

Business Operations and Partnerships Department

Director of Business Operations & Partnerships: Louise Pringle

Council Headquarters, Eastwood Park, Giffnock, East Renfrewshire, G46 6UG

Phone: 0141 577 3000 Fax: 0141 577 3834

website: www.eastrenfrewshire.gov.uk

Date: 9 February 2024

When calling please ask for: John Burke (Tel. No 0141-577-3026)

e-mail: john.burke@eastrenfrewshire.gov.uk

TO: Councillors O O'Donnell (Chair); A Anderson (Vice Chair); D Devlin and K Pragnell.

CABINET

A meeting of the Cabinet will be held in the Council Chambers, East Renfrewshire Council Headquarters, Eastwood Park, Giffnock on **Thursday, 22 February 2024 at 10.00am.**

The agenda of business is as shown below.

Louise Pringle

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DIRECTOR OF BUSINESS OPERATIONS & PARTNERSHIPS

AGENDA

1. **Report apologies for absence.**
2. **Declarations of Interest.**
3. **Debt Management for Council Tax, Non Domestic Rates, Sundry Debt Income and Housing Benefit Overpayments and Empty Property Relief of Non Domestic Rates – Report by Director of Business Operations and Partnerships (copy attached, pages 3 – 10).**
4. **Write-Off of Irrecoverable Former Tenant Rents and Court Expenses – Report by Director of Environment (copy attached, pages 11 - 14).**
5. **Publication of Get to Zero Action Plan – Report by Director of Environment (copy attached, pages 15 – 54).**
6. **Draft Local Heat and Energy Efficiency Strategy – Report by Director of Environment (copy attached, pages 55 – 96)**
7. **NEC Housing – Proposed Variation of Contract – Report by Director of Environment (copy attached, pages 97 – 100)**

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EAST RENFREWSHIRE COUNCILCABINET22 February 2024Report by Director of Business Operations and PartnershipsDEBT MANAGEMENT FOR COUNCIL TAX, NON DOMESTIC RATES, SUNDRY DEBT INCOME AND HOUSING BENEFIT OVERPAYMENTS AND EMPTY PROPERTY RELIEF FOR NON DOMESTIC RATES**PURPOSE OF REPORT**

1. The purpose of this report is to seek approval to write-off as irrecoverable sums associated with Council tax, Non Domestic rates, Sundry debt income and Housing Benefit overpayments. The debts recommended for write off have previously been included in bad debt provision and therefore the write off has no net impact on the revenue accounts of the council. It is also to seek cabinet approval to continue the current policy on empty relief for Non Domestic property.

RECOMMENDATIONS

2. It is recommended that the Cabinet:
- (a) Approves the write off of the following sums, totalling up to £594,510.43 without prejudice to subsequent recovery procedure:
 - Council Tax arrears totalling up to £356,800.39
 - Non Domestic rates arrears totalling up to £129,670.68
 - Sundry debt income totalling up to £37,603.34
 - Housing Benefit Overpayments totalling up to £70,436.02
 - (b) Notes that the write-off of these sums will have no net impact on the Council's accounts as provision has been made for the debt, in full, in previous years;
 - (c) Notes that Water and Sewerage charges totalling up to £122,703.32 are also being written off in discussion with Scottish Water
 - (d) Approves the continuation of the current policy for Empty Property relief for Non Domestic Rate properties.

BACKGROUND

3. The Council debt recovery policy lists situations where write-off of debts will be considered when all viable means of collection are exhausted. As per standard accountancy practice, when it is clear that all viable means of collection are exhausted, the debt is written off and a release from the bad debt provision is used to offset this expense. There is no net impact on the overall revenue accounts of the Council as "bad debt provision" has already been provided for the debt not being repaid. The Council sets the level of "bad debt provision" at a prudent level to minimise risk to the Council.

4. The Council bills and collects water and sewerage charges on behalf of Scottish Water. Sums collected/written-off in this regard do not affect Council revenue.

COUNCIL TAX & WATER CHARGES

5. Legislation governing Council tax recovery provides for the summary warrant process to be the route followed by local authorities and once granted, enforcement action can be taken for a period of up to 20 years. Debts for years 2003/04 are no longer able to be pursued via the summary warrant route (or any other legal route). It is therefore recommended these are written off.

An examination of historical records shows the following in relation to Council tax

Year	Debt balances for Council Tax	Credit balances for Council Tax	Net debt proposed for write off
2003/04	£249,226.21	£10,104.46	£239,121.75
Total	£249,226.21	£10,104.46	£239,121.75

It should be noted that credit balances can arise where there is an overpayment of council tax, or where retrospective changes to council tax charges result in credit balances. Refunds are processed wherever possible, however in some cases it is not possible to trace the customer, resulting in balances remaining on the customer account.

An examination of historical records shows the following in relation to water charges

Year	Debt balances for water charges	Credit balances for water charges	Net debt proposed for write off
2003/04	£83,474.64	£3,384.34	£80,090.30
Total	£83,474.64	£3,384.34	£80,090.30

6. The Debt Recovery policy outlines situations where debts can be considered for write off. These include situations where the:

- Customer has been sequestrated (individual), liquidated or ceased trading (Business);
- Costs to recover outweigh level of debt (£20);

An examination of Council tax records shows the following values of Council tax have been identified for write off due to customer sequestration :-

Year	Value
2004/05	£854.30
2005/06	£1,589.50
2006/07	£3,475.82
2007/08	£2,376.84
2008/09	£3,754.06
2009/10	£4,677.80
2010/11	£3,760.28
2011/12	£4,351.16
2012/13	£5,756.17
2013/14	£6,903.76
2014/15	£8,324.13
2015/16	£10,572.42
2016/17	£9,811.12
2017/18	£11,248.43

2018/19	£12,184.70
2019/20	£13,315.47
2020/21	£11,175.47
2021/22	£4,348.02
2022/23	£373.01
Total	£118,852.49

An examination of Council tax records shows the following values for Water charges have been identified for write off due to customer sequestration.

Year	Value
2004/05	£304.70
2005/06	£555.86
2006/07	£1189.08
2007/08	£822.03
2008/09	£1,346.57
2009/10	£1,739.82
2010/11	£1,402.11
2011/12	£1,619.97
2012/13	£2,140.90
2013/14	£2,633.14
2014/15	£3,211.53
2015/16	£4,125.79
2016/17	£3,872.45
2017/18	£3,995.41
2018/19	£4,256.67
2019/20	£4,574.46
2020/21	£3,709.28
2021/22	£1,464.06
2022/23	£126.34
Total	£43,090.14

An examination of Council tax records shows the following values have been identified for write off due to the small balance, being under £20.

Year	Debt balances for Council Tax	Credit balances for Council Tax	Net debt proposed for write off
2004/05	£331.06	£132.10	£198.96
2005/06	£263.63	£58.95	£204.67
2006/07	£53.90	£26.28	£27.62
2007/08	£51.42	£44.24	£7.18
2008/09	£43.05	£159.26	-£116.21
2009/10	£59.12	£227.93	-£168.81
2010/11	£73.11	£280.29	-£207.18
2011/12	£38.16	£264.93	-£226.76
2012/13	£108.54	£184.89	-£76.34
2013/14	£57.91	£274.40	-£216.49
2014/15	£88.29	£377.76	-£289.46
2015/16	£69.12	£380.60	-£311.47
2016/17	£80.81	£352.05	-£271.25
2017/18	£111.32	£292.42	-£181.10
2018/19	£180.70	£319.03	-£138.33
2019/20	£637.84	£689.55	-£51.71

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2020/21	£697.26	£407.98	£289.28
2021/22	£763.79	£1,000.78	-£236.99
2022/23	£921.95	£331.40	£590.55
Total	£4,630.98	£5,804.83	-£1,173.85

An examination of Council tax records shows the following values for water charges have been identified for write off due to the small balance, being under £20.

Year	Debt balances for Water charges	Credit balances for Water charges	Net debt proposed for write off
2004/05	£118.08	£47.12	£70.96
2005/06	£92.19	£20.62	£71.58
2006/07	£18.44	£8.99	£9.45
2007/08	£17.78	£15.30	£2.24
2008/09	£15.44	£57.12	-£41.68
2009/10	£21.99	£84.78	-£62.79
2010/11	£27.26	£104.51	-£77.25
2011/12	£14.21	£98.63	-£84.43
2012/13	£40.37	£68.76	-£28.40
2013/14	£22.09	£104.66	-82.57
2014/15	£34.07	£145.74	-£111.68
2015/16	£26.98	£148.52	-121.55
2016/17	£31.89	£138.96	-£107.06
2017/18	£39.54	£103.86	-£64.32
2018/19	£63.12	£111.45	-£48.33
2019/20	£219.12	£236.89	-£17.77
2020/21	£231.43	£135.41	£96.02
2021/22	£257.18	£333.98	-£79.80
2022/23	£312.25	£112,24	£200.01
Total	£1,603.44	£2,0580.56	-£477.12

7. The sum proposed to be written-off by East Renfrewshire Council for Council Tax is £356,800.39, which as highlighted above, represents debts older than 20 years, debts due to sequestration and debts under £20. This will be met from the existing bad debt provision. The 2022/23 write off value was £221,327.80, which is lower than 2023/24 as it did not include sequestration or debts under £20. Debt collection levels for Council Tax were 97.55% in 2022/23, which is in the top quartile of performance in Scotland.

8. Currently the service's Debt Recovery Policy makes provision for write-off of Council Tax debts under £20. This varies from policy to policy across the Council and it may be efficient to raise the level above £20 for Council Tax debt in future. The service will investigate options and impact and bring a recommendation in next year's Debt Management report to Cabinet.

NON DOMESTIC RATES

9. In line with the debt recovery policy, write-off of debts associated with Non-Domestic Rates will be considered in the event of:

- Company liquidated (or in Administration)
- Sole trader sequestrated
- Business ceased trading / dissolved
- Small balance, uneconomical to pursue

10. In the year 2023/24, 5 businesses with NDR arrears of £129,670.68 have been identified for write off. This compares to 16 businesses with debts identified for write off in 2022/23 (value £204,460.71). Analysis of the accounts identified for write off during 2023/24 shows reason for write off as follows:

Reasons	Number of businesses	Value (£)
Company Dissolved	5	£129,670.68
Total	5	£129,670.68

Further analysis by year shows:-

Financial Year	Value
2005-06	£2,188.74
2006-07	£3,103.44
2012-13	£3,165.94
2018-19	£5,265.54
2019-20	£10,797.67
2020-21	£33,941.66
2021-22	£36,517.80
2022-23	£33,237.33
2023-24	£1,452.56
Total	£129,670.68

11. The sum to be written-off is less than 1% of the sum which will be collected in the current year and can be met from existing bad debt provision. East Renfrewshire Council collected 96% of Non-Domestic rates income in the 2022/23 year.

12. From 1st April 2023, Empty property relief was devolved from Scottish Government to Local authorities and cabinet agreed East Renfrewshire policy for the 2023-24 year when it met in March 2023. The policy retained the same levels of relief and periods of relief as had been allowable in terms of national legislation which had been in place until 31st March 2023. It was recognised at that time, that any changes to the reliefs would require engagement, prior to a change being made and that the listed buildings relief would be reviewed first.

13. Following a review of the listed buildings relief, it was identified that any change to this relief would mostly impact one business. Through engagement by Economic Development Team with the business, it was confirmed that a change to this relief may have an adverse impact to the local area, and it would not be prudent to make any changes at this time. Therefore, no changes are proposed to the current policy for 2024-25 and cabinet are asked to approve the continuation the current policy for the coming year.

SUNDRY DEBT INCOME

14. The main reasons for seeking approval for write-off of sundry debtor income, together with amounts for each reason, are shown below:

Reason	Number of invoices	Value
Debtor gone away & trace activity exhausted	60	£25,442.13
Sheriff Officer advises recovery exhausted	27	£11,856.56
Small balance, uneconomical to pursue	46	£304.65
Total	133	£37,603.34

15. The sum being put forward for write off this year is higher than the sum approved by Cabinet last year (£14,214.10) but lower than the sum approved in 2021/22 (£74,471.68). The sum proposed for write off is less than 0.2% of income expected to be collected in the current year and can be met from existing bad debt provision.

HOUSING BENEFIT OVERPAYMENTS

16. Housing Benefit Overpayments (HBOs) can occur where a housing benefit recipient fails to notify the Council of a change of circumstance which affects the level of housing benefit they are due to receive. This results in a debt being created within ERC systems, which is then subject to collection processes. In most cases the overpayment is due to oversight but in a small number of cases the overpayment is the result of an attempt to defraud. Higher value more important cases of this type are referred to the Department of Work and Pension's Fraud and Error Service (FES) where such action may lead to prosecution or to a financial penalty being applied, known as an administrative penalty.

17. A recent analysis of the outstanding Housing Benefit Overpayments shows by reason of write off:

Reason	Number of cases	Value
Debtor deceased	16	£4,501.24
Local Authority Error	5	£8,841.65
Other	3	£255.00
Prescribed*	103	£51,800.89
Sequestrated	4	£4,934.59
Small balance, uneconomical to pursue	5	£17.29
Gone Away	1	£85.36
Total	137	£70,436.02

(*prescribed debt is debt that has been legally extinguished due to the time lapsed.)

The comparative HBO write-off which the Cabinet approved in 2023 at this time was £51,274.97. The value in 2022 was £110,637.18.

18. In many cases HBO debtors come from very low income households whose only source of income is benefits. For these reasons councils find it difficult to recover HBOs, however, in all cases the recipient is expected to repay the resulting overpayment. Outstanding debts are recovered either through benefit deductions at source (if the recipient is on benefits), payment arrangements with the Debt Recovery Team or direct deductions via the Department of Work and Pensions (DWP).

19. The sum recommended for write off represents around 9% of the total Housing Benefit Overpayment level and can be met from existing bad debt provisions.

FINANCE AND EFFICIENCY

20. The impact of these proposed write-offs totals up to £594,510.43. This amount is fully provided for within bad debt provision.

21. Every effort is made to recover these sums and the decision to seek write-off is not taken lightly or without due cause. Should any future avenue become available by which to recover these monies, this decision does not prevent any such opportunities being pursued, hence the recommendation of write-offs “up to” said amounts.

CONSULTATION AND PARTNERSHIP WORKING

22. Council departments have been consulted in relation to the Sundry debt write off proposals. Our Non-Domestic Rates collection is administered on our behalf by Renfrewshire Council as a shared service. Renfrewshire have been involved in both the write off proposals and the empty property relief policy.

IMPLICATIONS OF THE REPORT

23. There are no implications in relation to IT, UK Subsidy Control, legal, property, equality or sustainability.

CONCLUSION

24. Write-offs are made annually as part of normal business processes. There is accountancy provision for such write-offs and as such they do not affect the Council's overall finances.

RECOMMENDATIONS

25. It is recommended that the Cabinet:

- (a) Approves the write off of the following sums, totalling up to £594,510.43 without prejudice to subsequent recovery procedure:
 - Council tax arrears totalling up to £356,800.39
 - Non Domestic rates arrears totalling up to £129,670.68
 - Sundry debt income totalling up to £37,603.34
 - Housing Benefit Overpayments totalling up to £70,436.02
- (b) Notes that sums written off have been accounted for already.
- (c) Notes that Water and Sewerage charges totalling up to £122,703.32 are also being written off in discussion with Scottish Water;
- (d) Approves the continuation of the current policy for Empty Property relief for Non Domestic Rate properties.

REPORT AUTHORS: Alison Ballingall, Senior Revenues Manager, 0141 577 3203 & Fiona Caldwell, Operations Manager, Revenues, 0141 577 3286

Further information is available from Louise Pringle, Director of Business Operations and Partnerships louise.pringle@eastrenfrewshire.gov.uk

BACKGROUND PAPERS

- Debt Management for Council Tax, Non Domestic rates, Sundry Debt income, Housing benefit Overpayments and Council Tax reduction adjustment, Cabinet 26th Jan 2023
- Debt Recovery Policy, Cabinet 23rd March 2023
- Non Domestic Rates – Empty Property Relief, Cabinet 23rd March 2023

Evidence is also provided by the Non Domestic Rates system and reports from Sheriff Officers

EAST RENFREWSHIRE COUNCILCABINET22 February 2024Report by Director of EnvironmentWRITE – OFF OF IRRECOVERABLE FORMER TENANT RENTS & COURT EXPENSES**PURPOSE OF REPORT**

1. The purpose of this report is to seek approval to write off former tenant rent and court expenses debt that cannot be recovered through the debt collection process.

RECOMMENDATIONS

2. It is recommended that Cabinet:

(a) Approves the write-off sum up to the value of £113,215.02 of former tenant irrecoverable rents & court expenses whilst acknowledging these can be pursued and recovered in future should additional information and opportunities arise;

(b) Notes that £55,412.04 of this amount is written off against the Housing Revenue Account (HRA) and the remaining £57,802.98 is written off against the Non HRA as this was accrued by homeless households placed in temporary accommodation; and

(c) Note that the write-off of these historic unrecoverable debts will have no net impact on the Council's accounts as provision has been made for the debt, in full, in previous years.

BACKGROUND AND REPORT

3. The current Rent Arrears Policy allows for debt to be written off under the following circumstances and ensures the Council can target recoverable arrears, use resources more effectively and write off irrecoverable debt in a more efficient manner.

- Debts over 2 years considered for write off, where debt recovery processes have been exhausted;
- Small balances under £75 written off;
- Debtor is deceased and has left no estate; and
- Debtor is in care of nursing home and there is no likelihood of debt being settled.

4. The Council's Internal Audit Team have requested that rent accounts where tenants have been "sequestered" now be included in the irrecoverable report to ensure that all "written off" debt is approved by Cabinet.

5. A breakdown of the proposed "write-off" amount is as follows:

RENTS

Category	HRA	Non HRA	Total
Debtor deceased with no estate	13,100.64	0	13,100.64
Debt collection process Exhausted	35,399.97	50,931.65	86,331.62
Debtor in care of nursing home	0	0	0
Small balances under £75 where recovery costs exceed amount due	98.64	3,390.01	3,488.65
Sequestered	3,235.56	3,481.32	6,716.88
Totals	51,834.81	57,802.98	109,637.79

COURT EXPENSES

Category	HRA	Non HRA	Total
Debtor deceased with no estate	0	0	0
Debt collection process Exhausted	2,160.34	0	2,160.34
Debtor in care of nursing home	0	0	0
Small balances under £75 where recovery costs exceed amount due	0	0	0
Sequestered	1,416.89	0	1,416.89
Totals	3,577.23	0	3,577.23

6. A significant area of HRA “write-off” occurs when the Council has exhausted the debt collection process. This consists mainly of rent arrears of former tenants. The Council has a thorough process to address arrears for current tenants and is working through a refreshed Arrears Recovery Plan to mitigate increased arrears over the last two years. However, the ability to recover this debt becomes significantly more difficult once the tenancy has ended.

7. In addition to rigorously engaging with and pursuing former tenants who owe a debt to the Council following the end of their tenancy, procedures are subject to ongoing review to promote a culture of prevention and early intervention where arrears occur in any tenancy.

8. This involves the provision of appropriate advice and support to tenants, including those who are in the process of terminating their tenancy, making it clear what their anticipated final charges would be and encouraging early payment and settlement.

9. The Non HRA debt to be written off occurs when the Council has exhausted the debt collection process. This consists of rent arrears for households who have occupied homeless temporary accommodation.

11. Scottish housing legislation does not permit Local Authorities to refuse services to homeless households when they owe debt to the Council. However, any household that seeks housing via the general waiting list must sustain payment arrangements for any housing debt owed to the council before an offer of accommodation will be made.

FINANCE AND EFFICIENCY

12. In the current year around £13.68m of rent, net of benefits payments, is due to be received into the HRA from tenants. The sum recommended for write off now from the HRA represents around 0.4% of this total and can be met from existing bad debt provisions.

13. Last year the Cabinet approved write offs totalling up to, £238,467.35 for the full year; which was split £198,526.61 from the HRA and £39,940.74 from non-HRA. The total write-offs represented a much higher amount than in an average year, as a deeper stocktake of accounts

owing was undertaken as part of our Income Recovery plan and following a hiatus in focused recovery activity due to staffing and pandemic impacts.

CONSULTATION

14. The Arrears policy was developed in consultation with the Environment Department's Accountancy Business Partner to ensure there were no detrimental effects on the HRA and non HRA accounts.

PARTNERSHIP WORKING

15. No partnership working was required in the development and preparation of this report.

IMPLICATIONS OF THE PROPOSALS

16. This report does not have any implications in terms of property, staffing, equalities, or sustainability. An EFRIA was carried out in development of the rent arrears policy; this is being updated at present as part of the refreshed rent arrears policy which will be submitted to a future cabinet meeting.

CONCLUSIONS

17. The rent arrears policy and procedures are designed to ensure pro-active measures are taken to prevent arrears from occurring in current tenancies, and to ensure that former arrears can be pursued effectively.

18. The "write-off" process is designed to ensure that resources are targeted effectively to address the arrears that can be recovered. Once written off the debt can still be pursued if required.

RECOMMENDATIONS

19. It is recommended that Cabinet:

(a) Approves the write-off sum up to the value of £113,215.02 of former tenant irrecoverable rents & court expenses whilst acknowledging these can be pursued and recovered in future should additional information and opportunities arise;

(b) Notes that £55,412.04 of this amount is written off against the Housing Revenue Account (HRA) and the remaining £57,802.98 is written off against the Non HRA as this was accrued by homeless households placed in temporary accommodation;

(c) Note that the write-off of these historic unrecoverable debts will have no net impact on the Council's accounts as provision has been made for the debt, in full, in previous years.

Director of Environment

Further details can be obtained from Phil Daws, Head of Housing, Property and Climate Change, 0141 577 3186.

February 2024

EAST RENFREWSHIRE COUNCILCABINET22 February 2024Report by Director of EnvironmentPUBLICATION OF GET TO ZERO ACTION PLAN**PURPOSE OF REPORT**

1. The purpose of this report is to seek approval to publish the Council's Get to Zero Action Plan.

RECOMMENDATIONS

2. Cabinet is recommended to approve the publication of the Get to Zero Action Plan, noting the summary of the public consultation responses and headline actions.

BACKGROUND

3. In November 2022 the Cabinet approved a target for the Council to achieve net-zero carbon emissions by 2045, for both direct (i.e. gas/water/fuel) and indirect (i.e. electricity) emissions. This aligns with the national target for net-zero emissions as set out in the Climate Change (Emissions Reduction Targets) (Scotland) Act 2019.

4. The Get to Zero Action Plan details how the Council proposes to fulfil its net-zero commitment. In May 2023, Cabinet approved a paper on the draft Get to Zero Action Plan (GTZAP) and related Environmental Report for public consultation. Under the Environmental Assessment (Scotland) Act 2005, public bodies are required to assess the likely impacts of their plans on the environment. The output of the assessment was the related Environmental Report. Over May and June 2023, a public consultation on the draft GTZAP and related Environmental Report was undertaken.

5. Climate action has been ongoing throughout the preparation of the GTZAP and the consultation period. Some examples are provided below:

- Continued investment in low carbon LED street light replacement;
- Cabinet approval of a new fleet purchasing policy which phases out internal combustion engines in council cars and light vehicles from 25/26;
- Planting underway for a further 10,000 trees between December 2023 and March 2024;
- Delivery of carbon literacy training to approximately 80 staff and councillors;
- Public consultations undertaken on Local Housing and Local Transport Strategies which acknowledge the need for reduced carbon emissions;
- Preparation of the Local Heat & Energy Efficiency Strategy (LHEES) for consultation;
- Commissioning of a feasibility study on potential heat networks in Eastwood Park and Barrhead Main Street;

- Commissioning feasibility study for retrofitting school buildings for reduced carbon emissions; and
- Development of a revised Property Asset Management Plan which acknowledges net zero targets.

6. While there is currently no statutory requirement for local authorities to publish climate action plans, in December 2023, the Scottish Ministers accepted a recommendation from Environmental Standards Scotland to make climate adaptation and sustainability plans at local authority level compulsory.

REPORT

7. The Get to Zero Action Plan is provided in Appendix 1. It sets out the actions required to achieve climate change targets by reducing council and community emissions and supporting the regional climate adaptation programme.

8. The GTZ Action Plan aligns with Scottish Government policy objectives for tackling climate change but acknowledges that timeframes will differ nationally and locally. The action plan is dependent on available funding to support the investment required and appropriate technology, expertise, standards & guidance being available to support transition. The Council's areas of focus for transition are:

- I. Estate – It is noted that the Scottish Government currently has a non-statutory target of having zero emissions heating systems, supported by high levels of energy efficiency, in all public buildings by 2038. The Council has agreed to achieve net zero carbon emissions by 2045 and recognises that reducing emissions from its estate will be a major part of achieving this target with year-on-year reductions required.
- II. Fleet – A Fleet Purchasing Policy was agreed by Cabinet in September 2023, which will see the transition to electric cars and vans, starting in 2027. The transition for other vehicles will be considered nearer 2030. The Scottish Government policy expectation is that:
 - After 2025, public bodies are expected to no longer operate cars with internal combustion engines (ICE). In practice this means all cars being used would be electric from 2025/26.
 - 2025 and 2030, public bodies are expected to have begun, and completed, ceasing the purchase of new ICE vans and light commercial vehicles (i.e. less than 3.5 tonnes).
 - By 2030, public bodies are expected to have plans in place that mean no new ICE heavy goods vehicles (e.g. bin lorries, gritting trucks, buses) are purchased.
- III. Housing – The Council is on track to meet the target of all social housing to meet Energy Performance Certificate (EPC) Band C by 2025. It is further proposed that all council-owned homes will achieve Energy Performance Certificate B by 2032 in line with Scottish Government targets.
- IV. Transport – The GTZAP supports the national route map to reduce car kilometres by 20% from 2018-2030. The Council will work with other regional and national transport authorities to achieve this target.

