

Environmental Excellence Policy Development Panel

Agenda

Members of the Panel:

Cllr K S Kelly (Chairman)

Cllr N J Harpley

Cllr N J Brennan (Vice Chairman)

Cllr K E Lawrence

Cllr D J Britcher

Cllr G K Nurden

Cllr A D Crotch

Cllr S M Prutton

Cllr J Davis

Cllr J M Ward

Cllr J F Fisher

Cllr J Leggett (ex officio)

Date & Time:

Thursday 14 April 2022 at 6.00pm

Place:

Council Chamber, Thorpe Lodge, 1 Yarmouth Road, Thorpe St Andrew, Norwich

Contact:

Dawn Matthews tel (01603) 430404 Email: dawn.matthews@southnorfolkandbroadland.gov.uk

Website: www.southnorfolkandbroadland.gov.uk

PUBLIC ATTENDANCE:

If a member of the public would like to attend to speak on an agenda item, please email your request to committee.bdc@southnorfolkandbroadland.gov.uk, no later than 5.00pm on Monday 11 April 2022. Please see further guidance on the options for public speaking at page 2 of this agenda.

Rules on Public Speaking

All public speakers are required to register a request to speak at public meetings by the date / time stipulated on the relevant agenda. Requests should be sent to:
committee.bdc@southnorfolkandbroadland.gov.uk

Public speaking can take place:

- Through a written representation (which will be read out at the meeting)
- In person at the Council offices

Please note that the Council cannot guarantee the number of places available for public attendance, but we will endeavour to meet all requests.

AGENDA

1. **To receive declarations of interest under Procedural Rule no 8;**
2. **Apologies for absence;**
3. **Minutes of the meeting held on 27 January 2022;** (minutes attached page 6)
4. **Warm Homes Programme – Update;** (report attached page 12)

