

NOTES			Date: 25 Feb 2026
			Time: 14:00
Meeting Title:	Norfolk Climate Change Partnership	Venue:	Microsoft Teams
Chair:	Emma Punchard	Note Taker:	Lynda Wilson, NNDC
Present:	Emma Punchard Asher Minns Niamh Carpenter Livvy Hanks Sorcha Prime James Mills Kate Rawlings Phil Hunt Ged Greaves Jason Cole Andy Simpson Harry Mach Robbie Barr Emily Butler Frances MacDonald Dominic Allen	Community Climate Lead Tyndall Centre for Climate Change Research South Norfolk and Broadland District Councils Our Power Babergh Mid Suffolk District Council Norwich City Council North Norfolk District Council Norwich City Council Borough Council of King's Lynn and West Norfolk Breckland District Council YorEnergy Broads Authority YorEnergy Norfolk County Council Norfolk County Council Norfolk County Council	
Apologies:	Steve Blatch Jason Cole	North Norfolk District Council Breckland District Council	
Item 1: Welcome and Apologies			
<ul style="list-style-type: none"> • Emma welcomed attendees and noted that the meeting was being recorded. • No introductions due to large attendance; attendees to introduce themselves when speaking. 			
Item 2: External Presentation: YorEnergy Robbie Barr - Retrofit One Stop Shop York			
<ul style="list-style-type: none"> • Livvy introduced the reason for inviting colleagues from Yorkshire to the meeting. • As part of an Innovate UK-funded project, Emma and Livvy are developing a Norfolk-focused retrofit website acting as a one-stop information hub. • They recognise that a website alone has limitations without a broader, fully developed retrofit service behind it. • In researching models elsewhere in the UK, they identified several approaches to local retrofit services. • The Your Energy model stood out as the most comprehensive and well-developed example. • As this service can be offered to other areas, they invited Robbie and Andy to explain how it works. • The aim is to explore what a similar service could look like in Norfolk and how it could strengthen the county's retrofit offer and increase home retrofit uptake. <p>Robbie Barr & Andy Simpson (YorEnergy)</p> <ul style="list-style-type: none"> • YorEnergy presented their Retrofit One Stop Shop model, developed through Innovate UK funding. • Service designed to address the three major non-technical barriers to retrofit identified through behavioural research: <ul style="list-style-type: none"> ○ Cost (misconception that £40k upfront is typical; lack of monthly-payment models) 			

<ul style="list-style-type: none"> ○ Trust (low brand recognition and previous sector failures) ○ Hassle factor (multiple installers, sequencing, customer expertise required) ● YorEnergy model includes: <ul style="list-style-type: none"> ○ Free impartial advice ○ Free retrofit assessments (PAS-aligned or virtual via LiDAR) ○ Supplier marketplace with vetted contractors ○ Customer-friendly journey similar to a car showroom or kitchen purchase ○ Development of a finance product through Hey Credit Union (6.5% APR, up to £20k, 10-year repayment) ○ White-label options for local authorities ● Pricing model shared: <ul style="list-style-type: none"> ○ Demand generation: £2.5k–£5k/month ○ Advice service: £2k–£4k/month ○ Assessments: £99 (remote), £400 (in-home) ○ Supplier marketplace: £4k–£5k/month ● Local authority motivations include rapid mobilisation, reduced internal resource needs, and eventual self-funding after approx. 170 retrofits/year. <p>Discussion:</p> <ul style="list-style-type: none"> ● Questions raised on costs to local authorities and benefits of outsourcing vs developing in-house. ● Slides and contact details to be circulated. 	
<p>Item 3: Norfolk and Suffolk Energy Plan - Dominic Allen</p>	
<p>Key points:</p> <ul style="list-style-type: none"> ● Work commissioned to City Science using the Local Area Energy Plan (LEAP) framework with local emphasis on growth. ● Project mid-way: Baseline complete; scenario modelling underway; project due to finish May 2026 (post-elections). ● Key considerations: <ul style="list-style-type: none"> ○ Heavy push towards electrification of heat ○ 31% of Norfolk & Suffolk off-gas (vs national 15%) ○ Alignment with infrastructure planning (UKPN engagement ongoing) ○ Integration of Sizewell C and Bacton hydrogen developments ○ Anticipated impacts on ageing populations requiring increased cooling ● Five scenario themes agreed with stakeholders: market-led, policy-driven, etc. ● Technology reviews (hydrogen, storage, EV, solar etc.) produced in draft; final versions will form part of a public knowledge bank. <p>Next steps:</p> <ul style="list-style-type: none"> ● Scenario refinement ● Action planning ● Continued engagement with key sectors ● Finalisation post-government hydrogen strategy updates 	