9. The Plan covers a 22-year period and as a result costs for delivering the actions are estimated. There is significant capital investment required to meet the emissions reductions targets. The cost to implement the GTZAP is a major challenge to the Council, at a time of unprecedented budget constraints. However, the longer that actions are delayed the tougher the targets will become and so steady progress in delivering a comprehensive programme of investment is required to achieve the 2045 target. Also, any identified costs, whilst substantial,

may well be significantly less than the costs of climate impacts. More details of estimated costs are provided in the Finance & Efficiency section of the report.

10. The key points are summarised raised through the public consultation are provided below:

- 18 responses were received. Seven responses were critical of planning for climate change as a point of principle; however, these responses did not answer the questions asked.
- Clarification was requested on:
 - how significant Council emissions are in the context of the whole area;
 - the costs associated with the delivery of the actions; and
 - the cost-benefit of progressing actions that have negative financial or social impacts.
- Critical comments highlighted that:
 - timescales to deliver the action plan will be very challenging given the budget challenges the Council faces; and
 - increasing the number of homes in East Renfrewshire will add to challenges vis-à-vis transport and active travel routes.
- Three statutory consultees replied. Historic Environment Scotland and NatureScot, provided responses, whilst Scottish Environment Protection Agency provided a nil response. Both NatureScot and Historic Environment Scotland were satisfied with the scope and approach of the Environmental Report. NatureScot also highlighted the importance of monitoring performance against the Environmental Report.

11. Following the consultation, some changes have been made to the GTZAP. These are summarised below:

- Chapter 2 (Carbon baseline) has been updated to make clearer how the Council's operational emissions relate to the overall emissions across the whole of East Renfrewshire.
- Chapter 8 (Measuring progress) has been updated to reflect the wider range of measures that will be used to track progress and show the full breadth of environmental impacts highlighted in the Environmental Report.

12. Chapter 6 (Timetable for action) of the GTZAP provides an overview of how actions will progress over the period to 2045, and how they will be sequenced. The key actions that will be delivered between now and 2025/26 are shown in Appendix 3. This shows what actions will directly reduce either community or council emissions, and what actions will prepare for future reductions in emissions. An indication is provided on the likely impact of these key actions, but it should be noted that significant investment will be required to achieve the scale of future emissions reductions required to meet the Council's target of net zero carbon by 2045.

FINANCE AND EFFICIENCY

13. The costs to implement the GTZAP have been estimated and shared with Cabinet in May 2023 report. Current estimates are that as much as £370m capital investment could be required in the period up to 2045. Given the need for detailed feasibility studies, the fact that low-carbon technologies are evolving amidst ongoing global market uncertainty, coupled with the long timespan which the GTZAP covers, the estimates should be treated as such. Whilst they are provided using the information and insight available at this time, these are not costs that we can depend upon but do provide a guide to the potential scale of investment that would be required. In short, this is a 22-year action plan that has high level indicative costs and it will

inevitably be subject to change and variation as government policy and technology develops as well as funding availability.

14. Additional actions will be progressed through the budget strategy and capital planning processes, or external funding will be pursued. It is proposed that progress is considered against 3-year delivery plans to be reviewed and renewed on a rolling basis towards the 2045 target.

CONSULTATION AND PARTNERSHIP WORKING

15. A public consultation on the GTZAP and Strategic Environmental Assessment report was carried out in May and June 2023, with the results informing the updated version of the GTZAP.

16. The GTZAP is over-arching and is informed by many strategies and policies across the Council. For example, the Local Transport Strategy, Local Housing Strategy, Local Development Plan 3, and Local Heat & Energy Efficiency Strategy form part of the GTZAP. For each of these strategies in development, partnership-working is ongoing and public consultation will be undertaken. This will provide the public with more specific detail and policy proposals as they come forward.

17. The GTZAP has actions under the theme of partnership working. These include working with Trading Standards Scotland to prevent scams in energy efficiency works; working with community partners on a climate change network; being members of Sustainable Scotland Network, Climate Ready Clyde, the Clyde Climate Forest, the Glasgow City Region (various portfolio groups), and other professional bodies which shape climate change policy. More recently the Council has supported the development of a Climate Intelligence Service to be hosted by the Improvement Service.

IMPLICATIONS OF THE PROPOSALS

18. There are no immediate impacts on staffing, property, legal, IT and subsidy-control from the approval of this Action Plan. However, the specific implications of actions within the GTZAP will be reported to Cabinet as they are progressed and detailed impacts will be made clear.

19. Due to the over-arching nature of the GTZAP, a stronger assessment in terms of both Equalities, Fairness and Rights and Climate Change Impacts, will be made as individual actions are brought forward.

20. The Council reports its annual progress on climate action to Cabinet following submission to the Scottish Government under the 'Climate Change (duties of Public Bodies; Reporting Requirement) (Scotland) Order 2015. The 2022/23 progress report finds that, whilst emissions have reduced, the forecast suggests the Council will miss its 2045 net-zero target without taking additional actions. The GTZAP sets out the actions, and the scale of investment required, to achieve the 2045 target.

CONCLUSIONS

21. The draft GTZAP and associated Environmental Report was subject to a public consultation in May and June 2023. The results of the consultation have not led to significant

changes to the plan, with minor amendments being made.

22. The updated GTZAP sets out actions that will achieve climate change targets by reducing council and community emissions and supporting the regional climate adaptation programme. It outlines actions over a long period (22 years) and provides estimated costs for delivering actions. Significant investment is required to meet the emissions reductions targets. Key actions that will be delivered between now and 2025/26 are provided in Appendix 3.

23. Whilst the financial challenges are clear, implementation of the action plan provides an opportunity to deliver healthier communities with improved built infrastructure, air quality and protection and enhancement of biodiversity and greenspace.

RECOMMENDATIONS

24. Cabinet is recommended to approve the publication of the Get to Zero Action Plan, noting the summary of the public consultation responses.

Director of Environment

For further information contact: Phil Daws; Head of Housing, Property & Climate Change
phil.daws@Eastrenfrewshire.gov.uk

February 2024

APPENDICES

1. Get to Zero Action Plan

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GET TO ZERO

A CLIMATE ACTION PLAN
FOR EAST RENFREWSHIRE

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1. OUR CONTEXT

East Renfrewshire Council's vision is to be a modern, ambitious council creating a fairer future for all. In relation to the economy and the environment the outcome that we want to achieve is that East Renfrewshire is a thriving, attractive and sustainable place for businesses and residents.

East Renfrewshire is situated to the south of the city of Glasgow. It covers an area of 67 square miles; 85% of which is rural land with the remaining area comprising mainly residential suburbs. The towns of Barrhead and Neilston and the village of Uplawmoor lie to the west of the authority. Newton Mearns Giffnock, Thornliebank, Clarkston, Netherlee and Stamperland are located to the east, together with the smaller villages of Busby, Eaglesham and Waterfoot.

Our population is growing faster than the Scottish average with projections expecting an 8% growth (2018 to 2028) and 19% growth (2018 to 2043). Our upcoming 3rd Local Development Plan and Local Housing Strategy set out a clear framework for delivering the location, scale and type of housing to meet population increases and local needs across all tenures. More homes are expected to be built in the next 10-years to meet local housing requirements.

Currently, car ownership is very high with 64% of people using a car to commute to work. 81% of households have at least one car. Eighty-two percent of homes are privately owned.

The Council provides many services to citizens and businesses. Our Get to Zero Action Plan (GTZAP) sets out how we will change our services to:

- Reduce our own operational emissions;
- Support our communities to reduce their emissions; and
- Adapt both our own, and our community's buildings, infrastructure and spaces to adapt to a changing climate.
- Protect and enhance our natural spaces for biodiversity and wildlife.

Making these changes is demanding and requires a collective effort now- if the worst impacts of climate change are to be avoided. In recognition of the challenge, the Council declared a climate emergency¹ in October 2021.

1.1. What is climate change?

Climate change refers to long-term shifts in temperatures and weather patterns. These shifts may be natural, such as through variations in the solar cycle. But since the 1800s, human activities have been the main driver of climate change, primarily due to burning fossil fuels like coal, oil and gas.

The planet is becoming warmer as more 'emissions' from human activity are trapped in the atmosphere. Emissions from human activities are created when fossil fuels are burned to make power, burn natural gas for heating, or by burning petrol or diesel for vehicles.

Linked to climate change, the planet is facing a nature and biodiversity crisis too. Climate change is driving nature's decline, and the loss of wildlife and wild spaces reduces our ability to reduce carbon emissions and adapt to change. The actions that humanity will take need to address both climate and nature emergencies.

The scale of the challenge

We are already feeling the effects of change. Average temperatures now are as much as 1.4 degrees hotter than the beginning of 20th century. Climatic changes already are estimated to cause over 150,000 deaths annually with estimates that between 2030 and 2050, climate change is expected to

cause approximately 250,000 additional deaths per year², from malnutrition, malaria, diarrhoea and heat stress. Locally, we will continue to see increased rainfall and extreme weather including heat and droughts. This impacts our communities – land and property values are impacted, with the poorest disproportionately affected; health impacts are felt by the most vulnerable in our society; food supplies are threatened by crop harvests here and abroad; and travel and tourism to places with more extreme weather will be avoided. This impacts the Council – our roads, waterways and greenspaces now need to be managed differently with flooding, heat and drought in mind; and our buildings need more shade and mechanical cooling to make them useable.

1.2. Global challenges

The United Nations Environment Programme (UNEP)³ states “The world is in a climate emergency – ‘a code red for humanity’.” The world is far from securing a global temperature rise to below 2°C as promised in the Paris Agreement⁴ – a global commitment signed by 196 governments. To limit global temperature rises to below 2°C aiming for 1.5°C, as promised in the Paris Agreement, countries must cut Greenhouse Gas (GHG) emissions drastically every year. The Glasgow Climate Pact, agreed at COP26 in Glasgow 2022, committed governments, for the first time, to phase down unabated coal power and inefficient subsidies for fossil fuels. Reducing the demand and use of fossil fuels will be the most significant action governments, businesses and individuals can take in cutting GHG emissions.

1.3. Supporting Scotland’s Net Zero goal

The Scottish Government published its most recent update of the Climate Change Plan⁵ in 2020. This followed their declaration of a climate emergency⁶ in May 2019. The amended Climate Change Act has set new emissions targets for GHG as follows:

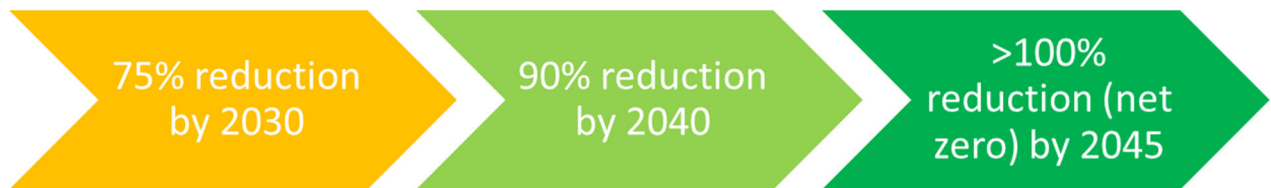


Diagram 1 - Scottish Government Carbon Net Zero Targets

The Scottish Government has also committed to the following targets:

- To reduce car kilometres driven by 20% by 2030.
- To have phased out new purchases of petrol/diesel cars and light commercial vehicles in Scotland’s public sector fleet by 2025.
- To have phased out the need for all petrol/diesel vehicles in Scotland’s public sector fleet by 2030.
- All publicly-owned buildings to meet zero emission heating requirements by 2038.
- Social housing to meet Energy Performance Certificate (EPC) Band B, or be as energy efficient as practically possible, by the end of 2032.

1.4. Specific challenges in East Renfrewshire

East Renfrewshire have some specific challenges which will shape the practical delivery of the GTZAP. For example:

- Car ownership is high (81% have access to a car) – 8th highest in Scotland, and 64% of people travel to work by car.

- There is a high proportion of owner-occupier households (82%) meaning we will rely on home-owners to take actions to the majority of properties.
- Although the adopted road network is improving, a significant proportion of roads still require repair and investment over coming decades.
- There are recognised issues relating to the availability of buses, particularly in less-urban areas. It is also understood that connectivity between the east and west of the area is very poor; services are not well integrated between bus and trains; and funding subsidy for buses means some services are reducing.
- Active travel (i.e. means making journeys by physically active means like walking, wheeling and cycling) decreased between 2014-2017, although active school travel in East Renfrewshire has steadily increased since 2008
- The Council's property estate (i.e. schools, offices, community facilities, leisure centres) is generally in need of major upgrade to achieve lower energy consumption and zero-emission heating systems.

1.5. Ambition for East Renfrewshire

The Council agreed in November 2022 to set a target to achieve net zero carbon emissions by 2045. This aligns with the Scottish Government target. There is a national interim target to achieve 75% emissions reduction by 2030 and 90% by 2040 (from 1990 baseline). The Get to Zero Action Plan acknowledges the interim targets because they help to bring the 22-year net-zero target into the field of vision.

What does “net zero” mean?

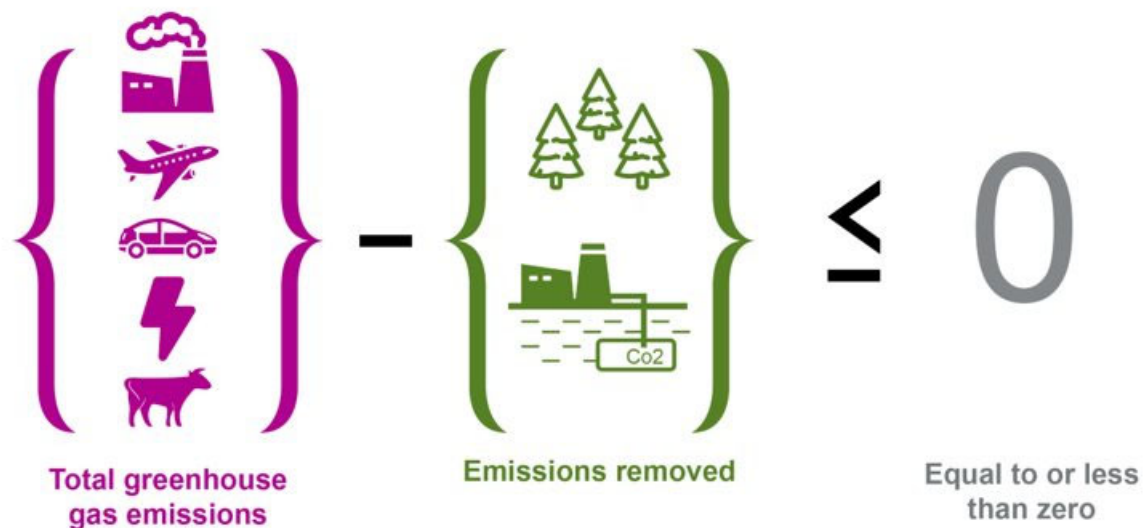


Diagram 2 - Scottish Government Carbon Net Zero Targets

This will require very significant reductions in the emissions from our operations, covering: the things we buy; how we heat and power our buildings (e.g. schools, offices, leisure facilities, community facilities); how we manage the waste and recycling we collect from homes; how our vehicles are powered; and how and where our staff work.

Whilst the Council is estimated to contribute only 5% of the emissions in the area, the Climate Change Committee (CCC) (the UK and devolved governments' advisory body) estimates that we can influence as much as 50% of the emissions in our area. Through our work on transport, roads, active travel, planning, building control, regeneration, town-centre investment, and education we can influence the transformation that is needed to achieve this national ambition. Changing how homes and businesses meet their heating requirements, where they get electricity from, how citizens move around and use local services can be shaped by the Council.

Together with our regional partners, the Council is part of Climate Ready Clyde⁷ (CRC), which is a cross-sector initiative, supported by the Scottish Government. CRC developed Glasgow City Region's first Adaptation Strategy and Action Plan, launched in June 2021. The strategy aims to ensure Glasgow City Region's economy, society and environment is not only prepared for but continues to flourish in a changing climate. The GTZAP sets out actions that will support the Council and its community to adapt to the changing climate. This recognises that tackling climate change is about both reducing emissions and dealing with the damage that the historic emissions are inevitably going to bring in terms of more flooding, water shortages, extreme heat episodes and storms.

2. CARBON BASELINE

Achieving carbon reductions to 'Get to Zero' (i.e. Net zero emissions of carbon each year) requires a good understanding of the emissions that are being generated. The Council holds information on its own operations, which must be reported to Scottish Government each year, with data widely available to complete this. Local community emissions (i.e. from houses, business properties and transport) are more difficult to calculate given the data available. Improvements must be made on how we collect, analyse and publish data, with a particular need to better understand the community emissions being generated and how these might change over time.

2.1. Council Operations

The Council is starting from a position of progress. Emissions have reduced in the last decade, mainly through actions such as: street-lighting LED replacement programme; lighting improvements for energy efficiency in properties; investment in council housing; and a new waste contract diverting most waste from landfill to energy recovery.

The Council, like all public bodies, sets the boundaries for what it measures in terms of carbon emissions. The Council measures the following emissions.

Scope	Definition	Sources
Scope 1	All direct emissions from sources that are owned or controlled by the Council	<ul style="list-style-type: none"> • The gas supply and water supply and treatment for: <ul style="list-style-type: none"> ○ The council's own buildings ○ Buildings operated by East Renfrewshire Culture and Leisure Trust (ERCLT) ○ Offices in Domestic property ○ Sheltered housing • Petrol and diesel vehicles in the council fleet
Scope 2	Energy-related indirect emissions from generation of purchased electricity, steam and heating/cooling consumed by the Council	<ul style="list-style-type: none"> • Generation of purchased electricity for: <ul style="list-style-type: none"> ○ The council's own buildings ○ Buildings operated by East Renfrewshire Culture and Leisure Trust (ERCLT) ○ Domestic property – close lighting and offices ○ Sheltered housing ○ Un-metered supply (i.e. street lighting, traffic signals, CCTV, bollards etc.) ○ Electric vehicles
Scope 3	All other indirect emissions that are a consequence of the activities of the Council	<ul style="list-style-type: none"> • Council business travel • Waste disposal and processing <ul style="list-style-type: none"> ▪ Landfill ▪ Recycling ▪ Incineration ▪ Composting • Supply chain emissions (e.g. purchased goods/services)

Figure 1- Scope boundary for Council emissions

The Council’s latest report on its own emissions is published on our website⁸. A summary of the main emissions is shown in **Figure 2**.

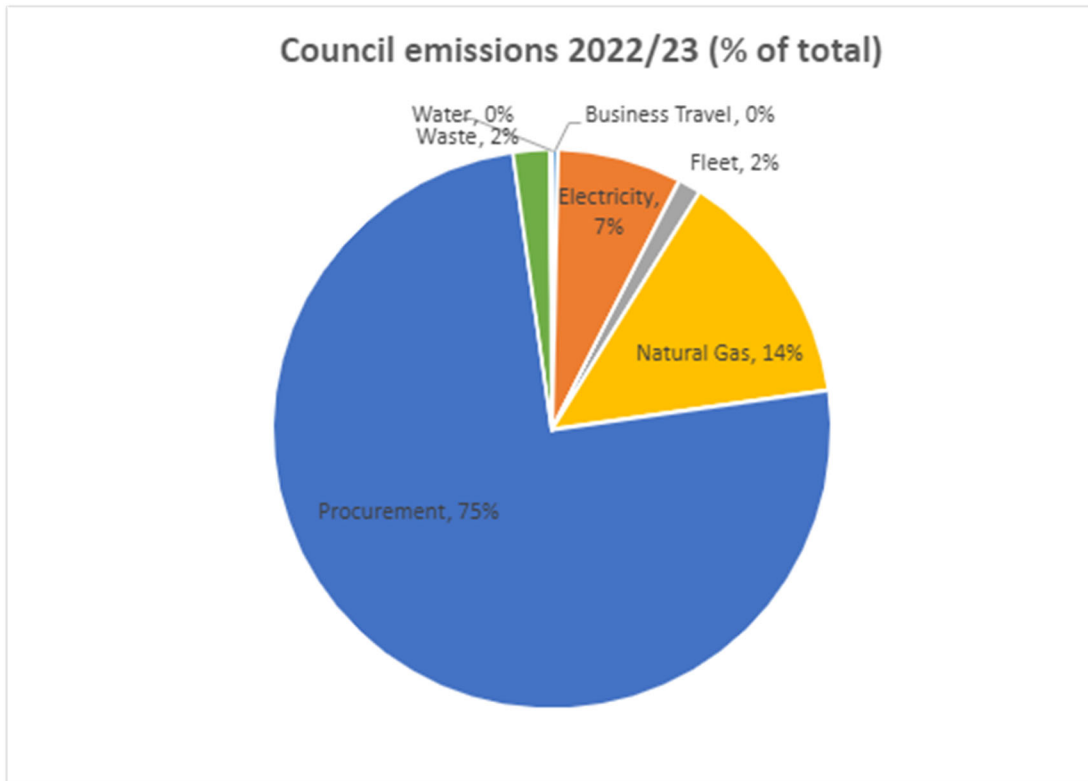


Figure 2- Council Operational Emissions 2022/23

A more detailed breakdown of the Council’s operational emissions without emissions from procurement, is shown in **Figure 3** below.

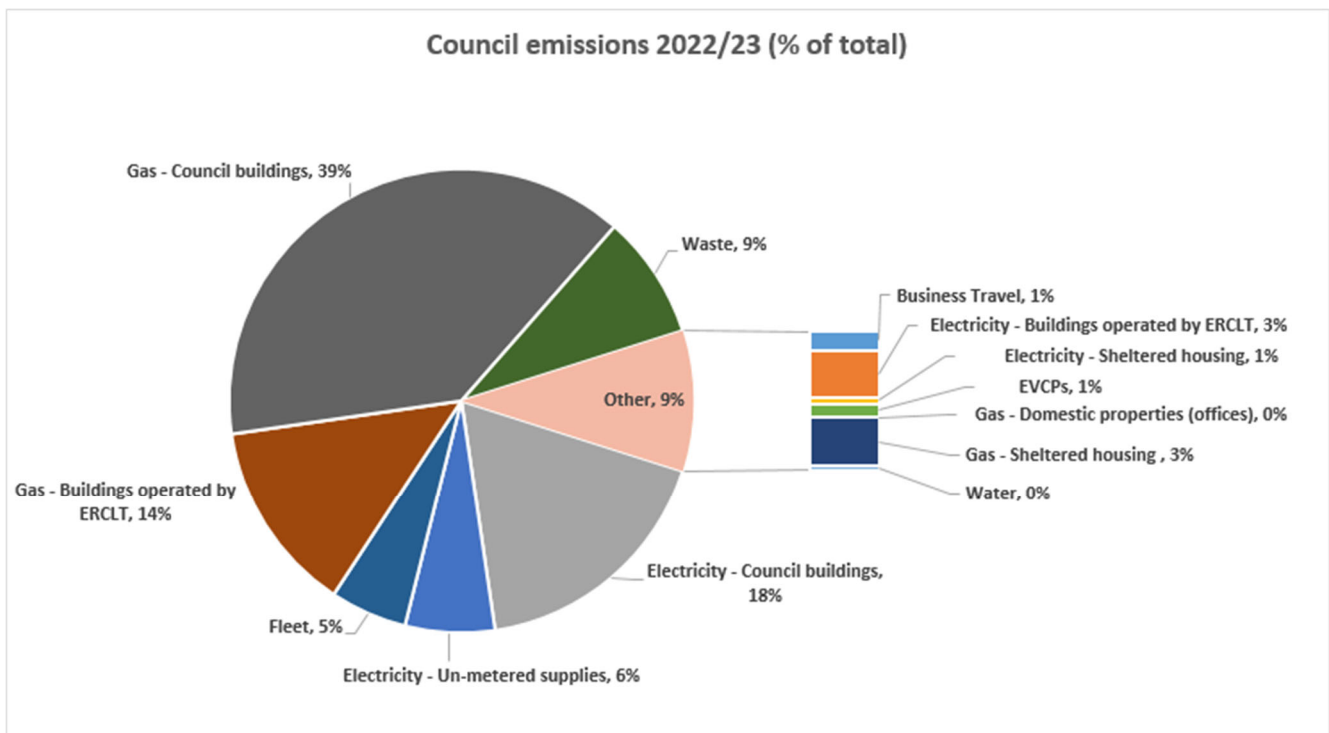


Figure 3- Council Operational Emissions 2022/23- Detailed, with procurement emissions removed.

