



Home Energy Conservation Act (HECA) Report 2021

Submitted to the [Department for Business, Enterprise and Industrial Strategy \(BEIS\)](#) on 26 May 2021.

Headline and overview

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

Yes. The Council's Climate Change Strategy – [Woking 2050](#) – incorporates carbon reduction and energy efficiency for domestic and non-domestic properties.

Each theme looks at various aspects of sustainability and has actions / targets for delivery through a rolling action plan. Specific actions around carbon reduction and energy efficiency are incorporated as follows:

Theme: Home is where the heart is

Action:

- Work with [Action Surrey](#) to help homeowners make their homes more energy and water efficient.
- Address affordable warmth in our partnership work with Action Surrey and with the health sector and include it in the future development of a Health and Well-Being Action Plan for Woking.
- All new residential and non-domestic buildings to be built to zero carbon standards from 2016 and 2019 respectively.
- Work with partners to promote awareness of water efficiency amongst Woking residents.
- Encourage residents to reduce consumption and consume local produce and use local services.
- Continue to work with New Vision Homes in providing quality homes for residents that meet with frameworks such as the Housing Health and Safety Rating System.

Theme: In the workplace

Actions:

- Work with local organisations such as Woking Chamber of Trade and Commerce and Woking Asian Business Forum to promote sustainability good practice amongst local businesses.

Theme: What the Council is doing

Action:

- Continue to work with partners to improve the energy efficiency and reduce the energy consumption of Council owned buildings and housing stock.
- Continue to work with partners to increase the proportion of renewable and sustainable energy consumption of Council owned buildings.
- Encourage the adoption of standards promoting development that is more sustainable.
- Through Action Surrey, encourage the adoption of energy efficiency measures and renewables to make Woking homes more efficient and more comfortable while also helping to tackle fuel poverty and reducing domestic carbon dioxide emissions.

On 25 July 2019, the Council declared a climate and ecological emergency. This cross-party declaration recognised the continued priority and commitment the borough gives to addressing climate change, both through mitigation and adaptation. The Council pledged to become carbon neutral by 2030 across its own estate and operations. By definition, the Council's own estate and operations covers all owned assets to reflect the responsibility and influence it has in terms of the carbon footprint associated with all buildings in its ownership. This includes:

- any Council owned properties that are outside of the borough
- buildings that are owned by the Council but are used by other organisations
- Council owned housing properties, managed by New Vision Homes.

A baseline year of 2018/2019 was adopted against which progress will be measured.

Further to the declaration, a Climate Emergency Action Plan (CEAP) was developed. This is available on the [Council's website](#).

It acknowledges the need to accelerate existing Woking 2050 activities in order to meet the pledge and has been categorised into target areas of action:

- our assets (council corporate and leased) – energy and waste
- transport
- policy, leadership and behaviour changes
- sustainable development
- adaptation, ecology and habitats.

Actions around carbon reduction and energy efficiency in domestic and non-domestic properties are incorporated in the CEAP as follows:

Theme: Council assets (council corporate and leased) – energy and waste

Action:

- Continue to work with [ThamesWey](#) to decarbonise the energy supply for all Council buildings and operations and eliminate emissions directly through the supply of renewable / sustainable power sources. Continue to work with ThamesWey to decarbonise the energy supply for all Council buildings and operations and eliminate emissions directly through the supply of renewable / sustainable power sources.
- Continue to work with ThamesWey and NVH to identify how net energy usage of our housing stock can be further reduced e.g. battery storage, solar thermal, etc.
- Continue to enhance energy efficiency across Council owned and leased properties.
- Increase amount of installed photovoltaics (PV) on WBC owned buildings.

- Improve the energy performance of Council owned and leased properties.

Theme: Policy, leadership and behaviour changes

Action:

- Encourage behaviour change through a communications campaign to remind all staff working in Council owned properties to switch off equipment when not in use.
- Participate in collaborative area wide bids for funding carbon reduction projects

Theme: Sustainable development

Action:

- Working to lead by example in its requirements for new homes and those built on Council owned land.
- Develop Planning guidance for developers and homeowners regarding the installation of technologies such as ground and air source heat pumps etc.

The Council's forthcoming Housing Strategy 2021 – 2026 includes the following actions:

- Continue to work with partners to improve the energy efficiency amongst Council-owned stock through our routine maintenance programmes and new development schemes.
- Ensure that private rented properties meet the revised standards around energy performance as set out in the Housing and Planning Act 2016.
- Improve energy efficiency amongst Council-owned stock through our routine maintenance programmes and new development schemes.