Item 4: Climate Ambassadors	
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Item 5: King's Lynn and West Norfolk - Ged Greaves	
<p>Highlights:</p> <ul style="list-style-type: none"> • Refreshing climate strategy and action plan, noting impacts of LGR on timelines. • Strong progress on community programmes: business climate expos, Beat Your Bills events, Solar Together, local plan requirements, community tree planting. • Emissions decreasing but now plateauing. • Major upcoming projects include: <ul style="list-style-type: none"> ○ Net-zero redevelopment of St George's Guildhall (renewable energy centre) ○ Active travel hub ○ Solar PV on council buildings ○ Fleet electrification (first EV van now in use) ○ Swimming pool replacement to reduce emissions ○ LED rollout • Warm Homes Plan delays noted. • Reform Party challenge anticipated at April council meeting. <p>Discussion:</p> <p>After Ged's presentation, members discussed how best to report emissions linked to green electricity tariffs and the implications for fleet decarbonisation.</p> <ul style="list-style-type: none"> • Harry raised concerns about the validity of some green tariffs and explained that he now reports electricity emissions using the grid average, noting it provides a clearer picture and, due to the grid's decarbonisation, can even show improved performance over previous years. • Phil agreed and emphasised that despite purchasing a hydro/solar/wind tariff, his authority still prioritises local renewable generation (e.g. PV on buildings) to ensure genuine carbon savings. • James confirmed his council reports both gross and net emissions to maintain transparency. • The group also briefly discussed biofuels vs EVs, with Harry referencing Greenhouse Gas Protocol guidance on recording biogenic emissions to support accurate comparisons. 	
Item 6: Retrofit outputs	
<ul style="list-style-type: none"> • Emma updated members on the Innovate UK project to develop a retrofit guidance platform for Norfolk residents. • Branding and initial navigation designs have been circulated; key input has come from Norwich, Norfolk Warm Homes, and North Norfolk representatives. • The platform focuses on helping residents understand retrofit options and manage household energy costs, with climate benefits presented as a secondary message. • Project delivery remains on track for a soft launch by end of March. • Further comments are welcome, though significant redesign is not planned at this stage. • James noted opportunities to add modular functionality in later phases, building on the Your Energy example, subject to funding. 	

Sorcha Prime

- Significant retrofit barriers identified for residents with listed or historic properties, both locally and nationally.
- Mid Suffolk developing an illustrative, early-stage retrofit guide aimed at homeowners of listed/traditional buildings.
- Purpose is to demystify retrofit, counter the misconception that listed buildings cannot be improved, and provide clear starting points.
- Guide designed to complement (not replace) existing technical guidance (e.g., Norfolk Retrofit Guide, Historic England resources).

Inputs gathered from:

- Internal customer journey mapping
- Planning and heritage teams
- Historic England & Sustainable Building Alliance

Focus areas include:

- Understanding traditional buildings and key retrofit principles
- Navigating listed building consent
- Sequencing works and identifying risks
- Behavioural approaches and “low-regret” early actions

Outputs in development:

- Illustrative checklists and worksheets
- Condition check tool
- “Low-risk first” checklist
- Installer/quote clarification sheet
- Retrofit journey map for potential integration with the Norfolk retrofit platform

Draft resources will be tested first within Mid Suffolk via its forthcoming retrofit and energy advice programme.

Mid Suffolk REACH Service

- Sorcha outlined the new Mid Suffolk REACH retrofit and energy advice service launching Spring 2026 (target early May).
- Service will provide free, impartial retrofit advice through:
 - A digital platform
 - In-person engagement using a planned EV outreach van, targeting rural/off-gas areas.
- Aim is to support vulnerable and low-income households, using the LIFT tool for targeted engagement.
- Programme will inform further refinement of the illustrative tools and guide.

Discussion

- James requested more information about the REACH service; Sorcha provided an overview (see above).
- Sorcha confirmed willingness to share customer journey insights and future outputs with partners once tested.

