

ALEO London Winter Forum
Friday 25th January 2019

Kindly hosted by the London Borough of Kensington & Chelsea

All slides from the meeting can be viewed on our website at
https://www.aleo.org.uk/london/meetings/index.php?i=i&event_id=20050704224411

Attendees

Charlotte Owen	ADE
James Griffiths	ADE
Nina Heigham	Aran Services
Mark Randall	Aran Services
Emma Adams	ARP Energy Services
Ellen Parker	BEIS
Nina Rusowicz	Camden
Lochlan MacDonald	City
Malcolm Bell	Croydon
Donna Skordili	Ealing
Mark Dallen	EDF
John Kolm-Murray	GLA
Maria Yashchanka	Greenwich
Lucja Paulinska	Hackney
Adrian Wright	Happy Energy
MarieClaire Irvine	Havering
Rory Prendergast	Hounslow
Ashwin Patel	Islington
Justine Dornan	Kensington and Chelsea + Hammersmith and Fulham
Helen George	Lambeth
Kate Hand	LEDnet
Martin O'Brien	Lewisham (Chair)
Robert Marjoram	Scottish Power
Rachael Mills	SE ² (Secretariat)
Katrina Lloyd	Sutton
Angela Lall	Sutton
Giles Read	Thinking Works
Katy Revett	Waltham Forest
Damian Hemmings	Westminster

Apologies

George Brown	Bromley
Syed Ahmed	Energy for London
Ieman Barmaki	Enfield
Marie Jones	SGN
David Esdaile	Tower Hamlets

1. Policy update

Martin O'Brien, Chair, ALEO London

- 1.1 BEIS published the outcome of the [MEES consultation](#). The price cap was moved up from £2.5k to £3.5k: ALEO was lobbying for £5k.
- 1.2 ECO3 is underway, now fully focussed on the fuel poor. The LA Flexibility Criteria has expanded from 10% to 25% which is a real opportunity for us. Guidance is expected to be published by BEIS next week. The GLA has also published a London-wide SOI, which is available [here](#).
- 1.3 [HECA Reporting Guidance](#) was published by BEIS last week: Ellen Parker will be talking about this later in the meeting.
- 1.4 The [Ofgem price cap](#) for customers on a single variable tariff came in to force on 1st January, limited at £1137/year for dual fuel direct debit customers. It is estimated this will save £1bn, although it won't necessarily help those in fuel poverty.
- 1.5 The Government Committee on Fuel Poverty published a [report](#) in November on the Government's strategic approach to fuel poverty and their ability to deliver on targets. The Committee estimate there is a £2.8bn shortfall and that there's a struggle to match resources to demand: a not-unexpected outcome but one now with a robust, calculated methodology.
- 1.6 The Affordable Warmth Solutions' Warm Homes Fund is still open for business: deadline for applications is 8th February.
- 1.7 UKPN has launched [Power Partners](#), a community energy fund offering £2-20k grants, the deadline for which is 18th February.
- 1.8 Community Energy London has a workshop about funding community energy projects, taking place from 5-8pm on Tuesday 12th February in Pimlico. Further details and how to book are here: <https://www.eventbrite.co.uk/e/community-energy-funding-workshop-tickets-50873888169>
- 1.9 The GLA published their [Carbon Offset Fund Guidance](#) in October. ALEO London, LBEG and LECF will be hosting a one-off joint workshop about this on 1st March: details to follow.
- 1.10 We're also pleased to announce that Shadia Snelling from the Royal Borough of Kingston won the ALEO Award for the London region. Shadia is now on maternity leave and so has stepped down from the ALEO London Committee: we want to thank her for all her insights and input, for being a strong voice and not being afraid to ask the difficult questions.
- 1.11 The next ALEO meeting will also be our AGM. We are looking for new members to join our Committee. Please contact the ALEO London Chair Martin O'Brien for further details and to chat about what this entails: martin.o'brien@lewisham.gov.uk.

2. HECA Reporting Guidance

Ellen Parker, BEIS

- 2.1 The 1995 Home Energy Conservation Act requires all English LAs to report on domestic energy efficiency measures every two years. The next due date is 31st May 2019 (moved from March to avoid the end of March busy-ness and to allow LA officers to use year-end data sets in their return). The reports help to map delivery at a local level and informs policy thinking.
- 2.2 HECA Report returns have been in decline: only 46% of LAs submitted a report in 2017. So for 2019 BEIS is piloting a streamlined digital platform which should make the information easier to submit and process. For 2019, this will be via Survey Monkey (which is fully GDPR compliant): BEIS will consider a bespoke reporting tool for 2021 if it works.

