

Project Update Report

DATE: 22Sep23

REPORT TO: Zero Carbon Committee, Stoke Climsland Parish Council

REPORT FROM: Andy Nevill, Project Officer, Carbon Zero Homes Project, Report 1 of 2

FOR DECISION

DECISION 1: To agree to allocate a budget to part fund fees for Retrofit Assessments and Whole House Plans (WHP) for households who cannot access alternative grant funding for this work.

DECISION 2: To agree the budget allocation. For this to be £3,500, or to agree an alternative allocation.

DECISION 3: To agree a method for providing funding support for households. For this to be option 3, or to agree an alternative option.

OPTION	DESCRIPTION	£ PROJECT	£ HOUSEHOLD	# HOUSEHOLDS
1	Grant of [£50]	£50	£200	70 (10.4%)
2	Grant for WHP	£100	£150	35 (5.2%)
3	Match funding grant	£125	£125	28 (4.1%)
4	Grant for Retrofit Assessment	£150	£100	23 (3.4%)
5	Full funding grant	£250	£0	14 (2.1%)

Note: # HOUSEHOLDS calculated assuming: £3,500 budget for fees, Retrofit Assessment = £150 and WHP = £100. Percentage figure assumes 676 parish households (2011 census).

DECISION 4: To appoint the existing retrofit assessor for further assessment work, following the procurement process for the retrofit assessment and whole house plan pilot (raffle).

Note: the current cost of £250 for a Retrofit Assessment and a WHP is very competitive and is likely to increase, particularly for complex properties.

FOR INFORMATION

See report 2 of 2.

CRITICAL ISSUES

1. Decision to stimulate more retrofit assessment activity

See above.

2. Future Funding

Work is required to identify future funding opportunities and to write and submit grant applications.

RISKS

1. Cornwall Housing retrofit projects in Venterdon

The retrofit project(s) involving the installation of air source heat pumps are widely known to have been problematic for the residents. This creates a risk for this project due to the consequential negative sentiment in connection with heat pumps as a viable heating option for some properties, which this project advocates.

RISK MITIGATION ACTION: For AN to write to Cornwall Housing seeking a lessons-learned report and any further remedial works required, including a review of how the systems are configured and used by residents. SR to make initial contact with Cornwall Housing.

BUDGET STATUS

<DW TO INSERT>

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Carbon Zero Homes Project Project Update Report



DATE: 30Sep23

REPORT TO: Zero Carbon Committee, Stoke Climsland Parish Council

REPORT FROM: Andy Nevill, Project Officer, Carbon Zero Homes Project, Report 2 of 2

FOR DECISION

See report 1 of 2 (22Sep23).

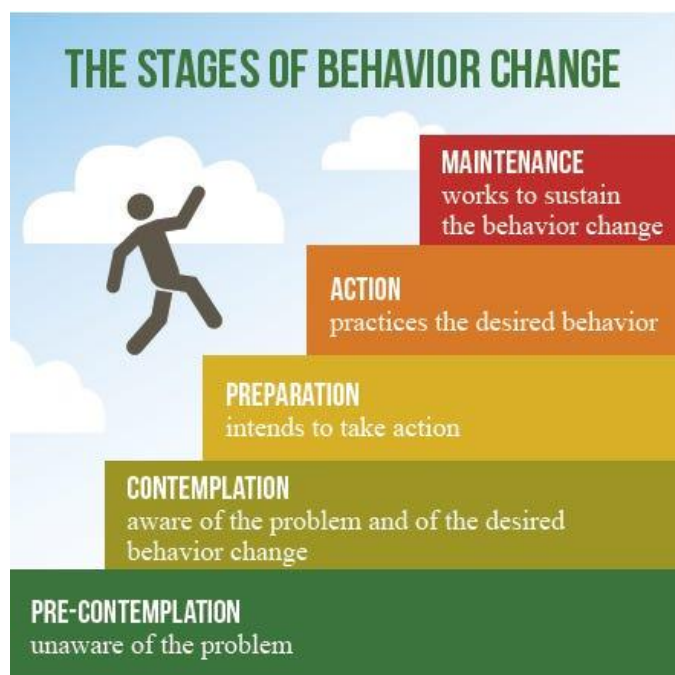
FOR INFORMATION

LEADERSHIP APPROACH

It is not for this project to dictate what people [parish residents] should and should not do. And it is also important to acknowledge that there will be many households who are already taking action to improve the energy efficiency of their homes, and therefore the community itself is a body of knowledge. This is principally a learning project, and aims to improve residents' knowledge about their own homes so that they are better equipped to make informed decisions – toward a destination of improved energy efficiency. This project subscribes to a coaching approach, aligned to the Servant Leadership model (for reference, for example: [\(29\) What is Servant Leadership - YouTube](#)).