The energy efficiency of our Council owned homes has risen over the past four years to 69.1% in 2020/21.

2. If answer is yes above, please provide a link

- [Woking 2050](#)
- [Climate Emergency Action Plan](#)

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

N/A

4. What scheme(s) is your Local Authority planning to implement in support of energy saving/carbon reduction in residential accommodation properties in the next two years?

See above for actions within our Woking 2050 strategy, Climate Emergency Action Plan and forthcoming Housing Strategy 2021 – 2026.

Our continuing collaboration with Action Surrey is key to these actions. Action Surrey provides an impartial energy advice service through which Surrey residents can access a network of trusted, local and experienced installers for various energy saving measures, such as loft insulation, cavity and solid wall insulation, energy efficient boilers, LED lighting, solar panels and more. As well as improving household energy efficiency, their services assist in tackling local fuel poverty.

In addition to this core service, Action Surrey has been awarded £9.2 million in Government Local Authority Delivery funding. The “[Green Jump Surrey](#)” scheme will help 600 Surrey households save money on their energy bills. Eligible households can receive up to £10,000 to improve the energy efficiency of their homes. In addition to the Government’s grant, Surrey County Council is contributing £750,000 to the project as top-up funding to cover the full cost of works.

Eligible owner-occupied households can use the funding to install energy efficiency improvements including loft, solid wall, cavity wall and park home insulation, to keep their home warm. Air source heat pumps and solar hot water systems can also be funded in addition to insulation works, to further help save on energy bills and reduce carbon emission. Private and social housing landlords can receive up to £5,000 to cover two-thirds the cost of installing solid wall insulation.

Residents living in hard-to-heat homes and who are either in receipt of a means tested benefit or have a total gross annual household income of less than £30,000 could be eligible for funding.

Since Green Jump Surrey launched in October 2020, it has identified 801 eligible households of which 566 are proceeding to installation. The funding has already helped 54 residents and installed 56 energy efficiency measures ranging from park home insulation to solar thermal systems.

Meanwhile, the following measures are planned during the next financial year (2021/22) for properties managed by New Vision Homes on behalf of the Council:

- 150 new gas boiler installations;
- 81 properties are due to receive upgraded windows; and
- 1 property is being trialed for a conversion to full solar PV Heating and hot water.

5. What has been, or will be, the cost(s) of running and administering the scheme(s), such as the value of grants and other support made available, plus any other costs incurred (such as administration) as desired.

Measures installed by Action Surrey in Woking (1 April 2019 – 31 March 2021)

Annual Totals	1 April 2019 - 31 March 2020	1 April 2020 - 31 March 2021
Total Installations	66	8
Enquiries	138	399 (incl Green Jump)
Referrals	190	5 under ECO (182 in total)
Residents referred	95	5 under ECO (78 in total)
Cavity Wall Insulation	8	3
Loft Insulation	20	5
Boiler repair / replacement	4	0
Energy Efficient Lighting	11	0
Draught Proofing	5	0
Radiator panels	2	0
Radbot	16	Trial ended

Value of works	£27,466	£2,953
CO2 Saving (tonnes/year)	48	11.07 tonnes per year (excluding GJS)

Since the introduction of Green Jump Surrey, there has been a decrease in ECO referrals/installations as the residents under ECO usually qualify for Green Jump Surrey. Four park homes in the borough have seen improvements under Green Jump Surrey which increase value of works undertaken to £38,953 and CO2 savings to 12.07 tonnes/year. The cost of running, administering and marketing Action Surrey is £3,000 per annum per local authority.

See above also for measures delivered through the Green Jump Surrey project. Associated project costs to the end of April 2021 are:

- Total Actual Project Spend (up until the end of March 2021): £604,352.96
- Total Committed Spend (quotations accepted but awaiting install completion): Approx. £3.7m for 433 approved measures.
- Average core spend per property: £8,759.16

New Vision Homes have made the following improvements to social housing properties between 1 April 2019 to 31 March 2021:

- Extracted and renewed Cavity Wall Insulation to 8 properties at a total cost of £26,491.11
- Upgraded doors and windows to 174 properties at a cost of £501,375.37
- Upgraded boilers and central heating systems to 496 properties at a cost of £1,269,180.03
- Undertaken 1312 updated EPCs
- Installed new solar powered LED street lighting to a road containing 4 properties

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

Action Surrey is part of the ThamesWey Group. ThamesWey is an independent limited company with a single shareholder in Woking Borough Council, set up in 1999 to deliver on the Council's strategic environmental objectives. Action Surrey works with a network of trusted, local installers to deliver domestic energy efficiency improvements. Action Surrey has worked with third sector organisations such as Citizens Advice, in support of energy saving / carbon reduction in residential accommodation.