2.3 The digital platform is already live: <https://www.surveymonkey.co.uk/r/HECA2019>. It is password protected to prevent spam returns. The password is **westminsterabbey** (all lower case).

2.4 BEIS is also using the 2019 pilot to find out what information LAs think is important to submit. A framework is provided for your responses, but they are all word-limited free text. The sections are:

- Overview
- Communication
- Green local supply chain
- PRS MEES
- Financial support for energy efficiency
- Fuel poverty
- Smart metering

All responses are optional but are highly encouraged. Answers to all questions must be submitted in one go (you cannot save and return): BEIS have circulated a Word version of all the questions to help LAs compile their answers offline first.

2.5 LAs are still required to publish a HECA Report. They can do this however they wish and do not need to include all the information submitted on the online platform.

Q: Can we see the 2017 data?

A: This doesn't exist in a collated format but individual reports can be accessed on LA websites.

Q: What if LAs don't have an engaged energy efficiency officer?

A: BEIS is writing to all CEOs which will hopefully raise awareness.

Comment: The platform is very flexible so everyone should be able to do something. It's also a chance for energy efficiency / fuel poverty officers to raise their profile internally

3. London Environment Directors' Network (LEDNet)

Kate Hand, LEDNet, London Councils

3.1 LEDNet started off as a networking group but has evolved into research, pilot projects and advocacy. It does the tasks that Boroughs can't do alone. They have 5 business meetings/year alongside other events.

3.2 LEDNet's current priorities, each with a Director lead, are:

- Air quality and transport
- Waste, recycling and fly-tipping
- Circular economy
- Smart technology
- Financial strategy
- Peer learning

3.3 LEDNet doesn't currently have an energy lead, perhaps because energy is less statutory than, for example, waste and so has not been identified as a priority. However, there is some ongoing energy work:

- Engaging with Energy for Londoners
- [Humble Lamppost](#): smart lampposts which could provide a myriad of other services including EV charging, energy storage and PV. See Kate's PowerPoint slide for a list of Boroughs currently involved.

- Project Sparrow – because research has shown that urban sparrows collaborate in larger groups. The first phase of this project has developed a flow chart for problem diagnosis, identifying the barriers for example to more affordable energy or better coordination of energy supply. The next stage will be finding solutions.
- Financial strategic research: identifying co-beneficial savings, eg energy costs, LEDs

3.4 Future energy work could include financial performance and benchmarking, circular economy, integrated outcomes (eg housing/buildings, energy, public health) and ‘something on climate change’

Q: There are mixed levels of engagement across the London Boroughs. How do we engage with those who are less active? How do we help them to collaborate with more active neighbouring Boroughs? This is already happening informally/accidentally but how do we take a strategic approach?

A: This could come down to the mindset/temperament of each Borough

A: Could the HECA Reporting results act as a prompt for discussion?

ACTION: LEDNet has a meeting on 1st July on the theme ‘Circular economy and climate change’: could early HECA results be ready for then? (eg here’s what’d good, here’s what’s missing). Perhaps ALEOL could present with BEIS?

Q: Domestic energy efficiency or fuel poverty doesn’t seem to be on the LEDNet agenda

A: It’s not on the agenda at the moment but could be. It just hasn’t come up. You could all influence upwards to your Director who could bring this to LEDNet

4. GLA Update

John Kolm-Murray, GLA

4.1 Warmer Homes has recently been expanded to include the PRS. We’ve had 1494 applications (106 from the PRS) which is more than we’d hoped for. These have come in from all Boroughs (except City): see the map in John’s PowerPoint presentation for the geographical spread – the GLA would like to see more consistency across London. Many of the applications are high quality, which is a credit to our partners. A waiting list is now open and is expected the scheme will close quite soon: the process for a successor programme for next winter is already proceeding to approval.

4.2 The GLA published their [SOI](#) with delegated responsibilities to Lewisham, Islington, Kingston, Croydon and Hammersmith & Fulham / Kensington & Chelsea.

4.3 The Fuel Poverty Support Scheme is due to reach over 2200 people with phone advice and home visits: this too has generated high quality referrals to Warmer Homes. Round 2 of the scheme will open soon, hopefully running from 2019-2021: multi-borough bids are particularly favoured. An income maximisation scheme will run alongside.

4.4 The GLA is currently going through procurement for their Energy Supplier: further Borough workshops will follow soon.

