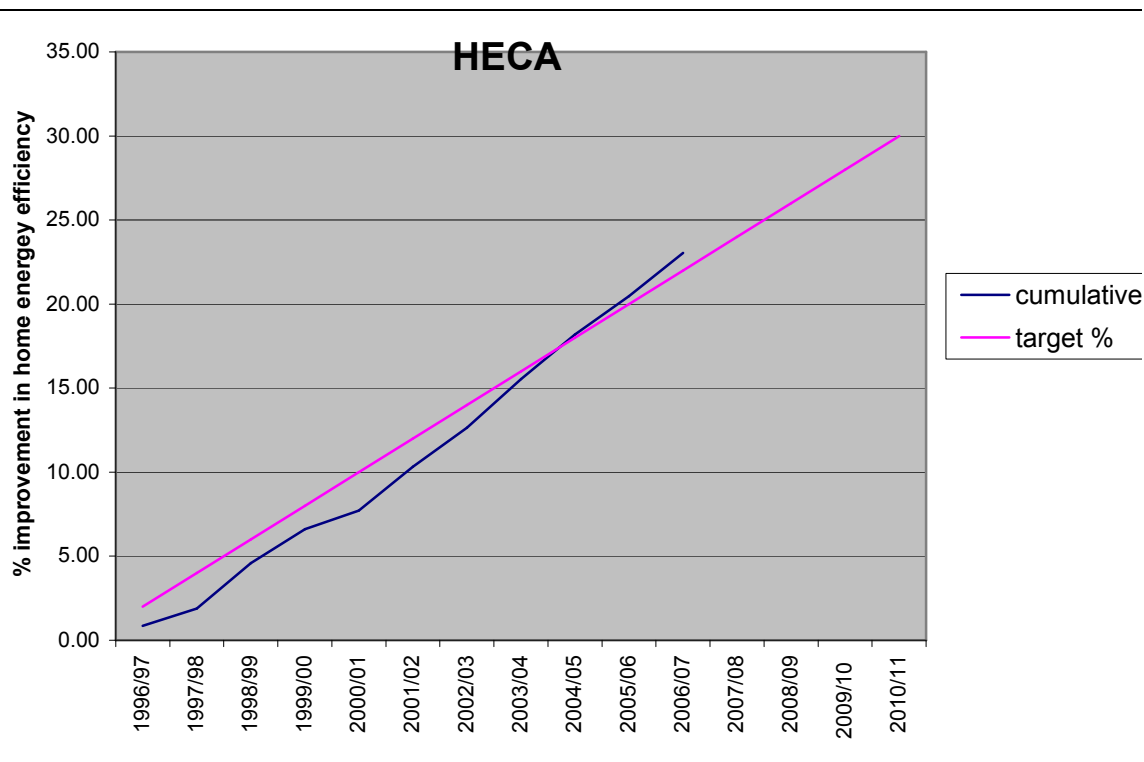


Table 5 –% improvement in domestic energy efficiency to March 2007

Year	% improvement			Energy saved		
	Annual	Cumulative	Target %	Annual	Cumulative	Target
1996-97	0.85	0.85	2	104,550	104,550	246,000
1997-98	1.04	1.89	4	128,052	232,602	487,080
1998-99	2.75	4.59	6	331,854	564,456	726,167
1999-2000	2.12	6.61	8	248,794	813,250	962,734
2000-01	1.18	7.71	10	135,318	948,568	1,192,713
2001-02	2.54	10.32	12	320,397	1,268,965	1,417,849
2002-03	2.60	12.65	14	287,077	1,556,042	1,640,375
2003-04	3.29	15.52	16	353,365	1,909,407	1,856,545
2004-05	3.15	18.18	18	327,170	2,237,779	2,214,000
2005-06	2.79	20.47	20	281,052	2,517,629	2,460,000
2006-07	3.24	23.04	22	316,669	2,834,298	2,706,000
2010-11			30			3,690,000*

* target

3.4 Affordable Warmth targets

The Council stated at the time of the publication of Derby's Affordable Warmth Strategy in 2002 that we aimed to eradicate fuel poverty by 2016, or 2020 at the

latest. The initial target was to take 3,500 households out of fuel poverty by March 2004. There would then be a yearly target of 1,500 households taken out of fuel poverty.

In June 2007 we produced the fifth annual report on progress under Derby's Affordable Warmth Strategy. This report, covering the period from 1 April 2006 to 31 March 2007, provided an update on actions since the previous year's progress report and highlighted the key areas for attention during the following year. The report stated that the estimated number of households in fuel poverty in Derby had fallen by over 10,000 since March 2001 - down to just over 18,000 by March 2006. Much of this reduction has been due to the number of households helped through the Warm Front grant and through the Derby 'Homes Pride' programme of works. Table 6 details the estimated number.

