



Doncaster Council

Report

Date: 16th December 2020

To the Deputy Mayor, Councillor Glyn Jones, Cabinet Member for Housing and Equalities

SOCIAL HOUSING DECARBONISATION FUND - DEMONSTRATOR

Relevant Cabinet Member(s)	Wards Affected	Key Decision
Glynn Jones	Balby	Yes

EXECUTIVE SUMMARY

1. A £50 million UK grant programme (£38m available in England) is being made available, via a competitive bidding process, to support social landlords to demonstrate innovative approaches to retrofitting social housing at scale. It will mean warmer and more energy efficient homes, a reduction in households' energy bills, and lower carbon emissions.
2. The Social Housing Decarbonisation Fund (SHDF) Demonstrator project is an initial investment to learn lessons and catalyse innovation in retrofitting for the 'main scheme', for which the government has committed £3.8 billion of funding.
3. A successful SHDF bid would enable the Council to pilot a much higher specification of housing energy efficiency retrofit and allow a 'one hit' approach to improving the first 200 homes of its 1,800 property thermal improvement programme, which is planned to start in Balby. This will be the level of housing retrofit we should be working towards in order to meet our net zero carbon objectives.
4. Being included in the SHDF – Demonstrator would better prepare the Council and St Leger Homes Doncaster (SLHD) for the 'main scheme' and enable future planned works to attain the same enhanced specification. The learning we can take from both the delivery of works and the customer experience will be invaluable.
5. The Government is seeking proposals that demonstrate ability to respond and mobilise quickly; to provide scale and density within a defined area, and

give confidence of delivery between December 2020 and December 2021, for which the existing planned programme in Balby would meet the criteria.

6. With an award notification in December and an expectation to commence works immediately, such timescales do not allow for a key decision process to be followed if the Council was to take a decision at the point it is notified of the bid outcome. This decision is therefore being sought ahead of the funding bid outcome to allow delivery to commence immediately after award.
7. While taking the initial steps towards net zero carbon housing, the co-benefits deliver a great deal of economic and social value. The increase in specification could deliver an extra £4m of inward investment into local trades and employment. Tenants would be set to save hundreds of pounds from their heating bills, feel more comfortable in their homes and have improved mental and physical health as a result.
8. The Government requires that their standard form non legally binding Memorandum of Understanding for the Demonstrator scheme is put in place between the Secretary of State for Business, Energy and Industrial Strategy and the Council as Lead Authority.

EXEMPT REPORT

9. N/A

RECOMMENDATIONS

10. For the Council to bid for £4.192m from the governments SHDF Demonstrator programme.
11. For the Council to agree to accept funds from government, to deliver an enhanced specification of energy efficiency works on 200 homes, should the bid be successful.
12. For the 200 homes to benefit from the funding to be located in Balby, as per the existing planned and approved SLHD thermal improvement works programme.
13. For the Council to utilise anticipated external funding from three other identified third party schemes to enhance SLHD's existing capital budget, from £11,000 per property to £16,000 per property, for 200 properties.
14. For the £16,000 budget per property to be matched by the Demonstrator Fund for each of the 200 properties.
15. For the Section 151 Officer to approve the receipt of funds being awarded and allocation of that award.
16. If successful, this funding bid will be used to enhance the existing Thermal Efficiency capital scheme, which is already on the Capital's Capital programme.

WHAT DOES THIS MEAN FOR THE CITIZENS OF DONCASTER?

17. Improved energy performance of social housing with fuel savings of £300 or more per annum.
18. Increase in green jobs in the retrofit sector as part of the wider COVID-19 economic recovery.
19. Reduce the cost of retrofits through learning and efficiencies in order to replicate at scale.
20. Support the development of the net-zero critical supply chain and skills.
21. Helpful learning for the Council and SLH on how best to advise tenants to make the most of the new heating technology.

