

**ALEO London: Spring Forum and AGM**  
**Wednesday 3<sup>rd</sup> October 2018**

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**Attendees**

Kelly	Greer	ACE
Emma	Adams	ARP Energy Services
Frances	Evans	Camden
Fleur	Disney	Community Energy London
Malcolm	Bell	Croydon
Emma	Langhorne	Croydon
Mark	Dallen	EDF
Ieman	Barmaki	Enfield
Anna	Eager	Enfield
Sarah	Fletcher	GLA
John	Kolm-Murray	GLA
Danny	Cotter	Happy Energy
Catherine	Cully	Havering
Tom	Ruxton	HEET
Anil	Oza	Hounslow
Ashwin	Patel	Islington
Elizabeth	Ainslie	Islington
Justine	Dornan	Kensington and Chelsea
Shadia	Snelling	Kingston
Tom	Tyson	Lambeth
Martin	O'Brien	Lewisham (Chair)
Jeremy	Nesbitt	National Grid Affordable Warmth Solutions
Sarah	Young	National Grid Affordable Warmth Solutions
Simon	Evans	Osborne
Russell	Smith	Parity Projects / Retrofit Works
Mareike	Schmidt	Q-Bot Ltd
Robert	Marjoram	Scottish Power
Rachael	Mills	SE <sup>2</sup> (Secretariat)
Marie	Jones	SGN
Toby	Costin	Social Power Partnerships
Bill	Wright	Sustainable Homes
Katrina	Lloyd	Sutton

Giles	Read	Thinking Works
Neill	Ryan	VRM Tech
Danny	Hunt	VRM Tech
Katy	Revet	Waltham Forest

## Apologies

Nina	Heigham	Aran Services
Neil	Pearce	Barking & Dagenham
Syed	Ahmed	Energy for London
Helen	George	Lambeth

## 1. Policy update

### Martin O'Brien, Chair, ALEO London

- 1.1 ECO III was intended to start from 1 October, although the Parliamentary process had not yet happened. (Note the legislation for ECO III has now been passed: <http://www.legislation.gov.uk/uksi/2018/1183/contents/made>)
- 1.2 23 out of the 33 London Boroughs have now published a statement of intent (SOI), including all boroughs in south London. If any officers wanted advice or support in getting their SOI completed, Martin O'Brien is happy to assist. New guidance on flexible eligibility was expected for local authorities for ECO III but has not been published.
- 1.3 BEIS published the [2018 fuel poverty statistics](#). When compared to the ECO delivery results, London is still getting a small share of the funding relative to fuel poverty levels.
- 1.4 ACE Research and CAG have published [Warm Arm of the Law](#), a call to action for how HHSRS and MEES can be used to enforce warm homes in the private rented sector, to help meet the EPC Band E target.
- 1.5 Citizens Advice is running the [Energy Best Deal](#) again.
- 1.6 15-19 October is the BEIS-supported [Green Britain Week](#).
- 1.7 There is a BEIS call for evidence on EPCs, which closes on 26<sup>th</sup> October.
- 1.8 New HECA guidance for local authorities is expected to be published by BEIS ahead of the March 2019 deadline.

## 2. GLA Update

### a) John Kolm-Murray, GLA

- 2.1 The GLA will be publishing a region-wide SOI (as trailed in the ECO3 consultation) which will help cover those Boroughs who don't have one and to enable the GLA to provide a consistent offer across London. The draft SOI is being written now. Declarations will be delegated to Lewisham, Kingston, Croydon and Islington (except for in Hammersmith & Fulham and Kensington & Chelsea who are retaining authority).
- 2.2 Round 2 of the Fuel Poverty Support Fund will be opening in November/December (Round 1 was awarded to Lewisham, Kingston, Croydon and Islington). Applicants will have to have an existing service in place and agree to work with other local authorities. The GLA are hoping that 2 years' funding will be available.
- 2.3 Income maximisation services are shrinking across the Boroughs as a service and so the GLA is putting something in place for this winter. It will initially be open to referrals the GLA are

funding and will link to child poverty work. If there is only limited uptake then there is scope to open this up further.

2.4 Warmer Homes is going to be expanding to the PRS (imminently) although with a few differences: consent will be required from both the tenant and landlord although applications can be in the tenants' name. The landlord has to be licenced and not be on the rogue landlord list or subject to current investigation. State aid rules will apply. Funding will not be available for broken heating systems (as this is a maintenance issue that landlords should be dealing with anyway).

2.5 The GLA are also looking at how they can have more devolution to tackle energy efficiency, and are looking at devolved powers in Scotland as a model.

Q1: Re Warm Homes: who's responsible if a tenant has problems engaging with their landlord?