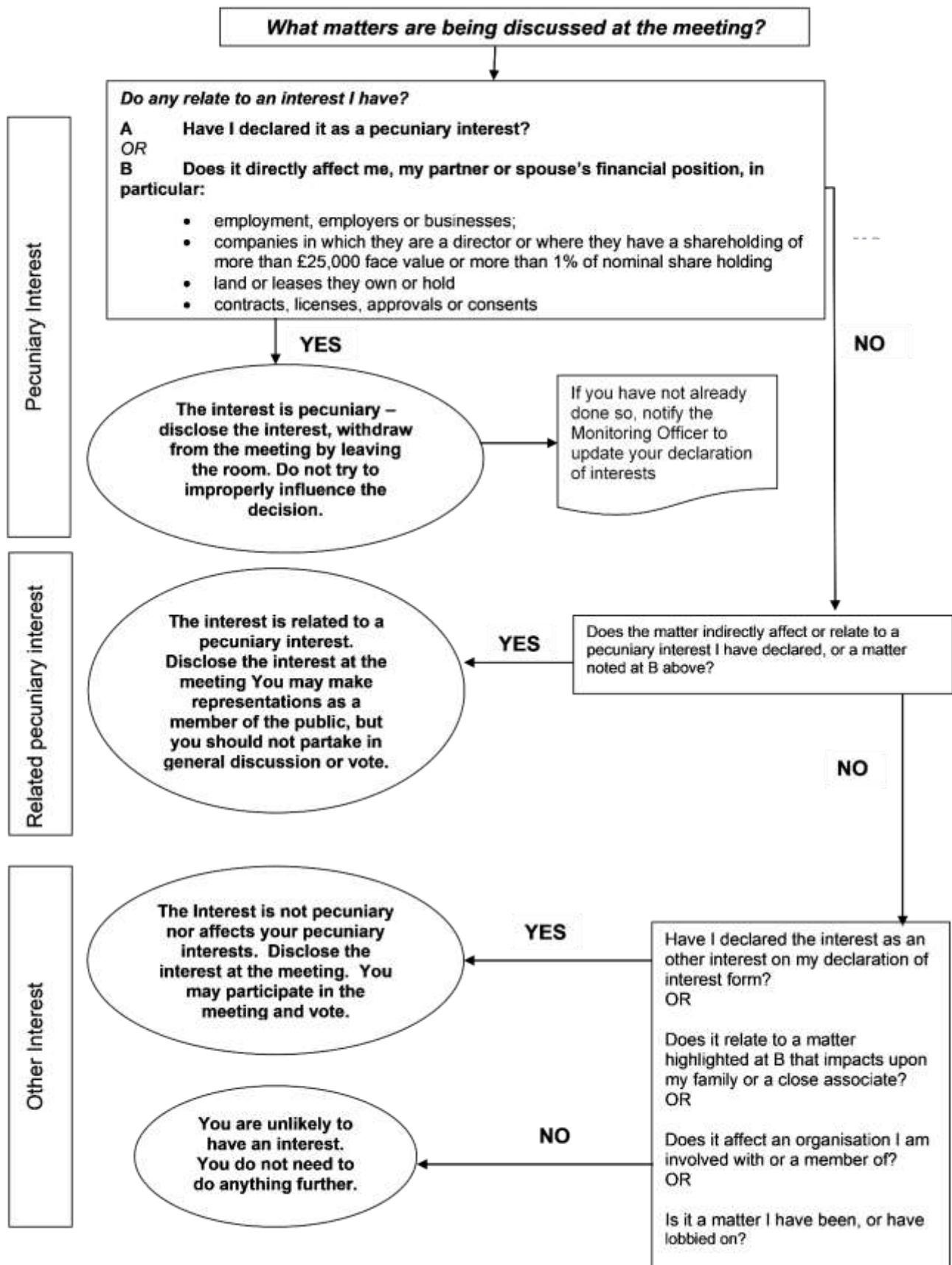
DECLARATIONS OF INTEREST AT MEETINGS

When declaring an interest at a meeting Members are asked to indicate whether their interest in the matter is pecuniary, or if the matter relates to, or affects a pecuniary interest they have, or if it is another type of interest. Members are required to identify the nature of the interest and the agenda item to which it relates. In the case of other interests, the member may speak and vote. If it is a pecuniary interest, the member must withdraw from the meeting when it is discussed. If it affects or relates to a pecuniary interest the member has, they have the right to make representations to the meeting as a member of the public but must then withdraw from the meeting. Members are also requested when appropriate to make any declarations under the Code of Practice on Planning and Judicial matters.

Have you declared the interest in the register of interests as a pecuniary interest? If Yes, you will need to withdraw from the room when it is discussed.
<p>Does the interest directly:</p> <ol style="list-style-type: none">1. affect yours, or your spouse / partner's financial position?2. relate to the determining of any approval, consent, licence, permission or registration in relation to you or your spouse / partner?3. Relate to a contract you, or your spouse / partner have with the Council4. Affect land you or your spouse / partner own5. Affect a company that you or your partner own, or have a shareholding in <p>If the answer is "yes" to any of the above, it is likely to be pecuniary.</p> <p>Please refer to the guidance given on declaring pecuniary interests in the register of interest forms. If you have a pecuniary interest, you will need to inform the meeting and then withdraw from the room when it is discussed. If it has not been previously declared, you will also need to notify the Monitoring Officer within 28 days.</p>
<p>Does the interest indirectly affect or relate any pecuniary interest you have already declared, or an interest you have identified at 1-5 above?</p> <p>If yes, you need to inform the meeting. When it is discussed, you will have the right to make representations to the meeting as a member of the public, but you should not partake in general discussion or vote.</p>
<p>Is the interest not related to any of the above? If so, it is likely to be an other interest. You will need to declare the interest, but may participate in discussion and voting on the item.</p>
<p>Have you made any statements or undertaken any actions that would indicate that you have a closed mind on a matter under discussion? If so, you may be predetermined on the issue; you will need to inform the meeting, and when it is discussed, you will have the right to make representations to the meeting as a member of the public, but must then withdraw from the meeting.</p>

**FOR GUIDANCE REFER TO THE FLOWCHART OVERLEAF.
PLEASE REFER ANY QUERIES TO THE MONITORING OFFICER IN THE FIRST
INSTANCE**

DECLARING INTERESTS FLOWCHART – QUESTIONS TO ASK YOURSELF



ENVIRONMENTAL EXCELLENCE POLICY DEVELOPMENT PANEL

Minutes of a meeting of the Environment Excellence Policy Development Panel of Broadland District Council, held at Thorpe Lodge, 1 Yarmouth Road, Thorpe St Andrew, Norwich on Thursday 27 January 2022 at 6.00pm.

Committee Members Present: Councillors: K S Kelly (Chairman), N J Brennan, (Vice-Chairman), A D Crotch, J Davis, J F Fisher, K E Lawrence, G K Nurden, S M Prutton and J M Ward.

Cabinet Member Present: Councillor: J Leggett

Officers in Attendance: The Assistant Director Community Services, Assistant Director Regulatory, Contracts, Policy & Partnerships Manager, Recycling and Partnerships Officer (NN), Senior Marketing Officer and Democratic Services Officer (JO)

24 APOLOGIES FOR ABSENCE

Apologies for absence were received from Cllr Britcher and Cllr Harpley.

25 MINUTES

The minutes of the meeting held on 18 November 2021 were agreed as a correct record.