Table 6 – Estimated number of households taken out of fuel poverty 2001-07

Year	Owner occupier	Private tenant	Derby Homes	Housing association	Total for year
2001-02	680	50	447	224*	1,401
2002-03	994	116	1,349	224*	2,682
2003-04	682	95	2,908	224*	3,909
2004-05	763	111	2,095	224*	3,193
2005-06	526	43	994	224*	1,786
2006-07	626	55	496	224*	1,401
Total to date	4,271	470	8,289	1,344*	14,372

* based on an assumed 10% improvement

Table 7 below shows progress to date, and includes the estimated percentage of fuel poor households in Derby. This figure has been revised in line with the information produced by the Centre for Sustainable Energy. The figure is likely to rise over the coming year due to increased gas and electricity prices.

Table 7 – Number of Derby households in fuel poverty 2001-07

Year	Households suffering from fuel poverty	Households taken out of fuel poverty	Households still in fuel poverty	% Households still fuel poor
March 2001	27,587			28.03
2001-02		1,400	26,187	26.61
2002-03		2,682	23,505	23.88
2003-04		3,908	19,597	19.91
2004-05		3,192	18,408	18.70
2005-06		1,786	18,151	18.44
2006-07		1,401	18,217	18.51
	Revised figure	4,441	13,777⁵	14.00

3.5 DHEAS targets for 2008-09

The targets in Table 8 have been based on last year's challenging figures.

Table 8 – DHEAS targets for 2008-09

	2008-09
DHEAS:	
• total enquiries	3,000
• number of events	30
• presentation attendees	150
• Fighting Fuel Poverty training attendees	30
Domestic energy efficiency target	2% annual improvement
Affordable Warmth target	1,000 households taken out of fuel poverty

4 Service reviews

The Council has carried out a number of service reviews to make sure that DHEAS is providing a comprehensive, cost-effective and valuable service. The Service has been scrutinised at the Member level, has been reviewed for householders' awareness of the Service we provide, and we have also carried out a customer satisfaction survey.

4.1 Overview and Scrutiny Commission

The Council's Overview and Scrutiny Commissions have been set up to act as checks and balances on the Council Cabinet, holding it to account for its decisions, as well as to review and help to develop Council policies to ensure that they have a positive impact on the people of Derby.

4.1.1 Environment and Sustainability Overview and Scrutiny report 'Home Energy Conservation – How's Derby Doing?'

Between October 2002 and March 2003 the Council's Environment and Sustainability Overview and Scrutiny Commission reviewed DHEAS. The title of the review was 'Home Energy Conservation – How's Derby Doing'. The Terms of Reference were '*to review the home energy policy of Derby City Council and consider the targets and progress*'. In order to contribute a near comprehensive range of perspectives to the review, the Commission met on nine occasions to undertake twelve evidence-gathering interviews with a total of seventeen witnesses. In addition, surveys were carried out to find out the knowledge levels of older residents and of voluntary and community organisations about home energy generally and of private landlords regarding the Warm Front scheme.

The final report was published in 2004. One of the key findings was that the funding of two dedicated full time staff shows the corporate commitment of Derby City Council to home energy conservation, and that the volume and range of activity provided by the in-house team is excellent.

The report made a number of recommendations about how home energy conservation, and associated work, could be developed in the future. The main recommendation was to make sure that the Council maintains its commitment to home energy and its aim to achieve affordable warmth for all. Other recommendations included a commitment to current staffing levels, as well as continuing to make resources available for promotional work that DHEAS carries out.

4.2 Householder awareness of DHEAS

Householder awareness of DHEAS has been assessed using two main sources: the Derby Pointer Citizens' Panel and; the HECAMON survey.

4.2.1 Derby Pointer Citizens' Panel

The Council set up the Derby Pointer Citizens Panel in 1998 to consult and involve local people in our decision making process. The Panel is made up of

1,000 local people, randomly selected from the Post Office Address (PAF) file with the same 'profile' as the city in terms of age, ethnic background, employment and a number of other factors. Panel members get four questionnaires a year, asking for their views on various issues, such as budget priorities and how to improve services. The Home Energy Advice Service has been reviewed three times, first in August 2001, then in May 2004 and again in October 2007. In 2001, 48.4% of respondents were aware of the Council's service; in 2004, the figure was 52.9%; and in 2007 the figure was 50.4%.

4.2.2 HECAMON survey data

We have used the Building Research Establishment's HECAMON computer software to gather data for the annual HECA report since 2001. This enables us to gather random sample data, either through a telephone or postal survey, on the energy efficiency improvements made to all the housing stock within Derby. We have gathered this data by sending out an annual questionnaire to a random sample of 2,500 households on the Council Tax register. To make the sample significant, we enter at least 400 questionnaires. As Table 9 shows, awareness of DHEAS has been consistent over recent years.