BACKGROUND

22. The SHDF Demonstrator will start the decarbonisation of social housing over 2020 to 2021, and support green jobs as part of the COVID-19 economic recovery plan.
23. This £50 million programme announced in July 2020 will support social landlords to demonstrate innovative approaches to retrofitting social housing at scale. It will mean warmer and more energy efficient homes, a reduction in households' energy bills, and lower carbon emissions.
24. The SHDF Demonstrator upscales the existing Whole House Retrofit (WHR) Innovation Competition. The SHDF Demonstrator project is an initial investment to learn lessons and catalyse innovation in retrofitting for the SHDF, for which the manifesto committed £3.8 billion of new funding.
25. The government have released a number of funding opportunities to help support the green recovery, all of which the Council aims to take its share of, in order to support its residents, its net zero carbon objectives and to support the local economy. The SHDF Demonstrator is one such fund which aligns well with existing Council plans and decisions and therefore supports the reasons for bidding. These include:
 - a. The Council gave approval for the capital programme for external wall insulation and re-roofing in March 2020.
 - b. The full scheme has been designed to run over 6 years.
 - c. The schedule of works was designed prior to the Social Housing Decarbonisation Fund being announced, with works already commencing in Balby earlier this year.
 - d. Of the 1,800 homes scheduled for improvement over the 6 years, Balby has the lion share of properties with 427 in scope for improvement.
 - e. Balby was designed to run during the first 2 years of the programme,

with Woodlands also being introduced at the back end of year 2. Other areas with large numbers of properties include Stainforth and Intake and are scheduled to be introduced to the scheme in years 3, 4 and 5.

26. When the decarbonisation fund was released, we realised we were in a fortunate position, with the following factors meeting the conditions set by government:
- a. Time constraints for delivery
 - i. The decarbonisation funding opportunity runs between December 2020 and December 2021. This is when works have to be delivered and completed. Balby is set to deliver over the same period.
 - b. The requirement for scale and density of the housing
 - i. The existing planned external wall insulation scheme in Balby presents the right conditions for a demonstrator programme. The 200 homes can be carefully selected to give greatest impact for tenants but also to meet the objectives of the funding.
 - c. Able to mobilise quickly
 - i. The existing plans and preparation for mobilisation in Balby meant we could start very soon, if the bid is successful.
 - d. Requirement for match funding
 - i. The Council's match funding could be met mostly from the existing capital programme, topped up with one-off funding opportunities.
27. In summary, Balby was already first in line of the 21 Doncaster villages and towns in scope of the external wall insulation programme. The Balby programme presents the right conditions to commence and deliver works in line with the government requirements.
28. It is proposed to raise the Council's existing budgeted match funding of £11,000, to £16,000. The increase of £5,000 per property, for 200 properties requires additional funding of £1m, which (subject to successful applications) may be sourced from 3 other schemes, as detailed in Table 1.
29. The funds can be claimed against existing planned, qualifying works, which are being undertaken on different properties to those being proposed for the SHDF Demonstrator, and therefore removes any risk of 'double counting'.
30. Table 1.

Fund name	Value	Can be used as match	We will know if secure ahead of the bid result
Green Homes Grant Vouchers	£180k	Yes	Yes
LAD Phase 1B	£145k	Yes	No
LAD Phase 2	£675k	Yes	Yes

Total	£1m	
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31. The increased offer of match funding will present better value to government and fits within the preferred range of providing between 40% and 70% government match, for which we are seeking 57%.
32. The consultation on the proposed 2025 Future Homes Standard considers two options to uplift energy efficiency standards and requirements, with the higher level option 2 being the preferred standard of government and industry.
33. The specification of works being proposed for the Demonstrator goes beyond the proposed 'preferred' standard as set out in Table 2 below. A minimum Energy Performance Certificate (EPC) rating of C will be delivered, with a likely outcome of EPC B.
34. The works contract, we would utilise for delivery, has recently been procured via an OJEU compliant route and can accommodate the increased specification and value of works.
35. Table 2 details the enhanced specification of measures per property, including the estimated cost. It also shows the match funding from the Council and that being sought from the SHDF Demonstrator.
36. Table 2.

Specification of works	Value	
200mm External Wall Insulation achieving 0.15 U-value		
External Perimeter below DPC insulation		
New Triple Glazed Windows		
Highly Insulated Doors		
400mm Loft Insulation		
Passivent Ventillation System		
Solar PV 3.6 kW		
Battery Storage		
Wondrwall Intelligent Heating / Heat Pump		
Preliminary works and removal of old heating system		
Total Cost per property	£	36,450.00
Funding contributions by source and value		
Council Contribution per property (based on average budget of £11k and £5k from other third party schemes (see Table 1, section 29)	£	16,000.00
Demonstrator Contribution per property	£	20,450.00
Project Management and Monitoring charged to the Demonstrator – per property	£	512.00
Total costs to the Council for 200 homes		
	£	3,200,000.00
Total funding being bid for from the Demonstrator		
	£	4,192,541.00
Total Project Costs		
	£	7,392,541.00