26 WASTE VEHICLE DESIGN CONCEPTS

The Chairman agreed that the Panel be given a briefing on some concepts and designs for the livery of the Waste Vehicles from April.

Key messages that the Council would be trying to convey were:

- Recycle More
- Reduce your Waste
- Food Waste

- HVO Fuel
- Garden Waste
- WEEE and Textile Recycling
- Keeping the Streets Clean

Research had indicated that effective messages should be snappy, short and simple, as waste vehicles would only be seen by residents briefly as they passed by.

These messages should be able to be transferred to a range of marketing material, not just waste vehicles as part of an overall recycling and waste reduction campaign.

Members were asked to consider the following three concepts:

Concept One - was a monster campaign, which could be used as a mascot for all the Council's marketing material. The imagery was bright and engaging and would appeal to children and adults alike. This would transfer easily to a range of areas. For example, a garden waste monster, a food monster, a recycling monster etc. This would also help the Council engage with schools, for example by asking children to name the monster. However, there was a question mark over whether the concept would appeal to older people.

Concept Two – was a retro design, which was currently a popular means of marketing. Again it was eye catching, with bright colours and a clear message. Possible cons were that this style might go out of date and would the different signage stand out from one another.

Concept Three – was a possible safer option. Similar to what was currently produced; it was a good mixture of illustrations and photographs, with clear messaging. The cons were: the use of stock images with very good photographs would be required and there was a doubt about how well this concept would stand out. Also was it too similar to what was already being produced by the Council?

Members were advised that different panels could be used on either side of the waste collection vehicles and could be changed easily, so that new campaigns could be launched quickly.

A member suggested Concept 2, was the best option. He thought that Concept 1, was not appropriate as young children were already well-informed about recycling and would tell their parents about what could and could not be recycled. He suggested that the over 20s that were the worst at recycling, so it would be better to target this group with marketing that would appeal to them.

In response to a query about the text used in the examples, the Portfolio Holder for Environmental Excellence emphasised it was the design that members were being asked to assess, not the wording.

The Assistant Director for Community Services advised the meeting that the Waste Contract allowed for the campaigns to be changed on an annual basis. Members were also advised that a separate Waste of Electrical and Electronic Equipment (WEEE) campaign would be launched in April.

A member asked if a colour palette would be available for Concept 2 and suggested that children could be encouraged to contribute to the development of Concept 1, by engaging with schools and offering prizes.

It was confirmed that it would be too late for schools to be involved for the initial campaign but this could be looked at in the future. The Veolia contract also required engagement with a Community Forum, so this could also be involved in campaign development. It was also confirmed that there was a colour palette for each Concept and they would stand out better when printed than on the resolution available on screen.

In answer to a query, it was confirmed that the same vehicles undertook the same routes, on a two week rotation.

It was suggested that it would be useful to have the www.norfolkrecycles.com web address on the vehicles, as the website included a comprehensive range of information on recycling.

Another member suggested that Concept 1 was preferable, as it could be linked in well with a mascot.

Another member suggested a soft launch of a mascot in schools that could be developed over the course of a year and linked in with the campaign at a later date.

The Assistant Director for Community Services confirmed that the Team would develop a concept with Recycle Norfolk on it, the Broadland logo would also be on the vehicle doors. In the first year the campaign would go ahead without an overall logo, but one might be developed with schools for the second year. Some concepts for the second year could be brought back to the Panel in September.

27 RECYCLING PROJECTS UPDATE AND FUTURE PLANS

The Recycling and Partnerships Officer (N N) introduced the report, which provided an update on the various campaigns and activities undertaken over the past year in order to contribute to the Council's priority of increasing the recycling rate to 60 percent by 2025. Proposed projects for the upcoming year were also outlined with the aim of increasing recycling and decreasing residual waste.

Currently the Council's recycling rate was 49 percent, a reduction from the 49.6 percent recycling rate in 2019/20, despite the actual tonnage of recycled material

increasing. This was because the pandemic had resulted in higher levels of residual waste, which impact on the recycling rate even though the tonnage of material being recycled actually increased. This was a national trend with recycling rates down by from 45.5 percent in 2019/20 to 44 percent in 2020/21. However, Broadland remained the District with the highest recycling rate in Norfolk.

Projects undertaken in the past year included:

- The Food Waste Collection Scheme was rolled out to a further 1,700 extra households, which generated an additional 140 tonnes of food waste.
- A Food Waste participation campaign, saw an increase in requests for caddies from eligible households.
- A food waste reduction campaign, to encourage residents to waste less food at home.
- A waste prevention trial was carried out in three areas in Acle and Aylsham.
- A Norfolk-wide waste compositional analysis, so communications could be targeted at what was in the bins.
- A Christmas Recycling communications to remind residents of best practice.
- A Garden Waste participation and contamination campaign saw an increase of 443 subscribers and raised awareness of what should not go in brown bins.
- Campaigns for Food Waste Action Week and Recycling Week.