Table 9 –% awareness of DHEAS: from HECAMON surveys 2001-07

Year	HECAMON survey –% awareness of DHEAS
2001	37.62
2002	47.15
2003	46.67
2004	50.62
2005	51.90
2006	50.49
2007	54.52

4.3 Customer satisfaction surveys

We sent out a postal questionnaire to a sample of 300 residents who had contacted us during the period 1 April 2007 to 31 March 2008. The survey included questions on whether the residents were satisfied or dissatisfied with DHEAS, how they had heard about DHEAS, how they had contacted us, the service they had received from other organisations, together with questions about gender, race and disability. We numbered each questionnaire so that we provided confidentiality. As an incentive to complete and return the questionnaire, householders were offered four energy-saving lightbulbs⁶. This appeared to work as a total of 65 (22.2%) questionnaires were returned.

The results were very encouraging. Table 10 illustrates that almost 85% of respondents were either very satisfied or satisfied with the service that DHEAS provides.

⁶ Energy-saving lightbulbs provided free to the Council by Powergen (now Eon).

Table 10 – Customer Satisfaction Survey: satisfaction with DHEAS overall

		Frequency	Percent	Cumulative Percent
Valid	Very Satisfied	26	40.0	40.0
	Satisfied	29	44.6	84.6
	Neither satisfied nor dissatisfied	8	12.3	96.9
	Dissatisfied	2	3.1	100
	Very dissatisfied	0	0	100
	Total	65	100	100
	Missing Value	0	0	0
Total		65	100	100

The other data gathered from the survey will help us to improve the service. For example, we aim to: make sure that residents know about all the grants and discount schemes available; refer people on to other agencies see if they are eligible for income and disability benefits and: work with Derby Homes and the housing associations so that their tenants can benefit from improved energy efficiency. We will be carrying out another survey in May 2009 to cover the period 1 April 2008 to 31 March 2009.

5 Partnership working

Partnership working has always been an important factor in the success of DHEAS. In previous years, this has meant that we have needed to work particularly closely with the Warm Front Team and the fuel suppliers, as well as with other council departments. In more recent years, with the issue of fuel poverty becoming more acute, this has meant that we have had to work much more closely with frontline staff – most notably our own Social Services as well as key health professionals.

5.1 Internal partnerships and joined-up working

The key internal partners that DHEAS works with includes:

- Derby Advice – which includes the Council’s Welfare Rights Team and Money Advice Team
- Climate Change Unit
- Renewal and Grants
- Derby Homes
- Derby Benefits
- Social Services
- Housing Strategy and Development Team
- Consultation and Communication Team and
- Area and Neighbourhood Unit and.

The Affordable Warmth Steering Group has also helped to consolidate the working relationships across the council. This group consist of colleagues from various departments including representatives from many of the above.

As well as tackling fuel poverty and affordable warmth directly through the work of Derby Home Energy Advice Service, DHEAS, the Council also continues to address the issue through other Council strategies. These include the:

- Housing Strategy – home energy efficiency continues to play a big part in the Council’s overall housing service
- Corporate Plan 2007-2010 – efforts to tackle fuel poverty and improve home energy efficiency are addressed under the key priority of ‘Leading Derby towards a better environment’.

The Council’s fuel poverty work will also continue to be developed through the day-to-day links with other activities and initiatives including:

- New Deal for Communities
- Neighbourhood Renewal Strategy
- Sure Start / Children’s Centres
- Supporting People.

5.2 Warm Front

Warm Front is a Government funded initiative that helps to improve the warmth and comfort of people's home with a range of insulation and essential heating measures. People who own their home or rent from a private landlord, and receive a qualifying income or disability related benefit or credit, could be entitled to have a range of insulation and essential heating measures installed in their home for free. Since June 2005 this grant has been up to the value of £2,700.

The Council has worked very closely with the Warm Front Team to make sure that as many people in Derby know about the help available through the scheme. The principal way that the Warm Front grant has been promoted in recent years has been through a mail out to all owner occupiers and tenants of private landlords claiming Council Tax Benefit or Housing Benefit. As Table 11 shows, over 6,000 people have been helped in this way since 2002.

Table 11 – Number of households referred to Warm Front by DHEAS 2002-08

Mail out date	Private tenants	Owner occupiers	Total number referred to the Warm Front Team	% respondents referred to the Warm Front Team
Aug-Oct 02	291	1,376	1,667	20.84%
Sept-Oct 03	173	652	823	13.03%
Mar-May 04	109	474	562	9.69%
November 04	184	611	765	13.19%
November 05	176	980	1,146	12.13%
November 06	151	573	724	7.65%
October 07	132	390	522	5.49%
Totals	1,216	5,056	6,209⁷	Ave 11.4%

As Table 12 below shows, over 10,000 people had the Warm Front grant in Derby between June 2000 and 31 March 2007.