2.2. Community emissions

The Council's own emissions accounts for less than 10% of the emissions across the whole of East Renfrewshire. Emissions from homes, transport, businesses and industrial activity is considered part 'Community Emissions'. The GTZAP seeks to influence these emissions through its actions.

The Council does not hold an accurate baseline position on the emissions that are generated across the area. This will be an area for improvement in our action plan. The Department for Business, Energy & Industrial Strategy (BEIS) publishes data⁹ that estimates emissions in East Renfrewshire, based on a disaggregation of the UK GHG inventory. This data is limited, in that it will only reflect improvements made nationally, which won't reflect any local action, or inaction, being taken. The BEIS data suggests emissions have reduced by 35% (505ktco2e to 391ktco2e) over the period 2005 to 2019 in East Renfrewshire. BEIS have made a tool available called 'SCATTER' to help understand area-based emissions. A summary of the SCATTER¹⁰ tool calculation for 2019 is shown in **Figure 4**.

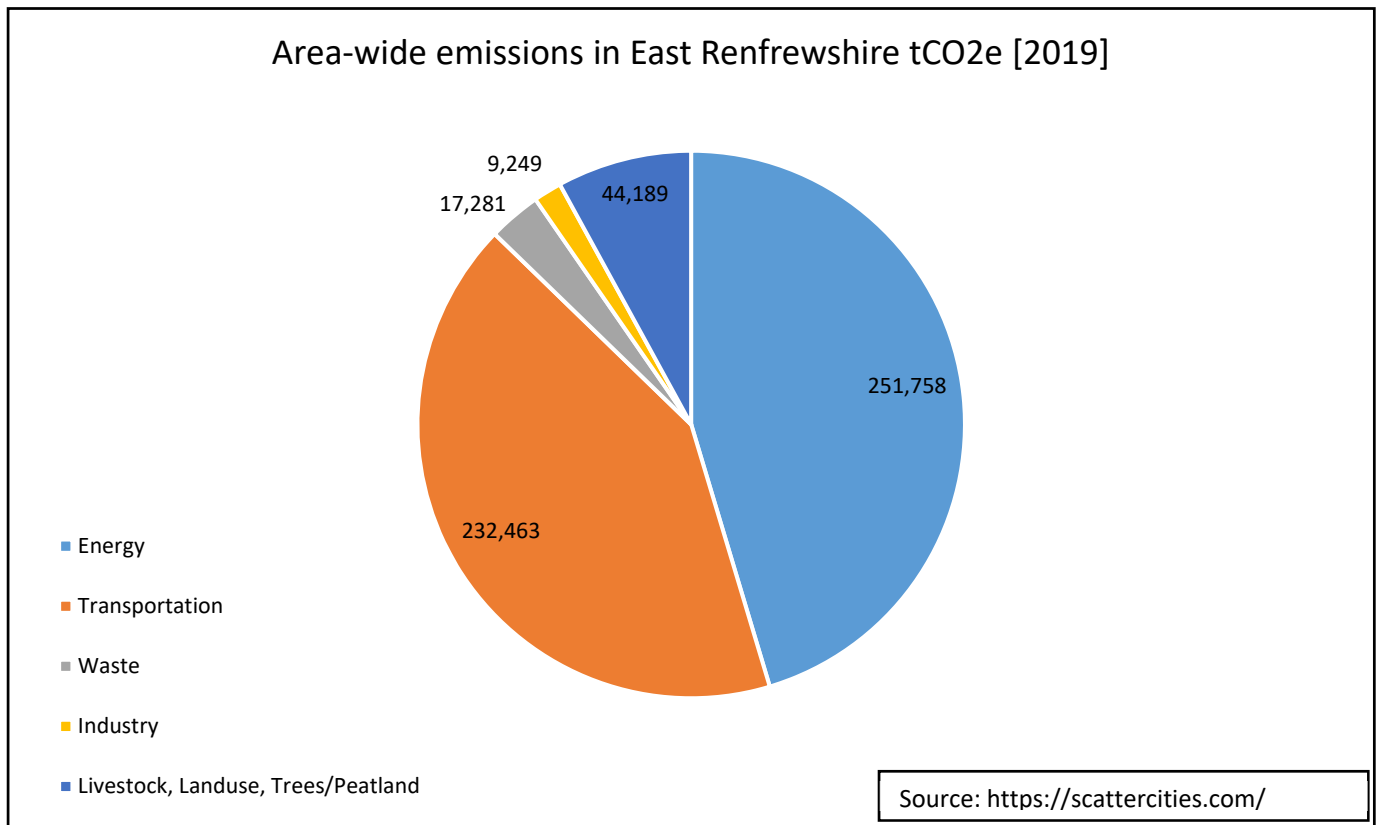


Figure 4- Area-wide emissions for all of East Renfrewshire, 2019

3. TARGETS FOR EAST RENFREWSHIRE

3.1. Net Zero

The Council commits to achieve the national target of being net-zero carbon by 2045. In achieving this end-target, the Council acknowledges the national interim targets to reduce emissions by 75% against the 2020 baseline by 2030, and 90% against the baseline by 2040.

3.2. Supply-chain emissions

The Council measured supply chain emissions within its 2020 carbon emissions calculation. These were included to acknowledge the significant percentage of emissions from the things that we buy and to help drive a change on how we purchase goods and services. The Council is one of the first public bodies in Scotland to measure supply chain emissions and the data and methodology is still being developed.

Until the data calculation methodology has been resolved for supply-chain emissions, the Council has chosen not to report supply-chain emissions in progress towards the net-zero target. However, it remains committed to reducing emissions from the goods and services it purchases. It is proposed that the Council will set a target to reduce supply-chain emissions once the data methodology issues have been improved.

3.3. Our estate

The Scottish Government has set a target of having zero emissions heating systems, supported by high levels of energy efficiency, in all public buildings by 2038. The Council has agreed to achieve net zero carbon emissions by 2045 and recognises that reducing emissions from its estate will be a major part of achieving this target. However, the Council is not in a position to confirm achieving the 2038 date. A decision on achievement of the 2038 target will be considered again once further analysis on the scale and cost of transition has been completed.

3.4. Our transport fleet

The Council recognises the Scottish Government's ambitions to decarbonise the public sector fleet, as follows:

- After 2025, public bodies are expected to no longer operate cars with internal combustion engines (ICE). In practice this means all cars being used would be electric from 2025/26.
- Between 2025 and 2030, public bodies are expected to have begun, and completed, ceasing the purchase of new ICE vans and light commercial vehicles (i.e. less than 3.5 tonnes).
- By 2030, public bodies are expected to have plans in place that mean no new ICE heavy goods vehicles (e.g. bin lorries, gritting trucks, buses) are purchased.

A Fleet Purchasing Policy was agreed by Cabinet in September 2023, which will support the transition to electric cars and vans, starting in 2027. The transition for other vehicles will be considered nearer 2030.

3.5. Housing

The Council commits to meet the Energy Efficient Standard for Social Housing 2 (EESH2), to have all Council-owned homes at Energy Performance Certificate B by 2032.

3.6. Community emissions

The Council will contribute towards national targets for reducing community emissions:

- To reduce car kilometres driven by 20% by 2030.

- To introduce building standards measures to require zero emissions heating in all new buildings from April 2024.

3.7. Climate adaptation

As part of Climate Ready Clyde, the Council will contribute to the wider Glasgow City Region targets for climate adaptation. These are to have:

- Increased resilience of over 140,000 of the region's most vulnerable people to the impact of climate change;
- Closed the region's adaptation finance gap of £184m a year; and
- Involved 125 new organisations, community groups and businesses supporting Glasgow City Region to adapt to climate change

4. STRATEGIC ENVIRONMENTAL ASSESSMENT

A Strategic Environmental Assessment (SEA) is a way of considering the environment when preparing public plans, programmes and strategies. It identifies potential significant environmental effects and, where necessary, describes how these effects can be avoided or reduced. Through consultation, SEA also provides an opportunity for the public to express their views on proposed policies and their potential environmental impacts. In this case, SEA is being used to assess the likely environmental effects of the Draft Get to Zero Action Plan.

4.1. How was the Strategic Environmental Assessment undertaken?

Consultants (LUC Ltd.) reviewed all actions and held workshops with staff who will lead the delivery of GTZAP actions. This informed their draft assessment. The assessment identifies positive and negative environmental effects and the significance of these; considers whether they would be temporary or permanent; and notes where they would arise in the short, medium or long term. It also distinguishes between effects arising directly from the Draft Get to Zero Action Plan and any 'secondary' effects, which would indirectly impact on the environment.

The consultants completed a draft Environmental Report¹¹, which was the basis of consultation alongside the draft GTZAP.

4.2. Strategic Environmental Assessment findings

The environmental effects are considered as direct and indirect effects from the action themes.

Overall, only some of the actions will result in direct effects. The majority of direct effects relate to 'climatic factors'; 'population and human health'; and 'material assets' topics. The built environment actions were the only actions likely to directly affect cultural heritage and historic environment. During the assessment, no significant negative effects against the SEA topics were identified. Some of the actions within the built environment action theme are expected to result in significant positive effects in relation to biodiversity, flora and fauna.

There will be indirect effects on the environment across most of the topics, but most of the effects are minor. Most of the effects are positive for the environment.

4.3. What measures could be put in place to avoid, reduce or manage the environmental effects of the Draft Get to Zero Action Plan?

No significant adverse effects are identified from the assessment. Consideration of mitigation is focused on opportunities to avoid, reduce or manage minor adverse effects.

5. PRIORITISING OUR ACTION

We will prioritise the actions that can bring the most significant reduction in carbon emissions, whilst ensuring that we also adapt to the changing climate. This plan will address:

- Actions to reduce emissions from Council operations;
- Actions to support emissions reductions in the wider East Renfrewshire community;
- Actions needed to enable better decision making; and
- Actions to help the Council and the community adapt to a changing climate.

A summary of the action outcomes is provided in this section with a more detailed plan covered in the [timetable for action](#).

5.1. Council operations

The Council's operational emissions are covered earlier in the action plan. The following section outlines the actions the Council will take to reduce these emissions, and actions that will help both the Council and the wider community adapt to the changing climate.

5.1.1. What we buy – procurement and shaping our supply chain

The largest part of the Council's operational emissions (75%) comes from the goods and services it purchases. Reducing emissions from the supply chain will take time, and will rely on working closely with suppliers. The Council will need to adopt a willingness to innovate and try new approaches, as some of the solutions needed may not currently exist in the market. The Council spent c. £130 million on procurement of goods and services in 2022/23. There is a huge opportunity to use this spending power, working alongside other public bodies, to drive innovation in supply chains and develop new low-carbon products, or entirely new ways of using materials. Options are within circular procurement¹² principles, which the Council is keen to adopt.

Whilst seeking ways to reduce emissions across all categories, the scale of council spending means there is a need to focus on key categories that the data shows will have the most significant carbon impacts. These are covered in the sections below.

Building & Construction

The Council builds many different types of properties. The actions here will focus on reviewing the contracts for major projects (e.g. schools) and the products used by our largest suppliers to understand what scope there is for alternative products or changes to the design process. The Council is already adopting the principles of the Net Zero Public Sector Building Standard¹³ and Passivhaus¹⁴ but will consider formalising this in its construction design specifications.

Roads materials

Most road materials are fossil-derived products, or involve large quantities of heavy, quarried material. The climate impacts are therefore very high for the money invested. Actions here will focus on working with the supply chain, and in collaboration with national agencies and centres of procurement (e.g. Scotland Excel) to drive innovation that still meets the engineering needs of the roads network.

Food

School catering is a very significant category spend for the Council, which is likely to grow with increased school meal provision being forecast. Food production, manufacture, packaging, transport and waste have huge carbon impacts. Reducing emissions in this area will require meticulous assessment of data at a product level, more than any other spend category, to understand where emissions can be reduced. It is likely that considering the dietary requirements, with more plant-

based choices, as well as improved energy efficiency in manufacture, low-carbon/reduced transport, reusable packaging and reduced waste will offer solutions to reducing emissions.

Digital equipment

Electronic equipment, both infrastructure (e.g. servers) and personal equipment (e.g. laptops), is extensively used and purchased by the Council. It is estimated that making a mobile phone accounts for 85–95% of its annual carbon footprint because manufacturing its electronics and mining the metals that go into them is energy-intensive¹⁵. Solutions to reduce such emissions are likely to consider: reducing the volume of personal equipment needed; considering purchase of refurbished, reused or remanufactured equipment; consideration of ‘product as a service’¹⁶; and purchasing lower-carbon equipment (i.e. the manufacturing process is more material and energy efficient than currently).

5.1.2. Our estate

The council estate has over 100 properties, including schools, offices, leisure centres, community facilities, depots and stores. The council estate accounts for most of the direct (i.e. gas, water) and a large amount of indirect (i.e. electricity from the grid) emissions the Council generates. Excluding procurement emissions, around 50% of operational emissions is from the properties owned and managed by the Council. The first step in reducing these emissions will be establishing plans and proposals to manage investments, using both council and wider government funds. The Scottish Government’s ambition to ensure that there is zero emissions from heating public buildings by 2038, will shape the scale and scope of the Council’s plans for its estate.

As well as reducing emissions, it will be vital that the future estate is safeguarded as well as possible against the changing climate. More extreme heat-waves, prolonged periods of high-winds, and localised flooding are all expected to occur as the climate continues to change. Adapting buildings to cope with the changing climate will be integrated into the investments the Council makes to its properties.

Our future estate

The actions to manage the long-term transition to low-carbon heat and power systems for Council properties will start with establishing senior officer groups to consider recommendations to refurbish, rebuild or dispose of properties. This will inform the investment strategy and shape the application of funding from the government and/or its agencies.

Heat and power for our buildings

In the short to medium term, there are improvements that can be made to buildings. Taking actions to improve the lighting, heating, cooling and insulation in the estate will deliver incremental changes in advance of a much greater investment. Giving greater autonomy to responsible persons (i.e. those who are responsible for safety, security and welfare in each property) to monitor energy use, building temperatures, and support staff to take energy efficiency measures will help reduce energy demand.

5.1.3. Council homes

The Council currently owns 3,170 social houses. The Council is focused on achieving the Energy Efficiency Standard for Social Housing (EESH) 2 standard, which aims to have all homes at Energy Performance Certificate (EPC) level B by 2032. The actions to deliver this will focus on assessing properties, piloting new approaches and reflecting the findings from these pilots into the investment strategy for social homes. The Council will also consider the standard it will build future social homes to, endeavouring to achieve the highest possible standard for energy efficiency, low-emission heating, electric vehicles charging (where appropriate), and also to ensure buildings are adapted to a changing climate.

5.1.4. Our vehicles

The Council currently operates a fleet of 173 vehicles, including social work rapid response cars, housing repairs vans, refuse collection vehicles, gritters, adapted buses, tractors, quad-bikes and mini-excavators. The Scottish Government has set out a challenging policy ambition to decarbonise the public sector fleet. To achieve this the Council must consider the following: additional cost for electric vehicles (EVs) or low-carbon fuels; the development of the market for vehicles; the infrastructure required to support new vehicles (e.g. charging points); and operational challenges (e.g. charging time for vehicles used across three shift patterns). The Council has a major constraint with the power supply at its main depot, which will need to be addressed alongside the transition to a low-carbon fleet. This constraint shapes the timing of the actions set out in the following sections.

Cars and light vehicles

The actions will be shaped by a 'Fleet Decarbonisation Officers' Group' who will recommend the steps required to secure the necessary charging infrastructure and to support fleet service-users to assess their options for transitioning to zero-emissions vehicles. The main fleet-users (i.e. HSCP, Roads, Housing, and Neighbourhood Services) will set out a business case for investment to remove internal combustion engine (ICE) cars from use by 2025 and vans over the period 2025 to 2030.

Heavy and specialist vehicles

There is more time to address the heavy and specialist vehicles (e.g. refuse collections, gritters, adapted school buses). However, work will start long before the deadline of 2030 for ceasing the purchase of ICE heavy and specialist vehicles. The main fleet-user services (i.e. Roads, Neighbourhood Services, and Education) will set out a business case for investment to stop purchasing internal combustion engine (ICE) heavy and specialist vehicles by 2030.

5.1.5. How we work

Council staff are returning to the office, following the disruption caused by the COVID pandemic. Some of the benefits of hybrid working, and reduced business travel likely mean that many emissions from Council operations have already been reduced. However, the Council will seek to ensure that the benefits from more digital working and the reduced need to travel for meeting other staff or customers is retained. Further emissions reductions are believed to be possible by promoting active travel to staff, reviewing IT infrastructure energy requirements, supporting more digital meetings and consideration of new policies for business travel.

5.2. Community – shaping business and citizen climate action

The Council will have a significant impact on reducing emissions created by homes, businesses and transport across East Renfrewshire. It will also play its part in making sure our community is prepared and ready to adapt to a changing climate. The UK Climate Change Committee estimates that as much as 50% of emissions in East Renfrewshire could be influenced by Council policy and decisions (**See Figure 5**).

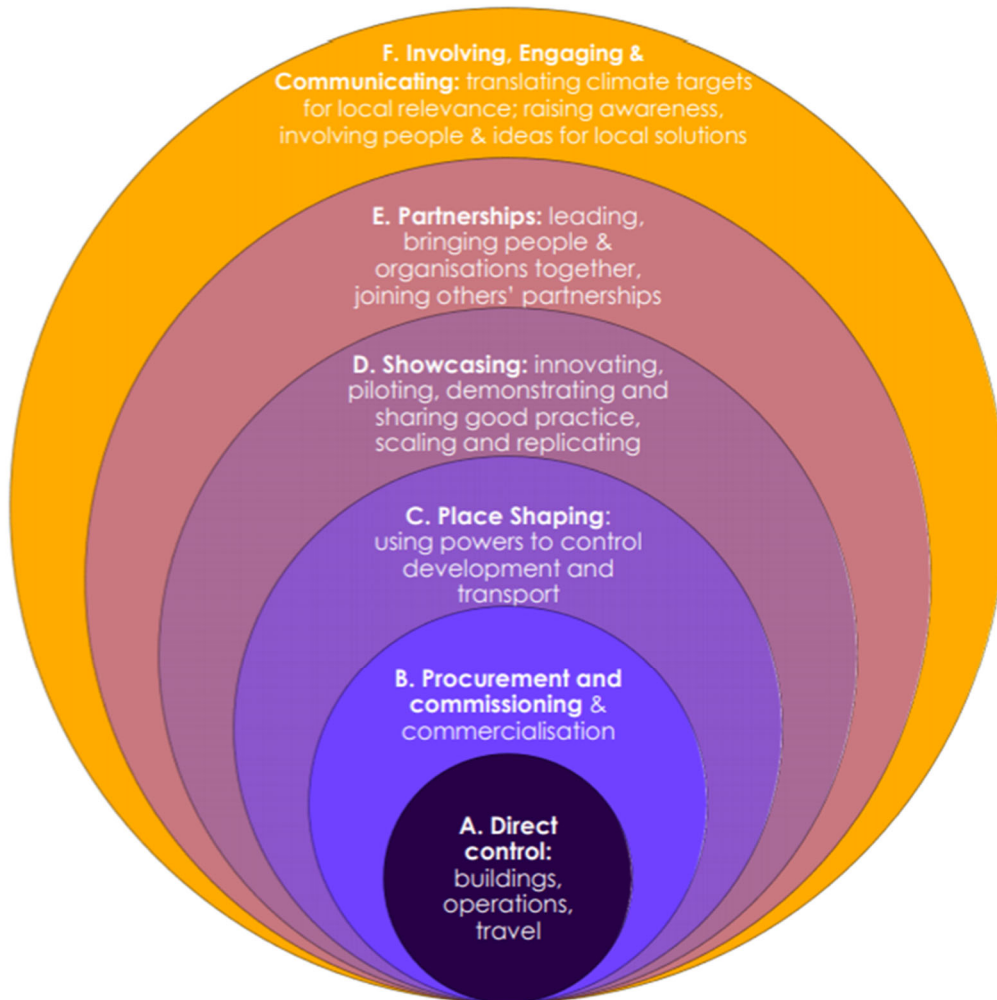


Figure 5 How local authorities control and influence emissions, SOURCE: Local Authorities and the Sixth Carbon Budget¹⁷

The following sections outline the actions the Council will take to support our community.

5.2.1. Heating and powering homes and businesses

The energy needed to heat and power homes and businesses across East Renfrewshire is estimated to account for 45% of emissions within the area. Tackling these will be a joint effort, with input required from property owners, national government and other agencies.

Heat and power in homes and businesses

The Council will complete a Local Heat and Energy Efficiency Strategy (LHEES) by the end of 2023/24, which will establish area-wide plans and priorities for systematically improving the energy efficiency of buildings and decarbonising heat. The LHEES and accompanying Delivery Plan will be updated every 5 years and will reflect and support local and national policies, frameworks, strategies and targets, and identify opportunities for energy efficiency improvements and heat decarbonisation.

Powering homes

The Council will consider what more it can do to investigate and scope opportunities for renewable energy projects of varying scale across the area. These projects are expected to be community or private sector led, therefore predicting where and when they happen is difficult. However, the Local Development Plan 2¹⁸ (Policy D14) sets out that proposals involving the introduction of energy efficiency measures and/or micro-renewables installations to listed buildings and in conservation areas will be supported.

5.2.2. Transport

East Renfrewshire has a high rate of car ownership and use. Poor integration between active and public transport networks is a key issue impacting the convenience, attractiveness and affordability of sustainable transport options. Public transport is managed by a number of different operators across the Glasgow City Region. Effective partnerships with bus and rail operators is therefore vital to improving connectivity, accessibility and reliability of public transport provision. This, together with the development of high quality active travel links networks (to support more walking, wheeling and cycling for shorter, everyday journeys) and the ongoing development of Ultra Low Emission Vehicle infrastructure is key to reducing emissions from transport.

Local and regional partners, such as Strathclyde Passenger Transport (SPT), Scottish Water and Network Rail will also be vital in ensuring the transport infrastructure is adapted to meet the impacts of climate change. With localised flooding, heat-waves and high-winds becoming more frequent, infrastructure will need to evolve to continue to serve our communities.

Getting around

The Sustainable Travel Hierarchy¹⁹ aims to reduce emissions by prioritising walking or cycling, then public transport over private car use. These principles will inform the development of a new Local Transport Strategy and Active Travel Action Plan, which will provide a framework for transport decision making and investment in the area over the next 10 years.

Electric vehicles

Electric Vehicle Charging Points (EVCPs) have been introduced in the last five years, but the network is limited to 11 public charging sites across East Renfrewshire. Working closely with Glasgow City Region partners, the expansion of the network will be shaped by the new regional EVCP plan. This considers how private sector investment may accelerate network expansion.

Street lighting

Carbon savings of 62% have already been achieved through the LED replacement programme of street lights. The programme of replacing remaining old-style lamps will continue and a street lighting improvement initiative on active travel routes to enhance safety, prioritising remote footpaths and school routes.

5.2.3. The built environment

How we use land for its climate benefits or for development, and the standard to which we build future properties, will have long-lasting effects on area-wide emissions. National policies, such as the revised Building Standards and National Planning Policy Framework 4²⁰, and the Local Development Plan will shape many aspects of climate action - from buildings' location and specification, forests and

peatlands, and transport; to how we adapt our spaces, buildings and infrastructure to changing climatic conditions.

The most important decisions the planning system makes is where new development should be built and ensuring the best use of available infrastructure.

Planning

The Local Development Plan 2 (LDP2) was adopted in March 2022 and work has commenced on Local Development Plan 3. LDP2, and the guidance that supports it, will play a major role in shaping the built environment and how green-spaces are protected, managed and enhanced. LDP2 sets out a range of policies which contribute to tackling climate change through encouraging sustainable site selection; sustainable design, sustainable travel; integrated green infrastructure, electric vehicles, encouraging renewable energy proposals, reducing waste and pollution; encouraging recycling; promoting sustainable drainage and flood management; and the regeneration of vacant and derelict land. Specific actions will focus on: publishing supplementary guidance on 'development contributions', green network, affordable housing, place-making and supporting a planning culture to consider whole-life carbon costing. It will also support risk assessment of buildings and infrastructure for climate adaptation. The new 4th National Planning Framework (NPF4) will be one of the key documents that will inform the next LDP, with an increased focus upon climate change, improving health and well-being, and securing positive effects for biodiversity and nature recovery. We will strive to lead the way in setting ambitious policy that supports emissions reduction and climate adaptation.

Building control

We will fully introduce the Scottish Government's 2024 New Build Heat Standard (zero emissions heating in new buildings).

Greenspaces

We will continue to support and contribute towards the 'Central Scotland Green Network' project to create high quality green infrastructure across the Glasgow and Clyde Valley Region. We will shortly prepare of an 'Open Space and Play Sufficiency Strategy' to inform LDP3 and a biodiversity action plan. We will make changes to our Parks' services to reduce operational emissions and review opportunities for increased tree-planting to absorb carbon and improve biodiversity. Greenspaces will play an important part of adapting to climate change, and the Council will continue to support the delivery of the Climate Clyde Forest project. This aims to plant 18 million trees over the next 10 years across Glasgow City Region.