Projects proposed for the next 12 months included:

- Food waste expansion to the whole District from October 2022.
- Kerbside collections of textiles, WEEE and batteries.
- Rubbish prevention campaign to change behaviours.
- Garden waste participation and decrease contamination.
- Dry recycling contamination.
- Phase 2 of the waste compositional analysis would be completed in the spring.

Further ahead in 2023/24 a District-wide survey on recycling and waste behaviour would be held after the new contract had been embedded.

The report also proposed that from 1 October 2022 the Council should only provide 180L residual bins to new properties or as replacement bins instead of the current 240L.

Members were advised that restricting the capacity of residual waste bins was a proven method of reducing residual waste and therefore increasing recycling and the recycling rate. It was estimated from the planning applications coming through that there would be around 1,000 new households per year from 2022/23 to 2025/26 in the District, with a further 1,000 replacement bins.

A member welcomed the proposal for smaller bins, but suggested rolling the scheme out as soon as possible, rather than waiting until October, as this had been demonstrated as an effective means of reducing waste by many other local

authorities around the Country and because so many new houses were being completed every week. He also suggested a rolling programme over ten years to replace existing 240L bins with smaller 180L ones.

Another member agreed with this view and suggested that another alternative was to go to a three week collection. He also suggested that the WRAP presentation that had taken place that Monday be rearranged for a meeting of Council.

However, another member noted that the Council would not want to be left with a stock of brand new 240L bins that it could not use following the rollout of smaller bins.

In response, the Assistant Director Community Services explained that this was the reason for introducing the policy from October 2022, when the food waste scheme would be introduced to the whole District, as households would then have the capacity to recycle their food waste and, therefore, free up space in their residual waste bins. The stock of 240L bins would be used up before the rollout commenced. Members were also advised that from informal discussions with DEFRA, he had been informed that the Government would not be allowing three weekly collections to take place.

In answer to a question about brown bin contamination, the Panel was informed that the main things being found were plastic pots, metal, glass, rubble and wooden furniture.

A member noted that there was confusion amongst many residents about what could and could not be recycled and suggested working with green networks and community organisations to get the message across more effectively. Norfolk-wide, the recycling contamination rate was around 7.7 percent.

In response, it was confirmed that online talks had been held over the pandemic, with schools and communities, but networks of people who were interested in recycling could be an even more effective means of spreading information so this could be looked into.

A member also suggested that messaging was very important to encourage recycling and if residents could be informed of what use their waste had been put to it would encourage more recycling.

The Assistant Director Community Services informed the meeting that under the new Waste Contract Veolia would be giving away free compost made from recycled brown bin waste for the Platinum Jubilee.

In response to a number of questions from the Portfolio Holder for Environmental Excellence the meeting was informed that:

- No side waste was collected, apart from some at Christmas when there had been a long gap in collections.
- WEEE and textiles would be added to the recycling rate
- Raw data from waste compositional analysis showed packaged food being thrown away in the residual waste bins, one area had a high amount of DIY waste and ceramics, and recyclable waste in the residual bins consisting mostly of plastic pots and tubs, papers and textiles.
- Contamination in recycling bins was mostly types of glass that were not recyclable (e.g. Pyrex) and small amounts of food.

- Stickers were a popular means of promoting recycling.
- The Council was reliant on the MRF to advise on what commodities were the most valuable, but the Council would seek to work in a more reactive way to address this in future.
- Food waste accounted for five percent of the overall recycling rate and this would increase to approximately eight and a half percent with the full rollout across the District.
- Broadland's recycling rate in Quarter 2 was 54.6 percent, an increase of 4.6 percent and the highest rate in the County. However, there were always variations across quarters.

It was confirmed that a WRAP presentation would be arranged for a forthcoming meeting of Council.

AGREED

To note and support the proposed programme with the goal of increasing the recycling rate to meet the Council's 60 percent recycling rate target by 2025.

RECOMMENDED TO CABINET

That from the 1 October 2022 the Council will only provide 180L residual bins to new properties or as replacement bins.

28 WORK PROGRAMME

In addition to the items already on the Work Programme, a Waste Report would be brought to the 14 April 2022 meeting.