Table 12 – Number of Warm Front grants in Derby 2001-08

Year	Private tenants	Owner occupiers	Total number of Warm Front Grants ⁸
2000-01	4	195	217
2001-02	109	1,410	1,742
2002-03	230	1,990	2,227
2003-04	190	1,364	1,555
2004-05	234	1,591	1,825
2005-06	95	1,169	1,265
2006-07	121	1,576	1,697
2007-08	108	1,648	1,749
Totals	1,106	10,943	12,277

⁷ Fewer than the total of all referral forms returned by owner-occupiers and private tenants because some were not eligible.

⁸ Figures for 2000 and 2001 include social housing tenants.

As Table 13 shows, over £7.7 Million of Warm Front funds have been spent in Derby between June 2000 and 31 March 2008.

Table 13 – Warm Front funds spent in Derby 2001-08

Year	Housing Associations	Derby Homes	Private tenants	Owner occupiers	Warm Front funds spent in Derby
2000-01	£3,388	£881	£847	£40,304	£45,420
2001-02	£17,019	£17,339	£19,842	£487,967	£542,167
2002-03	£604	£2,934	£61,051	£940,204	£1,004,793
2003-04	£0	£465	£80,463	£930,123	£1,011,051
2004-05	£6	£0	£83,702	£977,759	£1,061,467
2005-06	£0	£0	£104,513	£1,037,061	£1,141,574
2006-07	£0	£0	£126,383	£1,356,085	£1,482,468
2007-08	£0	£0	£89,565	£1,360,833	£1,450,398
Totals	£21,017	£21,619	£566,366	£7,130,366	£7,739,338

5.2.1 Warm Front 2

The Warm Front grant changes in June 2005 have improved the measures available for residents. As well as a bigger grant, and central heating being available to all eligible households, the scheme has aimed to take each property to reach a level an energy rating of 'SAP'⁹ 65 or above¹⁰.

The Government has committed an extra £140 million for Warm Front, with annual spending on fuel poverty set to rise to £251 million in 2007-08. The extra funding and the greater flexibility allowed over the technologies needed to address fuel poverty in hard-to-treat properties should make a big difference the number of households taken out of fuel poverty.

5.3 Fuel suppliers

All of the main fuel companies have to meet energy saving targets in order to sell gas and electricity to customers. They meet these targets by claiming the energy-savings from specific measures, so for example, for every energy-saving lightbulb they give out, they claim an carbon-saving figure. The main measures / products they have offered in the past year have included:

- loft and cavity wall insulation discounts
- energy-saving products, primarily energy-saving lightbulbs.

Since April 2008 the fuel suppliers have been working to meet these targets through the 'Carbon Emissions Reduction Target (CERT) and this will run until March 2011.

⁹ SAP stands for Standard Assessment Procedure – the agreed method of calculating the energy rating of a home.

¹⁰ The SAP scale is from 1 to 100, with 100 being the most energy efficient.

5.4 Nottingham and Derbyshire Energy Efficiency Advice Centre

The Nottingham and Derbyshire Energy Efficiency Advice Centre (EEAC) is part of a national network of 52 EEACs part-funded by the Energy Saving Trust to provide advice and information on home energy efficiency, transport and renewables. The Notts/Derbys EEAC is based in Buxton and works with the Council in a number of ways, from supporting some of our events, through to managing the 'Magic' schemes, which offer discounts on high efficiency boilers, controls, showers and solid wall insulation. The Service Level Agreement that we have with the EEAC means that we can claim payments for some of the advice we provide to our customer.

5.5 National energy action

National energy action (NEA) was a key partner in the development of the Derby Energy Awareness Project that ran in Derby from 1996 to 1999. This relationship continues to grow and we work closely with NEA to develop projects and contribute to their work, through, for example, regional and national seminars.

5.6 Health sector

Engaging the health sector in energy efficiency is a difficult task, both at the local and national level. However, we have had some success to date. We worked with the PCTs and other councils in Southern Derbyshire on two health initiatives in 2004. In June 2004, 50,000 'business cards' with Derby Home Energy Advice Service contact details on were delivered to all the pharmacies in Derby and these were given out with over-the-counter medicines. We also worked with the four other councils and health professionals in Southern Derbyshire, and the Warm Front Team, to produce a warm homes information leaflet / self-referral leaflet. Over 1,000 leaflets were sent out to GPs' surgeries and the two hospitals in the city. The aim will be to develop the scheme to involve district nurses and health visitors.