Item 7: Platform and Innovate funding update

AECB / Planning System Training Session

- Working with the Association for Environmentally Conscious Building (AECB) Norfolk branch.
- AECB members have reported unclear and inconsistent planning guidance, particularly around external wall insulation, across Norfolk and Suffolk.
- AECB will run a 1-hour online session for planning officers on Monday 16 March, 12:30–1:30.
- Aim: improve clarity on retrofit where it intersects with planning; share good examples from conservation areas and older buildings.
- Link to join will be circulated shortly.
- Livvy invited attendees to send her topics or questions they would like covered; she will be meeting with Norwich City Council officers in advance.

Discussion – Consistency of Planning Guidance

- Phil noted the opportunity to identify inconsistencies and queried how these could be addressed.
- Livvy said current evidence is anecdotal but will explore whether AECB can present findings in a clearer or tabulated form.
- Phil highlighted that issues often also involve Highways, e.g., permissions required where external wall insulation affects space adjoining the highway.

Homewise and Fairer Warmth Tools

- The two online tools previously commissioned by Greg and James (Homewise and Fairer Warmth) are unlikely to be continued beyond the end of the contract (June next year).
- Main reason: lack of an effective communication route to promote the tools to residents, reducing their usefulness.
- Emma, Olivia, and Kate have reviewed the tools and concluded they are not the right fit going forward.
- Alternatives are being explored, with consideration of how they integrate with the new retrofit platform being developed under Innovate UK.

Alternative Tool Testing

- Kate is testing “Snugg” (promoted by *Which?*) as a potential alternative.
 - Early feedback: performs similarly to paid tools and may be a viable free option.
- Community partners currently using Fairer Warmth (e.g., DIAL Great Yarmouth, Our Power in Norwich) will continue to have some level of access, even if the contract is not renewed.

Upcoming Event – “Future Proof Your Home”

- As part of Innovate UK funding, Our Power is hosting an in-person event:
 - Tuesday 24 March, 7:30pm, Quaker Meeting House, Norwich.
- Event aimed at homeowners planning retrofit.
- Includes short expert talks and the presence of installers (e.g., heat pumps, solar).
- Livvy will circulate full details and encouraged partners to share widely.

Communications and Next Steps

- Emma will send a post-meeting email with all relevant links and event information.
- Jason confirmed district councils can share event details once circulated.

Item 8: Future of NCCP	
<p>Partnership expected to pause after Innovate UK delivery due to LGR pressures and direction from Chief Executives.</p> <p>Proposal:</p> <ul style="list-style-type: none"> • Pause the wider NCCP. • Maintain a smaller officers' working group for information sharing and collaboration. • Decide future of website and partnership assets. <p>Website hosting:</p> <ul style="list-style-type: none"> • Broadland & South Norfolk exploring taking it on; Norwich willing if needed. • Emphasis on finding a host with capacity to continue developing the site. <p>Governance considerations:</p> <ul style="list-style-type: none"> • Portfolio Holders Group to provide formal steer (meeting scheduled for tomorrow). • Some disappointment expressed (Ged) but understanding of pressures. <p>Secretariat offer:</p> <ul style="list-style-type: none"> • Asher (Tyndall Centre) offered to provide interim coordination for the officers' group, including polling members on priorities. • Group supportive; Asher can begin engagement immediately. <p>Funding:</p> <ul style="list-style-type: none"> • Priority to ensure the Innovate UK retrofit platform has support to continue. <p>Member views:</p> <ul style="list-style-type: none"> • Strong agreement that maintaining this officers' network is especially important during LGR uncertainty. • Desire to keep informal meetings and links with Suffolk active. <p>Next steps:</p> <ul style="list-style-type: none"> • Await Portfolio Holders Group decision. • Ensure transparency around funds and asset handover. • Confirm next officers' meeting (provisionally 29 April) and maintain continuity 	
Item 9: Any other business	
<p>Upcoming events:</p> <ul style="list-style-type: none"> • <i>24 March</i>: "Future Proof Your Home" (Our Power) – in-person event for residents considering retrofit (Norwich). • <i>22 June</i>: Norfolk & Suffolk Sustainability & Education Conference – for schools. • <i>4 March</i>: Tyndall Centre schools workshop in Great Yarmouth. 	
Item 10: Date and time of next meeting	
Wednesday, 29 th April 2026 at 14:00	