

# Finance and Resources Committee

10.00am, Tuesday, 3 February 2015

## Extension of Service Level Agreement for Changeworks Resources for Life

Item number	7.11
Report number	
Executive/routine	Executive
Wards	All

### Executive summary

Changeworks Resources for Life (Changeworks), a registered charity, currently provides services to the Council for housing energy advice and under a Service Level Agreement (SLA) which is due to expire in March 2015.

The purpose of this report is to recommend that the SLA be extended until the end of March 2016. This extension will allow the Council to review its requirements for energy, fuel poverty, waste and recycling awareness services and explore future options for accessing and providing these services.

### Links

Coalition pledges	<a href="#">P8</a> <a href="#">P44</a> <a href="#">P49</a> <a href="#">P50</a> <a href="#">P53</a>
Council outcomes	<a href="#">CO4</a> <a href="#">CO6</a> <a href="#">CO10</a> <a href="#">CO16</a> <a href="#">CO17</a> <a href="#">CO18</a> <a href="#">CO19</a> <a href="#">CO25</a>
Single Outcome Agreement	<a href="#">SOA2</a> <a href="#">SOA3</a> <a href="#">SOA4</a>

## Extension of Service Level Agreement for Changeworks Resources for Life

### Recommendations

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It is recommended that Finance and Resources Committee:

- 1.1 Agrees to extend the Service Level Agreement (SLA) with Changeworks Resources for Life until 31 March 2016 to allow for service requirements and procurement options to be reviewed.
- 1.2 Notes that future provision of energy related services will be reported to Finance and Resources Committee in autumn 2015.

### Background

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- 2.1 Changeworks is an environmental charity and social enterprise that works in collaboration with public and third sector organisations, schools, communities and businesses.
- 2.2 Changeworks provides a range of services which contribute to sustainability outcomes. These include services relating to renewable energy, energy efficiency, fuel poverty, waste and recycling and transport. Changeworks also manages the Home Energy Scotland advice centres for South East Scotland and Highlands and Islands on behalf of the Scottish Government.
- 2.3 Since 2010, Changeworks has provided services under a SLA to the Environment and Housing and Regeneration service areas within Services for Communities. These services were previously grant funded. The current SLA is for the period 2012-2015 and will end on 31 March 2015.
- 2.4 Waste Services access education and awareness services from Changeworks through the SLA at a value of £159,128 per year. This supports Environment objectives to reduce waste and increase recycling and awareness, primarily focussed on providing information to residents, running workshops, school engagement and real nappy projects.
- 2.5 Changeworks provides consultancy and research services to the housing service, as well as direct support to people living in fuel poverty, to a value of £139,761. This supports the City Housing Strategy objectives of improving energy efficiency and reducing fuel poverty and the aims set out in the Homes and Energy Strategy which was agreed by Health, Social Care and Housing Committee on 17 June 2014.

- 3.1 The SLA for 2014/15 was developed in consultation with staff from across the Council. It is revised and updated every year to reflect Environment and Housing and Regeneration priorities to reduce waste, increase recycling, tackle fuel poverty and reduce carbon emissions in Edinburgh.

### **Housing and Regeneration**

- 3.2 The SLA provides consultancy services, tenant support and staff training services under the three themes of:
- Fuel poverty - targeted support and assistance for the most vulnerable households and areas within the city, to meet the Scottish Government aim of reducing fuel poverty, so far as is reasonably practicable by 2016.
  - Carbon savings –securing investment for the least energy efficient homes in the city to make them more affordable to heat, with reduced emissions.
  - Strategy and best practice – assisting the Council to take a strategic approach to Edinburgh becoming an energy efficient and low carbon city and a recognised centre for best practice.

### **Environment**

- 3.3 Changeworks supports the strategic development of waste prevention in the city. The waste prevention programme that Changeworks delivers focuses on raising awareness and changing behaviour:
- Waste Free Edinburgh – working with partners and engaging with residents to reduce waste and encourage reuse and recycling.
  - Real Nappy Project – volunteers engage with parents across the city to encourage use of reusable nappies to decrease the amount sent to landfill.
  - Waste Education in Schools – supporting schools towards Eco Schools and Green Flag accreditation, to increase composting and provide teacher training.
  - Developing strategic projects – seeking additional funding for waste prevention and awareness programmes.