5.7 Other partners

DHEAS works with many other partners to make sure that we can provide the best service for Derby residents. In particular, we work closely with other councils in the East Midlands, through two established partnerships: the Nottinghamshire and Derbyshire Local Authorities' Energy Partnership, and the East Midlands HECA Forum. Both of these provide excellent channels for the sharing of best practice and joint working.

6 Special projects

6.1 Warm Homes for Normanton project

Between October 2007 and December 2008, we worked with local organisations, groups and residents in the Normanton area of Derby to deliver the Warm Homes for Normanton Project. The aim of the project was to make sure that people in the area were able to heat their homes. The project was funded through the Normanton programme, with money coming from the European Commission through its European Regional Development Fund URBANII community initiative and the national government's Single Regeneration Budget Round 6 programme.

We employed a dedicated home energy advisor for the area, who worked with the community and advised on home energy grants, on the best tariffs for gas and electricity, gave talks to local groups about home energy grants, trained local people to be 'Energy Champions', offered home visits to discuss energy efficiency measures and referred people to other agencies.

The project was very successful, with lots of people finding out how to make their homes more energy efficient. Key outcomes included:

- over the life of the project 64 homes were visited
- 187 homes were improved, with around £60,000 external funds levered in
- 11 staff from organisations / agencies were trained in fuel poverty
- the resident satisfaction survey indicated that overall the majority of residents that had contact with the Project were either satisfied or very satisfied with the service they received
- fuel poverty level at the end of the Project was estimated to be around 21.5%
- the Project spent and delivered outputs within the project forecasts.

Table 14 below shows the key targets of the project and the level actually achieved.

Table 14 – Warm Homes for Normanton: Key targets and levels achieved

Output	Target	Level achieved
Number of home visits	50	64
Number of people's homes improved to make them more energy efficient	300	187
Number of agency reps trained in fuel poverty	15	6
Number of residents trained in fuel poverty	15	5

The project was designed to 'kick start' the process of eradicating fuel poverty in the Normanton area by establishing a referral system, educating and raising the awareness of residents and agencies, creating a network of local people who are willing to champion affordable warmth grants, bringing levels of fuel poverty down to the same level as the city and establishing the most effective method of communicating with residents. A lot of good work took place and many homes benefited from the grants, discounts and advice that came from the work of the Home Energy Advisor. The DHEAS Team is now much better placed to tackle fuel poverty in the area.

7 Financial aspects

The next section looks at how DHEAS is funded and the external funding that is levered in to Derby.

7.1 DHEAS Budget

The budget for DHEAS comes from the Renewal and Grants budget, managed by Martin Gadsby, Private Sector Housing Manager.

Table 15 – Revenue costs of providing DHEAS 2003 to 2007

	2004-05	2005-06	2006-07	2007-08
Revenue Costs	£77,504	£79,830	£82,225	£84,692
Less Income	£2,800	£2,300	£1,650	£1,700
Net Revenue Costs	£74,704	£77,530	£80,575	£86,391

Table 16 – Actual spend in 2007-08

Expenditure		
Marketing / promotions		£7,769
Events		£657
Mailings		£3,137
Training		£1,454
Subs / conferences		£3,356
IT / office supplies / photocopying		£922
Misc		£0
	Total Expenditure	£17,294
Income	Total income	£1,700
	Total spend	£15,594

8 Future opportunities, challenges and activities

8.1 Opportunities

DHEAS now provides a well-established, comprehensive, effective and efficient service. In order that the Service continues to deliver, we need to make sure we continue to work to our strengths. Table 17 below outlines the key issues.

Table 17 – SWOT analysis of DHEAS

SWOT Analysis
<p>Strengths</p> <ul style="list-style-type: none">• Well trained and dedicated staff giving high quality advice• High quality customer service given and good customer satisfaction• Good premises and working environment• Well supported by Derby Advice Admin Team• Delivery of high quality Fuel Poverty training• Delivery of area-specific projects, for example Warm Homes projects• Accessible services• Excellent relationships with other departments and external bodies• Strong relationship with Welfare Rights• High profile and well regarded locally, regionally and nationally• Comprehensive and well used website• Wide range of drop-in sessions / events delivered• High quality publications distributed.
<p>Weaknesses</p> <ul style="list-style-type: none">• Limited cover at certain times of the year• Referral procedure to / from others needs to improve• Limited renewables / schools expertise• Lack of funding available to directly help customers• Limited resources – unable to provide home visits / surveys to residents
<p>Opportunities</p> <ul style="list-style-type: none">• Higher profile because of greater interest in Climate Change• Higher profile through delivery of Decent Homes Standard• Closer working with Renewal and Grants through delivery of Decent Homes Standard• New area and neighbourhood working• Train and influence other DCC departments• Customer Service Centre• Change of political leadership at local level / change of political priorities
<p>Threats</p> <ul style="list-style-type: none">• 'Fit' within Corporate and Adult Services Directorate• Customer Service Centre and corporate demands• Risk of being split from Derby Advice (with development of Community Legal Advice Centre)• Higher demand on service because of greater interest in Climate Change• Change of political leadership at local level / change of political priorities.

