

ALEO London Members' Survey 2019

The [Association of Local Energy Officers London \(ALEO London\)](#) represents local authority energy and fuel poverty officers in Greater London. We have over 60 local authority members from across the 33 London boroughs and over 40 associate members from partner organisations involved in promoting home energy efficiency and tackling fuel poverty within the capital.

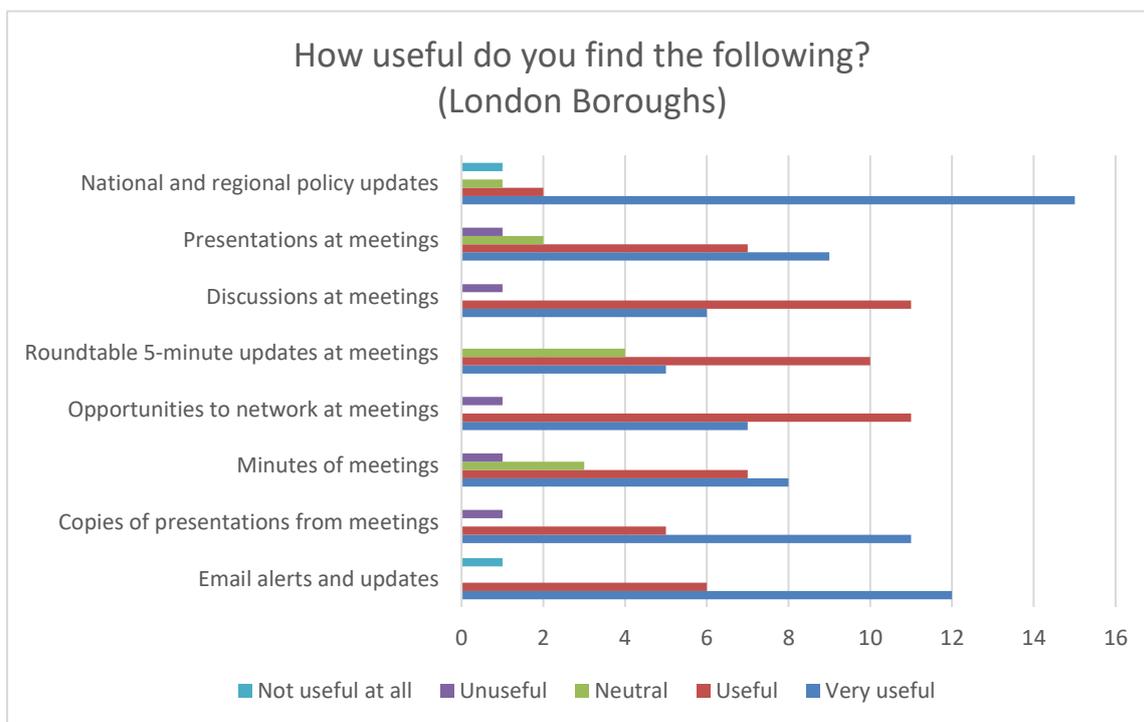
In April 2019 we carried out a survey of all our members to understand their views on the work we do. 30 people responded to the survey, 19 of whom (63%) were from London Boroughs and 11 (37%) from Associate Members. This short report summarises the survey findings.

1. How useful do you find different elements of ALEO London?

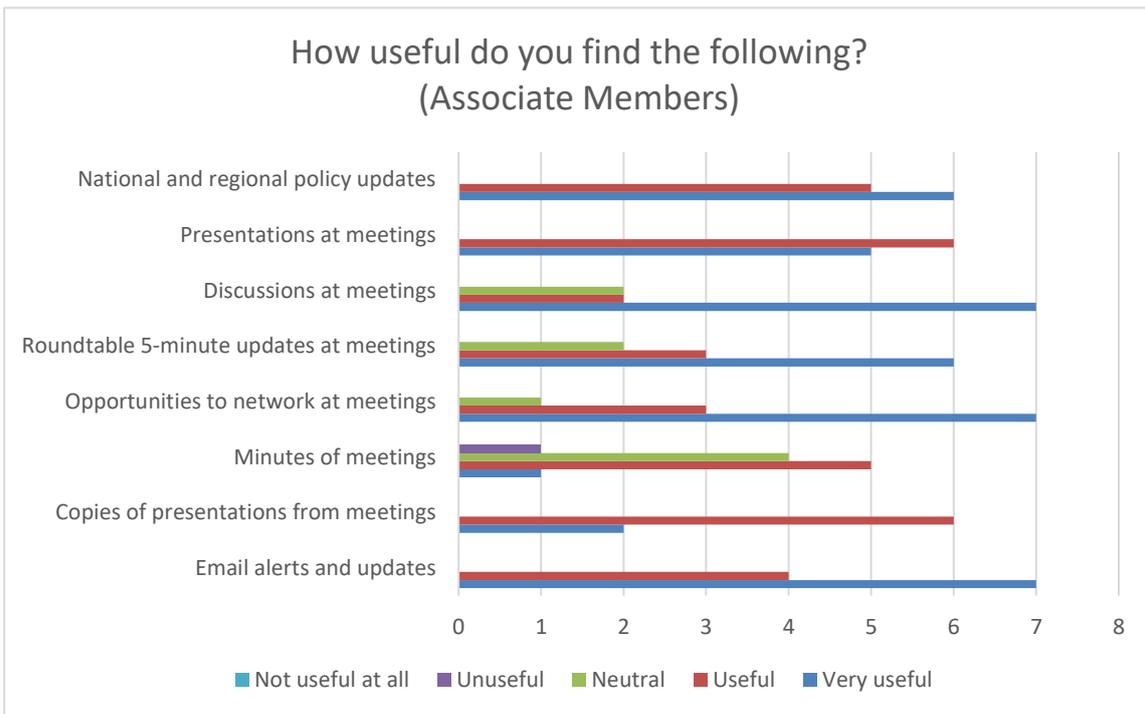
Respondents were asked to rank 8 different aspects of the services provided by ALEO London:

- National and regional policy updates at meetings
- Presentations at meetings
- Roundtable 5-minute updates at meetings
- Opportunities to network at meetings
- Minutes of meetings
- Copies of presentations at meetings
- Email alerts and updates

All respondents answered some of the questions, with the results below have been split between London Boroughs and Associate Members. The national and regional policy updates are found to be very useful or useful by all members, and especially by London Boroughs¹. After this, the London Boroughs find the presentations at meetings (and copies of the slides afterwards) and the email updates of most use. The Associate Members find the discussions at meetings, 5-minute updates, networking and the email updates of most use. This is not a surprising split: the London Boroughs attend to learn, the Associate Members attend to share.



¹ One of the London Borough responses show the national and policy updates to be very unuseful. In fact, all of their answers are inverse to what we'd expect to see and so we suspect they read the rating scale the wrong way around.



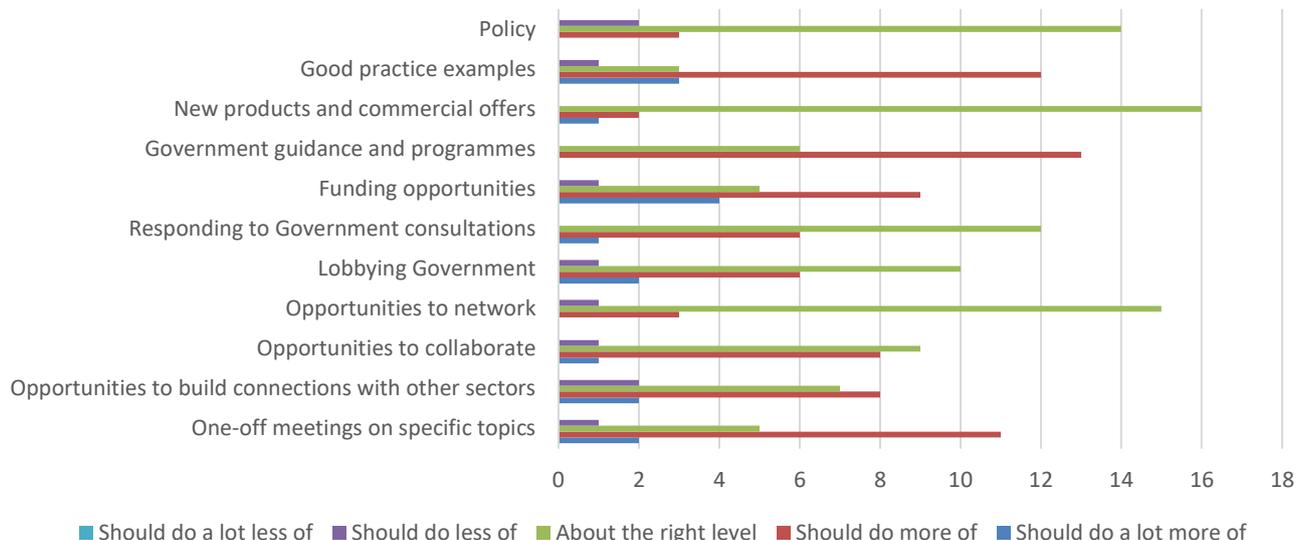
2. What should ALEO London's focus be?

We then asked what should ALEO London's focus be, giving the following options:

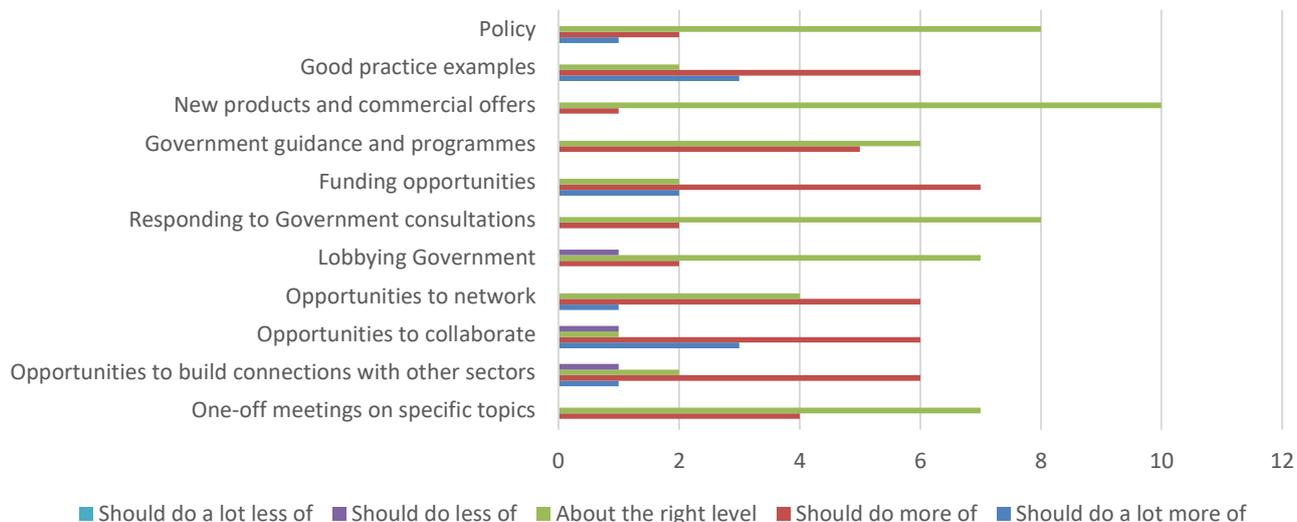
- Policy
- Good practice examples
- New products and commercial offers
- Government guidance and programmes
- Funding opportunities
- Responding to Government consultations
- Lobbying Government
- Opportunities to network
- Opportunities to collaborate
- Opportunities to build connections with other sectors
- One-off meetings on specific topics

We asked respondents if we'd got the balance about right, or if there was anything we should do more or less of. The London Boroughs felt like we've got it about right in terms of policy, commercial offers and networking. They'd like to see more good practice examples, Government guidance, funding opportunities and one-off topic-specific meetings. The results were similar for the Associate Members, with them also thinking the balance was about right for policy, commercial offers and lobbying Government. They'd also like to see more good practice examples and funding opportunities, but are also looking for more collaboration, networking and building partnerships.

What should ALEO London's focus be? (London Boroughs)



What should ALEO London's focus be? (Associate Members)



We also asked respondents if there are any specific topics they would like to see covered in meetings in the next year, and the suggestions were as follows:

- Zero Carbon initiatives and policy
- Funding and retrofitting improvements in domestic energy efficiency and zero carbon homes
- Best methods for measuring fuel poverty and carbon savings
- Use and blending of Carbon Offsetting Funds
- Time of use smart meter tariffs for fuel poor
- PRS Brexit implications
- Gas connections & the role of hydrogen
- Demand Side Response
- Role of LAs in supporting the decentralised energy transition
- Opportunities for London Boroughs to have a joined-up approach and get the best deal for ECO funding

3. HECA Reporting

The London Borough respondents were asked whether they would be submitting a HECA return by 31st May deadline. 17 out of the 19 Borough respondents (89%) said yes: we do not know who the Boroughs are who said now or why. Of the 17 that said yes, 5 (Bromley, Camden, Croydon, Hounslow and Lambeth) already knew the where on their website it would be published.

4. Any other comments

Finally, we asked respondents if there was anything else they'd like to feedback about ALEO London: these are their verbatim responses:

London Boroughs:

- Meetings are useful and good to meet others in similar roles. Would be good to discuss challenges that individual councils face and discuss differences between LAs and how they're run and what works best.
- We very much appreciate the work of ALEO London. Examples of how we have benefited from our membership: Lambeth is now a member of the SHINE scheme, and elected members receive detailed briefings on the issues of home energy efficiency and fuel poverty.
- A very useful and informative association
- We are looking to become more involved as members as we are aware that our input has been very limited up until now. We find all correspondence useful in keeping a finger on the pulse on what colleagues are up to and would seek a more proactive role in the future.
- More facilitated discussions to get us thinking outside of the box Recommendations for good training opportunities
- Very good/useful meetings. Would like to see more LAs attend. Would prefer if meetings started at 10.00am

Associate Members:

- For me I enjoy the networking and speaking to new and existing partners sharing knowledge and best practice.
- Although often not relevant to me as an outside of London LA it's always interesting and informative. My answers reflect not being part of London and the Mayors environment campaigns etc. so unable to participate in a lot of the schemes.
- The meetings are well organised and provide a great forum for sharing learning and networking
- Historically there has always been a focus on energy efficiency (and fuel poverty), and to a certain extent heat networks, but we would like to suggest a focus on demand side response, the non-domestic sector and looking at the bigger decentralised energy picture and the role of ALEO members as part of the transition. We find the meetings really useful on so many levels - we always share information with the wider team - and always distribute the emails. What a brilliant network!
- Really pleased to be an ALEO London member, great opportunity to network with boroughs, installers and other energy companies.

This report was prepared by Rachael Mills, ALEO London Secretariat, June 2019.