5.2.4. Investing in communities

The Council has secured £44m investment from the Glasgow City Region deal. Planned projects will improve transport links, increase leisure opportunities, support business development, create jobs and unlock residential land. How we deliver these projects will be aligned with climate ambitions. Projects will assess climate impacts and introduce a whole-life costing approach in line with Scottish and UK Government expectations.

The Council has business grants²¹ available to support investment in achieving lower carbon emissions and staff training.

5.2.5. Consumption

As much as 80% of the carbon footprint comes from the products that are bought, consumed and wasted. Taking action to reduce such emissions will require UK and Scottish Government action, as well as action from manufacturers and consumer brands. The Council and the wider community can

also play a part by changing the typical model of 'buy-consume-dispose' which is the key feature of the current economic model.

Circular economy

Whilst much of the significant progress is expected to be shaped by Scottish or UK policy interventions, the Council will support local actions. The actions we will take will support food waste reduction in schools and communities; remove single-use items from catering facilities; and identify ways to support businesses that encourage repair, refill and sharing. We will consider what actions the Council can take to support more local food growing to build food supply-chain resilience.

Waste and recycling

The Clyde Valley Residual Waste contract has already provided significant reductions in carbon emissions from the management of residual waste. The Council has one of the highest recycling rates in Scotland²² (56.6%, 2020; 2nd highest in Scotland). A revised Extended Producer Responsibility²³ system is expected in coming years and the Council will consider what further actions are appropriate to maximise recycling, particularly of food and textiles waste, which have significant carbon impacts.

5.3. Enabling actions

To support the delivery of the actions in previous sections, the Council will progress cross-cutting actions that will support achieving the desired outcomes for the GTZAP. This includes our approaches to communication, reporting, data analysis, and forming critical partnerships. These ‘enabling’ actions will typically have less of a tangible impact on reducing emissions directly but they are no less vital in the achievement of the Council’s Get to Zero ambitions.

5.3.1. Communication and transparency

The Council is a trusted communicator that can provide the community with clarity on the action needed to tackle climate change. The Council also has a role to play in giving confidence to the public on the data and decision-making processes that the Council will follow.

Community engagement

The Council has committed to setting up a community partnership group to communicate, encourage and assist local residents and businesses to reduce their carbon footprint. This will involve councillors, residents, young citizens, businesses and other relevant parties.

The Council will communicate, using campaigns where appropriate and effective, with different parts of the community to raise awareness and encourage action at a business, group or individual level.

Education

East Renfrewshire has many of the best schools in Scotland. Using this strength, the Council will build on progress to date to further embed climate change into the primary and secondary curriculum, strengthen the Green Flag scheme within schools, and encourage and support pupils to make climate-friendly choices.

Reporting progress

The Council will provide an annual update of progress on our operational emissions, community emissions and the progress made to prepare for a changing climate.

Governance

The Council will establish a suitable governance process to make effective decisions, monitor and report on progress and fulfil the statutory duties with regard to climate change. To support this, the Council introduced a process in 2022 for Climate Change Impact Assessments to be carried out on all proposals seeking decision from Council/Cabinet/Committee reports.

5.3.2. Improving data and capability

The quality of data has been a limiting factor in making progress to date, but should not be a barrier to the goals the Council seeks. Improving the sources of data and the capturing, analysis and publishing of data will allow council staff, elected members and the wider community to make decisions with greater regard for climate impacts.

Operational data

The Council will continually seek to improve the data it captures on its own operational emissions, and how this is analysed to inform decision-making from staff and elected members. We will work with subject-matter expertise within the Council and from recognised bodies to find ways of improving data collection, analysis and application. We will also look at ways to automate the collection of data, streamlining the process and reducing the burden on staff and suppliers. This will be particularly challenging for data on supply-chain emissions and we will work with the Scottish Government, Sustainable Scotland Network (SSN) and others to find solutions.

Community data

The community data the Council holds is limited. Specifically, the Council needs better data on heat and power within domestic and non-domestic properties and better information on transport emissions. To inform better decision-making by the Council and also to empower communities to take their own action, the Council will seek to gather and analyse new or improved data. This will require working with community partners and national bodies. We will seek to make this information available to the community in helpful ways that allows communities to scrutinise the data and make informed decisions on their own.

Better analysis – shaping decision-making

The Council introduced a Climate Change Impact Assessment (CCIA) process in 2022, which requires all proposals seeking a decision from Cabinet/Council/Committee to have completed an assessment of the operational/community emissions and adaptation impacts of the proposal. The CCIA process will be rolled out across other aspects of the Council, including the Capital Asset Management Group, Procurement Strategy, and grant-giving functions, to ensure decision making is informed by climate impacts. In line with updated Climate Changes duties, and to meet expectations from Audit Scotland, the Council will consider how it further aligns its budget-setting processes with the GTZAP. Audit Scotland expect that all investment decisions are based on their contribution to climate change.

5.3.3. Climate confident staff

Achievement of the Council's climate ambitions will be a collective endeavour, involving all staff at some point. There is a core group of staff who shape policy and will implement decisions who will be vital in making progress. To support those staff, the Council will take forward a programme of professional development to build awareness of climate change, how it affects specific services and what solutions could be implemented. The programme will consider senior decision-makers and how they understand the strategic context; service-level decision-makers and how they understand the service development needs for GTZAP; and all staff to build general awareness and individual action.

5.3.4. Partnerships

Working in partnership with national and regional agencies, including our neighbouring councils within the Glasgow City Region, will be necessary to achieve our Get to Zero ambitions. The partnerships we have formed and will help the Council and its staff by learning from others, sharing examples of where we are making progress and in the delivery of actions that require a regional approach.

Learning and sharing intelligence

Through national and regional networks, such as SSN, Improvement Service and the Association of Public Service Excellence (APSE), we will ensure staff are connected to best practice, emerging thinking and policy developments. The Council will also share its own examples of best practice, and ensure that these are shared with community partners who could benefit.

Action through collaboration

The Council plays its part in regional collaborations. Climate Ready Clyde, Glasgow City Region groups, Green Network and procurement centres of expertise will continue to be key relationships. The Council will remain open and willing to work with any partner who can assist with the implementation of the GTZAP.

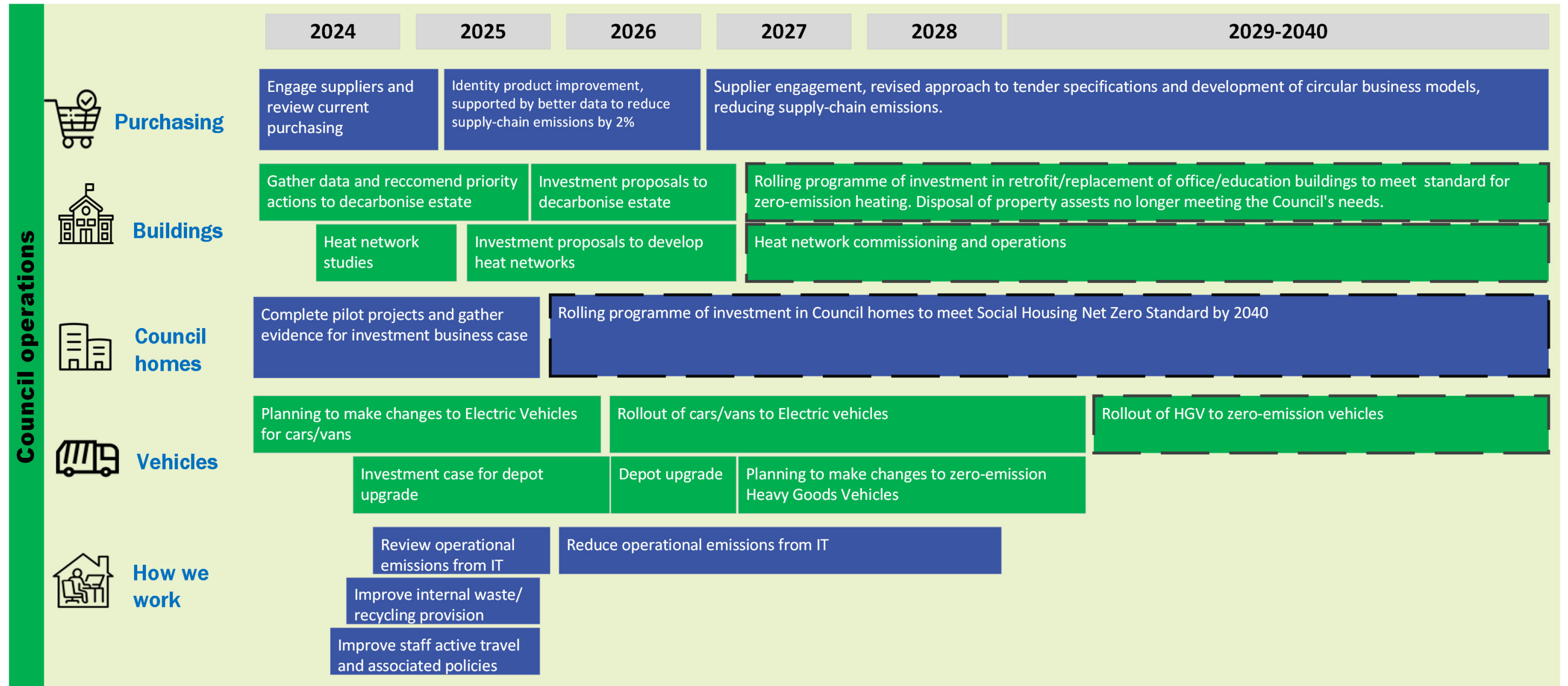
The Council operates a 'trusted trader' scheme to help choose reliable traders to carry out work in the area. Trading Standards Trusted Traders have been vetted by East Renfrewshire Trading Standards and the scheme is supported by Police Scotland and Citizens Advice Scotland. This scheme, and the

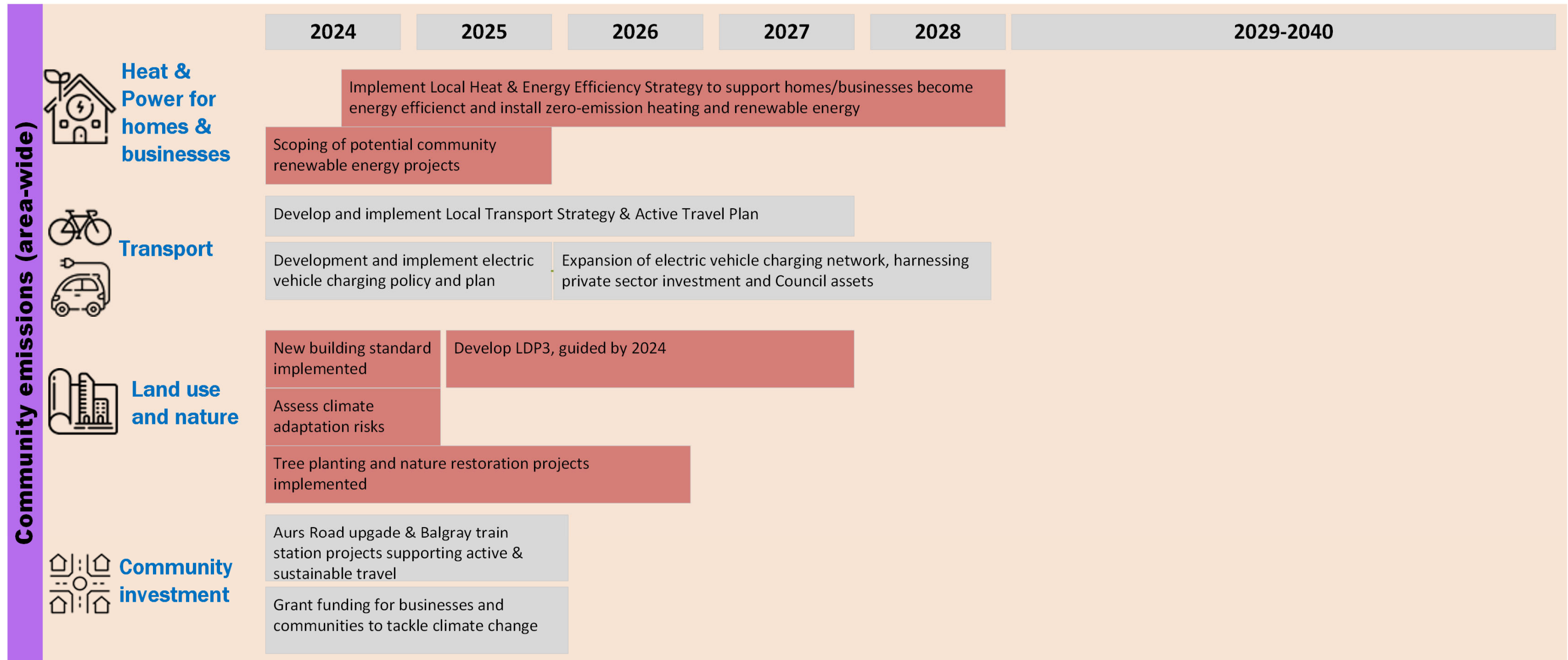
support from Trading Standards in ensuring that consumers are protected from bad trading practices, will be an important feature of supporting homes and businesses to make the net-zero transition.

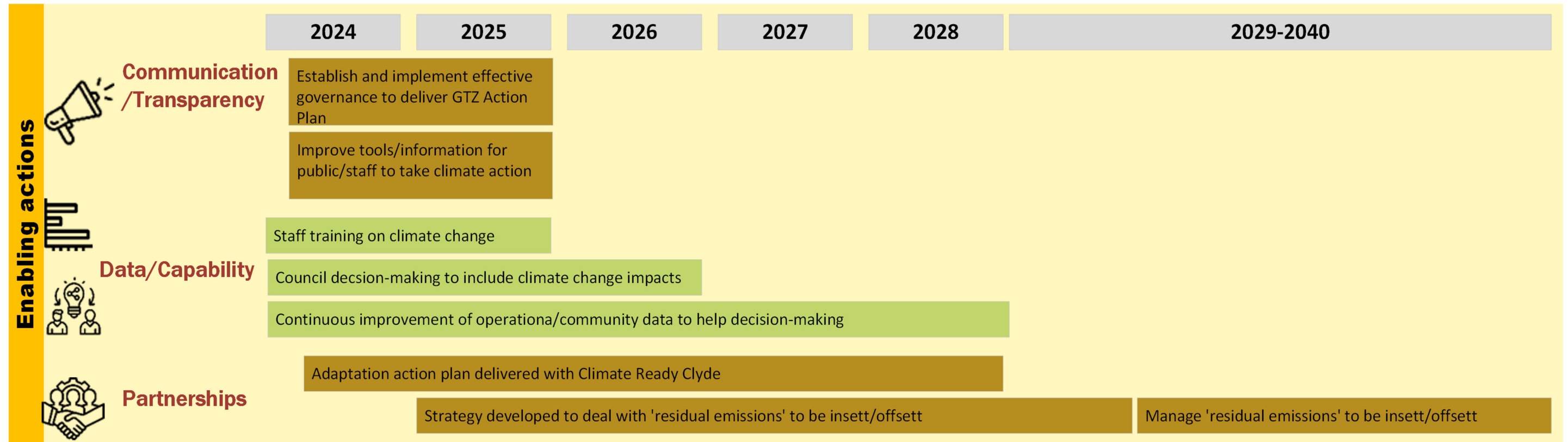
Investing with others

The Council will seek to use its influence as a buyer to investigate new ways of funding action. Established principles, such as planning gain or community benefit clauses, are examples that we will investigate to understand what more can be gained from procurement in terms of driving local investment in climate action. The Council is also exploring 'Authority-based insetting'²⁴, which is a new way of promoting local investment in projects to reduce or absorb carbon emissions. We have been working with other local authorities across the UK on Authority-Based Insetting, which looks to promote local, verifiable, projects to direct both Council funding (i.e. from managing residual emissions) and attract third party funding (e.g. from other organisations who are paying to offset residual emissions). Through this approach the Council is keen to attract investment within East Renfrewshire.

6. TIMETABLE FOR ACTION







7. PRINCIPLES FOR ACTION

The Council will follow a set of principles to tackle challenges that are known and others yet to be encountered. This will support the plan to be adaptable to the changing circumstances that we face.

7.1. Prioritise reducing emissions over managing residual emissions

The primary focus of this action plan is to reduce emissions as quickly as possible, recognising the practical and financial constraints within which the Council operates. Real, measurable reductions in emissions will be the best way for the Council to achieve its targets. This will be a priority for our actions. In the long-term, this is also likely to be the most cost effective way of achieving net-zero targets.

The Council is likely to have some ‘residual emissions’ that will be required to be managed in order for the Council to achieve interim (i.e. 75% and 90%) and net zero targets. Residual emissions are the gap between the Council’s annual operational emissions and the relevant target for net zero. Typically, managing residual emissions is achieved by purchasing offset credits from accredited markets. This works by paying someone else to reduce emissions or to fund a project that absorbs and stores carbon. This is known as sequestration or carbon capture (e.g. tree-planting, peatland restoration).

The primary focus is to reduce emissions and the Council does not want to rely heavily on managing its residual emissions. In 2020, to plant trees to capture the amount of Scope 1 and Scope 2 emissions the Council produced (~25ktco_{2e}) would require 82 football-pitches (44ha) of space. This space would be required every year to offset the Council’s annual emissions, assuming no reductions were made. Clearly this scale of land allocation and the associated cost is not feasible and moreover would not be as effective as tackling climate change as reducing emissions.

We have committed in this action plan to develop our strategy for dealing with residual emissions.

7.2. Putting communities at the heart of climate action

People are going to be at the heart of tackling climate change. The solutions and changes needed to reduce emissions and adapt our buildings and infrastructure within our communities will require strengthened partnerships with the community.

Initiatives like the rollout of electric vehicle charging points, retrofitting housing with insulation and new heating systems and having access to active travel routes, all run the risk of creating dis-benefits to parts of the community. The Council will address these risks in its approach and strive to make sure that every community is included and consulted as these initiatives are developed.

Fuel poverty is a major issue for 24% of families in Scotland with an estimated 13% of homes in East Renfrewshire in fuel poverty. There continues to be some homes that suffer from dampness caused by poor ventilation and heating. In taking action to reduce emissions from heating homes through the Get to Zero Action Plan, the Council will also ensure that fuel poverty and health outcomes for citizens are improved.

7.3. Evidence

The Council has long-established processes for developing business cases prior to investing time and money. The Council commits to continue development of a strong evidence-base to inform its decision-making. These business cases are shaped by the data we hold, from research undertaken and applying good practice from other public bodies. However, it might not always be possible to gather accurate and relevant data- particularly for actions that are not fully adopted elsewhere. The Council will follow best practice where it is recognised, but in circumstances where this isn’t possible, we will make our assumptions clear and explain the rationale we have taken.

Having declared a climate emergency, we cannot afford to wait for the perfect solution before taking action. The Council commits to maintain an open mind to innovation and a willingness to try new things, accepting that we might not always succeed at first.

8. MEASURING PROGRESS

To meet its target (see Section 3), the Council will need to track and report on its progress each year. The Council commits to provide an annual report, supported by publishing the data used to compile the report.

8.1. Targets

Emissions reporting, excluding supply-chain emissions

Excluding supply chain emissions, the Council has a baseline of ~25,000 tCO₂e (2020). To achieve the target of zero by 2045, and the national interim targets, the Council needs to reduce emissions by approximately 1,900 tCO₂e between 2020-2030 and 400 tCO₂e between 2030-45.

The data for scope 1 and 2 emissions is reliable and easily captured. We do not anticipate any data challenges in reporting these.

Certain elements of Scope 3 emissions data are more difficult to capture and report on. Table 1 explains more:

Scope 3 emissions source	Comment on data availability/quality
Council business travel	Available but could be improved
Council leased domestic properties (gas and electricity)	Available and reliable
Procurement of goods and services (including social care contracts and leisure centres)	Available but limited. Requires significant improvement to be useful.
Waste disposal and processing	Available and reliable

Table 1 – Data quality for Scope 3 emissions

The data on Council business travel is recorded on a digital system but is too simplistic to capture the full extent of all travel and the vehicles being used for car mileage. Improving this would lead to better reporting.

Supply-chain emissions reporting

The main limitation with supply-chain reporting is that the data is directly linked to the amount of money spent by the Council. If the Council continues to spend the same amount then the data would not change, even if the products being purchased were lower-carbon or being swapped for a circular economy approach. Until the Council is able to report on the carbon impact at a product level, there will be limitations to reporting on progress.

The Council will work with suppliers, centres of procurement expertise, the Scottish Government and SSN to develop an approach that provides better quantitative data on which to base a progress-report.

This explains why supply chain emissions have separate targets and will be reported on separately. In the meantime, the Council will use a qualitative approach to report on supply-chain emissions. This will focus on the high-impact products we are purchasing (i.e. Metals, Concrete, Glass, Bitumen-based materials, Food, Textiles, ICT equipment) and the service-areas who are mainly responsible for purchasing these materials.

Offsetting emissions reporting

The Council will record the total amount of residual emissions it needs to manage to achieve its targets each year. This will clearly show how much progress towards the net-zero target has been achieved through emissions reductions.

Climate adaptation

The Council works with the Climate Ready Clyde partners to develop indicators for monitoring the targets within the Glasgow Regional Adaptation Strategy and Action Plan. Climate Ready Clyde anticipates completing a two-yearly independent assessment of progress. Climate Ready Clyde is developing a monitoring framework. Once completed the Council will gather the required data to track progress locally.

This is likely to include:

- Number of local interventions to support adaptation each year;
- A calculation of the number of people/homes benefiting from adaptation interventions; and
- Council expenditure on climate adaptation measures, including flood defence and land drainage.

Climate Ready Clyde will also gather a wider data-set from other partners and national statistics to inform progress reporting.

8.2. Reporting

The Council will publish an annual report covering, as a minimum the following:

- The Council's operational carbon emissions;
- An assessment of the progress towards the targets set out in the GTZAP;
- A progress report on the actions set out in the GTZAP;
- A qualitative assessment of progress made to reduce supply-chain emissions;
- Residual operational emissions, including what it may cost the Council should it want to purchase offsets; and
- An assessment of the climate adaptation preparedness for the Council and the community.

The Council also reports a wide range of performance indicators to national agencies or partners. This makes up the monitoring framework for wider environmental performance measurement. This will include: Air quality monitoring; Condition of public buildings; Traffic surveys; Active travel participation; Staff commuting surveys. These indicators will give a wider view of the environmental performance of the Council, including some climate change measures.

9. GLOSSARY

Net Zero: Net Zero refers to the goal of reducing the amount of greenhouse gases (GHG) produced by human activity as far as practical, with any residual GHGs produced being removed from the atmosphere.

Greenhouse Gas (GHG): Greenhouse gases are gases that trap heat in the earth's atmosphere, a process called the greenhouse effect. These gases occur naturally, but are also produced by human activity.

Low-carbon fuel: Fuels that, over their entire-life cycle, have lower carbon emissions compared to traditional fuels such as diesel and petrol. Examples include hydrogen and bio-fuels such as hydrotreated vegetable oil.

Electric vehicle: A vehicle that uses electric motors to drive the car forward. The power for the vehicle comes entirely, or in part, from rechargeable batteries.

Passivhaus: Passivhaus refers to a voluntary set of energy efficient building principles developed by the Passivhaus institute in Germany. Passivhaus houses are built to such a high construction, insulation, and ventilation standard that they require little to no additional heating or cooling.

Carbon Footprint: A carbon footprint is a measure of the amount of greenhouse gases produced (expressed as carbon dioxide equivalent (CO₂e)) by an individual or organisation as a result of their activities.

Territorial emissions: Territorial emissions are all the greenhouse gases produced within a set boundary, for example all the emissions produced in East Renfrewshire.

Local Heat and Energy Efficiency Strategy (LHEES): The LHEES is a long-term strategic framework that aims to improve the energy efficiency of buildings in a local authority area, as well as reduce the greenhouse gas emissions that result from heating such buildings.

Sustainable Travel Hierarchy: The Sustainable Travel Hierarchy is a tool used to improve the impact of journeys taken by ranking travel options. The higher up on the hierarchy a transport mode is, the more sustainable the travel option. Walking or cycling are prioritised over public transport, with private car use at the bottom of the hierarchy.

Climate Change Impact Assessment: A Climate Change Impact Assessment examines the positive or negative impacts a project or plan will have on climate change.

Circular economy: The circular economy is a system model that looks to eliminate the reliance on finite resources by changing the linear model of production to one that focuses designing for longevity and on recycling and reusing materials.

Fossil Fuels: Fossil fuel is the term given to non-renewable energy sources that formed beneath the Earth's crust as a result of geological processes acting on the remains of plants and animals that existed millions of years ago. Examples of fossil fuels include coal, natural gas or crude oil.

Circular procurement: A purchasing approach that favours the purchase of goods, services or works that contribute to the circular economy and negate harmful environmental impacts.

Deposit Return Scheme: A deposit return scheme is when a small charge is paid on a product, for example a drink bottle, which is then reimbursed when the product is returned to a designated collection point.

Extended Producer Responsibility: Extended Producer Responsibility is a policy that places the responsibility and cost of a products packaging disposal onto the producer rather than the consumer.