New Vision Homes – provides a complete management service to the Council's housing stock.

ThamesWey Housing Ltd – a subsidiary of the ThamesWey group of companies.

7. What has been, or will be, the outcome of the scheme(s)? These outcomes could include energy savings, carbon savings, economic impacts such as job creation and/or increased business competitiveness or societal impacts such as alleviation of fuel poverty and/or improved health outcomes etc.

The measures installed by both Action Surrey and New Vision Homes result in improved energy efficiency and warmer homes while also helping to address fuel poverty. Warmer homes mean

improved health and well-being. The previous section details the measures installed in Woking by Action Surrey via their network of trusted installers – this includes figures on number and type of installation, value of works and carbon savings. Action Surrey focuses its delivery on households living in fuel poverty or living with a vulnerability.

Communications

8. Does your Local Authority provide any advisory services to customers on how to save energy?

Yes

9. If yes, please briefly outline how this is undertaken.

The Council provides an advisory service to consumers on how to save energy through [Action Surrey](#). Action Surrey is an impartial energy advice service set up by local councils across Surrey, including Surrey County Council, to help homeowners save money on their energy bills, reduce their environmental impact and assess a resident's eligibility for available national funding.

Action Surrey also delivers the Green Jump Surrey project (see above) and eligible residents are advised of possible grant funding available under this scheme.

Planet Woking is Woking Borough Council's communications campaign focused on climate change, habitats and wildlife and sustainability. Articles and case studies relating to a number of themes, including energy efficiency, are promoted via the [Planet Woking website](#), its social media channels and its [webinars](#).

10. How do you communicate or encourage energy saving amongst domestic consumers and/or local businesses?

Action Surrey maintains a [website](#) with information on energy saving for domestic consumers and has produced a printed guide on saving energy in the home. Details of the Action Surrey service is included on [Woking Borough Council's website](#). Action Surrey also maintains a Facebook and Twitter page for sharing information on energy saving methods and issues press releases regarding specific projects and the availability of funding. Information on how local businesses can save energy is also provided on the Action Surrey website.

The Council also shares messages around energy saving through its [Planet Woking website](#) and social media channels and signposts to services provided by Action Surrey.

Local green supply chain

11. Have you made any assessment, or undertaken any analysis of the existing capacity in your local energy efficiency retrofit supply chain to support the decarbonisation of buildings by 2050? If yes, please summarise the outcomes.

No. However, Woking Borough Council declared a climate and ecological emergency in 2019 and pledged to become zero carbon by 2030 across its own estate and operations by 2030. The

associated Climate Emergency Action Plan details priority actions to delivery in furtherance of the pledge. Likewise, [ThamesWey](#), the Council's energy services company, is committed to deliver climate change and sustainability projects as stated in its business plan (see section 3.2 of the 2020 Business Plan on the Governance page of the website), in furtherance of Woking 2050 and the CEAP. Action Surrey, mentioned below, is a part of ThamesWey.

12. What actions are you taking, if any, to upskill and/or grow the local energy efficiency installer supply chain? This could include the facilitation of training, and local installer networking opportunities.

Action Surrey uses a network of trusted installers.

13. What actions are you taking, if any, to promote energy efficiency and the installer supply chain to consumers, and encourage households to consider energy retrofit?

Woking Borough Council works with Action Surrey to promote energy efficient products amongst householders and businesses. Section 5 details measures installed since 2019. The Council's climate change strategy – Woking 2050 – has a theme dedicated to the home and the workplace and suggests ways in which householders and businesses can adopt sustainable practices including tips on reducing energy consumption and energy efficiency products. Action Surrey's Green Jump Surrey project has seen further targeted communications to encourage take up of energy retrofit measures.

Woking Environment Action (WEAct) is a community led initiative, set up in 1994 in partnership with Woking Borough Council, with the aim of promoting sustainable living to the whole community. Formerly named Woking Local Action 21, its core objective is 'to promote sustainability in the borough of Woking by creating partnerships, disseminating information and managing projects to support Woking residents and businesses, in living and working more sustainably'. WEAct has been a strong supporter of the Council's sustainability work over the years. It maintains a close working relationship with the Council through its WEAct Steering Group and as a member of the Council's Climate Change Working Group, influencing policy development and projects.