37. The key to a successful bid, in addition to meeting the objectives set by government, is to present a viable option to replace gas heating which both delivers carbon and cost reduction.
38. In addition to the enhanced specification of thermal improvements, the Council will trial the Wondrwall Intelligent Infra-red heating system on 10 properties, with the remaining 190 properties using tried and tested Air Source Heat Pumps and Wonderwall Home Automation System.
39. The Wondrwall gas-free (infra-red) heating and hot water solutions can deliver up to 50% energy demand reduction. Wondrwall home automation achieves this level of demand reduction through applying self-learning technology, which can adapt to the occupiers' habitational patterns.
40. Wondrwall achieves energy demand reduction by intelligently heating only the rooms of the home which are in use at any given time along with only heating the water Wondrwall has identified as being consumed. The combination of Home Automation, gas-free heating, along with Solar PV and battery storage further increases the properties energy efficiencies, resulting in savings to the occupier in excess of 50% on their energy bills.
41. For general domestic energy consumption (including that of hot water and space heating and battery charging), Wondrwall draws energy from the lowest cost source for that particular moment of the day. For example, if solar is plentiful the home will operate from solar and charge the battery & hot water. If solar is low then the home will operate from battery (if grid prices are high) or grid (if grid prices are low). If grid prices are very low/negative the home will maximise its store. Heating and hot water are also scheduled to use off-peak tariffs. Water is heated at the lowest tariff and stored until necessary. Similarly, the home can be heated in advance of when needed, taking in to account heat losses to use the lowest tariff. This is particularly effective in homes with high levels of insulation and air tightness where heat losses are low and the home can maintain its temperature for longer periods of time.
42. Wondrwall Solar and Storage elements provide a fully integrated overall control and predictive modelling platform and also integrated with smart meter time of use tariff for import and export.
43. A landlord 'Wondrwall online dashboard' provides insights to property conditions, indicators of fuel poverty or unhealthy conditions through monitoring and alerting on energy consumption, temperature, humidity/damp and occupancy. It also notifies the landlord of any system failures and supports a more responsive maintenance regime. The dashboard costs £50 per year per property. The dashboard is an online tool and does not require interaction with the Council's ICT.
44. The cost of materials and installation is comparable to a gas central heating system, as is replacement of parts.
45. The Wondrwall system is supported by BRE (Building Research Establishment) and Legal & General (L&G). L&G have committed significant research and development funding to Wondrwall. The support from L&G is likely to lead to a package of 'green finance' that can enable the roll out of

Wondrwall at scale, with L&G seeking a return on investment through fixed energy bills, at no additional cost to the landlord or tenant.

OPTIONS CONSIDERED

46. Option 1 – Do not bid
 - a. The existing approved and planned programme of works would commence and deliver works to a standard that does not meet future standards or a ‘one hit’ approach, therefore requiring revisits and further improvement programmes.
 - b. That said, the existing thermal improvement plan is a worthy programme which delivers multiple benefits, and although further improvements will still be required in future programmes, we must understand that some works will have to work in incremental stages. The Council cannot afford a ‘one hit’ approach on all of its properties without major external financial support.

47. Option 2 – Wait for and bid for the main scheme
 - a. The main scheme (£3.8bn) is due to start in 2021-22 and is unlikely to start during the 2021 calendar year due to the Demonstrator being in play. This would result in more of the existing planned works being undertaken to a specification that does not meet future standards or a ‘one hit’ approach, therefore requiring revisits and further improvement programmes.

REASONS FOR RECOMMENDED OPTION

48. The Council is in the fortunate position of having an approved budget and programme of works, which give a great foundation to build on.

49. Although subject to confirmation, the Council has a number of other third party funding opportunities in scope, which could provide the Council’s additional match funding without any further impact on already approved capital funds.

50. The current proposed standard of energy efficiency upgrades, albeit very worthwhile, does not meet the standard of energy efficiency retrofit we need to aspire to, to deliver our net zero carbon ambitions.

51. If we do not apply for the Demonstrator, we will deliver energy efficiency improvements to homes that will require a revisit in the future to further enhance the standard. The Demonstrator would enable ‘one hit works’ for 200 homes.