8.2 Developments during 2008-09

These achievements look likely to continue. However, there are a few recent developments that will, or may, affect the delivery of the service...

8.2.1 National Performance Framework

The most important influence on the work of DHEAS over the next few years will be the new national performance framework. In the local government white paper, *Strong and prosperous communities*, the Government committed to implementing a new streamlined performance framework. The backbone of the new framework is the 198 indicators against which local government will need to report its performance from April 2008. The two key indicators affecting the work of DHEAS are: NI 186 – Per capita reduction in CO₂ emissions in the LA area; and NI 187 – Tackling fuel poverty % of people receiving income based benefits living in homes with a low and high energy efficiency rating.

8.2.1.1 NI 186 – Per capita reduction in CO₂ emissions in the LA area

In the Climate Change Programme 2006, the Government stated its commitment to ensure the local Government framework will include an appropriate focus on action on climate change, sufficient to incentivise more authorities to reach the levels of the best. The Government also committed to give greater flexibility to deliver on national priorities in the most cost effective way for that locality. This indicator relies on centrally produced statistics to measure end user CO₂ emissions in the Local Area from business and public sector, domestic housing, and road transport.

8.2.1.2 NI 187: Tackling fuel poverty % of people receiving income based benefits living in homes with a low and high energy efficiency rating

This indicator is designed to measure progress in tackling fuel poverty through the improved energy efficiency of households inhabited by people claiming income-based benefits. It will measure the proportion of households on income related benefits for whom an energy assessment of their housing has been carried out, living in homes with low energy efficiency and high energy efficiency.

8.2.2 City-wide, all-tenure insulation scheme

We are currently looking at working with one of the main fuel suppliers and/or an agent to deliver a city-wide, all tenure insulation scheme that will target every household in the city. The aim is that initially one ward will be chosen as a pilot, with the aim to roll out the scheme over the coming months.

8.2.3 Landlord Accreditation / EPCs

We will be working closely with the Landlord Accreditation team at the Council to launch and run the Landlord Accreditation Scheme in Derby. This work will involve DHEAS advising landlords and tenants about home energy efficiency and providing information on Energy Performance Certificates.

8.2.4 Decent Homes standard for the private sector households

Thermal comfort is a key component of the Decent Homes Standard for vulnerable households in the private sector and many properties will fail to meet the standard through lack of insulation, and / or lack of an efficient heating system. Although Decent Homes is no longer a Government priority, the Council will continue to make homes decent as and when the need is identified. There will continue to be many properties needing home energy advice and information, as well as assistance to improve the energy efficiency of their homes.

8.2.5 Service improvements

- **Customer Service:** We will aim to make sure that we address the main reasons cited in our customer satisfaction survey for residents not making energy efficiency improvements. These include: making sure that residents know about all the grants and discount schemes available; referring people on to see if they are eligible for income and disability benefits and: working with Derby Homes and the housing associations so that their tenants can benefit from improved energy efficiency.
- **Cross-service working:** to make sure that we can deliver on the new National Indicators we will work even more closely with other departments across the Council and externally. This will include regular communication with Council teams such as the Climate Change Unit, and with external organisations such as Derby Homes and the housing associations.

8.2.6 External funding

We are currently investigating the opportunities to get external funding for future projects. The main opportunities are through the Local Area Agreement and we will aim to make sure that energy efficiency and fuel poverty issues are considered in all the relevant National Indicators that Derby has chosen in its main 35.

8.2.7 Renewables opportunities

We plan to raise the profile of renewables technologies during the coming year. This is mainly due to rising fuel prices and the increased demand for renewables advice and information. The feasibility study looking at renewables in Osmaston area of the city will help to inform future developments.

8.2.8 Engaging the Health sector

Engaging the health sector in home energy efficiency and fuel poverty is recognised nationally as vital yet difficult. We have made some progress, for example, working closely with the PCT to look at excess seasonal deaths, sending out home energy information to all Surgeries in the city and participating in the Public Health conference. We also continue to give talks to hospital staff and encourage health staff to attend our Fighting Fuel Poverty training. We will continue to consult with health professionals to identify opportunities of joint working, for example through initiatives such as the 'First Contact' approach.

We also hope to support Derby PCT with their flu jab mailout. The PCT is planning to include information about the Warm Front scheme and we will liaise with GP surgeries to see how we can reinforce the keeping warm message.