Energy Performance Certificate (EPC): An Energy Performance Certificate indicates the energy efficiency of a property on a scale of A (very efficient) to G (very inefficient). It also estimates the energy costs of the property, and the potential energy costs if recommended improvements are undertaken.

Energy Efficiency Scotland: Area Based Scheme (EES:ABS): Funding from Scottish Government, administered by the Council, to delivery energy efficiency improvements. This includes roof and wall insulation, and is targeted at areas with high levels of fuel poverty.

Fuel poverty: Fuel poverty is defined by the Scottish Government as any household spending more than 10% of their income on energy - after housing costs have been deducted.

Home Energy Scotland (HES): Home Energy Scotland helps people in Scotland create warmer homes, reduce their energy bills, and lower their carbon footprint. HES is funded by the Scottish Government and managed by Energy Saving Trust. They work with people and organisations to help tackle fuel poverty and the climate emergency through a network of regional advice centres covering all of Scotland.

10. REFERENCES

- ¹ [Climate Emergency Declaration 2021](#)
- ² [WHO Climate Change & Health 2021](#)
- ³ [UNEP Climate Action Note, November 2021](#)
- ⁴ [Paris Agreement, November 2016](#)
- ⁵ [Climate Change Plan update, December 2020](#)
- ⁶ [Scottish Government Climate Change Declaration, May 2019](#)
- ⁷ [Climate Ready Clyde](#)
- ⁸ [East Renfrewshire Council Carbon Emissions Report 2019-20](#)
- ⁹ [UK local authority and regional carbon dioxide emissions national statistics: 2005 to 2019](#)
- ¹⁰ [SCATTER tool, Anthesis 2022](#)
- ¹¹ [Get to Zero Action Plan: Environmental Report, March 2023](#)
- ¹² [Circular Procurement principles – EC 2022](#)
- ¹³ [Net zero public sector buildings standard, SFT](#)
- ¹⁴ [What is Passivhaus, Passivhaus Trust UK](#)
- ¹⁵ [Smartphones are warming the planet far more than you think, Anthropocene Magazine 2018](#)
- ¹⁶ [Product as a service, CE Accelerator \(Zero Waste Scotland\)](#)
- ¹⁷ [Local Authorities and the Sixth Carbon Budget, 2020](#)
- ¹⁸ [Local Development Plan 2](#)
- ¹⁹ [Sustainable Travel Hierarchy, Energy Savings Trust 2023](#)
- ²⁰ [National Planning Framework: A spatial plan for Scotland to 2045](#)
- ²¹ [East Renfrewshire Business Grants](#)
- ²² [Household Recycling Data, SEPA](#)
- ²³ [Extended Producer Responsibility, Ecosurety 2022](#)
- ²⁴ [Authority Based Insetting initiative from Anthesis UK](#)

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EAST RENFREWSHIRE COUNCILCABINET22nd February 2024Report by Director of EnvironmentDRAFT LOCAL HEAT & ENERGY EFFICIENCY STRATEGY**PURPOSE OF REPORT**

1. The purpose of this report is to seek approval to carry out a public consultation on the draft Local Heat & Energy Efficiency Strategy.

RECOMMENDATIONS

2. Cabinet is recommended to:
- i. Note the contents of the draft Local Heat & Energy Efficiency Strategy (LHEES) contained within Appendix 1.
 - ii. Approve the publication of the draft LHEES, which will be subject to consultation with key stakeholders and the public until early April.

BACKGROUND

3. The Local Heat and Energy Efficiency Strategies (Scotland) Order 2022 requires each local authority to produce LHEES and accompanying Delivery Plans every five years. Local Heat and Energy Efficiency Strategies (LHEES) are long term plans for an entire local authority area to improve energy efficiency and transition away from burning fossil fuels for heating i.e. removal of natural gas boilers. As such, successful implementation of an LHEES can directly contribute to fulfilling the Council's climate change duties.

4. A LHEES follows an area-wide approach, meaning it addresses all buildings (domestic and non-domestic) in East Renfrewshire, not just the Council's own building stock. It covers all homes (whether owned by owner-occupiers, social landlords, or private landlords) and all non-domestic buildings, whether owned by the Council, other public bodies, businesses, or the third sector.

5. The Council declared a climate emergency in October 2021, and in November 2022 the Cabinet approved a target for the Council to achieve net zero carbon emissions by 2045. The LHEES will be a significant step to reduce both the Council's operational emissions and community emissions from homes and businesses.

6. The Scottish Government has provided £75,000 per annum until 2027/28 to allow the Council to complete a LHEES and begin implementing the related Delivery Plan. The Council has used the available funding to recruit a LHEES officer who has been in post since January 2023. The LHEES officer has led the preparation and internal consultation on the draft LHEES.

REPORT

7. A draft LHEES has been prepared, ready for publication and consultation with both the public and key stakeholders. The draft LHEES is provided in **Appendix 1**.

8. A baseline data review informed the LHEES. Some of the key facts are:

- i. East Renfrewshire has a larger proportion of owner-occupied properties (75%) compared to the rest of Scotland (65%).
- ii. Domestic properties in East Renfrewshire are less energy efficient than the national average. Across tenure types, privately rented and owner-occupied properties are the least energy efficient.
- iii. The insulation levels of cavity wall properties in the area (59%) are much lower than national levels (73%).
- iv. In non-domestic buildings, 51% of assessed non-domestic properties are heated by electricity compared to 9% of domestic properties, and 47% of properties are in the lowest energy efficiency category.
- v. Across all 40,437 domestic properties, 25% of homes are suitable for cavity wall insulation and 11% are suitable for internal wall insulation.
- vi. Up to 39% of properties meet the criteria to be suitable for heat pumps now.
- vii. The Council has greatest influence over its own properties. Social housing, leisure centres and schools are where heat demand is greatest and where action should be prioritised.

9. Our ambition is for every property in East Renfrewshire to have access to affordable, reliable and net zero heat. For homes, this would help reduce the risk of fuel poverty, and bring social, economic and public health benefits. However, significant funding and investment will be required if our ambitions are to be realised.

10. The strategy and the associated delivery plan will aim to achieve four main outcomes:

Outcome 1: Homes and buildings in East Renfrewshire are as energy efficient as possible

Outcome 2: Heat solutions are delivered to meet 2045 net zero target and tackle fuel poverty

Outcome 3: Investment and grant funding is secured to deliver net zero projects

Outcome 4: East Renfrewshire Council supports property owners to improve heating solutions

11. Combining the baseline data and the assessment criteria, the draft LHEES has identified six priority workstreams to help develop our Delivery Plan and achieve our four outcomes. The priorities below are not ranked, they are numbered for ease of reference only:

Priority 1 - Analyse potential Heat Network zones

Priority 2 - Deliver ground source heat pumps for socially rented properties

Priority 3 - Increase levels of cavity wall insulation in the private sector

Priority 4 - Improve uptake of wall insulation EES: ABS programme

Priority 5 - Deliver improvements for non-domestic, council-owned properties

Priority 6 - Determine most appropriate solar thermal & solar PV installations

12. The scale of the challenge is enormous – nearly all properties both domestic and non-domestic require some improvement in energy efficiency or to remove natural gas boilers in the next 20 years. The Council has most control over its own properties but the LHEES covers all properties in the area. The cost to private property owners across the Glasgow City Region to meet the energy efficiency and zero-emission heating standards has been estimated at £10.7 billion.

13. The availability of skilled tradespeople and the capacity of supply-chains to provide the necessary equipment are also noted as key challenges in the delivery of the energy and heat transition identified in the LHEES. This is not addressed specifically in the LHEES but provides the context for delivery of the strategy.

14. Consultation with key stakeholders will be an important stage before finalising the LHEES. Engaging with major infrastructure and institutional representatives will help gather crucial data to identify constraints and future plans. The main stakeholders the Council will seek to engage with are: Scottish Power Energy Networks (SPEN) – the operators for the electricity distribution network; SGN – operators of the gas network; and public bodies including NHS Greater Glasgow, Police Scotland, Scottish Fire & Rescue. Other stakeholders such as homeowners, private landlords and business owners are more difficult to engage but nonetheless the LHEES also seeks to engage with and support these groups.

15. Public bodies have an important role to play supporting the development and delivery of LHEES. Public bodies are encouraged by Scottish Government to share data that could support the heat transition such as the heat demand of their buildings and waste heat generation. The draft LHEES provides an opportunity to discuss local heat requirements with these other bodies.

16. The completion of the LHEES will be complemented with a Delivery Plan. This will be finalised with the final draft of the LHEES, after the consultation has concluded. The LHEES Delivery Plan will set out how the Council proposes to support implementation of the LHEES. The first LHEES Delivery Plan will incorporate actions with a near-term (5-year) focus. This will be informed by the existing policy landscape, but be flexible to adapt to the changing scope as the Scottish Government introduces future standards, regulations, and funding programmes. It is expected that actions in the Delivery Plan would therefore be reviewed and updated on an annual or biennial basis.

FINANCE AND EFFICIENCY

17. There are no immediate budget or staff impacts resulting from this report.

18. It should be noted that consultation on the draft LHEES is the first step in a process that will radically change how all types of building tenures across the local authority area are heated, maintained and managed over the next 20 years. Future costs for the Council to make the necessary changes to its own buildings has previously been estimated to be at least £250m. Additional funding and specialist skills will be required to take forward the actions outlined in the LHEES.

CONSULTATION AND PARTNERSHIP WORKING

19. The draft LHEES will be subject to consultation with key stakeholders and the public. This will take place from agreement of this report. Findings from this consultation exercise will inform the final LHEES and Delivery Plan which will return to Cabinet for final approval before publication.

20. A LHEES working group has been established with officers from across the Environment Department. The LHEES officer has engaged with other local authorities through networks organised by Scottish Government, the Improvement Service and Sustainable Scotland Network. This has been important in sharing and learning good practice as all local authorities are working towards publication of their LHEES. Findings from these groups has informed how the LHEES was prepared and the priorities set out within the strategy.

21. The draft LHEES will be available on Commonplace to allow wider public engagement for a period of 6 weeks from agreement of this report. Key external stakeholders, as outlined in paragraph 14 will be contacted directly to provide feedback within the same period.

IMPLICATIONS OF THE PROPOSALS

22. There are no immediate impacts on staffing, property, health & safety, IT and subsidy-control relating to this report.

23. A Climate Change and Equalities, Fairness & Rights Impact Assessment will be completed prior to the final publication of the LHEES and Delivery Plan. The reports will be presented to Cabinet for final approval.

CONCLUSIONS

24. LHEES are long-term plans for an entire local authority area to improve energy efficiency and transition away from burning fossil fuels i.e. removal of natural gas boilers.

25. A draft LHEES has been prepared and is ready for public consultation. After consultation the LHEES and Delivery Plan will be published. This is anticipated by summer 2024.

26. Priorities for action consider the development of heat networks, supporting private homeowners to install insulation, new heating systems and solar panels, and assessing and improving the Council's own estate. The scale of the challenge is enormous – all properties in the area, totalling over 42,000 domestic and non-domestic buildings, are likely to require some improvement action.

RECOMMENDATIONS

27. Cabinet is recommended to:

- i. Note the contents of the Local Heat & Energy Efficiency Strategy (LHEES) contained within Appendix 1.
- ii. Approve the publication of the draft LHEES, which will be subject to a consultation with key stakeholders and the public until early April.

Director of Environment

For further information contact: Phil Daws, Head of Housing, Property & Climate Change

phil.daws@eastrenfrewshire.gov.uk;

February 2024

APPENDICES

1. Draft Local Heat & Energy Efficiency Strategy

Draft

Local Heat and Energy Efficiency Strategy (LHEES)



Executive Summary

East Renfrewshire Council has joined many local authorities in Scotland in declaring a climate emergency. Each local authority will publish a Local Heat and Energy Efficiency Strategy (LHEES), as a requirement of legislation. LHEES is a long-term plan to decarbonise heat and improve energy efficiency. This new strategy is at the heart of the Scottish Government's heat transition, with the aim of removing natural gas or oil as the main means of heating homes and buildings. As such, successful implementation of a LHEES will directly contribute to fulfilling the Council's climate change duties and will help reduce community emissions too.

For each local authority area, the Scottish Government's methodology advises that a LHEES should:

- Show how each segment of the building stock needs to change to meet national and local objectives, including achieving zero greenhouse gas emissions in the building sector, and the removal of poor energy efficiency as a driver of fuel poverty;
- Identify strategic heat decarbonisation zones and set out the principal measures for reducing buildings emissions within each zone; and
- Prioritise areas for delivery, against national and local priorities.

Accompanying the final version of the LHEES will be a 5-year Delivery Plan which will be developed in partnership with key stakeholders and provide a strong basis for action for local communities, government, investors, developers and wider stakeholders; pinpointing areas for targeted intervention and early, 'quick-win', measures.

In 2019, only 11% of homes in Scotland had low-emission heating systems. To meet the national target of net zero greenhouse gas emissions by 2045, a rapid acceleration of homes converting to zero-emission heating is needed. The rate at which homes are being retrofitted to meet low-emission heating targets will need to increase rapidly in the next 10 years, to support Scotland to achieve net zero emissions by 2045. From the current rate of 0.1% of homes making the conversion per year, it will be necessary for 5-10% of homes per year to achieve this target.

Zero-emission heating will involve converting properties to electrical heating (e.g. heat pumps). This can be done at individual property level (by use of air-source heat pumps or ground-source heat pumps), or communally via heat networks.

Key nationwide target dates and outcomes

- Net zero emissions by 2045 and 75% reduction by 2030.
- By 2030 emissions fall by 68% against 2020 levels, this includes:
 - All homes EPC C or equivalent by 2033 (1.2m homes);
 - Vast majority off-gas homes switching to zero emissions heat (>170k homes);
 - 1m on-gas homes switching to zero emissions heat;
 - Non-domestic buildings switching to zero emissions; and
 - By 2040 no more than 5% of households are in fuel poverty & 1% in extreme fuel poverty.
- 2.6 TWh of thermal energy to be supplied by heat networks by 2027 and 6 TWh by 2040.
- By 2045 our homes and buildings no longer contribute to climate change

An LHEES covers both domestic and non-domestic buildings. In East Renfrewshire the LHEES will cover 42,365 properties. This means:

- 40,650 properties in the domestic sector
- 1,715 properties in the non-domestic sector

This includes:

- 35,453 private sector domestic properties
- 1,515 private sector non-domestic properties
- 5,197 public sector (i.e. social housing) domestic properties
- 200 non-domestic council-owned properties

9% of the domestic properties are off gas.

32% of the private non-domestic properties are off gas.

36% of the domestic properties (15, 570) have an EPC band A, B or C.

10% of the non-domestic properties (170) have an EPC band A, B or C.

Our ambition is for every property in East Renfrewshire to have access to affordable, reliable and net zero heat. For homes, this would help reduce the risk of fuel poverty, and bring social, economic and public health benefits. However, significant funding and investment will be required if our ambitions are to be realised.

This strategy and the associated delivery plan will aim to achieve four main outcomes:

1. Homes and buildings in East Renfrewshire are as energy efficient as possible
2. Heat solutions are delivered to meet 2045 net zero target and tackle fuel poverty
3. Investment and grant funding is secured to deliver Net Zero projects
4. East Renfrewshire Council supports property owners to improve heating solutions

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1. Introduction

In response to global climate change, the Scottish Government introduced the Climate Change (Emissions Reduction Targets) Act 2019. This introduces a legally binding target for Scotland to achieve net zero greenhouse gas emissions (GHG) by 2045, with interim targets for emission reductions of 75% by 2030, and 90% by 2040. Scotland's Climate Change Plan sets out the ambition to reduce emissions, particularly from heating buildings, which accounts for around 20% of Scotland's GHG emissions.

Decarbonisation is the process to reduce the amount of carbon dioxide and other greenhouse gas emissions by introducing new low carbon alternatives and technologies. Much of the decarbonisation strategy is based on switching carbon energy usage (e.g. petrol and diesel for transport, and natural gas and oil for heating) to electricity, and then using renewable generation to provide zero carbon electricity.

In 2019, only 11% of homes in Scotland had low-emission heating systems. To meet the national target of net zero greenhouse gas emissions by 2045, a rapid acceleration of homes converting to zero-emission heating is needed. From the current rate of 0.1% of homes making the conversion per year it will be necessary for 5-10% of homes per year to achieve this target.

Glasgow City Region (GCR) outlined in 2021 that bringing homes across the region to Energy Performance Certificate (EPC) level C and above is estimated to cost in the region of £10.7 billion, with up to £600 million investment per annum required for a 15-year period. There are approximately 428,000 properties across the region below EPC C.

Whilst owner occupiers comprise 71% of properties across GCR, East Renfrewshire has 75% owner-occupiers. Overcoming the range of barriers to upscaling retrofit with owner-occupiers will require a comprehensive framework of incentives and/or regulations being in place. The Scottish Government has stated that it is looking at regulation for owner-occupiers but this is unlikely to be in place until after 2025.

Heat decarbonisation can be done at individual property level (by use of air-source heat pumps or ground-source heat pumps), or communally via heat networks that are relatively large (i.e. district heating) or via smaller networks, such as shared ground-source heat pumps. Zero-emission heating will involve converting properties to electrical heating (e.g. air-source heat pumps) or by converting fossil-fuel boilers to Hydrogen gas. Continuing to burn natural gas for heating is not consistent with a zero-emission target.

In November 2022, East Renfrewshire Council set a target for net zero carbon emissions by 2045. A Local Heat and Energy Efficiency Strategy (LHEES), which is a legislative requirement, is identified in our draft Get to Zero Action Plan as a key action.

The legislation for LHEES sets out that each strategy should:

- Show how each segment of the building stock needs to change to meet national and local objectives, including achieving zero greenhouse gas emissions in the building sector, and the removal of poor energy efficiency as a driver of fuel poverty;

- Identify strategic heat decarbonisation zones, and set out the principal measures for reducing buildings emissions within each zone; and
- Prioritise areas for delivery, against national and local priorities.

The LHEES will also support the Scottish Government targets for fuel poverty: by 2040, as far as reasonably possible, no household in Scotland is in fuel poverty.

Accompanying the LHEES will be a Delivery Plan. The Delivery Plan will be developed in partnership with key stakeholders and provide a strong basis for action for local communities, government, investors, developers and wider stakeholders, pinpointing areas for targeted intervention and early, low-regrets measures. This will be prepared alongside the final version of the LHEES.

Completion of the LHEES, and the associated Delivery Plan, will support the Council and the community to reduce emissions from homes, businesses and public buildings. It will set out the long-term plan for decarbonising heat in buildings and improving their energy efficiency across an entire local authority area. We aim to deliver on 4 main outcomes:

Table 1 East Renfrewshire's four LHEES Outcomes

Outcome 1	Homes and buildings in East Renfrewshire are as energy efficient as possible
Outcome 2	Heat solutions are delivered to meet 2045 net zero target and tackle fuel poverty
Outcome 3	Investment and grant funding is secured to deliver Net Zero projects
Outcome 4	East Renfrewshire Council supports property owners to find improved heating solutions

Our ambition is for every property in East Renfrewshire to have access to affordable, reliable and net zero heat. The immediate priority is to ensure that all domestic and non-domestic properties are as energy efficient as possible. For homes, this would help reduce the risk of fuel poverty, and bring social, economic and public health benefits. However significant funding and investment will be required if our ambitions are to be realised.

The scope of LHEES is focused on energy efficiency and heat decarbonisation. It does not extend to wider local energy system planning directly, i.e. evaluating future energy demand, grid capacity/connections etc. However, the production of a LHEES does not preclude local authorities undertaking wider local area energy planning.

Indeed, LHEES will be an important building block for wider local energy planning. East Renfrewshire Council will work with distribution network operators (DNO) to understand where grid constraints may restrict the ability to install heat pumps. DNOs will also be able to use the outputs of LHEES to plan where they need to strengthen the grid in the future to support heat decarbonisation. Some local authorities are building on the analysis done as part of their LHEES to consider the wider energy system by producing a Local Area Energy Plan. Following publication of the final LHEES we will give this due consideration alongside the development of Local Development Plan 3.

2. Policy Context

The 'Heat in Buildings Strategy – achieving net zero emissions in Scotland's buildings' was released in October 2021. This sets the Scottish Government's vision for the future of heat in buildings. It sets out actions the government is undertaking in the building sector to deliver their climate change commitments, while at the same time maximising economic opportunities and ensuring a 'just transition', including helping to address fuel poverty.

A provisional target for renewable heat indicates that at least 22% of heat in buildings should be directly supplied from renewable sources by 2030. A summary of the national and local heat and energy efficiency policy landscape can be found below:

2.1 National Policy Context

- **Climate Change Plan Update (2020)** - Outlines the Scottish Government's pathway to achieving the targets set by the Climate Change Act 2019 and is a key strategic document for delivering a green recovery from COVID-19.
- **Heat in Buildings Strategy (2021)** – As above, this sets Scotland's vision for the future of heat in buildings, and the actions to be taken in the buildings sector. Key nationwide target dates and outcomes include:
 - Net zero emissions by 2045 and 75% reduction by 2030.
 - By 2030 emissions fall by 68% against 2020 levels, this includes:
 - All homes EPC C or equivalent by 2033 (1.2m homes)
 - Vast majority off-gas homes switching to zero emissions heat (>170k homes)
 - 1m on-gas homes switching to zero emissions heat
 - Non-domestic buildings switching to zero emissions.
 - By 2045 our homes and buildings no longer contribute to climate change.
 - By 2040 no more than 5% of households are in fuel poverty & 1% in extreme fuel poverty.
 - 2.6 TWh of thermal energy to be supplied by heat networks by 2027 and 6 TWh by 2040.
- **Heat in Buildings Bill (upcoming)** - The upcoming Heat in Buildings Bill builds upon Heat in Buildings Strategy. The Scottish Government sought the views on the proposals for:
 - All privately rented homes to meet a minimum energy efficiency standard by the end of 2028;
 - All other privately owned homes to meet a minimum energy efficiency standard by the end of 2033; and
 - The use of polluting heating systems to be prohibited by the end of 2045.
- **Heat Networks Act (2021)** - Places a duty on local authorities to carry out a review to consider whether one or more areas in its authority is likely to be particularly suitable for the construction and operation of a heat network.
- **Energy Efficiency Standard for Social Housing (ESSH)** - The Energy Efficiency Standard for Social Housing (ESSH) aims to improve energy efficiency of social housing in Scotland. It is set to be replaced with a new Social Housing Net Zero

Standard in the next couple of years. The Scottish Government consultation on this new standard sought the views on a standard that will require social landlords to:

- Improve fabric efficiency by 2033; and
 - Install clean heating, across their stock, by 2045 where it is technically feasible and cost-effective to do so.
- **Scottish Energy Strategy & Just Transition Plan (2023)** - Sets out how Scotland will meet the challenge of reducing demand within main energy-using sectors such as heat in buildings, transport, industry and agriculture whilst using energy more efficiently, and becoming largely decarbonised by 2030.
 - **Housing to 2040** - Sets out a vision for housing in Scotland to 2040 and a route map to get there.
 - **National Planning Framework 4 (NPF4)** - NPF4 sets out the national spatial strategy for Scotland (up to 2045) and sets out where development and infrastructure are needed. It will guide spatial development, set out national planning policies, designate national developments and highlight regional spatial priorities that will guide the preparation of Regional Spatial Strategies (RSSs).
 - **New Build Heat Standard** - From the 1st of April 2024, new buildings in Scotland applying for a building warrant will be required to use zero direct emissions heating systems (ZDEH) to meet their space and hot water heating and cooling demands.
 - **Hydrogen Policy Statement (2020)** - Sets out the vision for Scotland to become a leading hydrogen nation in the production of reliable, competitive, sustainable hydrogen.
 - **Review of Electricity Market Arrangements (REMA) (UK Government)** - Proposals under the scope of REMA include the exploration of fundamental changes to the electricity market to disable volatile gas prices from setting the wholesale cost of electricity, allowing consumers to benefit from lower cost renewable energy.

2.2 Local Policy Context

- **Community Plan** - East Renfrewshire Community Planning Partnership's Community Plan sets out how local services will work together to create stronger and fairer communities together with the people of East Renfrewshire. This plan includes Fairer East Ren.
- **Local Outcome Improvement Plan (LOIP)** - Fairer East Ren is the LOIP for East Renfrewshire Community Planning Partnership. It identifies how partners will work together to reduce socio-economic inequality and this is set out in a number of themed delivery plans.
- **Outcome Delivery Plan (ODP)** - The Council's Outcome Delivery Plan outlines the key contributions that council departments will make to the delivery of the Community Plan and Fairer East Ren. It presents the planned key activities in partnership with the Health and Social Care Partnership (HSCP), East Renfrewshire Culture and Leisure

Trust (ERCLT) and local partners including Voluntary Action East Renfrewshire, to help deliver our strategic outcomes.

- **Get to Zero Action Plan (GTZAP)** - The Council's GTZAP provides a framework for East Renfrewshire to combat climate change and deliver net zero carbon emissions by 2045. It covers more extensive topics than the LHEES, such as waste and transport. The LHEES will complement the wider work to be delivered through the GTZAP.
- **Local Development Plan 2 (LDP2)** - Supports our economy to grow and take the necessary steps to tackle climate change and its impacts. LDP2 provides the Council with a development strategy that will guide the future sustainable growth of East Renfrewshire up to 2031 and beyond. The key objectives on future land use within East Renfrewshire relevant to LHEES are:
 1. Creating sustainable places and communities;
 2. Promoting sustainable and inclusive economic growth; and
 3. Promoting a net zero carbon place.