A1: The GLA has no funding to support tenants in this matter. Boroughs may have capacity to advocate

Comment: Retrofit Works does a lot of advocacy like this. If the tenant gets the application in then the landlord is much more likely to say yes. Access to the internet can be a problem for tenants which is where Boroughs can help.

Comment: Could Boroughs use their powers under the Housing Act to encourage landlords to engage, for example as they have done in Bristol? Could guidance be offered to the Boroughs?

Q2: Is the income maximisation scheme in-house or external to the GLA?

A2: We'll be going out to tender

#### b) Sarah Fletcher, GLA

2.6 The Cleaner Heat Cashback (CHC) is the first scheme of its kind in the world aimed at the commercial sector. It's a £10m scheme targeted at SMEs that forms part of the Mayor's ambition to be zero carbon by 2050: it has both energy efficiency and air quality objectives.

2.7 To be eligible, the properties must be in London and the applicants must be SMEs who either own or rent the property (with responsibility for building maintenance or with permission from the landlord).

2.8 Boilers must replace working boilers to ensure additionality and be a minimum of 70kW. Existing gas, oil or LPG boilers must be at least 10 years old; coal and biomass boilers can be any age. Installation of renewable heating technologies are also encouraged.

2.9 Funding levels are as follows:

Old Technology	Replacement Technology	Cashback Level (% CAPEX costs)	AQFA level (% CAPEX costs)
Gas/oil/coal/LPG boiler	Gas boiler	30	35
	Solar thermal	35	40
	Heat pump		
	Heat network		
LPG boiler	LPG boiler	30	35

<b>Biomass boiler</b>	Heat pump	35	40
	Heat network		

- 2.10 Approved installers must be used. Two quotes must be obtained to ensure value for money (prices vary more in the commercial sector).
- 2.11 The cashback voucher lasts for 6 months, 12 months for GSHP due to the longer lead-in times.
- 2.12 Please help spread the word!
- Add details of the scheme to your own website
  - Promote through social media
  - Include in newsletters
  - Distribute flyers
  - Combine CHC with your own schemes (eg business grants, carbon offset funds)

The GLA can assist with text, leaflets, etc

Q1: When is the carbon offset fund guidance coming out?

A1: Imminently. It will include examples of parameters you could set, what you could use it for, etc. (Post meeting note: this has now been published and is available at [https://www.london.gov.uk/sites/default/files/carbon\\_offset\\_funds\\_guidance\\_2018.pdf](https://www.london.gov.uk/sites/default/files/carbon_offset_funds_guidance_2018.pdf))

Q2: Will this have any impact on RHI?

A2: Yes – businesses will have to choose between RHI and CHC

Q3: Could an SME assign the RHI rights to the installer and still claim the cashback?

A3: We've not set it up this way. We want to encourage installers and manufacturers to be innovative

### **3. Warmer Homes in Action: learning from the frontline**

#### **Russell Smith, Retrofit Works / Parity Projects**

- 3.1 Parity Projects' principle goal is for all homes to have the lowest carbon emissions possible (over time)
- 3.2 Retrofit Works is a co-operative that is impartial, trusted and takes a view of the whole house over time (eg 3 bites of work over 30 years). We incorporate the key solutions to retrofitting homes: quality regime, right design, procurement, appropriate package of work, suitable co-ordination and a strategic view of the area before choosing tactics.
- 3.3 For Warmer Homes, once a Retrofit Co-ordinator is assigned a price estimate is provided and the likelihood of go-ahead is assessed before contractor attends: this helps to minimise costs. Only companies with a base in the local area are invited to quote, benefitting the local economy. Contractors are responsible for updating records: hanging the boiler on the wall is only half the work.
- 3.4 Membership requires contractors to align with lots of other industry standards, and also aligns with other membership bodies, again saving the contractor's time. When the Each Home Counts standard is introduced, Retrofit Works contractors will already be compliant.

3.5 For Warmer Homes we apply for ECO first to maximise funding, which means we can do more than 625 homes with the allocated GLA money. Other funds are levered in too (eg carbon offset funds).

3.6 Only 15 (2.1%) people have dropped out so far, which is very low. Retrofit Works track these and why they drop out (eg deceased, unable to make contact, duplicate customers)

3.7 We're often asked if the process can go any faster. Quite a lot of the delays are due to customers, on average extending the whole process from 31 to 55 days (which is still quite good!) Our pinchpoint is the Retrofit Co-ordinators: this is a new role - we're doubling our numbers but contractors are still getting used to working with them. They are the custodian of the truth and a friend to the customer – but they're like hen's teeth! The next pinchpoint will be contractors not being able to turn around quotes quickly enough.