52. The inclusion in the Demonstrator will better prepare the Council and SLHD for future improvement works. The learning we can take from both the delivery of works as well as the customer experience will be invaluable. The trial of two different types of low carbon ‘gas-free’ heating will also help influence the specification of works we choose to deliver at scale.

53. The increase specification gives greater scope for job safeguarding and job creation. The addition of solar and battery storage, glazing and heating elements to the specification could deliver an extra £4m of inward

investment into local trades and employment.

54. Tenants would be set to save hundreds of pounds from their heating bills, feel more comfortable in their homes and have improved mental and physical health as a result. That said, the importance of a detailed and extended handover from SLHD should not be underestimated. Tenants will need to be very well supported to help them understand how best to adapt to their new energy efficient home. The homes will be highly energy efficient, but they could be used in a manner that results in poor performance and higher bills, which must be avoided by good preparation and guidance.
55. The following objectives and conditions are expected to be met, which point to Balby as being the most suitable area for the Demonstrator:
- a. BEIS expect works to commence in December 2020 and end by December 2021.
 - b. The existing Capital scheme plan sees thermal improvement works start in Balby from December 2020
 - c. Schemes need to be of a scale which give greater chance of efficiency in process and installation.
 - d. Over 400 homes are planned to receive works in Balby, of which 200 can be included in the Demonstrator.
 - e. In order to reduce costs of installation, monitoring and engagement, homes should be close together.
56. The planned works in Balby enable these objectives to be met, as well as delivering a more consistent improvement in streetscene and improved community cohesion.
57. In addition to Balby meeting the scheme conditions, the newly appointed contractor has been notified of Balby being the starting point. Consultation has also begun with the Council's Planning Department regarding the designs for the properties in Balby.

IMPACT ON THE COUNCIL'S KEY OUTCOMES

58.

	Outcomes	Implications
	<p>Doncaster Working: Our vision is for more people to be able to pursue their ambitions through work that gives them and Doncaster a brighter and prosperous future;</p> <ul style="list-style-type: none"> • Better access to good fulfilling work • Doncaster businesses are supported to flourish • Inward Investment 	<p>A successful bid will bring inward investment and potential for job creation.</p>
	<p>Doncaster Living: Our vision is for Doncaster's people to live in a borough that is vibrant and full of</p>	<p>The homes of residents can receive a package of energy efficiency measures which</p>

	<p>opportunity, where people enjoy spending time;</p> <ul style="list-style-type: none"> • The town centres are the beating heart of Doncaster • More people can live in a good quality, affordable home • Healthy and Vibrant Communities through Physical Activity and Sport • Everyone takes responsibility for keeping Doncaster Clean • Building on our cultural, artistic and sporting heritage 	<p>improves comfort, reduces fuel bills; therefore improving health and financial outlook for residents.</p>
	<p>Doncaster Learning: Our vision is for learning that prepares all children, young people and adults for a life that is fulfilling;</p> <ul style="list-style-type: none"> • Every child has life-changing learning experiences within and beyond school • Many more great teachers work in Doncaster Schools that are good or better • Learning in Doncaster prepares young people for the world of work 	
	<p>Doncaster Caring: Our vision is for a borough that cares together for its most vulnerable residents;</p> <ul style="list-style-type: none"> • Children have the best start in life • Vulnerable families and individuals have support from someone they trust • Older people can live well and independently in their own homes 	
	<p>Connected Council:</p> <ul style="list-style-type: none"> • A modern, efficient and flexible workforce • Modern, accessible customer interactions • Operating within our resources and delivering value for money • A co-ordinated, whole person, whole life focus on the needs and aspirations of residents • Building community resilience and self-reliance by connecting community assets and strengths • Working with our partners and residents to provide effective 	