9 Marketing plan 2008-09

2008-09	2008											2009		
Activity	April	May	June	July	August	September	October	November	December	January	February	March		
ONE OFFS														
HECAMON	Post Qs	Qs returned	Qs entered											
Liberation Day														
Derby Garden Show														
Public Health Event														
Benefits Take-up campaign														
Warm Front CTB/HB Mailout														
Flu jab initiative														
Libraries Tour														
Energy Eff Week														
Affordable Warmth Bulletin														
Energy Efficiency Guide														
Warm Homes Campaign														
ON GOING														
Press releases														
EA Sessions														
Presentations														
Possibilities														
Promotion via DA reception														
City-wide insulation scheme														
Promotion via CALC														

10 Action plan 2008-09

Objectives	Key tasks	Partners	Target/outputs	Timescale	Responsibility
1. Produce Annual Service Report	Collate all information	Internal staff	Production of Report	July 2008	HEAM
<i>Progress to date: This report.</i>					
2. Carry out HECAMON postal survey	Liaise with printers, send out survey questionnaire to 2,500 residents and enter data when returned	Local printer, DAAT	400 useful questionnaires returned	July 2008	HEAM, SHEO
<i>Progress to date: Questionnaires returned and ready to be input.</i>					
3. Produce HECA figures	Collate all information	Internal departments, Derby Homes, Warm Front Team, fuel suppliers, housing associations, Notts/Derbys EEAC	Home energy efficiency improvement figure for 2007-08	July 2008	HEAM
<i>Progress to date: Started gathering data.</i>					
4. Produce annual fuel poverty figures	Collate all information	Internal departments, Derby Homes, Warm Front Team, fuel suppliers, housing associations, Notts/Derbys EEAC	Number of households taken out of fuel poverty in 2007-08	August 2008	HEAM
<i>Progress to date: Currently compiling final figures</i>					
5. Produce annual Affordable Warmth Strategy Progress report	Review and amend last year's report. Circulate to key partners for comments prior to publication.	Internal departments, Derby Homes, Warm Front Team, fuel suppliers, housing associations, Notts/Derbys EEAC, external voluntary / community groups	Production of comprehensive document, which includes partner contributions	August 2008	HEAM
<i>Progress to date: Just started.</i>					
6. Produce four quarterly Affordable Warmth newsletters	Gather data and send to steering group members	Affordable Warmth Steering Group	Publication of four informative newsletters	April 2008, July 2008, October 2008, January 2009	HEAM
<i>Progress to date: Spring edition produced; Summer edition to go out shortly.</i>					

Objectives	Key tasks	Partners	Target/outputs	Timescale	Responsibility
7. Promote Warm Front	Work with Warm Front to encourage resident take-up of the grant	Warm Front Team	Uptake of grant	On-going	HEAM, SHEO
<i>Progress to date: Warm Front mailout to private sector households on Council Tax / Housing benefit registers during November 2007 resulted in over 500 referrals to Warm Front.</i>					
8. Promote fuel companies' Carbon Emissions Reduction Target schemes	Work with fuel companies to encourage resident take-up of grants / discounts	Fuel companies	Uptake of grants and discount scheme	Ongoing	HEAM, SHEO
<i>Progress to date: Ongoing updating of scheme sheet to reflect changes to schemes.</i>					
9. Deliver home energy advice surgeries in all local libraries and Central Library	Confirm with library managers	Libraries	Delivery of ten successful sessions	December 2008	HEAM, SHEO
<i>Progress to date: Early discussions.</i>					
10. Produce annual Affordable Warmth Bulletin	Review last year's edition and make amendments. Confirm budget.	Internal departments, Warm Front Team, fuel suppliers, installers, manufacturers and retailers	Production of informative, well funded/sponsored and successful publication	November 2008	HEAM, SHEO, PSHM
<i>Progress to date: Early discussions.</i>					
11. Produce annual Energy Efficiency Guide	Review last year's edition and make amendments	Work with Environmental Publication Services	Production of informative, well funded/sponsored and successful publication	December 2008	HEAM, SHEO
<i>Progress to date: Timetable agreed.</i>					
12. Deliver four presentations to voluntary / community	Write to various voluntary / community groups across the city	Voluntary / community groups	Delivery of four successful events	March 2009	SHEO