3.8 Because we're a co-operative of lots of organisations we can do all measures. We've been doing some non-energy measures too through ventilation, damp, mould specialists and the installation of Switchee units. GLA are also open to funding a wider range of measures.

3.9 Our stats for Warmer Homes to date are as follows:

Number of houses allocated measures	<b>181</b>
Number of measures	<b>417</b>
Average no. of measures per house	<b>2.30</b>
Average GLA grant per home	<b>£3,254.09</b>
Average total job value per home	<b>£3,820.90</b>

Total ECO funding allocated	Total GLA funding allocated	% ECO Contribution
<b>£100,363</b>	<b>£590,111</b>	<b>17.01%</b>
<b>(Flex: £28,033)</b>		<b>(June, 41%)</b>

3.10 We're driving improvements in three areas:

- Energy audits: assessing all measures over the lifetime of the home
- Design: right measure, how it complements – and doesn't preclude - other measures. We're already PAS2035 compliant (how to decide what to install: PAS2030 is how to install it)
- Vulnerable customers: this takes time. Vulnerable customers don't have KPIs. Contractors have an app with the list of jobs which includes a vulnerability flag and guidance so they know before they even get to the home. Contractors are also trained to pro-actively spot vulnerabilities and have the functionality to flag urgent cases (although this means other customers sometimes have to wait a bit longer).

Q1: What about flats?

A1: We work with one person in one flat: they're our customer. In theory we could work with all the occupants in a block if an LA can get them to agree. There's probably not time to address this in the current Warmer Homes scheme but it could be raised with GLA for future programmes.

Q2: Do contractor's self-certify work

A2: Yes, we use risk-based assessments. Gas Safe contractors also self-certify.

Q3: What's the limiting factor in the process?

A3: Retrofit Co-ordinators: we're training some more up now – we'll need 200 co-ordinators by this time next year!

Q4: Some eligibility assessments are being rejected by EST and not referred back to the LA

A4: Give me a list and I'll talk it through with the GLA. It could be that we can get them funding through ECO LA Flex.

#### **4. Mould!**

##### **a) [Breaking the Mould](#): Bill Wright, Sustainable Homes**

4.1 Mould is a difficult problem for landlords and it often requires an occupant lifestyle change. Typical advice shuts down engagement: people have a range of circumstances, needs, vulnerabilities and perceptions of heat and cold.

4.2 In phase 1 of the research, we received 260 tenant responses (9% return rate) to our 'air quality' questionnaire. Rather than ask directly about mould, we asked what they would do differently. We gave the responses a mould severity score and compared them against EPC and asset management data.

4.3 In phase 2, we focussed on 20 homes with severe mould, 20 with some mould and 20 with no mould. Each were given temperature and humidity sensors. CO2 levels were also measured where possible.

4.4 Occupier density was the factor that indicated the highest likelihood of mould, over house or wall type or age of property. More people means there's more breathing, cooking and washing – and yet of course they can't open the window four times as much! The second strongest indicator was the SAP score. These results show that occupants are not to blame.

4.5 Homes with mould cost more to heat yet are cooler and their external walls cool down quicker. They have a lower SAP, though are still at around the national average of 60.

4.6 When tenants report mould, the first response shouldn't be to send out basic advice: the occupiers need to be listened to. Because of the nature of the property they usually need intervention eventually so you may as well do it now. Solutions include wall insulation, quiet ventilation and education.

##### **b) Modelling Mould – Camden Case Study: Neill Ryan, VRMTech**

4.7 VRM build software solutions for the built environment. We initially developed Clarity to map heat networks in 3D using data from energy meters, heat meters, BMS, utilities, sensors and the environment. The system offers measurement and verification on a live basis. It can assess risk factors which can help funding and recharge decisions.

4.8 LB Camden were already using Clarity for their heat networks and we began to wonder what else it could be used for. They had an estate of 5 de-clad tower blocks with mould problems. Groundwork Green Energy Doctors carried out questionnaires with customers and installed sensors in flats at the same time: this could be picked up immediately in the live model. This in turn helped LB Camden to develop a response, including behaviour change advice.

4.9 For more details please contact [neill@vrmtch.co.uk](mailto:neill@vrmtch.co.uk). We're starting to work with other LAs on the internet of things.

Q1: Have you seen any changes on the pilot estate?

A1: It's too early: we've only just finished the 2<sup>nd</sup> live installation and only have pilot data at the moment. We need the cold weather to start before we can really test it.

Q2: Would dehumidifiers help? Is there a way you can warm up the walls?

A2: Variations in temperature are the key to mould (eg uninsulated external walls). Dehumidifiers are a sticking plaster, not a solution (except for specific problems like a flood)

Q3: If you've done wall insulation and ventilation, do you then treat the mould?