Woking's Chamber of Commerce is also represented on the Council's Climate Change Working Group and is a key point of liaison when communicating with local businesses on sustainability projects, including energy efficiency. Officers from the Council's Green Infrastructure team have joined their newly convened Environment Committee and attend their bi-monthly meetings. This will be a further opportunity to raise the profile of the climate and ecological emergency declaration and how the business community can assist and also continue to improve their own sustainability practices.

14. If no action is taking place in either of these two areas, please let us know of any barriers you have encountered.

N/A

15. How effectively is your LA able to engage (Trustmark/PAS2035/PAS2030 certified) installers?

Action Surrey engages with installers through an established network and conducts a thorough due diligence prior to their onboarding. Residents then have access to these installers through the advice service. All installers are Trustmark/PAS2035/PAS2030 certified.

16. Do you have any plans to develop policies or initiatives in this space over the next five years as part of supporting your local decarbonisation efforts?

See above references to the Council’s climate change strategy – Woking 2050; its climate and ecological emergency declaration; and associated action plan.

Woking Borough Council is represented on the Surrey Climate Change Officers Group which seeks opportunities for decarbonisation projects across the county. The Green Jump Surrey project is one such example of a Surrey consortium project. Forthcoming initiatives include a programme called Low Carbon in the South East (LoCASE) that aims to help businesses become more competitive and profitable while protecting the environment and encouraging low carbon solutions. The LoCASE programme is supported by the European Regional Development Fund to provide a free business support programme. It offers focused, individual support to small and medium sized enterprises (including social enterprises) improving competitiveness and creating jobs through increased energy efficiency and new low carbon business. Grants will be available for businesses of up to £20,000 as well as an environmental training scheme and events. Targeted business support is on offer for companies who offer ‘green’ or low carbon goods and services. All eligible small or medium sized businesses in Surrey will be given equal opportunity to apply for a grant or support. More information about the scheme is available on the [Surrey County Council website](#).

Social housing

17. What action, if any, has your LA taken to install energy efficiency or low carbon heat measures in social housing? Have these been installed to a satisfactory quality? What actions (if any) have your social housing partners taken?

New Vision Homes have made the following improvements to social housing properties between 1 April 2019 to 31 March 2021:

- Extracted and renewed Cavity Wall Insulation to 8 properties at a total cost of £26,491.11
- Upgraded doors and windows to 174 properties at a cost of £501,375.37
- Upgraded boilers and central heating systems to 496 properties at a cost of £1,269,180.03
- Undertaken 1312 updated EPCs
- Installed new solar powered LED street lighting to a road containing 4 properties

The table below shows the measures installed in properties maintained by Thamesway Housing Ltd.

ThamesWey Housing Ltd improvements 2020	No. of properties	Quantity
Heating improvements		
Solar thermal installs	25	

Solar and Heat pump	1	
individual Boiler upgrades	21	
PVs		
PV systems installed	12	
Average output/ install	2.6kwp	
Total KWP	30 kwp	
Insulation		
Properties loft insulated to 280mm	56	
Properties externally insulation	2	
Window replacements	8	
AAA kitchen appliances installed	43	129
Blocks converted from standard to LED lighting	4	130
Properties installed with LED lighting	56	610
Middle Walk Project		
Semi intense green roofing		700m2
green wall planters to south elevation		300m2
Insulation to balconies and roof		1200m2
Window replacements	47	

18. Do you have easy access to the information/knowledge within your organisation that you would expect to need for social housing retrofit projects? (e.g. stock condition; property data; approach to procurement; alignment with existing internal maintenance/upgrade plans; tenant engagement and management plans; costings)

Yes, both New Vision Homes and Thamesway Housing Ltd have good access to information relating to housing stock and the potential for retrofit projects.

19. If no, would it be easy/difficult to obtain this information?

N/A

20. Have you experienced any challenges to retrofit, including during any previous government schemes you have taken part in (e.g. supply chain, funding, tenant cooperation, mixed tenure, split incentive, policy clarity, etc)? Please provide some detail. Have social housing partners reported any challenges to retrofit?

As reported to BEIS, there are some supply chain challenges in securing measures as part of the Green Jump Surrey project due to availability of suppliers. This appears to be a common theme not limited to this location.

21. How does your LA currently/how will your LA in future plan to go about identifying suitable housing stock and measures for retrofit? How do social housing partners identify suitable stock? By the same measures or via a different method?