This project is also guided by the Stages of Change Model, developed by Prochaska and DiClemente for applications in the health sector. This focuses on individual decision making, describes 6 stages of change, and can be adapted for non-medical applications. For our work, the 6th stage, relapse, is not particularly relevant – the diagram below briefly describes the 5

relevant stages.



PERFORMANCE AND GOVERNANCE INDICATORS

An indicators matrix has been created, which identifies input, process, output, perception, and outcome indicators. This identifies that the primary output indicators are the production of:

- Retrofit Assessments
- Whole House Plans (WHPs)

As described in '[PAS 2035:2019](#) Specification for the energy retrofit of domestic buildings', and as a method for equipping households with pertinent information about their homes.

Whilst we can directly influence 'entry' into retrofit pathways (as described in the TrustMark publication: '[A guide to retrofitting your home](#)'), the project has no control over what improvement work is carried out thereafter, not least because the project timeline is much shorter than a typical retrofit project timeline, which could be as long as 25 years. It is therefore highly unlikely that the project will be able to record and report on outcomes, i.e., properties having an EPC rating improvement, to C or better.

MARKET RESEARCH

A general enquiry form has been created which also allows for the collection of some market research related information, as follows (n=40):

Have you heard of the term RETROFIT relating to home energy efficiency?	
YES	49%
NO	51%

Which of the following statements best describes your situation?	
I have made energy efficiency measures recently, and I am planning to make more changes soon	48%
I am aware of the benefits of home energy efficiency measures, and I am planning to make changes soon	18%
I would consider making home energy efficiency measures at some point in the future	33%
I have made the home energy efficiency measures I wish to make	3%
I am not considering making any home energy efficiency measures	0%

EPC Rating of your Home (if known):	
Not Known	75%
A	0%
B	0%
C	8%
D	8%
E	0%
F	10%
G	0%

This is indicating and confirming that there is significant opportunity to raise awareness, inform and advise. It also shows that nearly half the survey group are already on a retrofit pathway (although they may not frame it in that way) and indicates that there is overwhelming interest in carrying out energy efficiency improvements.

A general project flyer has been created for communication purposes. This project needed to be relevant for people living in various different circumstances, with different priorities and motivations. So clear inclusive messaging was developed with respect to 'why', as follows:

- MONEY: Supporting households to save money
- HEALTH: Supporting households to have warm, healthy and comfortable homes
- CLIMATE: Supporting households to reduce energy consumption and emissions

For a household, one, a combination of two, or all three of these may be relevant – yet the 'action' is broadly common and unifying.

From the specific interactions to date, it has been possible to identify the following client groups for focus and attention:

- lower income households
- digitally excluded households
- traditionally built properties (possibly: historic, listed, within a conservation area)

This is in direct alignment with the Local Energy Advice Demonstrator (LEAD) programme (see below).

ACTIVITY

Project activity can be broadly grouped as follows:

- community engagement
- producing and providing information
- retrofit assessments
- responding to queries
- building relationships and working with others
- project management and administration

Community engagement

This project was officially launched at the Stoke Climsland annual Show on 12th August 2023. This included a free raffle with 3 prizes of retrofit assessment and whole house plans and 10 prizes of smart energy monitoring sockets.

The project also has a presence at the monthly village market which is held the first Saturday of

each month.

The project was also represented at the Climate Proactive event on 16th September.

Various written material has been circulated electronically and via the [Old School News](#) publication.

The [parish council website](#) has been updated to include an additional channel for this project.

Producing and providing information

A significant body of knowledge has been amassed, relevant to the aims of the project, and it would now be reasonable to consider the project 'informed; but still learning'. This is captured in a reference document with over 60 references to organisations, reports, and websites.

Monthly bulletins have been created for August and September and have been published in the Old School News and can also be accessed electronically.

Alongside a general invitation to 'get in touch', a method has been devised to target messaging on specific topics, which has been called the 'campaign programme'. The first of these has been released, which is encouraging households to check their fridges and freezers as part of the effort to save energy.

In response to the queries received, a standard form 'Advice and Information Sheet' has been created for the provision of advice and information on a specific topic. Prior to this, information was mainly being communicated within the body of email messages. The creation of these sheets is being driven by the queries coming in and they contain links to information provided by organisations such as Which, Tamar Energy Community and Community Energy Plus.