(The meeting concluded at 7.10 pm)

Chairman

Agenda Item: 3
Environment Excellence Policy Development Panel
14 April 2022

Warm Homes Programme Update

Report Author(s): Karen Strandoo
Warm Homes Programme Manager
01603 430102
Karen.Strandoo@southnorfolkandbroadland.gov.uk

Portfolio: Environmental Excellence

Ward(s) Affected: All

Purpose of the Report:

This report provides the Panel with an overview of activities and outputs delivered by the Broadland District Council's (the Council) Norfolk Warm Homes Programme working in partnership with Norfolk Authorities, Clarion Housing and Saffron Housing Trust and provides an outline of future projects for the coming year.

Recommendation:

1. Panel to note and support the ongoing activities of the Norfolk Warm Homes Programme with the aim of supporting residents living in fuel poverty through grant assisted improvements to increase thermal efficiency and provide renewable heating solutions to homes.

1. Summary

- 1.1 This report provides an update on the grant funded schemes undertaken over the past three years to support residents living in fuel poverty by providing home insulation and heating solutions as well as support for income maximisation. The

installation of insulation and renewable heating systems also contributes to reducing carbon emissions for domestic dwellings.

- 1.2 Ongoing grant funded projects for the upcoming year are also outlined with the aim of supporting fuel poor residents and reducing carbon emissions.

2. Background

- 2.1 Fuel poverty is a complex issue that is the result of the interplay of household income, energy prices and the energy requirement of the household. Living in cold damp homes can have detrimental physical and mental health effects of residents.
- 2.2 Data from the Government's published fuel poverty statistics (2019) shows that an estimated 62,000 Norfolk households are living in fuel poverty with 6,561 in Broadland District.
- 2.3 Rural areas can be particularly affected as households have to rely on more expensive forms of off gas heating such as electric fires, storage heaters and coal fires. Recent unprecedented rises in energy prices coupled with falling incomes are affecting people's ability to pay their bills and it is expected that the number of people living in fuel poverty will increase significantly over the coming year.
- 2.4 To help alleviate fuel poverty the Council was awarded £3.1m in 2018 provided by National Grid and administered by Affordable Warmth Solutions to establish the Norfolk Warm Homes Partnership. The partnership which is led by the Council includes the seven Norfolk Councils, Saffron and Clarion Housing Associations, public health and community and health sectors.
- 2.5 The Council administers the grant on behalf on the partnership to provide first-time central heating (oil, liquid petroleum gas, and mains gas), in the private sector and air source heat pumps in social housing. Grant funding also enables the Council to provide struggling households with income maximisation and fuel debt advice as well as information on saving energy and money.

3. Current position/findings

- 3.1 The number of first time central heating grants that have been approved as part of the Warm Homes Fund is shown in Table 1 below. In addition to the Warm Homes grants the Council has leveraged in additional funds through landlord contributions, Local authority discretionary funds, the Energy Company Obligation and charity contributions as listed below.
- 3.2 A breakdown of the distribution of first time central heating across Norfolk local authorities is presented in Figures 1 and 2, Appendix 1.

Table 1: Installation of First Time Central Heating –Warm Homes Fund

Measure	Number of installs	Warm Homes Grant	Contributions from District partners, landlords, charities and the Energy Company Obligation	Total Investment
First Time Gas Central heating	300	£928,403	£425,990	£1,354,393
First Time Oil/LPG Central Heating	107	£466,968	£288,480	£755,448
Air Source Heat Pumps-social housing.	180	£822,271	£1,350,856	£2,173,127
Totals	587	£2,217,642	£2,065,326	£4,282,968

- 3.3 In addition to providing grants for first time central heating in private sector dwellings, grants were also made available to Clarion Housing and Saffron Housing Associations supporting the delivery of air source heat pumps to social housing tenants. A separate hardship grant of £146,650 has also been awarded to 76 low income private sector residents for boiler and central heating repairs and replacements.
- 3.4 As part of the 1:1 support offering the Council has delivered £1,950,136 of financial benefits and savings to help over 600 low income/fuel poor households. The distribution of the benefits secured for fuel poor residents is included in Figure 3, Appendix 1. In total the Council has assisted 2,512 households with heating, insulation, financial and energy saving advice and support.
- 3.5 Grants for first time central heating will close at the end of May 2022 and the closure report will be finalised in June 2022. Evaluation of the programme will be concluded at the end of October 2022.
- 3.6 Building on the establishment of the Warm Homes partnership, the Council has been successful in securing successive new Local Authority Delivery (LAD) and Sustainable Warmth Competition funding from Government. The aim of the funding is to deliver insulation and renewable heating solutions to improve the energy efficiency of homes of low-income households, helping reduce fuel poverty, phasing out high carbon fossil fuel heating, and delivering progress towards the UK's commitment to net zero by 2050.
- 3.7 The following tranches of funding have been awarded to the Council as lead authority:
- **LAD Phase 1a:** The Council was awarded £1.24m in on behalf of Norfolk Authorities with delivery from October 2020 to August 2021.