Measures are installed in line with a planned management and maintenance programme. As indicated in responses 4, 5 and 17 suitable properties and/or occupiers are identified to target

those that are vulnerable to fuel poverty. Indicators such as EPCs are also used to identify properties requiring improvements.

22. What considerations would make you more or less likely to apply for government funding? If known, what is the opinion of your social housing partners?

Advance notice of funding streams to enable sufficient planning and capacity of the installer network.

23. To what extent are social housing tenants willing or unwilling to undergo retrofit, and what are the barriers and facilitators to their participation? If known, is this the same opinion across all social housing tenants or is it different with HA and ALMO tenants?

No known barriers reported.

24. Does the approach to retrofit change for leaseholders in mixed tenure blocks? What encourages them to co-operate?

Measures are installed in line with a planned management and maintenance programme with advance notice given to leaseholders.

Domestic Private Rented Sector (PRS) Minimum Energy Efficiency Standards

25. Is your authority aware of the PRS Minimum Efficiency Standards regulations requiring private rentals in England and Wales to meet a minimum energy performance rating of EPC Band E as of April 2020, unless a valid exemption applies?

Yes.

26. Which team within your authority is responsible for, leading on enforcement of the PRS minimum standard?

Housing & Enabling Team, Housing Services

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

The Housing Standards team ensures all up to date information is accessible on the Woking Borough Council website on the [Housing Standards](#) page. The team also offers information on events for landlords, where resources are available. Prior to introduction of a new scheme, such as selective licensing, local landlords are consulted using various methods such as direct mailing, Q&A session or press releases. Additionally, landlords are encouraged to contact the team with their individual questions either via phone or email where they can get a tailored support.

Action Surrey also provides guidance to landlords and tenants on the PRS Minimum Efficiency Standards. Action Surrey has referred landlords to the installer network to obtain quotes for energy efficiency works to enable the properties to meet the minimum standard. Action Surrey's energy advice service stays up to date with MEES regulations and this advice is available to both landlords and tenants.

28. What barriers, if any, does your local authority face enforcing these regulations (e.g. identifying non-compliant properties/landlords, budgeting/resourcing, any legal issues)?

Housing Standards have communicated with landlords registered on WBC's database to inform them of the need for compliance with prevailing regulations. Letters have been sent in January 2020, January 2021 and again at the end of 2021. All landlords known to us via Let's Rent (the Councils private rented sector access scheme) also received a letter at the end of last year. Landlords are required to have a valid EPC for Let's Rent services in line with legislation before letting and they are reminded mid let should their certificate expire. This also applies to all landlords applying for a Selective Licence in the Canalside ward and HMO licences. WBCs Housing Standards approach is to always work informally with landlords in the first instance with the aim of educating landlords whilst improving property conditions rather than issuing notices immediately. An enforcement procedure has been drafted in case of future need but this would need to be subject to Delegated Authority and approval by the Council. This will be reviewed on an ongoing basis.

29. Do you directly target landlords of EPC F and G rated properties to enforce these regulations? If yes, how? If no, please explain.

See above

Financial support for energy efficiency

30. What financial programmes, if any, do you have to promote domestic energy efficiency or energy saving? If applicable please outline the budget (and % of the budget that is used), where such funding is sourced and where it is targeted.

The Council works in partnership with Action Surrey to assess eligibility of households for Energy Company Obligation funding. Action Surrey acts as a referral agency, referring eligible households to installers who have access to ECO. Each year, each Council in the partnership provides £3,000 funding to support the Action Surrey programme.

Please see details of the Green Jump Surrey programme and funding allocated to this under question 4.

31. What future investment for energy efficiency or low carbon heat measures do you have planned, and when are these investments planned for?

Please see details of the Green Jump Surrey programme and funding allocated to this under question 4. Improvement measures planned by New Vision Homes are also detailed under question 4.

Fuel poverty

32. Does your Local Authority have a Fuel Poverty Strategy?

Actions to address fuel poverty and affordable warmth are incorporated in the Council's Climate Change and Sustainability Strategy – [Woking 2050](#), through the Climate Emergency Action Plan and through the forthcoming Housing Strategy 2021 - 2026. This is actioned through the Council's partnership work with Action Surrey and with the health sector through GP referrals helping to identify those eligible for support and assistance to tackle fuel poverty and to keep warm.

33. What steps have you taken to identify residents/properties in fuel poverty? What blockers, if any, have there been in identifying households in fuel poverty?