Objectives	Key tasks	Partners	Target/outputs	Timescale	Responsibility
groups					
<i>Progress to date: Groups about to be written to.</i>					
13. Deliver four Fighting Fuel Poverty training sessions	Update training package and deliver training	DAAT	Delivery of four successful sessions	March 2009	HEAM, SHEO, DAAT
<i>Progress to date: All booked.</i>					
14. Plan to carry out customer satisfaction survey	Choose random sample of households from enquiries database and send survey to them	DAAT	Sufficient useful data returned	March 2009	HEAM
<i>Progress to date: To be planned in 2009.</i>					
15. NI186 work	Work with internal and external partners to deliver target	Climate Change Unit, Renewal and Grants, Road Transport team, Derby Homes, housing associations	A 2.8% reduction in 2008 on baseline (to 6.7 tonnes)	March 2009	HEAM
<i>Progress to date: Just started.</i>					
16. NI187 work	Work with internal and external partners to deliver target	Renewal and Grants, Social Services, Derby Homes, housing associations, Voluntary / community groups, Warm Front Team, fuel suppliers, PCT	Improvement in number of properties with SAP energy rating less than 35 and greater than 65	March 2009	HEAM
<i>Progress to date: Just started.</i>					
17. City-wide, all tenure insulation scheme	Investigate possibilities for working with fuel supplier / agent to deliver city-wide insulation scheme	Fuel suppliers, agents, Derby Homes, housing associations	Successful initial phase	March 2009	HEAM, SHEO
<i>Progress to date: Early discussions</i>					
18. Landlord Accreditation / EPCs	Work with Landlord Accreditation staff to	Landlord Accreditation staff, landlords	Home energy efficiency advice	March 2009	HEAM, SHEO

Objectives	Key tasks	Partners	Target/outputs	Timescale	Responsibility
	advise landlords/tenants on home energy efficiency		delivered to landlords / tenants		
<i>Progress to date: Early discussions</i>					

Acronyms:

- **HEAM = Home Energy Advice Manager**
- **SHEO = Home Energy Advisor**
- **PSHM = Private Sector Housing Manager**
- **PSHC = Private Sector Housing Co-ordinator**
- **DAAT = Derby Advice Admin Team**
- **Notts/Derbys EEAC = Nottinghamshire and Derbyshire Energy Efficiency Advice Centre**

11 Links to documents and other useful websites

- A Public Health Strategy for Derby 2004 – 2010:
www.derby.gov.uk/NR/rdonlyres/D43A2F08-E5B3-4B7A-8B74-C6FB79C49D2E/0/PublicHealthInnersfinal1.pdf
- Decent Homes standard for vulnerable households in the private sector:
www.odpm.gov.uk/stellent/groups/odpm_housing/documents/pdf/odpm_house_pdf_027427.pdf
- Derby's Affordable Warmth Strategy – September 2002:
www.derby.gov.uk/NR/rdonlyres/23284BC5-3CEC-4BAE-81D5-FFE13AE05D8A/0/DerbyAWS2002.pdf
- Derby's Affordable Warmth Strategy – Fourth Annual Progress Report, October 2006: www.derby.gov.uk/NR/rdonlyres/2A2924C1-BBFF-4CD0-A309-C3DB496FB217/0/DerbysAWS4th0506Final.pdf
- Derby City Council's Environment and Sustainability Overview and Scrutiny Commission - Home Energy Conservation: How's Derby Doing?:
www.derby.gov.uk/NR/rdonlyres/57740096-B9B3-4ECF-9A2A-D413528FC354/0/HECHowsDerbyDoingfinal.pdf
- Derby Pointer Citizens' Panel 2001 Results:
www.derby.gov.uk/NR/rdonlyres/C1AFA1E6-1BEA-404E-AB40-3974F72DF238/0/2001_h.pdf
- Derby Pointer Citizens' Panel 2004 Results:
www.derby.gov.uk/NR/rdonlyres/AA54EBEC-12CD-436D-B50B-488CD5646AA7/0/2004_e.doc
- DHEAS Scheme Sheet, September 2006:
www.derby.gov.uk/NR/rdonlyres/2795498A-560F-4A57-89DF-3F24F4A861B5/0/SchemeSheetSept06Gry.pdf
- Energy Efficiency Implementation Plan: www.official-documents.co.uk/document/cm61/6168/6168.pdf
- UK Fuel Poverty Strategy – Fourth Annual Progress Report, 2006:
www.defra.gov.uk/environment/energy/fuelpov/pdf/fuelpovstrat-4thannualreport.pdf
- Fuel Poverty in England - The Government's Plan for Action, 2004:
www.defra.gov.uk/environment/energy/fuelpov/pdf/fuelpov_actionplan.pdf
- Creating a low carbon economy - Second annual report on the implementation of the Energy White Paper, July 2005: www.dti.gov.uk/files/file10726.pdf
- Housing Act 2004: www.legislation.hmsso.gov.uk/acts/acts2004/20040034.htm
- Ofgem's review of the Energy Efficiency Commitment 2002-2005:
www.ofgem.gov.uk/temp/ofgem/cache/cmsattach/12015_18105.pdf

We can give you this information in any other way, style or language that will help you access it. Please contact us on 01332 255622 Minicom 256555

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