- **LAD Phase 1b:** The Council was awarded funding of £1.7m leading for a consortium of seven Norfolk Councils and Freebridge Community Housing with a delivery deadline of 30th June 2022.
- **Sustainable Warmth Competition** is split into two parts –LAD phase 3 for properties connected to the gas mains and Home Upgrade Grant (HUG) Phase 1 for properties off gas. The Council has been awarded £450,856 and £3,401,788 respectively under these two grant schemes and will be delivering measures until 31st March 2023.

- 3.8 Grant funding through the LAD and HUG schemes can only be awarded to households with a total gross income of less than £30,000 and is focused on the poorest energy efficacy household with an Energy Performance Rating of D, E, F or G. Therefore in order to successfully install any energy efficiency measures the household has to be eligible and the house has to be suitable for the measures.
- 3.9 Under LAD phase 1a, 61 measures, including loft, cavity wall and external wall insulation, and air source heat pumps have been installed in 59 Norfolk properties. This includes external wall insulation measures in 20 park homes in Broadland District. The breakdown of measures by local authority is included in Figure 4, Appendix 1. This has prevented 85 tonnes of carbon emissions being emitted into the atmosphere which equates to 52 return flights from London to New York.
- 3.10 The delivery of measures under LAD phase 1b continues and to date 95 measures including high heat retention storage heaters, air source heat pumps and loft, cavity and external wall insulation have been installed in 82 Norfolk homes, for a total value of £615,875. This includes 22 measures in 20 Broadland District houses and park homes the majority of which are for insulation.
- 3.11 The Council has just started the delivery of the Sustainable Warmth Competition and the Council is currently processing applications from approximately 15 households.
- 3.12 The delivery of the Warm Homes grants has not been without several challenges. During the pandemic the Council worked closely with local installers of oil and gas central heating to ensure that works were carried out according to government Covid guidelines. Many installers were able to continue working safely however as clinically vulnerable residents were shielding some works were delayed. The delay in delivery was mitigated by securing an extension to the project from the funders.
- 3.13 More recently the delivery of Government grants has proved challenging with constraints in the supply of materials for insulation and renewable heating units and shortages of skilled labour. The council has sought to mitigate these problems by accessing more installers through national and local frameworks.

4. Future Activity

- 4.1 The announcement of the Sustainable Warmth Completion is just the first round of the £950 million funding the Government has committed over the next three years

to ensure help is aimed at those most in need. Therefore further calls for funding applications are expected later in 2023.

- 4.2 In addition to the grant streams described above the Council, working in partnership with Saffron Housing, has recently been successful in securing £1.9m grant funding as part of the Social Housing Decarbonisation Fund to install insulation and air source heat pumps in 126 social houses. The project started in February 2022 and will end March 2023.

5. Issues and risks

- 5.1 **Resource Implications** – Resources for the delivery of activities under Norfolk Warm Homes are covered by external grant funding. However current grant funding streams are due to end 31st March 2023. Further announcements of additional funding rounds are expected from government and applications for funding to continue activities will be considered.
- 5.2 **Legal Implications** – None
- 5.3 **Equality Implications** – The activities contained within this report are designed to have a positive impact on the community including for those who may have one, or more, of the protected characteristics under the Equality Act 2010.
- 5.4 **Environmental Impact** – In improving heating systems and insulating cold homes the council is supporting the UK Government climate change target by cutting carbon emissions by 78% by 2035 compared to 1990 levels.
- 5.5 **Crime and Disorder** – NA

6 Conclusion

- 6.1 As energy prices are set to increase in April and again in October it is expected that the number of households facing fuel poverty will significantly increase. Therefore the ability to support these household through grant assisted programmes becomes more imperative. As well as reducing energy costs the installation of energy efficiency measures will also contribute to the UK's carbon reduction targets.
- 6.2 The Council will continue to deliver on the current grant funds and will look for further opportunities for additional grant funding going forward into 2023

7 Recommendations

- 7.1 Panel to note and support the ongoing activities of the Warm Homes Programme with the aim of supporting residents living in fuel poverty through grant assisted improvements to increase thermal efficiency and provide renewable heating solutions to homes.