New developments are required to demonstrate efficiency and sustainability, encompassing energy-efficient designs and effective carbon reduction measures. The emerging LDP Low and Zero Carbon Delivery Supplementary Guidance will emphasise the importance of heat networks, including dedicated measures such as the potential to safeguard land for energy centre utilisation and ensuring that new proposals are designed to seamlessly connect to nearby heat networks.

- **Local Housing Strategy (LHS)** - Currently in development, the refreshed LHS will ensure that our commitment to tackling climate change extends to our council house building programme which will see tenants move into more environmentally friendly, lower carbon homes.
- **Property Asset Management Plan (PAMP)** - Currently in development, the PAMP will set out the Council's plan for the management of its built non-domestic property assets including how to comply with zero emissions targets.

3. Structure of the LHEES

As established in the Local Heat and Energy Efficiency Strategies (Scotland) Order 2022, LHEES has a two-part structure:

- A Local Heat and Energy Efficiency Strategy - a long-term strategic framework for the improvement of the energy efficiency of buildings in the local authority's area; and the reduction of greenhouse gas emissions resulting from the heating of such buildings.
- A LHEES Delivery Plan - sets out how a local authority proposes to support implementation of its LHEES. The final version of the LHEES will include a 5-year LHEES Delivery Plan.

LHEES are framed around six considerations prescribed by the Scottish Government, as listed in **Error! Reference source not found.** below. The LHEES will eventually cover all tenures and all sectors, including the non-domestic sector. However, the current guidance provided

by the Scottish Government acknowledges that the first iterations of LHEES will have a large emphasis on the domestic sector.

Table 2 Summary of LHEES Considerations

	No.	LHEES Consideration	Description
Low regrets* heat decarbonisation	1	Heat networks	Decarbonisation with heat networks
	2	Off-gas grid buildings	Transitioning mainly from heating oil and LPG in off-gas areas
Secondary outcomes	3	Poor building energy efficiency	Poor building energy efficiency
	4	Poor building energy efficiency as a driver for fuel poverty	Poor building energy efficiency as a driver for fuel poverty
	5	Mixed-tenure, mixed-use and historic buildings	Covering mixed-tenure and mixed-use buildings, listed buildings and buildings in conservation areas
Heat decarbonisation	6	On-gas grid buildings	On-gas grid heat decarbonisation

*Low regrets are heat decarbonisation actions that are relatively low cost and provide relatively large benefits when it comes to heat decarbonisation. In the LHEES context they refer to heat networks and off-gas grid heat pumps.

Local authorities are not required to address all the LHEES considerations and the emphasis on any consideration should be informed by the profile and priorities of the local authority area. It may also be more suitable to combine analysis for multiple considerations at a time.

These considerations are explained further below.

- 1. Heat decarbonisation: Heat networks** - The analysis highlights heat dense areas within the local authority where heat networks present a likely decarbonisation option. Different opportunities and constraints relating to development potential were considered to inform decisions, and the prioritisation of the different heat network zones.
- 2. Heat decarbonisation: Off-gas grid** - The analysis identified off-gas heat decarbonisation pathways and considered opportunities for domestic properties at both the strategic and delivery level.
- 3. Secondary outcome: Poor building energy efficiency** - The analysis identified locations where poor building energy efficiency (such as low levels of wall or loft insulation, the absence of double glazing, or a combination of these) exists across the local authority.
- 4. Secondary outcome: Poor building energy efficiency as a driver for fuel poverty** - The analysis also identified locations where poor building energy efficiency (such as low levels of wall or loft insulation, the absence of double glazing, or a combination of these) may act as a driver for fuel poverty.

5. **Secondary outcome: Mixed-tenure, mixed-use and historic buildings** – The analysis identified where there are buildings of mixed-use or mixed-tenure and where there are historic buildings (covering listed buildings and conservation areas). This LHEES consideration area was not analysed in isolation.
6. **Heat decarbonisation: On-Gas Grid** - The analysis identified possible low regrets on-gas decarbonisation pathways for domestic properties and opportunities at a strategic and delivery level. At this stage, analysis explored only building readiness for heat pump retrofit.

The Scottish Government provided an LHEES Methodology to local authorities. This is a detailed, step by step approach, including models, tools and templates, and represents best practice in how to produce an LHEES. The LHEES Methodology structure and stages are detailed in figure 1.

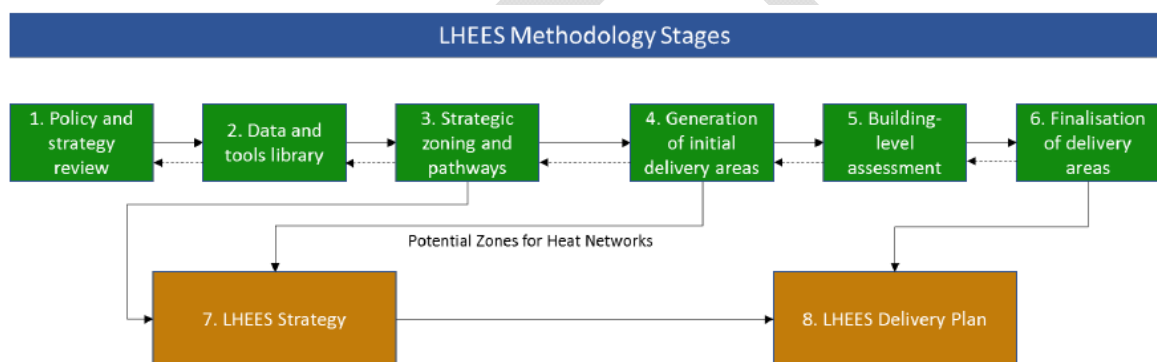


Figure 1 LHEES Methodology structure and stages

During 2020/22 East Renfrewshire Council worked with environmental consultants Changeworks to initiate our Local Heat & Energy Efficiency Strategy. Using the Scottish Government's LHEES methodology, Changeworks analysed local and national datasets and addressed the 6 LHEES considerations and produced a report which suggested recommendations for how East Renfrewshire could maximise heat decarbonisation and energy efficiency measures across its building stock.

The council created a LHEES working group with the remit to take forward the recommendations from Changeworks and consider how they can align with current policies and planned works (e.g., EES:ABS and capital works) to help deliver East Renfrewshire's first LHEES and Delivery Plan, and ultimately realise our four main outcomes. To this aim the working group agreed on 6 priority workstreams:

- Priority 1 - Analyse potential Heat Network zones
- Priority 2 - Deliver Ground Source Heat Pumps for socially rented properties
- Priority 3 - Increase levels of cavity wall insulation in the private sector
- Priority 4 - Improve uptake of wall insulation EES:ABS programs
- Priority 5 - Deliver improvements for non-domestic council owned properties
- Priority 6 - Determine most appropriate solar thermal & solar PV installations

4. Progress to date

Heat networks

In June 2023, the Council applied for funding to progress the heat network assessment requirement of the LHEES. The Scottish Government's Heat Network Support Unit confirmed funding of circa £70k for 2 detailed feasibility studies on sites earmarked as possible heat networks in Eastwood Park and Barrhead Main Street. The feasibility studies will soon conclude, and at the time of writing, the Council is assessing the draft results.

Private tenure homes

The current pace of retrofitting homes has been slow. Grant funding is provided via the Energy Efficient Scotland: Area Based Scheme (EES:ABS) for private tenure homes, but this has not been well-utilised to date due to poor take up by homeowners due to the level of private funding contributions required in order to draw down the grant support. The challenges of maximising the EES:ABS funding is well understood and the Council have created and filled a new Energy Efficiency Officer post. The Energy Efficiency Officer will work with a contractor to ensure energy efficiency grants available to owners across ERC areas are maximised.

Social housing

99.67% of council housing stock of around 3,000 properties is already achieving EPC C, which is the statutory target by 2025 for Energy Efficiency Standard for Social Housing (ESSH). The ESSH requirement by 2032 is for all Council houses to be EPC B. However, this is going to be replaced with the Social Housing Net Zero Standard. Housing Services are assessing properties, researching options and piloting new approaches to inform the next investment strategy to achieve the proposed new Social Housing Net Zero Standard.

Local Development Plan

The requirement to move towards net zero has been given greater emphasis in Local Development Plan 2. LDP2 sets out a range of policies which contribute to tackling climate change. It provides a strong framework in developing place-based solutions to a zero-carbon future and contains strong policies on climate change adaptation and mitigation.

Council property

Maintaining, adapting, and constructing new property assets accounts for a considerable proportion of the Council's capital expenditure, and therefore the development of a property asset management plan is crucial to enable effective deployment of capital which can demonstrate clear alignment to the Council's strategic goals. The new Property Asset Management Plan which covers 2024-2026 acknowledges the net zero challenge and focuses on foundations to inform a longer term strategic plan thereafter.

Council decision-making

A comprehensive Climate Change Impact Assessment (CCIA) for all new council policies, plans and operations is now in place. The findings from any assessment will be incorporated in the Council's corporate report format in order to give climate change implications due consideration.

5. Findings from baseline data

The Council, supported by Changeworks consultants, completed a review of domestic housing stock, including property type and age, energy efficiency and insulation status and fuel types used. Home Analytics data was supplemented by data provided by the Council regarding tenure and property characteristics and reviewed to provide the overview of the domestic housing stock.

EPC data was provided for the non-domestic stock throughout East Renfrewshire; however, this does not account for all non-domestic properties and it is unknown how representative the data is.

5.1 Domestic stock in East Renfrewshire

- East Renfrewshire has a larger proportion of owner-occupied properties (75%) compared to the rest of Scotland (65%).
- East Renfrewshire holds a relatively large proportion of houses (72%) compared to the rest of Scotland (63%).
- The average energy efficiency of the domestic properties (D-63) is two Standard Assessment Procedure (SAP) points below the national average (D-65).
- Across property types, pre-1919 houses are the least energy efficient.
- Across tenure types, privately rented and owner-occupied properties are the least energy efficient.
- The proportion of properties using mains gas as their main heating fuel (88%) is higher than the national level (81%).
- The proportion of properties using electricity as their main heating fuel (9%) is slightly lower than the national level (10%).
- The insulation levels of cavity wall properties in the LHEES area (59%) are much lower than national levels (73%).
- Loft insulation rates are higher than national levels (51% vs 46%).

This analysis covers the entire housing stock in the area, for which data for 40,506 properties was available from Home Analytics. From the 40,506 Home Analytics entries, 70 properties were excluded as no useful data was provided. Data on the remaining 40,436 properties has formed the basis for the current analysis.

Tenure

Proportionally, there are more owner-occupied properties (75% of domestic properties) than the national proportion of 65%. Consequently, there are fewer social rented properties (10% of the stock), compared to the rest of Scotland (25%). The private rented sector in East Renfrewshire accounts for 10% of the stock, which is on par with Scotland overall. For 5% of the stock, the tenure is unknown. This is due to conflicts of tenure across datasets.

Table 3 Tenure for flats and houses

Housing type	Social rented	Owner-occupied	Privately rented	Unknown	Totals
Flats total	2,725	5,055	1,889	1,610	11,279
Houses total	1,379	25,193	2,030	555	29,157
Total	4,104	30,248	3,919	2,165	40,436

As for property types, the majority of rented properties (both privately and social rented) are flats (58%). This is on par with the national figures where 58% of privately and social rented properties are flats. However, when focussing on differences between the private and social rental sector, East Renfrewshire has more houses rented out privately compared to the national average, and less houses rented out by the Council.

Property types and age

Across all stock, 72% of the properties are houses, and more than one-quarter are flats (28%), indicating the overall council area has more houses than the national average (63% houses, 37% flats).

The predominant age band is 1950-1983 (43%), which is similar to the national average (42%) built during the same period. There are more properties built between 1919-1949 (26%) compared to 11% in the rest of Scotland. Less properties were built after 1983 (24%) than in Scotland overall (27%). For pre-1919, the proportion is significantly lower (7%) than the Scottish average (19%).

Table 4 Property types and age-bands of the domestic properties

Property type	Pre-1919	1919-1949	1950-1983	1984-1991	1992-2002	Post-2002	Totals
Flats (total)	3%	4%	12%	4%	3%	3%	28%
Houses (total)	5%	22%	31%	5%	7%	3%	72%
Detached house	1%	9%	10%	2%	4%	2%	28%
Semi-detached house	1%	9%	13%	1%	2%	<1%	27%
End-terraced house	<1%	2%	4%	1%	<1%	<1%	7%
Mid-terraced house	1%	3%	5%	1%	1%	<1%	10%
Totals	7%	26%	43%	9%	10%	5%	

Energy efficiency

A home's energy performance is calculated using the Standard Assessment Procedure (SAP) methodology, which underpins the Energy Performance Certificate (EPC). The average Energy Efficiency rating (EE rating) across East Renfrewshire is 63 points, which is 2 SAP points below the national average of 65 points (e.g. less energy efficient). Overall, post-2002 built flats have the highest average EE rating, with an average EE rating of 81 points, equivalent to an EPC B-band. Pre-1919 buildings have the lowest EE ratings, with pre-1919 houses scoring an average 54 points, equivalent to an E-band, whereas pre-1919 flats score an average 61 points, equivalent to a D-band.

Table 5 Energy Efficiency rating/ band per housing type

Housing type		Pre-1919	1919-1949	1950-1983	1984-1991	1992-2002	Post-2002	Average
Flats	EE rating/ band	61 (D)	66 (D)	68 (D)	69 (C)	73 (C)	81 (B)	69 (C)
Houses	EE rating/ band	54 (E)	57 (D)	62 (D)	66 (D)	69 (C)	78 (C)	61 (D)
Overall averages	EE rating/ band	56 (D)	58 (D)	63 (D)	67 (D)	70 (C)	79 (C)	63 (D)

Looking at the Energy Efficiency bands, table 4 above shows that proportionally there are more flats in the higher bands (A-C), whilst most houses are in the lower banding (D-E)

When compared to the national pattern, a higher proportion of flats and lower proportion of houses in the LHEES areas are in the A-C banding, whilst a lower proportion of flats and higher proportion of houses are in the D-E banding. A slightly higher proportion of flats and slightly lower proportion of houses are in the lowest banding (F-G), when compared to national figures.

Fuel types

Mains gas is the main fuel type for 88% of the households in the overall council area (Table 5), which is higher than the national average of 81%. Electricity as the main off-gas fuel (9%) is slightly lower than the national proportion of 10%. Other fuels account for 3% of the properties, lower than the national proportion where fuels other than mains gas and electricity account for 9%.

Table 6 Main fuel type per property type

Housing type	Mains gas	Electricity	LPG	Oil	Biomass/Solid	Communal
Flats	21%	6%	<1%	<1%	<1%	1%
Houses	67%	3%	<1%	1%	<1%	<1%
Total	88%	9%	<1%	1%	<1%	1%

Wall insulation

Under three-quarters of properties have a cavity wall construction (72%). The insulation levels of the cavity wall properties are lower than the national average (59% in East Renfrewshire, 73% in Scotland). Social rented properties in East Renfrewshire with cavity walls are most likely to be insulated (91%).

Most solid stone or brick properties have uninsulated walls (77%), which is lower than the national average (81%). Modern timber frame properties are assumed to have insulated walls from when they were built, however 25% are recorded as being uninsulated. It is worth noting that it is common for non-traditional pre and post-war timber houses to be recorded as timber frame (e.g., Swedish timber, Weir timber) when these should be recorded as 'system-built'. Over half of the system-built properties in Scotland have received external wall insulation over the past years (55%).

Table 7 Wall construction and insulation status of tenures

Tenure type	Cavity Construction	Solid Brick or Stone	System Built	Timber Frame
Privately rented	2,695	673	80	471
Uninsulated walls	1,443	553	29	149
Uninsulated walls (%)	54%	82%	36%	32%
Social rented	3,053	427	114	510
Uninsulated walls	275	230	4	57
Uninsulated walls (%)	9%	54%	4%	11%
Owner Occupied	22,465	4,592	324	2,867
Uninsulated walls	9,932	3,605	204	955
Uninsulated walls (%)	44%	79%	63%	33%
Unknown	748	229	31	1,157
Uninsulated walls	254	172	8	70
Uninsulated walls (%)	34%	75%	26%	6%
Totals	28,961	5,921	549	5,005
Uninsulated walls	11,904	4,560	245	1,231
Uninsulated walls (%)	41%	77%	45%	25%

Loft insulation

There are normally no lofts in properties such as ground and mid-floor flats, and in East Renfrewshire this covers 18% of the stock. Over half of the properties with lofts have loft insulation over 250mm (51%), which exceeds the national average of 46%. As for tenure, privately rented properties have the lowest loft insulation rates.

Table 8 Loft insulation status of domestic properties and of tenures

Tenure type	0-99mm	100-249mm	250mm+	No Loft	Total lofts
Privately rented	372	1,224	1,069	1,254	2,665
(%) of lofts	14%	46%	40%		
Social rented	165	973	1,303	1,663	2,441
(%) of lofts	7%	40%	53%		
Owner-occupied	3,562	10,012	13,492	3,182	27,066
(%) of lofts	13%	37%	50%		
Unknown	78	355	444	1,288	877
(%) of lofts	9%	40%	51%		
All	4,099	12,209	15,864	7,387	33,049
(%) of lofts	13%	38%	49%	(18% of stock)	(82% of stock)

Potential fabric upgrades for domestic stock

Loft and wall insulation opportunities were identified for 59% of the properties in East Renfrewshire (23,870 properties), with the majority of measures being top-ups of loft insulation (Table 8). Consequently, for 16,566 of the domestic properties, no wall or loft insulation measures were identified.

Wall insulation measures are suitable for over one-third of domestic properties (37%), with cavity wall insulation being the predominant measure (25% of domestic stock). Internal wall insulation is suitable for 11% of the domestic stock and a very small proportion (1%) would benefit from external wall insulation.

Table 9 Potential fabric upgrades

Measure	Number of suitable properties	% of domestic housing stock
Loft insulation virgin	4,177	10%
Loft insulation top-up	12,564	31%
Cavity wall insulation	10,149	25%
External wall insulation	242	1%
Internal wall insulation	4,466	11%
Households requiring at least one fabric upgrade measure	23,870	59%
Households requiring both a loft and wall insulation measure	7,728	19%

Potential low carbon heating upgrades for domestic stock

Air-source heat pumps are believed to be most viable in off-gas-grid properties. A small number (758 or 2%) of such properties exist. However, when considering properties connected to the gas grid that are suitable for air-source heat pumps this increases to 39%. Biomass is suitable for 2% of the stock. In addition, 4% of the housing stock is potentially appropriate for high heat retention storage heaters.

Table 10: Potential domestic low carbon heating upgrades

Measure	Number of suitable properties	% of domestic housing stock
Air source heat pump	758	2%
Biomass	699	2%
High heat retention heaters	1,776	4%
Solar thermal	22,554	56%
Households requiring at least 1 low carbon heating measure	24,594	61%
Households requiring both low carbon space heating and solar measures	1,193	3%

Carbon savings

If all measures from Table 8 and Table 9 were installed, 29 kilotonnes of CO₂ per year could be saved given the current carbon intensity of the fuels used for heating, based on estimations from the Energy Saving Trust. This equates to 0.9 tonnes per household. Although air-source heat pumps have high install costs and long payback period, they are estimated to save up to just over 10 tonnes of CO₂ per household per year.

It should be noted that the carbon savings per measure will decrease in the future if heat itself becomes less carbon intense due to the use of renewables in electricity generation.

- Under half of buildings with an EPC have the lowest band of G (47%).
- A small proportion have an EPC band C or greater (14%).
- More than half of non-domestic properties with an EPC are heated by electricity (51%), compared to 9% of domestic properties.
- The most common use of buildings across all EPCs is for retail/ financial (46%).
- Buildings used for education or residential space are the most efficient.

5.2 Non-domestic property types

Table 11 below lists all property types by the EPC categorisation. It shows that the most energy efficient buildings are those used for education, which have an average band D/D+.

Table 11 Energy performance and use by property type

Property type	No.	% EPCs	Average EE band	Average Annual Global Performance (kWh/yr)	Median Annual Global Performance (kWh/yr)
Community/Day Centre	21	5%	G	47,867	30,574
Education	41	10%	D/ D+	119,022	63,070
General Assembly/Leisure	12	3%	G	162,941	54,635
General Industrial	10	3%	G	93,796	22,692
Hospitals/Care Home	13	3%	F/ F+	150,883	120,291
Hotel	3	1%	G	350,021	190,091
Library/Museum/Gallery	5	1%	F/ F+	50,329	50,134
Office/Workshop	49	12%	F/ F+	44,491	25,150
Primary Healthcare Building	9	2%	F/ F+	32,761	14,384
Residential space	1	<1%	D/ D+	11,520	11,520
Restaurant/Cafes/takeaway	40	10%	G	50,054	41,503
Retail/Financial	184	46%	G	34,270	19,482
Stand-alone utility block	1	<1%	G	53,569	53,569
Storage/Distribution	10	3%	E/ E+	82,133	54,877
Totals/ average	399		G	59,425	24,951

Based on EPC records there are at least 399 non-domestic properties in East Renfrewshire. From these properties, 346 (87%) EPC records contain recommendations for fabric and/or heating upgrades.

Most recommendations across all EPC certificates in East Renfrewshire concerned upgrading the lights to more energy efficient options (75%). Measures associated with air tightness and ventilation accounted for 54% of the properties. Likewise, many of the EPC certificates included control upgrades to the existing heating system (48%).

Fabric upgrades

The most common recommendation for all fabric upgrades was double glazing, and/or secondary glazing (Table12). Wall insulation measures were recommended to over one-third of the buildings (36%), with the most common being cavity wall insulation (25%). Loft and roof measures were recommended to 29% of the buildings.

Table 12: Recommended fabric measures from the non-domestic EPC records (East Renfrewshire)

Measure	No.	% EPCs
Loft insulation	49	12%
Roof insulation	68	17%
Floor insulation	18	5%
Cavity wall insulation	100	25%
Internal wall insulation	42	11%
External wall insulation	2	1%
Glazing	181	45%

Low carbon heating measures

Under half of the buildings (45%) have been recommended heat pumps (either air source or ground source) and 38% of the non-domestic properties have been recommended solar thermal.

Table 13: Recommended low carbon heating measures from the non-domestic EPC records (East Renfrewshire)

Measure	No.	% EPCs
Air source heat pump	119	30%
Ground source heat pump	60	15%
Biomass	10	3%
Solar thermal	153	38%

If the EPC records are a representative sample of the non-domestic properties in the LHEES area, there is a substantial potential to improve the non-domestic stock through promoting glazing upgrades, cavity wall insulation, heat pumps (particularly ASHP) and solar thermal installs.

6. Key findings from baseline data

6.1 Domestic stock

- East Renfrewshire LHEES analysis covers 40,437 domestic properties.
- 37% of the domestic properties are suitable for wall insulation measures, with the majority being cavity wall insulation (25% of stock) and internal wall insulation (11% of the stock).
- Loft and wall insulation opportunities were identified for 59% of the properties.
- Given that many properties have mains gas as their main fuel type, a small proportion of the stock was considered suitable for air source heat pumps (2%). This increases substantially (up to 39%) when loosening this criteria to include properties heated by mains gas for heat pump suitability.
- For 20% of the properties, no suitable measures were identified. From the 7,968 properties with currently no suggested fabric or heating improvement, 1,675 properties (21%) have an EE band D or worse.
- Installing all the measures is estimated to save 39 kilotonnes of CO₂ per year, which equates to 0.9 tonnes per household.

6.2 Non-domestic stock

- EPC data was available for 399 non-domestic properties.
- Recommendations were provided for 87% of these properties.
- The most common recommendation for all fabric measures was double glazing, and/or secondary glazing.
- Wall insulation was recommended to 36% of the properties, with cavity wall insulation being the predominant.
- Heat pumps were recommended to 45% of the properties (either air source or ground source).

7. Prioritized areas for delivery

Data analysis identified high energy sectors where the most significant carbon savings can be made, but crucially also determined the level of council influence across sectors with specific relation to energy efficiency and heat decarbonisation. From this, key actions can be used to create a clearer roadmap for the LHEES, showing where the Council can clearly progress unhindered and where perhaps the only recourse is to signposting to and supporting recognised and available national solutions.

Identifying high energy sectors where the most significant carbon savings can be made, while considering the level of council influence across sectors with specific relation to energy efficiency and heat decarbonisation, provides the Council with a direction for planning the delivery stages of the LHEES.

Of the council-controlled sectors, domestic properties make up the largest proportion of total heat demand and secondary schools have the highest average heat demand per building, as shown in Figure 2 below.