Targeted communications within data protection guidelines to households that fit the eligibility criteria are used to promote funding availability. Enquiries received are assessed and if eligible are progressed through Green Jump Surrey or ECO as appropriate.

34. How does fuel poverty interlink with your local authority's overall Carbon Reduction Strategy?

See response to question 32.

35. Please highlight any fuel poverty issues specific to your area.

N/A

36. What measures or initiatives have you taken to promote fuel cost reduction for those in fuel poverty? Include information on partnerships with local businesses or energy providers you have.

Under the Affordable Warmth element of the Energy Company Obligation, Action Surrey, on behalf of the Council, identifies households living in fuel poverty and refers them to ECO suppliers and provides assistance via the Green Jump Surrey project. Action Surrey also offers information on comparing energy tariffs and switching services to those in fuel poverty.

Green Homes Grant Local Authority Delivery

Of the £2bn Green Homes Grant scheme introduced in summer 2020, £500m was assigned for Local Authority Delivery (LAD). LAD enables Local Authorities to bid for grant funding to support low income households in their area with energy efficiency and low carbon heating upgrades. £200m was made available through Local Authority grant competitions in 2020, known as phases 1A and 1B and £300m was allocated under Phase 2 between the five regional Local Energy Hubs.

37. Has your Local Authority Participated in GHG: LAD?

Yes

38. If yes, please indicate which phase you participated in and briefly outline the project.

Phase 1a and Phase 1b. Green Jump Surrey is project focused on owner occupiers a wide range of efficiency and low carbon heating measures available. Further details are available under question 4 and an overview of the scheme is available at on the [Action Surrey website](#).

39. Would your Local Authority be in a position to manage the delivery of upgrades through a scheme such as LAD in 2022?

Potentially. Our delivery partners Action Surrey took part in a workshop session with BEIS in April 2021 to provide feedback on the ability to deliver further LAD funding covering issues such as supply chain availability, delivery timeframes and resources.

40. If yes, please indicate the anticipated number of homes that could be upgraded per year. If no, please indicate what barriers would prevent you from delivering upgrades in your area.

See previous response. Numbers of properties have not been identified beyond the current schemes due to concentrated resources on delivery of Phase 1a and 1b.

The Energy Company Obligation (ECO)

The Energy Company Obligation (ECO) is an obligation on energy suppliers aimed at helping households cut their energy bills and reduce carbon emissions by installing energy saving measures. Following the spring 2018 consultation, the Government set out in its response that ECO3 will fully focus on Affordable Warmth – low income, vulnerable and fuel poor households. The ECO “Local Authority flexible eligibility” (LA Flex) programme allows LAs to make declarations determining that certain households in fuel poverty or with occupants on low incomes and vulnerable to the effects of cold homes, are referred to ECO obligated suppliers for support under the Affordable Warmth element of ECO. LAs involved in the LA Flex programme are required to issue a Statement of Intent that they are going to identify households as eligible, and the criteria they are going to use; and a declaration that the LA has been consulted on the installation of measures in a home.

41. Has your local authority published a Statement of Intent (Sol) for ECO flexibility eligibility? (Y/N)

Yes – [Local authority flexible eligibility statement of intent](#)

42. Please answer the following questions to help us to understand LA Flex delivery in more detail:

How many declarations were issued for low income vulnerable households? 67

How many declarations were issued for Fuel Poor households? 15

How many declarations were issued for in-fill? 0

What is the highest income cap published in your Sol? We do not use a fixed income cap - the income cap follows government's guidelines, whereby different limits are in effect for households of different composition and mortgage or rent payments are also taken into consideration.

If you have used an income over £30k gross, what reason have you given? See above

Do you charge for declarations to be signed? If so, please state how much? In almost every case, no. Only installers who are not part of the trusted installer network are charged a nominal admin fee of £30.

Smart metering

43. Please provide a brief statement outlining your current or planned approach to promote smart meter take up and supporting residents to achieve benefits.

Action Surrey is keeping a watching brief of the roll out of smart meters in order to provide residents with the best advice in furtherance of our objectives around energy efficiency and carbon and cost reduction.

Future schemes and wider incentives

44. Please outline any further schemes or wider initiatives not covered above that your local authority has carried out or is planning to undertake to improve energy efficiency in residential accommodation.

Current and planned activities are captured elsewhere within this report.

Contact details

Report submitted to BEIS on 26 May 2021 by the Green Infrastructure team, Woking Borough Council.

Email: green@woking.gov.uk