4.5 The [Cleaner Heat Cashback](#) for SMEs is still available: also see the minutes of the October ALEO London meeting. Please help promote this through Council website and business engagement events.

4.6 Please mention your work with the GLA in your HECA returns

5. ECO3 Roundtable

Energy suppliers and their delivery partners were invited to update the group on ECO3, with a particular focus on how they work with LAs and how they can get involved.

5.1 EDF: Mark Dallen - Mark.Dallen@edfenergy.com

- Most of our energy customers are in London, the south-east and south-west. We support SHINE through LB Islington, which reaches multiple Boroughs across north London.
- We're totally reliant on our partners to deliver ECO: we don't have our own installers. We work with both Happy Energy & Aran Services (see below)
- Our tip ECO3 is to get customers through the regular criteria first and then use the LA Flex if they don't qualify: LA Flex is capped at 25% so care needs to be taken how it's allocated.

5.2 Scottish Power: Robert Marjoram - rmarjoram@scottishpower.com

- We're a small, flexible team. You'd have monthly meetings and access to our online portal. Quality and compliance are key: we have very low withdrawal rates.
- We delivered all the 10% LA Flex under ECO2t
- We have 20-25 partners who deliver ECO for us. Many of these may liaise with multiple suppliers to get a blended funding offer for you.
- We are also flexible enough to work directly with you if you want to run the scheme in-house, for example with your own framework contractors. We can help you think through funding levels, viability, etc and introduce you to our delivery partners if you'd like us to.

5.3 Aran Services: Nina Heigham - Nina.Heigham@aranservices.co.uk

- We work with the 6 main suppliers and one challenger supplier.
- We work across the south east including Kent (with EDF), East Anglia and London (with SELCE). Community working is key to engage with customers.
- We can usually provide full funding for CWI & LI: heating usually requires other contributions.
- We provide a managing agent service and can work with your existing installers. We're also happy to work with social housing.

5.4 Happy Energy: Adrian Wright - adrian@happyenergy.co.uk

- We run the Heat Project, which is free to LAs. Heat London is funded through EDF and SHINE. Funding is available for heating and LI/CWI: SWI funding may also become available in the future. We also lever in other funding (eg carbon offset funds, Warmer Homes)
- We have an office in Battersea and are recruiting.
- We are an installer but also use local SME contractors.
- We can do comms for you: our first mail out to Hackney residents is happening today
- We're keen to work with other Boroughs
- We tend to work with owner occupiers and the PRS.

5.5 ARP Energy Services: Emma Adams - emma@arpenergyservices.co.uk

- We're CWI experts with abseil rope access.
- We tend to work through main contractors in social housing. We can help with leaseholders too, but this will require a mix of funding. We do street properties too.
- We're also doing quite a lot of CWI extraction work where the insulation has degraded.
- We only use bead as it's a superior product.
- We can offer a no obligation survey for blocks of flats. We can also do concrete repairs when we're on the ropes.

5.6 Contacts of other suppliers / delivery partners who were unable to attend the meeting are:

- Dave Pearson, SSE: Dave.Pearson@sse.com
- Justine Biggs, EON: justine.biggs@eonenergy.com
- Jon Kimber, AgilityEco: jon.kimber@agilityeco.co.uk – please also see <https://www.myecohome.org/> and the press release [here](#)

- Q:** Can suppliers sign-post general callers to ECO support?
- A:** Yes: our call centres know about ECO and LA Flex. The London-wide SOI will help here too.
- A:** EDF customers can also self-assess their eligibility on our website
- Q:** What's the best way to understand the funding rates? What information do suppliers need?
- A:** It's commercially sensitive information that we only share with our delivery partners. It is based on life-time savings so larger homes tend to do better, meaning that smaller homes and flats in London are disadvantaged. Full funding is usually available for CWI and LI and about 50% funding for heating.
- A:** You can talk to the suppliers individually or to an agent who has multiple funding
- A:** Come and talk to us about your ideas and what you want to achieve. Projects are assessed on a case-by-case basis. Don't be shy – just start a conversation with us. What do you want to do? Where? How many? And how are the homes heated? We can give you an idea then it becomes an iterative process. ECO3 runs until March 2022 so you've got quite a long time to plan (though don't leave it too late!)
- A:** Don't get hung up on rates: they may get tied into other things too, eg which contractors you have to/want to use or what else you can offer.
- Q:** 10% of ECO3 funding is also available for innovation – how do you see this working? Can new delivery methods be included, eg people's time for connecting into new networks such as health?
- A:** The guidelines have only just been issued so it's early days. Ofgem will convene a Technical Assessment Panel to assess proposals, which will convene on a quarterly basis. It isn't just about technical innovation: as well as measures that haven't been scored in ECO before, it can also include ways to delivery existing measures quicker, faster, cheaper. Social housing can also be included.
- Comment:** We have to be careful when trialling new technologies on the fuel poor or vulnerable people.
- A:** BEIS is looking to bring prices down rather than spending more on new, expensive technology.
- A:** The proposals also need to be simple for Ofgem to score! (eg already in RDSAP.) We have to be able to prove savings, which can be harder with engagement.
- Comment:** Given the historic shortfall in obligation funding reaching London we should be trying to find ways to use the innovation funding to make this easier. Happy to work with any supplier who has ideas about how to do this and get some funding.