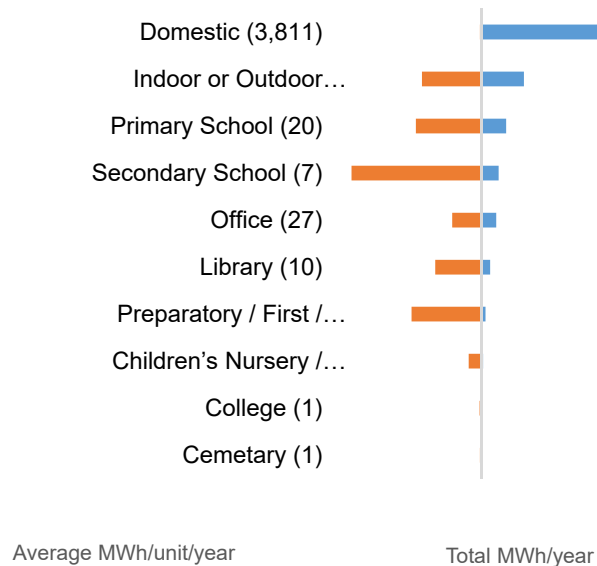


Figure 2 Average and total demand per Council controlled sectors

Both the average heat demand per unit and the total heat demand per sector are of importance for prioritising actions. Average heat demand indicates which sectors may be simpler to decarbonise, even if there are relatively few properties (i.e., leisure/sporting centres). Total heat demand is important because of the high aggregated heat demand across a large number of buildings (i.e., domestic sectors).

Three of the four domestic sectors (owner-occupied, private rented and Council owned) together have the greatest total heat demands of all sectors. Council-owned leisure centres and schools offer the best opportunities for 'quick-win' heat decarbonisation.

8. Priorities for action

The 6 priorities for East Renfrewshire's LHEES shown in table 13 below are numbered for ease of reference only. The priorities are not ranked; they were selected as most suitable to help develop our Delivery Plan and achieve our 4 outcomes, based on the background analysis and the following criteria:

- i. Improving energy efficiency and introducing zero emissions heating to buildings;
- ii. Aligning areas of largest heat demand with buildings which the Council has the greatest influence over; and determining the most suitable form of zero-emission heating and/or energy efficiency measures; and
- iii. Consideration of all other measures which would positively impact on emissions created by heating and improve energy efficiency across all buildings.

Table 14 East Renfrewshire's six LHEES Priorities

Priority 1	Analyse potential Heat Network zones
Priority 2	Deliver Ground Source Heat Pumps for socially rented properties
Priority 3	Increase levels of cavity wall insulation in the private sector
Priority 4	Improve uptake of wall insulation EES:ABS programs
Priority 5	Deliver improvements for non-domestic council owned properties
Priority 6	Determine most appropriate Solar thermal & solar PV installations

Local Heat and Energy Efficiency Strategies aim to facilitate a joined up, long-term strategic approach to:

- The improvement of the energy efficiency of buildings in the local authority's area; and
- The reduction of greenhouse gas emissions resulting from the heating of such buildings.

Our priorities will help us address the two cornerstones of LHEES: heat decarbonisation and energy efficiency.

Heat decarbonisation

Heat decarbonisation can be done at individual property level (by use of Air Source Heat Pumps or Ground Source Heat Pumps), or communally via Heat Networks that are relatively large (i.e. district heating) or via smaller networks, such as shared Ground Source Heat Pumps. Priorities 1 and 2 in table 13 above directly address heat decarbonisation.

The analysis highlighted heat dense areas within the local authority where heat networks present a likely decarbonisation option. Different opportunities and constraints relating to development potential were considered to inform decisions, and the prioritisation of the different heat network zones.

Energy efficiency

The analysis identified locations where poor building energy efficiency (such as low levels of wall or loft insulation, the absence of double glazing, or a combination of these) exists across the local authority, as well as an analysis for areas where this may act as a driver for fuel poverty.

The energy efficiency of the domestic stock in the Council area is lower than the average of Scotland, with 60% of the properties being an EPC-band of D or lower, compared to 49% nationally. The proportion of uninsulated walls is similar to the national average (43% vs 41% nationally), whereas the proportion of loft insulation is six percentage points lower (89% vs 95% nationally). Priorities 3 and 4 in table 13 above directly address energy efficiency.

Priorities 5 and 6 shown in table 13 do not directly or immediately address the LHEES cornerstones of heat decarbonisation or energy efficiency but the analysis profile of the local authority area suggested their usefulness in ultimately delivering on the fundamental aims of the LHEES. Our six LHEES priorities shown in table 13 above are discussed more fully below.

For the Barrhead Main Street potential heat network zone, five potential anchor loads were identified, including the leisure centre and library, Council offices, the Barrhead Health and Care Centre and Carlibar Primary School.

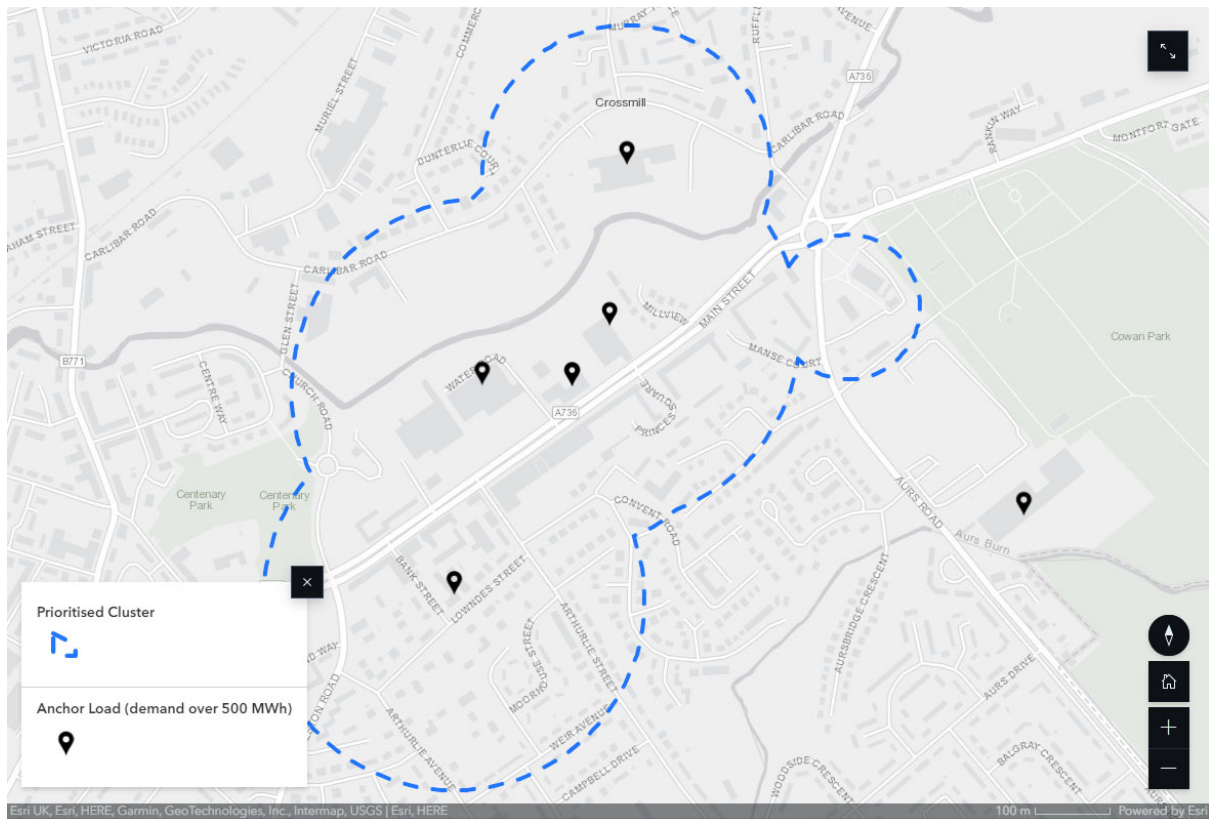


Figure 4 Barrhead Main Street Heat Network Zone

The draft feasibility report for Barrhead Main Street suggested that there is a potential opportunity for a heat network in Barrhead utilising wastewater and a water source heat pump with back-up gas boilers as the low-carbon heating technology. However, the final report suggests that alternative building-level low carbon heating solutions may be a lower cost route to heat decarbonisation than the heat network opportunity considered. For a heat network opportunity to be viable in Barrhead, there would need to be significant grant funding, and the overall lifetime costs incurred may be lower for a building level heating solution approach such as installing individual ASHPs on each building.

East Renfrewshire Council will align with the heat network development stages and associated partner guidance as recommended by the Scottish Government's Heat Network Support Unit and detailed in figure 5 below.

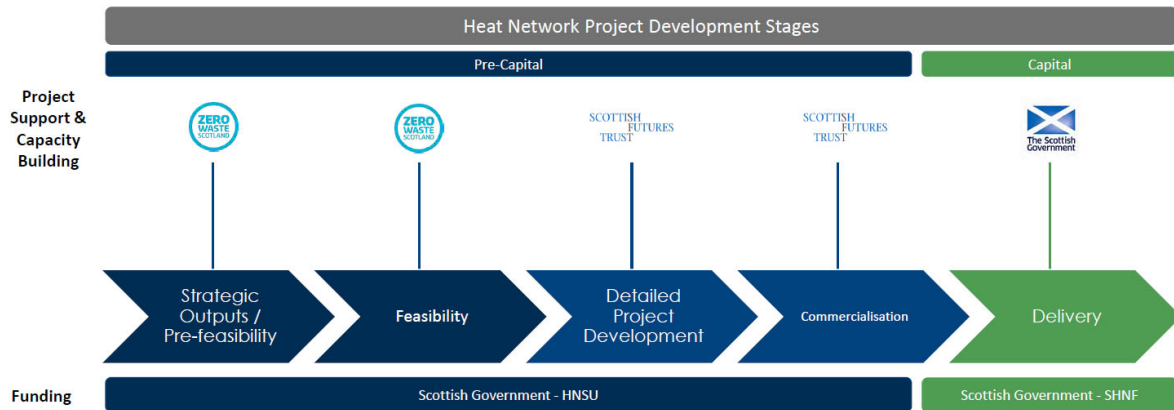


Figure 5 Heat Network Project Development Stages

Future development of any proposed heat network will depend on recommendations from partners and stakeholders following discussion on the feasibility reports; and building a strong economic case that addresses all technical, financial and network limitations. Indeed grid capacity is a consideration for any proposed decarbonisation measure and continued engagement with Scottish Power Energy Networks will be required.

However, the identification and consideration of heat networks in Eastwood Park and Barrhead Main Street does not oblige the Council to commit to delivering the proposed heat networks.

Individual Heat Pump readiness

While the suitability and location of heat networks will be analysed, decarbonisation of heat for the majority of homes in East Renfrewshire is more likely to be delivered by utilising individual Air Source Heat Pumps (ASHP). However, the low-regret options for ASHP installations are limited as 92% of the domestic properties in the Council area are on gas, which is more than the average for Scotland (83%).

Installing heat pumps in properties that are gas-heated is currently not considered a low-regret option. However, for the on-gas areas there are ample opportunities for 'heat pump ready' properties due to the relatively large amount of post-1992 properties with high energy efficiency levels. The areas of Crookfur and Fruin; Mearnskirck and South Kirkhill; and West Arthurlie and North Neilston are particularly suitable. Areas with buildings that are on the national gas grid network and which could easily convert to heat pumps are shown in Figure 7 below.

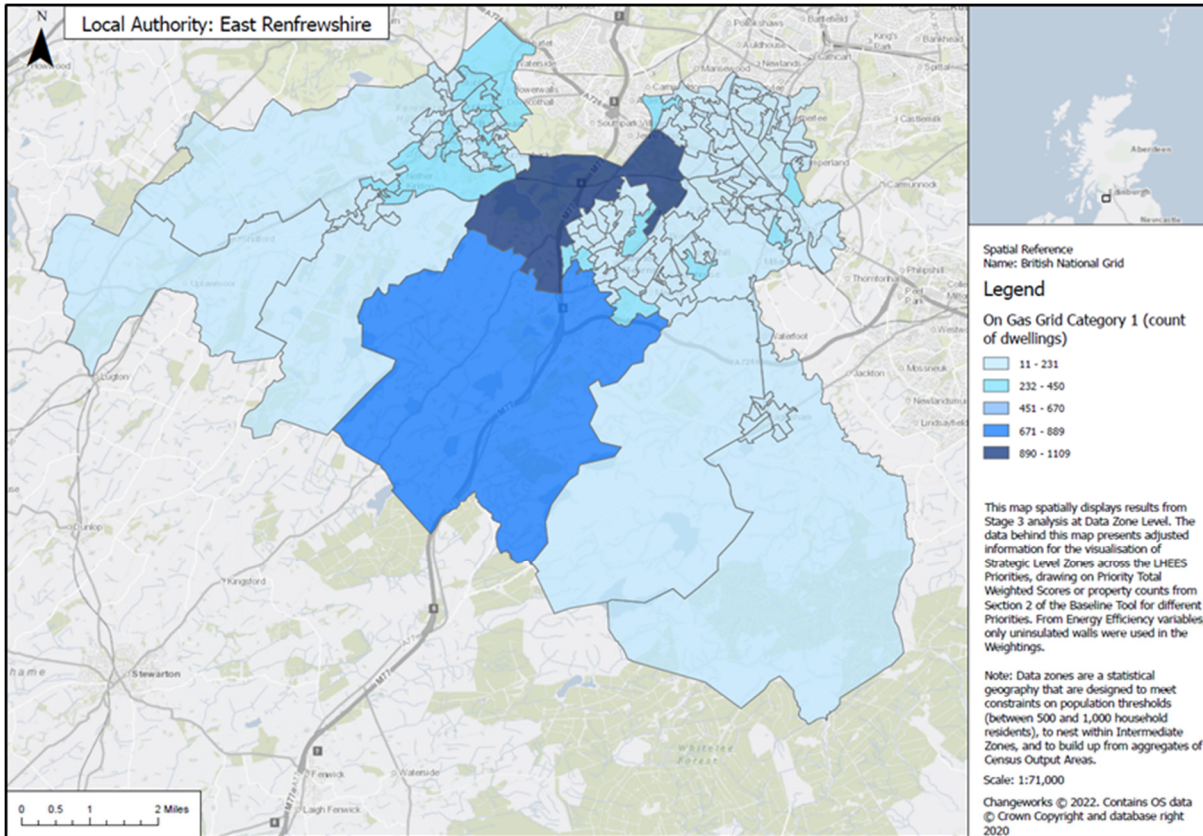


Figure 6 Heat pump ready properties in on gas areas

On gas buildings with secondary technical potential for heat pump retrofit: i.e. those in need of moderate fabric / heat distribution system upgrade are shown in figure 8 below.

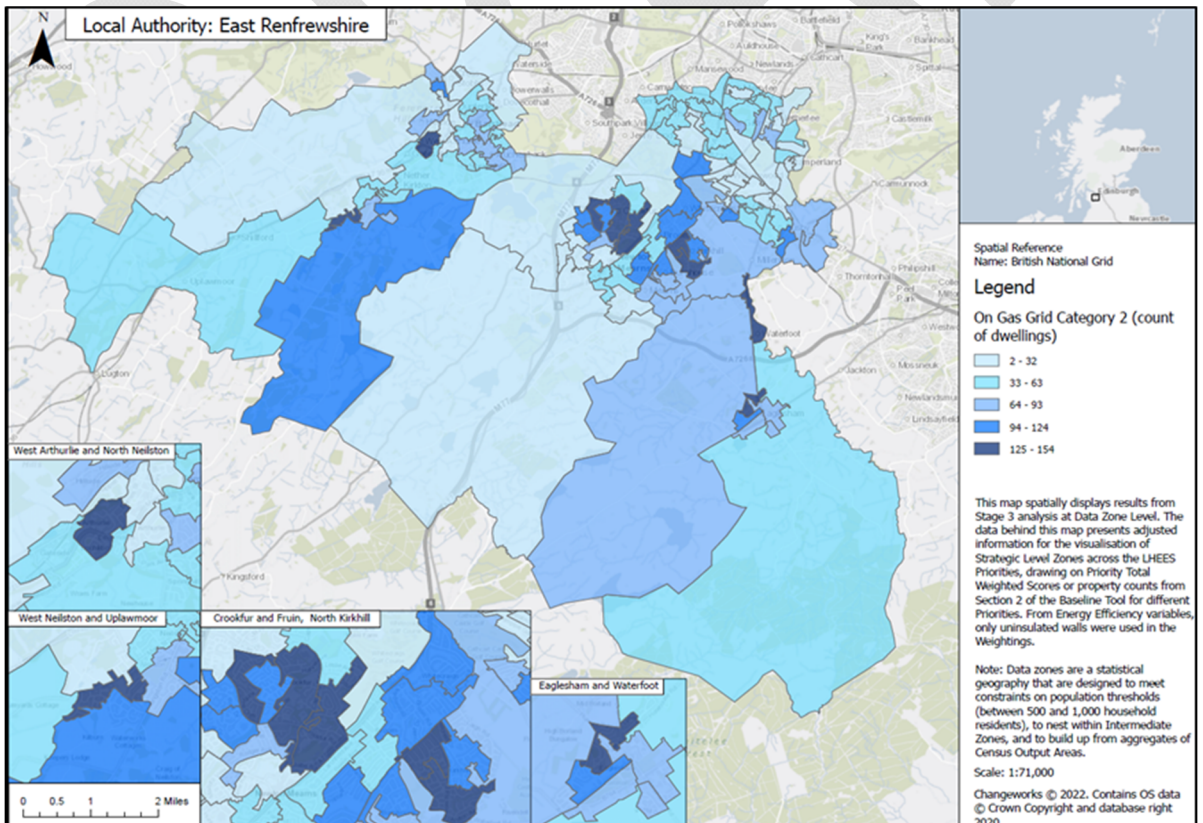


Figure 7 On gas buildings with secondary technical potential for heat pump retrofit

The Council will signpost the owner-occupier sector to any available grant funding or assistance. This will typically be via the Home Energy Scotland service but will include working with partners to run local awareness campaigns, and plan activities to encourage households to invest in insulation, heat pump and solar panel installations.

The Council will take a role to signpost householders to any available grant funding or assistance. Within identified areas of fuel poverty, or where there are low income and vulnerable households, specific funding will be targeted. This will include EES:ABS and ECO4 schemes.

8.2 Priority 2 - Deliver Ground Source Heat Pumps for socially rented properties

Analysis of 'heat pump ready' property clusters across (i.e. those which are well insulated with a wet heating system) in both the on-gas and off-gas areas, provided the following:

- 27 green spaces in the off-gas areas were identified which show a high potential for small-scale heat networks such as shared GSHPs for the nearby properties;
- 85 green spaces for the on-gas areas were identified which show a high potential for small-scale heat networks such as shared GSHPs for the nearby properties.

Greenspaces provide areas for the installation of GSHPs which utilise the relatively stable temperature of the ground to extract/deposit heat.

Following discussion on the feasibility reports for the two proposed heat networks at Barrhead Main Street and Eastwood Park, the Council will explore the potential for these smaller scale heat networks further, particularly for the socially rented properties with immediate potential for heat pump retrofit.

8.3 Priority 3 - Increase levels of cavity walls in the private sector

Analysis identified locations where poor building energy efficiency exists. This is typically low levels of wall or loft insulation, the absence of double glazing, or a combination of both these measures. The energy efficiency of the domestic stock in the Council area is lower than the average of Scotland, with 60% of the properties being an EPC-band of D or lower, compared to 49% nationally. The proportion of uninsulated walls is similar to the national average (43% vs 41% nationally), whereas the proportion of loft insulation is six percentage points lower (89% vs 95% nationally).

East Renfrewshire has substantially low levels of insulation for properties with cavity walls (40% uninsulated cavity walls vs 27% nationally), with uninsulated cavity wall properties representing more than a quarter of the properties in the area (>11k).

Figure 10 below shows the areas with higher levels of uninsulated cavity walls. Areas with the least amount of cavity wall insulation are North Kirkhill, Whitecraigs and Broom, North Giffnock and North Thornliebank. However cavity wall insulation potential is spread throughout the local authority area.

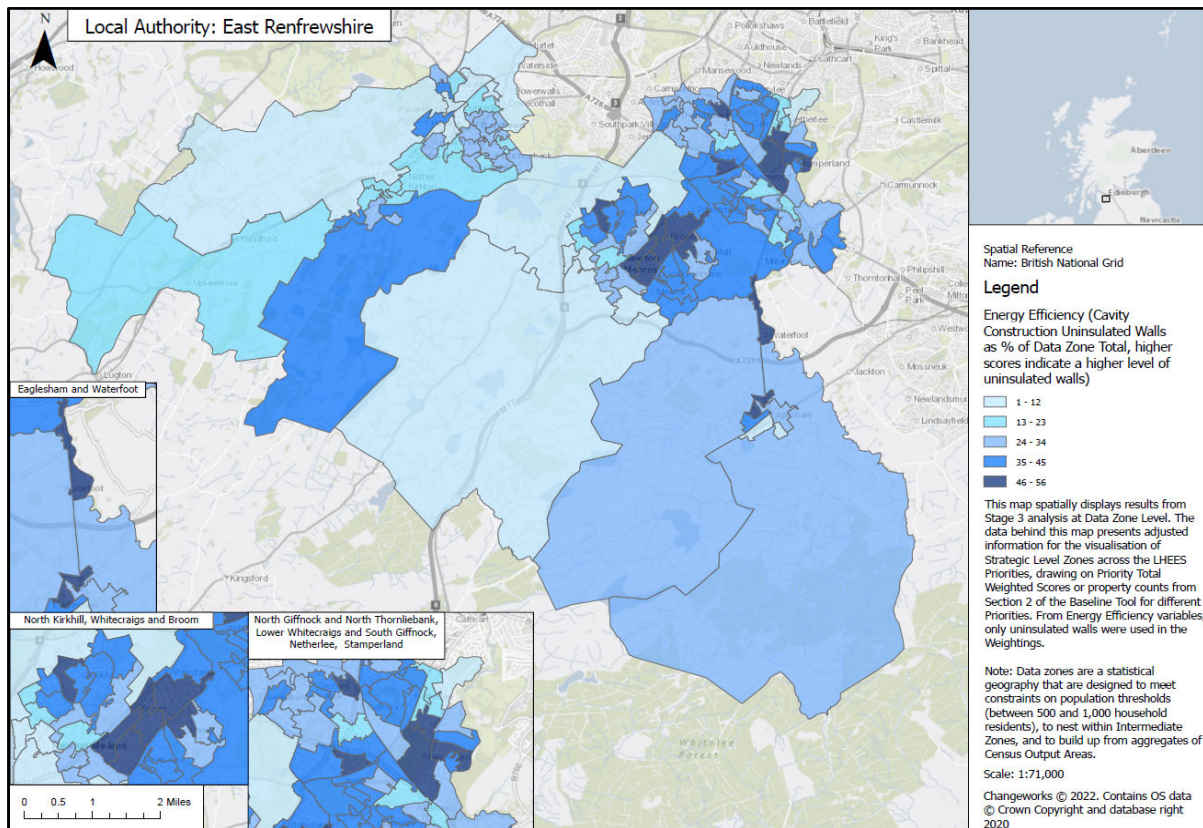


Figure 8 Percentage of Cavity Wall Insulation in domestic properties

Since cavity walls are a lot cheaper to insulate than other wall types, increasing the insulation levels of cavity walls in the private sector offers a good opportunity for ‘quick-win’ energy efficiency improvement measures.

Uninsulated cavity walls are much lower for socially rented properties across East Renfrewshire than the national average (14% vs 26% nationally). The Council is assessing the remaining uninsulated cavity walls in the social rented stock as part of our ongoing asset management improvement strategy.

The Council will signpost the owner-occupier sector to any available grant funding or assistance. This will typically be via the Home Energy Scotland service, but will include working with partners to run local awareness campaigns, and plan activities to encourage households to invest in energy efficiency and decarbonisation.

8.4 Priority 4 - Improve uptake of wall insulation EES:ABS programs

East Renfrewshire has wall insulation rates lower than the rest of the country but relatively few properties require solid wall insulation (4,370 properties requiring internal wall insulation and just under 250 properties needing external wall insulation). Figure 11 below shows the areas most affected.