The main technical headings relating to whole house retrofitting are as follows:

- insulation
- heating
- ventilation
- renewable technologies
- cooling (an emergent consideration due to climate change)

Retrofit Assessments

3 retrofit assessments have been carried out and these include whole house plans. These have been fully funded through this project and were awarded through the Show launch raffle.

These have now been completed and reports have been provided to the homeowners. An evaluation questionnaire has been created in consultation with retrofit assessor and the homeowners have been contacted to make arrangements for their feedback to be collected.

Key decisions are required (see report 1 of 2, 22Sep23).

Responding to queries

Households are invited to get in touch with their energy-related enquiries, and the aim is to be responsive to their needs – which in theory could be any home energy related topic.

A log has been created to record and manage client queries and to date 19 clients are recorded. Each client has a unique reference, and their query is marked as either open or closed and some have involved multiple interactions.

For the lower income target group, we are reaching out to raise awareness, educate and

signpost to existing schemes, for example, [HUG2](#), [LA Flex](#) and the [Great British Insulation Scheme](#).

For the digitally excluded target group we are using methods of communication which are known to be effective with this group, including, articles in the monthly Old School News publication, which has widespread circulation across the parish, and face-to-face presence at the monthly Stoke Climsland village market.

For the able-to-pay sector, it is our belief that a retrofit assessment including a whole house plan has the potential to facilitate a step-change in a household's knowledge of their property and their ability to appraise options for improvements, and will therefore increase the likelihood of them acting. This process is independent and wholistic and will therefore also reduce the risk of a household being influenced by businesses marketing 'single topic' solutions, for example, insulation without ventilation. The pilot with 3 households (through the raffle) will help to test this hypothesis.

Stoke Climsland parish has a high proportion of traditionally built properties, and we have identified significant interest in how best to improve this type of building. This can be technically challenging and also challenging due to restrictions and approvals required.

Building relationships and working with others

Working relationships have been established with Cornwall Council (CC), [Community Energy Plus \(CEP\)](#), [Tamar Energy Community \(TEC\)](#) and the [Centre for Sustainable Energy \(CSE\)](#).

Following a procurement process we have engaged with Two Counties Inspections for certified retrofit assessment work, who are also Chartered Surveyors, and have a good working relationship with TEC and [Plymouth Energy Community \(PEC\)](#).

Via CC we have the prospect of working with an expert advisor in the field of 'historic and traditional buildings' and who could assist with the PAS2035 'assessments of significance', alongside a PAS2035 assessor. We would like to explore this to better understand the utility of this sort of expertise and to this end CC have agreed to support 3 assessments, in first instance.

Various connections with and subscriptions to relevant organisations have been established via LinkedIn, for example, The Retrofit Academy CIC.

Collaboration opportunities with TEC are being explored. Our parish is supported by both TEC and Community Energy Plus (CEP), with similar remits. Potential collaboration opportunities with TEC include but are not limited to:

- Local Energy Advice Demonstrator programme
- clarification of support from TEC and CEP
- community energy ambassadors

Local Energy Advice Demonstrator (LEAD) programme

The [Department for Energy Security and Net Zero](#) is funding 36 LEAD projects across the country and in the Southwest, this is being delivered by the [SW Net Zero Hub](#). [TEC](#) will be delivering this project in our area, in partnership with [Plymouth Energy Community](#) and other partners of the Far South West Retrofit Consortium (FSWRC). This project will trial new and innovative approaches to delivering in-person energy efficiency and clean heating advice at a local level. This directly aligns with the aims of our project, so there is clearly an opportunity to co-ordinate activities.

Clarification of support from TEC and CEP

The landscape within which this project operates is complex and it is difficult for households to

navigate this – to easily obtain advice and support appropriate to their needs. For this parish, and some other areas of East Cornwall, this situation is further complicated due to the overlapping geographic ‘patches’ for TEC and CEP. This project could be a catalyst to clarify the offer to households from both TEC and CEP, and to help flush out any gaps (future funding opportunities). Ideally there would be a single ‘front door’ for households.

Community energy ambassadors

This would seem to be an excellent way to facilitate community involvement and would involve creating an opportunity for members of our local community to become community energy ambassadors – operating at grass-roots level. Initially [and always!] the sensible thing to do would be to find out who is already doing this – and learn.

Project management and administration

For example, this report.

CRITICAL ISSUES

See report 1 of 2 (22Sep23).

RISKS

See report 1 of 2 (22Sep23).

BUDGET STATUS

See report 1 of 2 (22Sep23).

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