6. Member updates

National ALEO

- BEIS policy options for the trajectory on the PRS will be out soon – we'll circulate to members for discussion.
- Redress funding: we've repeatedly said that LAs should be able to lead bids (at the moment it has to be a charitable organisation). 2 years on, we're pushing for this again.
- WHD Industry Initiative: we've raised with Energy UK how opaque this is.

London Borough Members

Camden: Nina sits in the social housing team. They're using the Clean Growth Strategy to push the agenda forward.

Croydon: We're finally getting going with Croydon Healthy Homes – there have been a lot of delay mobilising with our contractor, meaning we've missed a lot of the winter, and opportunities to

support residents apply to Warmer Homes which is frustrating. The programme is funded through S106 carbon offset funds, together with grant from the GLA's Fuel Poverty Support Fund. We're just started work with a community library for outreach events across the borough. We are hoping bring more ECO funding into the borough through Happy Energy.

Ealing: Ealing has their own fuel poverty scheme and is developing an SOI for ECO Flex.

Greenwich: We're rebuilding our sustainability team (currently recruiting 2 posts). We're working with LB Lewisham for local delivery.

Hackney: Lucja has been appointed to work on Hackney's energy company plans, but she's very happy to talk to anyone about fuel poverty too.

Hounslow: We're on the verge of mobilising EWI for street properties.

Islington: We're working with EDF and Happy Energy to delivery SHINE: if we sign your LA Flex declarations then we could help you with this too – very happy to chat. We're also busy with the Islington Community Energy Fund and Angelic Energy.

Kensington & Chelsea: We're running Healthy Homes within the confines of stop/start funding. We've also got some Affordable Warmth funding for home visits (with Hammersmith & Fulham).

Lambeth: SHINE is becoming increasingly established in the Borough. We've had encouraging stats and are hoping for another push with the forecast cold snap. We're also working on a MEES strategy as PRS is the biggest tenure in the Borough.

Lewisham: We're churning through the referrals in the GLA Fuel Poverty scheme and have been doing lots of outreach. We're signing lots of ECO Flex declarations. We're also doing lots of work on our local heat from waste facility (SELCHP) and developing the local heat network to meet demand.

Sutton: We're working with Thinking Works on home visits. We've also reviewed our sustainability strategy and are hoping for approval in March: this will include a fuel poverty plan.

Waltham Forest: We've to £500k AWS funding for first time central heating – enough for about 200 homes. We're in the first phase of our carbon offset fund, offering SWI to social housing (match funded with ECO). And Tom has also been recognised as a Heat Hero! We're also seeking clarification on whether MEES will be rolled out to social housing, and if it is whether it will be set at the same level or a higher level to the PRS – consistency is important!

Westminster: Damian has recently joined the Policy and Strategy Team and will be developing an energy strategy for the Borough.

Associate Members

ADE: The ACE/ADE merger is very close to legal completion. A [new strategic report](#) from the merged organisation will be launched next week. ACE Research has completed research into the non-domestic sector for the GLA, some of which we hope will be published. Members may also be interested in the recently published [Policy Pathways to Justice in Energy Efficiency](#) report. We submitted written evidence to the BEIS Select Committee and are hoping to give verbal evidence soon.

Aran Services: We're also working with Groundwork London on Warm Homes.

ARP Energy Services: We're talking to Airtopia about providing indoor air quality assessments. Also, the [Energy Efficiency Association](#) is offering free membership to LAs and Housing Associations: they have regional conferences and awards.

Thinking Works: We're very busy with Warmer Homes in Kingston and Sutton. We're running an Energy Café in Brixton for Metropolitan Housing. And we're also running fuel poverty training for frontline staff (should you have any year end underspend!)