### **Next steps**

- 3.4 The Council is currently reviewing its requirements for energy, fuel poverty, waste and recycling services beyond 2016 to align with Council objectives. The scope for these services will depend on customer demand and projected need for the services. These requirements should be closely linked to other internal and external services, such as Edible Edinburgh and Energy for Edinburgh, to ensure a joined-up approach.
- 3.5 As part of this review, the Council is evaluating the services provided under the current SLA, analysing the performance of the current services against the

indicators and identifying the support needed for the Council to deliver on objectives to improve the quality of life for Edinburgh residents.

- 3.6 The review is looking at the services required and the most appropriate and cost effective way of delivering these services. The outcome of this review and recommended approach will be reported to Finance and Resources Committee in autumn 2015.

### **Measures of success**

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- 4.1 Reduce fuel poverty and waste, improve energy efficiency, and increase recycling during 2015/16.
- 4.2 Success is measured by the financial and carbon emissions savings and waste reduction recorded by projects carried out under the SLA:
- The affordable warmth projects are estimated to have saved Edinburgh residents around £30,000 and almost 19 tonnes of carbon emissions in 2013/14.
  - Consultancy projects have helped reduce emissions from Council housing and supported the Council to achieve an Energy Efficiency Rating of D or above for 94% of Council homes.
  - Waste reduction is estimated to be around 240 tonnes per year as a result of SLA activities.
- 4.3 Following a comprehensive review during this SLA extension period, services will be in place from 2016 to offer improved benefits to Edinburgh residents.
- 4.4 Monitoring and performance indicators will also be reviewed, with suitable arrangements for these being put in place for the services beyond March 2016.

### **Financial impact**

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- 5.1 The current cost of the SLA totals £298,889 for 2014/15. The Housing Revenue Account provides funding of £139,761 per year and £159,128 is funded by the Environment service through the General Fund.
- 5.2 It is proposed that the cost of the SLA for 2015/16 would remain static at £298,889 and can be contained within existing budgets.

### **Risk, policy, compliance and governance impact**

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- 6.1 Extending the SLA provides an opportunity to examine the range of energy, fuel poverty and waste services required by the Council to meet strategic objectives, and to explore the delivery and procurement options.

### **Equalities impact**

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- 7.1 Work carried out under the SLA targets the lowest income areas of the city, to address fuel poverty, save money and improve residents' health and wellbeing.

## Sustainability impact

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- 8.1 Significant carbon emissions reductions have been achieved as a result of energy consultancy to the Council and direct advice and support to residents.

## Consultation and engagement

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- 9.1 The housing service recently consulted with tenants on the rent strategy and investment priorities for tenants' rents. 'Your Rent, Your Priorities' showed that energy efficiency and fuel poverty is an investment priority for tenants. Consultation on future services will form part of the review. Changeworks have also been consulted.

## Background reading/external references

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[Appointment to the board of Changeworks, City of Edinburgh Council, 20 November 2014.](#)

[Homes and Energy Strategy, Health, Social Care and Housing Committee, 17 June 2014.](#)

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## Links

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<b>Coalition pledges</b>	<p>P8 Make sure the city's people are well-housed, including encouraging developers to build residential communities, starting with brownfield sites</p> <p>P44 Prioritise keeping our streets clean and attractive</p> <p>P49 Continue to increase recycling levels across the city and reducing the proportion of waste going to landfill</p> <p>P50 Meet greenhouse gas targets, including the national target of 42% by 2020</p> <p>P53 Encourage the development of Community Energy Co-operatives</p>
<b>Council outcomes</b>	<p>CO4 Our children and young people are physically and emotionally healthy</p> <p>CO6 Our children's and young people's outcomes are not undermined by poverty and inequality</p> <p>CO10 Improved health and reduced inequalities</p> <p>CO16 Well-housed – People live in a good quality home that is affordable and meets their needs in a well managed Neighbourhood</p> <p>CO17 Clean - Edinburgh's streets and open spaces are clean and free of litter and graffiti</p> <p>CO18 Green - We reduce the local environmental impact of our consumption and production</p> <p>CO19 Attractive Places and Well Maintained – Edinburgh remains an attractive city through the development of high quality buildings and places and the delivery of high standards and maintenance of infrastructure and public realm</p> <p>CO25 The Council has efficient and effective services that deliver on objectives</p>
<b>Single Outcome Agreement</b>	<p>SOA2 Edinburgh's citizens experience improved health and wellbeing, with reduced inequalities in health</p> <p>SOA3 Edinburgh's children and young people enjoy their childhood and fulfil their potential</p> <p>SOA4 Edinburgh's communities are safer and have improved physical and social fabric</p>
<b>Appendices</b>	None