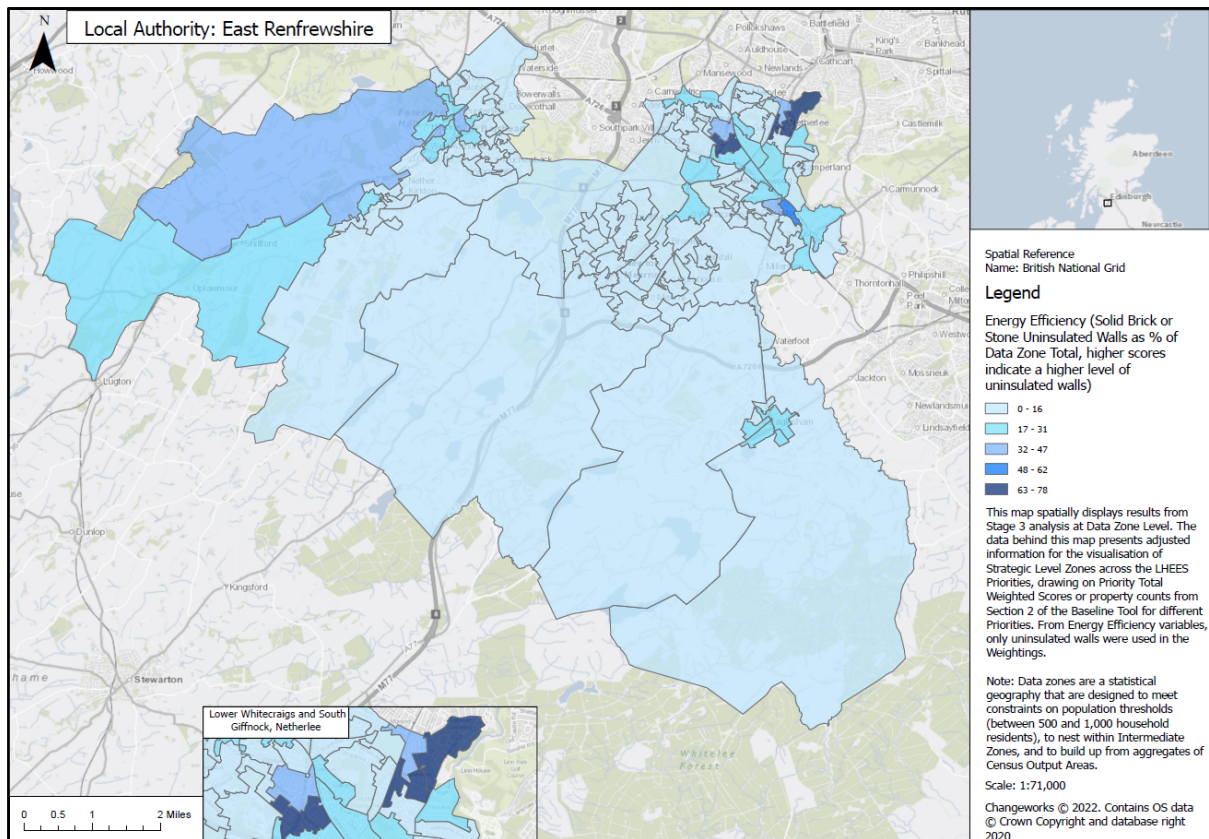


Figure 9 Solid brick or stone uninsulated walls

In areas that score high for fuel poverty, the importance in delivering wall insulation projects through Energy Efficient Scotland: Area Based Scheme (EES:ABS) cannot be underestimated. This is a Scottish Government funded scheme, administered by the Council. Areas with low levels of energy efficiency, particularly wall insulation, but high levels of estimated fuel poverty are: Dunterlie, East Arthurlie and Dovecothall; North Giffnock and North Thornliebank; Cross Stobbs; Neilston and Uplawmoor.

The Council has recently taken steps to improve the uptake of EES:ABS funding to owner-occupiers by funding a new Energy Efficiency Officer post. The Energy Efficiency Officer will work with a contractor to ensure energy efficiency grants available to owners across ERC areas are maximised. This will continue to be a focus over the term of the LHEES. Not only will this improve energy efficiency but could also be a key measure in preventing fuel poverty.

Areas that score high for fuel poverty will also be targeted for support from the Energy Company Obligation (ECO4) scheme, funded by energy companies and aimed at supporting low income and vulnerable households. The Council has an administrative role within the ECO4 scheme. The Council will also signpost householders to any available relevant grant funding or assistance.

8.5 Priority 5 – Deliver improvements for non-domestic council-owned properties

The available non-domestic dataset identified 1,635 properties in the Council area, with 200 of the properties being in ownership of the Council (this number reduces to 106 operational properties when storage units and leased properties are discounted). This council-owned portfolio includes both operational and non-operational properties.

The Council does not have direct influence over stock it does not own, but wishes to lead by example and deliver on its net zero targets. Data on the non-domestic sector in general is very limited, and recommendations for energy efficiency measures for council-owned, non-domestic stock requires further analysis.

The Council is updating its Property Asset Management Plan (PAMP) to outline how the assessment and identification of improvement actions for council buildings will be undertaken. Whilst this will give consideration to the suitability and need for buildings, those buildings that are to be retained will be recommended for the most suitable energy efficiency improvements and a pathway to install zero-emission heating will be established. However significant funding and investment will be required if our ambitions are to be realised.

Unlike the domestic sector, where only 7% of properties are heated by electricity and 91% by gas, most of the non-domestic properties are electrically heated (59% vs 36% gas), with many using plug-in heaters. The energy efficiency of the non-domestic properties is generally low, although it should be noted that many non-domestic properties, such as storage warehouses, churches or restaurants, are not constantly occupied. Hotels, restaurants and cafes and retail properties have low energy efficiencies compared to the average, whereas workshops and offices have a higher-than-average energy level of A-C EPC bands.

Overall, only 10% of the non-domestic properties have an EPC band C or higher, although for the council-owned properties this is more (26%).

Table 15 Non-domestic EPC band distribution of different property use categories

Property use	EPC Band			
	A-C	D	E	F-G
General Assembly (Churches, sports clubs)	9%	8%	12%	71%
General Industrial, Storage or Distribution	6%	1%	0%	93%
Hotels	0%	13%	0%	88%
Non-residential Institutions	30%	12%	18%	40%
Offices and Workshops	17%	12%	29%	42%
Residential Institutions and Spaces	6%	28%	17%	50%
Restaurants and Cafes	0%	1%	3%	97%
Retail and Financial Services	2%	6%	18%	74%
Overall	10%	8%	19%	63%
All ERC owned	26%	11%	17%	46%

To understand how the remaining council-owned properties can increase in energy efficiency with specific measures, more detailed surveys of these properties is needed as the available dataset does not provide enough information.

8.6 Priority 6 - Determine most appropriate solar thermal & solar PV installations

Though not considered a primary or secondary consideration in the prescribed LHEES considerations, domestic renewables provide an opportunity towards the decarbonisation of heat in the short term when combined with storage and electric heating.

Given the relatively high proportion of houses in the area (72% vs 64% nationally), there is ample potential for solar thermal and solar PV installations. Figure 12 below shows solar opportunities across the council area.

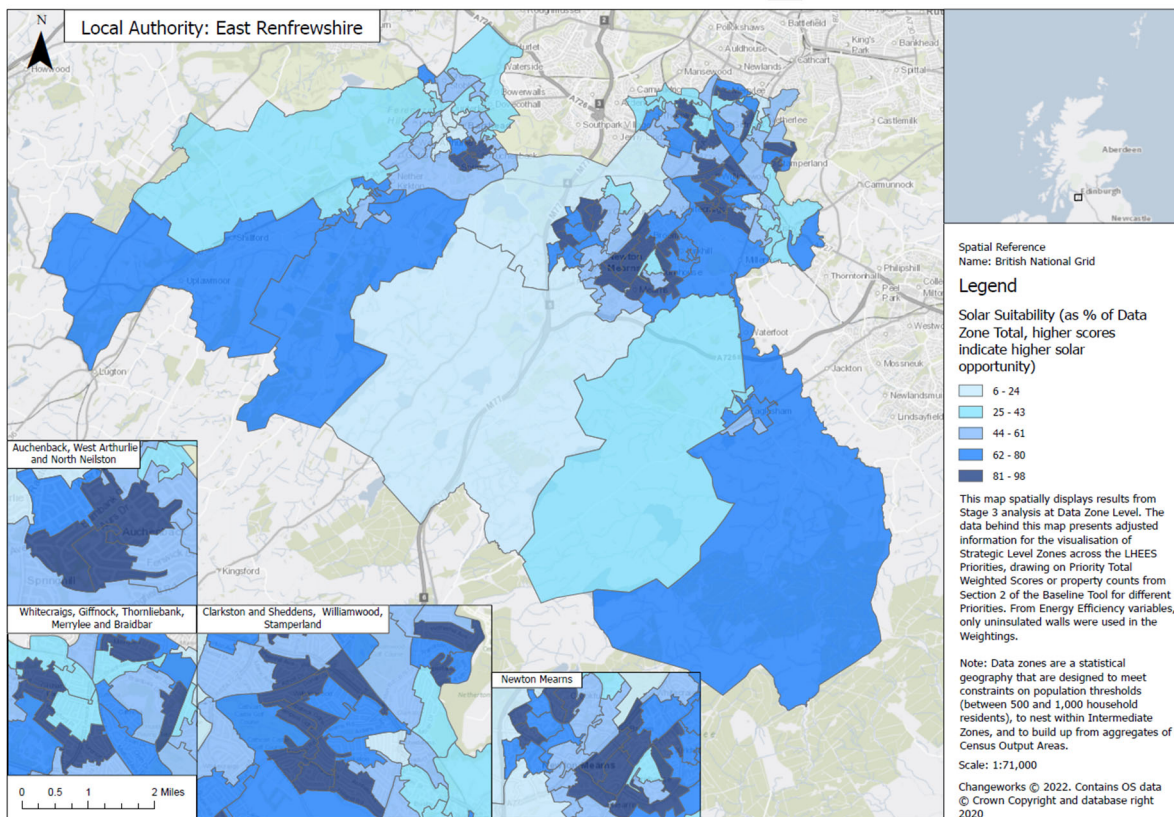


Figure 10 Percentage of properties with suitability for Solar PV

Consideration of solar applications when evaluating future energy demand will also extend to the consideration of solar farms and the greater scale of electricity generation they bring.

The Council will take a role to signpost householders to any available grant funding or assistance, and discuss delivery in social housing stock through the Scottish Government's Social Housing Net Zero Heat Fund. Consideration will also be given on how to incorporate such installs through special projects in the EES:ABS schemes and as part of our ongoing asset management improvement strategy

9. Summary and Next Steps

Local Heat and Energy Efficiency Strategies aim to facilitate a joined up, long-term strategic approach to:

- The improvement of the energy efficiency of buildings in the local authority's area; and
- The reduction of greenhouse gas emissions resulting from the heating of such buildings.

The combined outputs of every local authority's LHEES will provide an evidence base for further policy-making and for implementation of delivery programmes helping the Scottish Government to target appropriate nationwide action.

For instance, in supporting actions to decarbonise and improve energy efficiency, LHEES provide appropriate analysis to tackle fuel poverty. By improving the fabric of buildings with poor energy efficiency, we can reduce the energy households are using as well as reducing greenhouse gas emissions.

LHEES also provides analysis which can be built upon in scoping out the potential for the roll-out of heat networks.

More broadly, LHEES also have an important role in supporting local energy planning. Local authorities will work with distribution network operators to understand where grid constraints may restrict the ability to install heat pumps. Distribution network operators will also be able to use the outputs of LHEES to plan where they need to strengthen the grid in the future to support heat decarbonisation.

Our ambition is for every property in East Renfrewshire to have access to affordable, reliable and net zero heat. For homes, this would help reduce the risk of fuel poverty, and bring social, economic and public health benefits. However significant funding and investment will be required if our ambitions are to be realised.

This strategy and the associated delivery plan will focus on achieving four main outcomes:

Table 16 East Renfrewshire's four LHEES Outcomes

Outcome 1	Homes and buildings in East Renfrewshire are as energy efficient as possible
Outcome 2	Heat solutions are delivered to meet 2045 net zero target and tackle fuel poverty
Outcome 3	Investment and grant funding is secured to deliver Net Zero projects
Outcome 4	East Renfrewshire Council supports property owners to find improved heating solutions

The priorities to help us achieve our outcomes for East Renfrewshire's LHEES were selected based on the background analysis and the following criteria:

- Improving energy efficiency and introducing zero emissions heating to buildings.
- Aligning areas of largest heat demand with buildings which the Council has the greatest influence over; and determining the most suitable form of zero-emission heating and/or energy efficiency measures.
- Consideration of all other measures which would positively impact on emissions created by heating and improve energy efficiency across all buildings.

Table 17 East Renfrewshire's six LHEES Priorities

Priority 1	Analyse potential Heat Network zones
Priority 2	Deliver Ground Source Heat Pumps for socially rented properties
Priority 3	Increase levels of cavity walls in the private sector
Priority 4	Improve uptake of wall insulation EES:ABS programs
Priority 5	Deliver improvements for non-domestic council owned properties
Priority 6	Determine most appropriate solar thermal & solar PV installations

The priorities we have identified are considered to be the most suitable for East Renfrewshire in terms of how we improve energy efficiency and decarbonise our homes and buildings, while ensuring a flexible, fair and just transition to net zero and will be fundamental in shaping our Delivery Plan.

The LHEES Delivery Plan will set out how the Council proposes to support implementation of its LHEES. The first LHEES Delivery Plan will incorporate actions with a near-term (5-year) focus. This will be informed by the existing policy landscape, but be flexible to adapt to the changing scope as the Scottish Government introduces future standards, regulations, and funding programmes. It is expected that actions in the Delivery Plan should therefore be reviewed and updated on an annual or biennial basis.

10. Glossary

Heat decarbonisation: The process of removing emissions from heating buildings. Typically, this is achieved using a combination of improvements to the heating demand in a property (e.g. from improving insulation and reducing drafts) and changing to a zero-emission heating system for heating and hot water.

Zero emission heating: A heating system for properties that does not use polluting fuels (e.g. gas/oil/LPG), but instead is using heat pump, electric storage, or heat networks that are derived from clean sources. Hydrogen gas may also be considered zero-emission if the hydrogen gas was derived from renewable sources.

Heat pump: Usually air source or ground source – are modern, low carbon heating systems that are much more energy efficient than boilers and traditional electric heating. They work by taking warmth from the surrounding air, ground or water and heating this using a refrigerant gas. Typically this then heats hot water to provide heating and hot water to properties, but can also provide hot air, which is similar to an air-conditioning system.

Heat networks: A network of pipes by which hot water is distributed from one or more sources of production to more than one building. They are a tried and tested technology used extensively across Europe. They are a key strategic technology for reducing emissions from heating homes and non-domestic buildings.

Greenhouse Gas (GHG): Greenhouse gases are gases that trap heat in the earth's atmosphere, a process called the greenhouse effect. These gases occur naturally, but are also produced by human activity.

Fossil Fuels: Fossil fuel is the term given to non-renewable energy sources that formed beneath the Earth's crust as a result of geological processes acting on the remains of plants and animals that existed millions of years ago. Examples of fossil fuels include coal, natural gas or crude oil.

Energy Performance Certificate (EPC): An Energy Performance Certificate (EPC) gives information on how energy efficient a building is and how it could be improved. You need an EPC when: applying for a completion certificate for a new building; selling a building; or renting a building to a new tenant.

TWh: Terrawatt hours abbreviated as TWh is a unit of energy representing one trillion watt hours. A kilowatt hour is equivalent to a steady power of one kilowatt running for one hour.

Just Transition: An approach to meeting environmental targets which addresses potential sources of unfairness and to provide better outcomes for different groups of people.

Home Analytics: The Energy Saving Trust's service which pulls together data on residential properties across Great Britain. It combines energy efficiency metrics with the full range of property attributes, geographical factors, such as region or rurality, and socio-demographic information, such as tenure and fuel poverty.

Appendix 1 - Funding and Investment

Significant funding and investment will be required if the ambitions outlined in this document are to be realised. Some of the current funding and delivery programmes that could be utilised to support LHEES Delivery actions are stated below.

Scheme Name	Details
Energy Efficient Scotland: Area Based Scheme (ABS)	Funded by Scottish Government. Targets energy efficiency measures for owner-occupiers and private landlords owning 3 or less properties. This ongoing scheme is delivered by East Renfrewshire Council and prioritises fuel poor areas (usually Council Tax Band A-C)
Heat Network Support Unit	Funded by Scottish Government to support and develop heat networks. Can offer 100% funding for feasibility studies and up to 50% of Outline Business Cases.
Heat Network Fund	Funded by Scottish Government with a total of £300m available before April 2026. Heat network projects must be of a large scale and demonstrate a positive social and economic benefit.
Public Sector Heat Decarbonisation Fund	Funded by Scottish Government via Salix. Total of £20m to help public sector decarbonise their heating systems by replacing them with zero direct emissions systems, as well as for retrofit energy efficiency measures to support the overall decarbonisation of heat in buildings
Social Housing Net Zero Heat Fund	Funded by Scottish Government and also open to other social landlords. Total of £200m by 2026 with two themes: 1 – zero direct emissions heating systems 2 – “fabric first” energy efficiency only projects
ECO4 Flex	Focuses on supporting low-income and vulnerable and fuel poor households through installation of insulation and heating measures, the “ECO4” scheme, covers the period July 2022 to 31 March 2026.

Funding for social landlords

The main opportunity for social landlords is the Social Housing Net Zero Heat Fund, as mentioned above. For properties within a Heat Network Zone, confirmation of heat network plans will enable applications. These should be linked with further energy efficiency measures and getting ‘heat network ready’. The fund could potentially contribute towards the capital cost of network connection.

Funding for private landlords

The Private Rented Sector Landlord Loan is a Scottish Government funded loan that helps landlords improve the energy efficiency of their properties and meet minimum standards. This is administered by the Energy Savings Trust.

Up to £15,000 can be borrowed per property for insulation measures and £17,500 for up to two home renewable systems per property plus an energy storage system up to a maximum of £6,000. Landlords with five properties or fewer can borrow up to £100,000 and those with six or more can borrow up to £250,000 with the loan repayable over eight years.

Funding for homeowners

Advice on the range of grant and loan funding that is currently available to support owner occupiers with energy efficiency improvements and net zero heating solutions is available via Home Energy Scotland.

Appendix 2 – Priority geographical areas for each LHEES consideration

Table 12 Summary table of most important areas for each LHEES consideration

LHEES Priority	Description	Main geographical areas to prioritise	Data Zone codes
1. Heat networks	Decarbonisation with heat networks	Seven clusters were identified, of which the ones in Eastwood Park and Barrhead show the most potential in terms of anchor loads and potential extensions to exiting heat networks and local development sites.	No specific Data Zones, clusters as per output file
2. Off-gas grid buildings	Transitioning mainly from heating oil and LPG in off-gas areas	Areas and properties to prioritise mostly involve flats that currently have storage heaters ¹ . They are located in the following areas: Mearnskirck and South Kirkhill; Crookfur and Fruin; North Giffnock and North Thornliebank; Merrylee and Braidbar; Clarkston and Sheddens.	S01008347, S01008328, S01008410, S01008396, S01008378
3. Poor building energy efficiency	Poor building energy efficiency	Areas with a lack of cavity wall insulation are North Kirkhill; Whitecraigs and Broom; North Giffnock and North Thornliebank ² . Areas which lack solid wall insulation are Netherlee; Lower Whitecraigs and South Giffnock.	S01008363, S01008345, S01008407 S01008392, S01008405, S01008394
4. Poor building energy efficiency as a driver for fuel poverty	Poor building energy efficiency as a driver for fuel poverty	Areas with high level of estimated fuel poverty and low levels of energy efficiency (particularly wall insulation) are: Dunterlie, East Arthurlie and Dovecothall; North Giffnock and North Thornliebank; Cross Stobbs; Neilston and Uplawmoor.	S01008309, S01008406, S01008304, S01008299, S01008314
5. Mixed-tenure, mixed-use and historic buildings	Covering mixed-tenure and mixed-use buildings, listed buildings and buildings in conservation areas	The areas with highest levels of mixed-use and/or mixed tenure are in Mearnskirck and South Kirkhill; Crookfur and Fruin; Dunterlie, East Arthurlie and Dovecothall; and North Giffnock and North Thornliebank. The areas with most properties in conservation areas or listed buildings are Lower Whitecraigs and South Giffnock; Eaglesham and Waterfoot; and Mearnskirck and South Kirkhill.	S01008354, S01008328, S01008309, S01008406, S01008315 S01008355, S01008356, S01008349, S01008402, S01008405
6. On-gas grid buildings	On-gas grid heat decarbonisation	Areas for this priority mostly involve a high level of recently built properties (i.e. post-1992) with high energy efficiency levels. Particularly the areas of Crookfur and Fruin; Mearnskirck and South Kirkhill; and West Arthurlie and North Neilston.	S01008328, S01008354, S01008318

DRAFT

EAST RENFREWSHIRE COUNCILCABINET22nd February 2024Report by Director of EnvironmentNEC HOUSING – PROPOSED VARIATION OF CONTRACT**PURPOSE OF REPORT**

1. The purpose of this report is to seek Cabinet approval to apply a variation to the replacement Housing Services IT contract with NEC Software Solutions UK Limited. The variation is required to extend supplier project management time to complete the project.

RECOMMENDATIONS

2. It is recommended that the Cabinet, in accordance with the Contract Standing Order 14:
- a) Approve an immediate variation of £76,371 to be applied to the existing Housing Services IT contract with NEC Software Solutions UK Limited; and
 - b) Delegate to the Chief Officer (Legal and Procurement) and the Chief Procurement Officer authority to submit the necessary notice for publication in the UK e- notification service under Regulation 72 (3) of the Public Contracts (Scotland) Act 2015.

BACKGROUND

3. In 2019 East Renfrewshire Council awarded a contract to NEC Software Solutions UK Limited (NEC) to replace the existing system OHMS (Open Housing Management System) with NEC Housing. NEC Housing is an improved system that supports all key service areas such as allocations, homelessness, estate management and repair requests. It has the capacity to substantially transform the way services are delivered.
4. Phase 1 of the project was completed in April 2023 when the NEC Housing system was launched. The new system provides a fully digital and efficient housing application and enhanced digital processes for rent collection, repairs and estate management.
5. Phase 2 of the project started in September 2023 and is due to be completed in March 2024. Phase 3 of the project is due to start in February 2024 and be complete by the end of September 2024.
6. The contract was initially awarded for £565,740. This included capital and revenue costs for a seven-year period.
7. A cabinet paper for a variation to be applied to the existing Housing Services IT contract with NEC Software Solutions UK Limited was approved in September 2022. The approved contract value was raised to £626,940.

REPORT

8. Given the complexity of the project it was split into phases. The first phase of the project targeted the replacement of existing functionalities and was complete in April 2023. The future phases of the project are based on improving digital access for both Housing Officers and customers. This will be delivered via two phases:

Phase 2

- The use of hand-held digital devices which permit officers the ability to access the housing system in people's homes and reduce their need to be office based. It also means tenants can be given information straight away without having to wait; and
- The ability for customers to "self-serve" i.e., to access their housing applications and rent accounts at any time and not just within office hours.

Phase 3

- Additional "self-serve" functionality allowing customers to raise repairs and view repairs history; and
- Additional functionality to allow case and lease management for private sector properties, capital works planning and improved efficiency through automated system workflow.

9. The implementation of the second and third phase were expected to take 6 months when the original contract was agreed. Internal resource constraints within Housing Services mean that these phases will take longer. The third and final phase is expected to be complete by the end of September 2024.

10. The total additional accumulated costs for project management and out of hours support required from the IT provider to complete the project is £76,371.

11. Contract Standing Orders apply in this situation as the amount of the variations required totals £76,371 and is greater than 10% of the original contract value.

12. The relevant section of Contract Standing Order is paragraph 14 and reads

Any desired variation in excess of the 10% or 15% limits must be referred to the Chief Officer – Legal and Procurement for consideration of its legal implications. If sanctioned by the Chief Officer Legal and Procurement the proposed variation must be reported to Cabinet for approval prior to the variation being instructed. If the variation is urgently required, approval may be given by two members of Cabinet. In that case, the variation should be reported to full Cabinet as soon as practicable after such approval.

FINANCE AND EFFICIENCY

13. The total cost of the variation required is £76,371.

14. Cabinet are asked to note that the capital costs associated with this development work will be met by Housing Service's HRA capital funding. Thereafter ongoing revenue costs are to be provided by Housing Services and managed as part of ICT's contract management arrangements.

CONSULTATION

15. Legal Services and Procurement were consulted on the use of Contract Standing Order 14. The Chief Officer for Legal & Procurement has sanctioned this contractual variation.

PARTNERSHIP WORKING

16. This project is governed by the Housing Redesign Project Board, which includes representatives from ICT, Housing, Procurement and NEC. In turn this is governed by the Corporate Business Systems and Processes Board.

IMPLICATIONS OF THE PROPOSALS

17. There are no staffing, property, legal, State Aid, equalities or sustainability implications of this proposal.

18. There are ICT implications related to data protection which ICT colleagues are aware of. These implications require the completion of a Data Protection Impact Assessment by the Housing Service with input from ICT. This issue has been the subject of scrutiny by both Housing staff and ICT colleagues to ensure compliance.

CONCLUSIONS

19. The implementation of NEC Housing is an exciting programme of change within Housing Services that aims to improve and increase our digital capabilities with our tenants to enhance the customer journey for those accessing our services. The requested variation is essential to deliver the full functionality of the system and derive full benefits from the technology.

RECOMMENDATIONS

20. It is recommended that the Cabinet, in accordance with the Contract Standing Order 14:

- a) Approve an immediate variation to be applied to the existing Housing Services IT contract with NEC Software Solutions UK Limited; and
- b) Delegate to the Chief Officer (Legal and Procurement) and the Chief Procurement Officer authority to submit the necessary notice for publication in the UK e- notification service under Regulation 72 (3) of the Public Contracts (Scotland) Act 2015.

Director of Environment

Further details can be obtained from Phil Daws Head of Housing, Property & Climate Change on 0141 577 3186.

Convener contact details
Councillor Danny Devlin
(Convener for Housing and Maintenance Services)

Home: 0141 580 0288
Office: 0141 577 3107/8

February 2024

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