Appendix 1

Figure 1: First Time Gas Installations by Local Authority

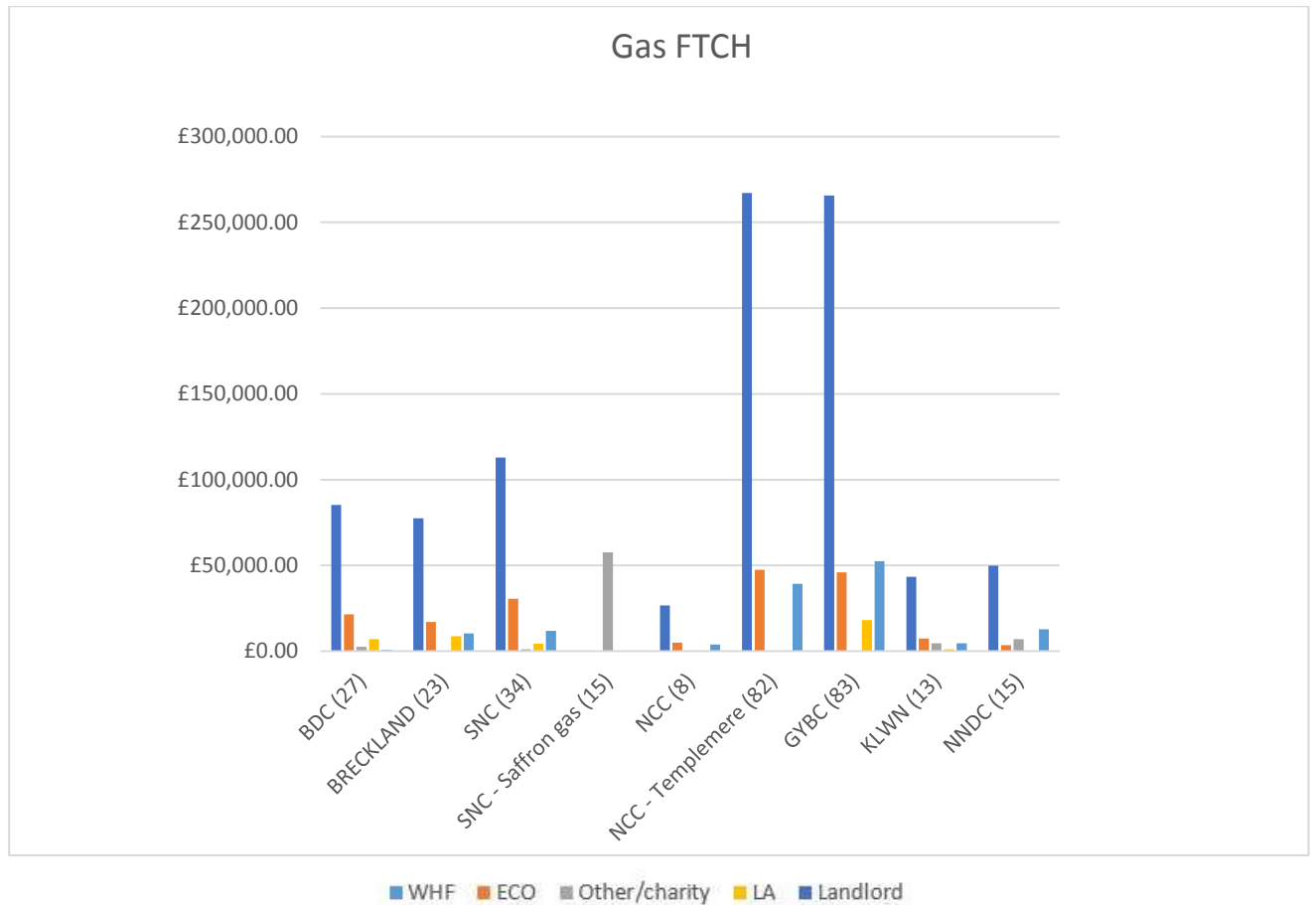


Figure 2: First Time Oil/LPG Installations by Local Authority

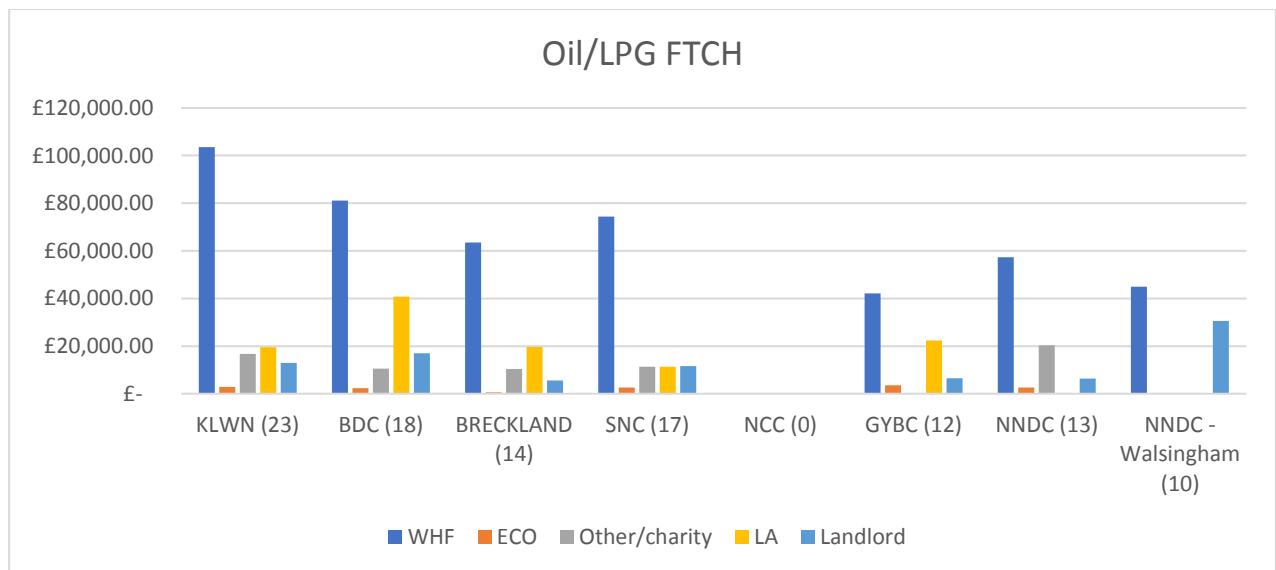