RISKS AND ASSUMPTIONS

59. The £1m additional match we are proposing is not yet secure.
- It is proposed that a bid is submitted in anticipation of the additional funding from other third party schemes being confirmed. However, whether they are secure or not should be confirmed by the time of the SHDF bid outcome.
 - If none of the funding options were secured, there would be a pressure of £1m on the remaining capital programme.
60. The contractor fails to deliver the works to 200 homes ahead of the deadline.
- The properties are already identified and are due to receive external wall insulation, and many receiving a new roof and loft insulation.
 - The additional works will increase the volume and complexity of the work for the contractor, which may result in slower progress on the programme
 - The additional works are a mixture of external and internal works. COVID restrictions may impact on the delivery of the internal works, which will have to be carefully managed, especially in the case of tenants who are shielding. Additional safety measures will be proposed.
61. The cost of heating increases for tenants.
- The specification of works will deliver a highly energy efficient home. However, if the new heating systems are not used properly, the cost of fuel could be greater than proposed
 - It is crucial that tenants are supported with advice and guidance as to how best to use the new heating systems, which they will need to use differently from a traditional gas heating system. The challenge of achieving the necessary behaviour change to get the most from the energy efficiency works must be acknowledged, and properly resourced, to ensure tenants are given the greatest opportunity to benefit from the improvements.
62. The use of Wondrwall Infra-red (IR) heating panels does not deliver effective warmth and comfort.
- The use of IR is wide-spread, but does come with mixed reviews. The use of this system should be trialled rather than be committed to at scale.
 - IR heats up objects and people, but you can feel the cold if the IR is not directed at you. Although this can be overcome by carefully locating the IR panels and a thermally efficient property, the use of IR needs to be tested further to understand whether it is as effective as it claims.
 - This scheme proposes significant changes to the Council's properties and is a big change for tenants to accept. A trial of 10 properties will allow the Council and SLHD to support tenants more effectively, as well as reduce the risk to the Council, SLHD and tenants should the IR be deemed ineffective and require removal.

LEGAL IMPLICATIONS [Officer Initials PC Date 09.11.20.]

63. Section 1 of the Localism Act 2011 provides the Council with a general power of competence, allowing the Council to do anything that individuals generally may do.
64. Section 111 of the Local Government Act 1972 gives the power to purchase goods and services.
65. In September 2019 the Council declared a climate and biodiversity emergency in recognition that climate change and sustainability are amongst the biggest issues of the 21st Century.
66. It was unanimously supported that sustainability; biodiversity and carbon reduction should be put at the heart of the council's agenda going forward, supporting communities, businesses and individuals locally to make more sustainable choices.
67. Legal advice should be taken to ensure that the works contract to be used for the delivery of the enhanced specification of works can accommodate the enhanced specification and value of the works in accordance with the Public Contracts Regulations 2015.
68. There are no specific legal implications in agreeing the drawn down of funding from the Council's capital fund in order to part fund the scheme however there is associated risk of budgetary pressure of 1m on the Council's capital fund should the additional third party funding from the other identified schemes not be secured.
69. The report author should ensure the conditions of funding for the additional third party identified schemes permit the use of this funding as match funding for the demonstrator scheme.
70. Capital allocations must be made in accordance with the Council's Financial Procedure Rules.
71. Legal Services to advise on the non-legally binding Memorandum of Understanding to be signed between the Council and the Secretary of State for Business, Energy and Industrial Strategy to clarify how the Parties will work together to deliver the scheme.
72. Claw back provisions, payment milestones and key performance indicators should be noted in the MOU and passed down to funding recipients where possible.
73. In administering funding, the Council must be live to state aid considerations. Further legal advice can be provided upon this and more generally as the scheme is progressed.

FINANCIAL IMPLICATIONS [Officer Initials OB Date 12/11/2020]

74. Approval is sought to bid for £4.19m from the governments SHDF Demonstrator programme and for the Council to agree to accept these funds if the bid is successful. This funding will be used to enhance the existing Thermal Efficiency capital scheme on the Council's Capital programme under Strategic Housing and enable an extension to these planned works at each property as described in the report. As per financial procedure rule E9, directors are authorised to apply for external funding, in consultation with the CFO, which contribute to the delivery of Council services or achievement of Council goals. Grant acceptance and/or commitment is subject to key decision rules.
75. Although the council capital resources available per property has increased since the original capital bid from the original £11k to £16k as a result of the claims for the grants shown in table 1, the grants themselves relate to properties outside of the 200 homes that this SHDF Demonstrator funding will be used for. This is clearly defined by different addresses being allocated to the different grants. This is important to note as the MoU states clearly that the Authority must introduce controls to ensure projects do not allow the blending of funding with other government schemes including the Green Homes Grant scheme (GHG). If any of the grant applications included in table 1 are unsuccessful, the overall programme of works would need to be scaled back or further corporate resources identified to supplement the scheme but this is considered to be unlikely. Approval for these grants will be sought on a separate decision record.
76. State Aid guidance restricts the level of funding that the SHDF Demonstrator funding can contribute towards this scheme. To minimise the risk that the European Commission or a court of competent jurisdiction requires grant funding to be repaid, the Authority must comply with EU law relating to state aid in its use of the Grant and its delivery of the Proposal. Advice has been received to confirm that state aid does not apply in this case and the bid is therefore considered valid to be in excess of the levels stated in the state aid guidance.
77. There will be a very small one-off revenue saving of c£7k emerging from charging project management and monitoring costs to the grant as we already will have budget set aside for some of these costs. All of the project management and monitoring costs are revenue in nature and should only be charged to the capital scheme if directly related to the delivery of the scheme and can be evidenced.
78. Financial procedure rules E9 to E13 set out the responsibilities of the Director with regards to external funding. These include ensuring that action plans are in place, including match funding arrangements, ensuring that all funding notified by external bodies is received and properly recorded in the Council's accounts and informing the CFO about any subsequent modifications to timing and amounts of anticipated funding. Where the income is receivable against a grant claim, the respective Director is responsible for producing the grant claim and shall provide sufficient information to enable the claim to be signed by the Chief Executive, CFO or any other relevant person where appropriate.