Figure 3: Benefits obtained for residents broken down by District area.

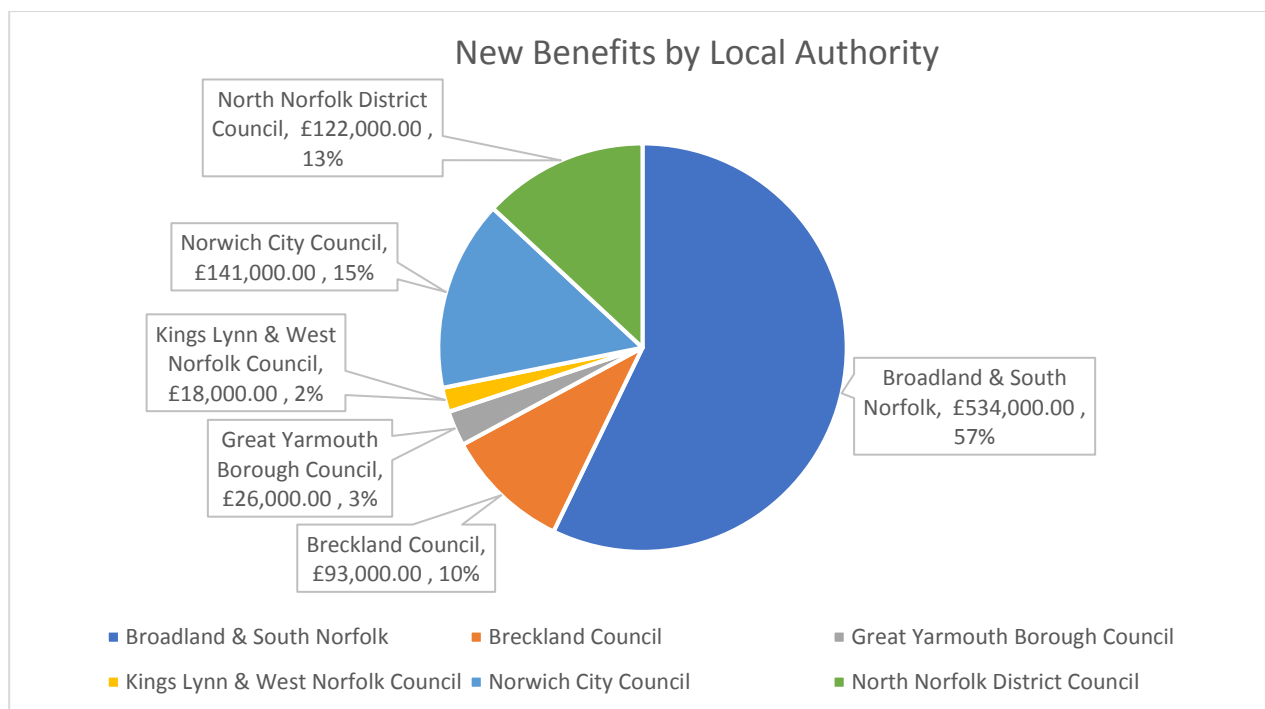


Figure 4: Insulation and Renewable Heating by Local Authority