HUMAN RESOURCES IMPLICATIONS [Officer Initials KM Date 6/11/20]

79. There are no immediate HR implications associated with this report.

TECHNOLOGY IMPLICATIONS [Officer Initials PW Date 5/11/20]

80. There are no technology implications in relation to this report.

HEALTH IMPLICATIONS [Officer Initials KH Date 9/11/20]

81. Housing is key to health and wellbeing and Doncaster residents should be able to live in safe, warm, and dry homes that they can afford to heat to a comfortable level. In addition to this, energy efficient housing is key to tackling climate change and creating resilient communities. Improving housing locally presents a range of opportunities to improve our residents' lives and our local economy. Estimated costs vary, but it is suggested cold homes cost the NHS about £1.4 billion per year (BRE, 2015) and every £1 spent on improving homes saves the NHS £70 over 10 years (The King's Fund, 2018). Locally, housing improvements, particularly retrofitting housing stock to improve energy efficiency, will have a significant positive impact on the health and financial wellbeing of our citizens.
82. Living in a cold, damp home can have a significant impact on physical and mental health, but for some residents, the cost of heating their home is simply more than they can afford. There is good evidence to show that cold homes are harmful to health, and conditions such as heart conditions, lung conditions and poor mental health can be made worse by cold housing. Cold homes can also increase the risk of falls and unintentional injuries, especially in our older population. In some cases, cold homes lead to avoidable deaths.
83. A number of factors lead to cold homes and fuel poverty including property age, condition, size, low income and high energy prices. Increasing the energy efficiency of homes, and thus making homes cheaper to heat and easier to keep warm will enable families to free up resources and will improve their physical and mental health. This will particularly benefit those on a low income, for whom energy bills make up a larger proportion of their expenses.
84. Green, high quality social housing helps tackle inequality, raise living standards and improve health and wellbeing. Our social housing is an important asset. Long-term investment to improve and maintain it not only makes sense in relation to tackling climate change and improving the lives of tenants, but it is also an investment into a greener and more compassionate future. In addition to this, the scheme aims to support local green job creation and investment into local businesses, which could feed into the financial renewal of the borough, providing jobs and income for local people.
85. It is encouraging to see that the programme will aspire to a higher standard of energy efficiency upgrade as part of this programme and that it recognises the importance of supporting and consulting with tenants during the process in order to ensure the minimum of disruption and to build their

skills and confidence to effectively use the new systems. It is essential that retrofitting is targeted to ensure that we get the greatest health, energy efficiency and economic benefits and that it is used as a tool for reducing inequalities. Fuel poverty unfairly affects poorer households, older people and, people with disabilities and long-term health conditions. It is also important that the planning of the delivery of the work does not lead to any further inequalities or unintended consequences, for example in relation to who benefits from the scheme and any complementary schemes that will work alongside it. We know that those who would most benefit from help are often those that are least able to access it, so communication and support are key to ensuring that programmes such as this are fair and equitable.

EQUALITY IMPLICATIONS [Officer Initials RJS Date 05/11/2020]

86. There are no equality implications associated with this decision.

CONSULTATION

87. Cllr Glyn Jones – Deputy Mayor and Portfolio Holder for Housing and Equalities.

BACKGROUND PAPERS

88. N/A

GLOSSARY OF ACRONYMS AND ABBREVIATIONS

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