A3: Absolutely. Just a wipe won't get rid of it: it goes very deep and may bloom again. You need to clean it, let the walls dry completely, and then treat with bleach.

Comment: There's an alternative to bleach, based on orange pip. It's 2.5 times more deadly to mould than bleach, yet it's food safe so you can fog a room.

Q4: What's Camden's goal?

A4: To understand the data, look for patterns and build an evidence base. Customers know we're being pro-active. We'd like to adopt a low-cost solution if possible and then scale up.

## 5. Warm Homes Fund Round 3

### Jeremy Nesbitt, Affordable Warmth Solutions

5.1 In round 2 of Warm Homes we allocated £27.8m across the three categories although progress has been reasonably slow against the original project forecasts. £117.8m has been levered in categories 1 and 2 (excluding gas connections)

5.2 A total of £59.4m has been allocated in rounds 1 and 2 combined. £3.4m (5.8%) of this has been where the lead bidder is based in London: this is a fairly low share and the allocated funds are largely unspent.

5.3 Only 32% of the round 1 delivery target has been met. We had asked for bids where projects are ready to mobilise but many weren't. We've learnt that leaflet drops don't work: better targeting, strategic thinking and partnership working are required.

5.4 We hosted a workshop at the NEA conference and will be doing roadshow events to share our learnings for round 3. We're also holding an event about targeting the PRS.

5.5 The funding offer is fairly specific: it is paid retrospectively on delivery and robust information/data is required to help close the knowledge gap. All LAs/HAs have monitoring obligations.

5.6 Sarah Young is our contact in London: she can be contacted at [Sarah.Young@awscic.org.uk](mailto:Sarah.Young@awscic.org.uk)

Q1: What are the specific challenges for London?

A1: It's probably no different to other parts of the country: all LAs have their challenges (eg rurality). Projects were not planned out enough before the bid was submitted: robust marketing strategies were definitely missing. Grenfell didn't help with public perceptions of gas in flats.

Comment: Not all LAs have the resource to put such a detailed bid in: this could actually become a barrier to bidding. We try to have a holistic approach to each home and it's taken us years to get to this point.

Q2: Is there any join up between Warm Homes and Warmer Homes?

A2a: Retrofit Works has been trying but procurement can be a barrier for LAs. Are there any case studies of LAs who have sorted procurement?

Comment: AWS should spend time with LAs to understand our issues and help us. It's not as simple as 'they're not ready to mobilise'.

A2b: Sarah Young is trying to help: she can help you make your bid stronger in terms of finance, legals and procurement. LAs could use procurement frameworks and share mobilisation case studies.

Q3: Where does the match funding come from?

A3: A variety of sources: ECO, Warmer Homes, carbon offset funds, LA/HA own funds, private landlord contributions. ERDF funding is also available.

Q4: Has there been any research into the impact on air quality? This would help London LAs

A4: Our first priority is warm homes. The impact of one gas boiler is low. Decarbonisation is a further away problem.

## 6. Member Updates

**Islington:** Angelic Energy has now been running for a year and has over 2250 customers. We are now inviting other London Boroughs to partner with us:

- Angelic Energy is a not-for-profit energy provider started by Islington Council, in partnership with Robin Hood Energy, that offers low cost energy to Londoners.
- We offer fair and competitive resident tariffs (consistently cheaper than the Big 6), have a UK call centre, help to cut energy use and are committed to tackling fuel poverty. We have voluntarily signed up to pay the Warm Home Discount. Our electricity is 100% green and we have prioritised SMETS2 smart meter roll-out. There may be cheaper tariffs, but we are a trusted brand.
- The benefits of other LAs joining Angelic Energy are:
  - You will have the opportunity to have a share in commission income generated from sign ups that can be used to reinvest.
  - Be seen and heard – we will help with your marketing and communication plan.
  - You will benefit from the use of a strong and well recognised brand. Over 2,250 customers on supply as we approach our first anniversary.
  - Hassle-free: we will assist every step of the way
- There are 5 steps to getting started:
  1. Negotiate terms and conditions with key stakeholders and partners
  2. Develop marketing and communication plan
  3. Sign the legal agreements
  4. Initiate new voids and new builds contracts
  5. Start promoting partnership and signing up residents

Q1: What's your tariff length?

A1: We take a pro-active approach. We have 1 year and 18 month fixed deals but we contact customers at the end of these periods to avoid them reverting to the SVT.

### **London Borough Members**

**Camden:** Our key projects are Solar Together (for which we have GLA funding and around 70 homes have taken up our offer) and the Camden Climate Fund (aimed at SMEs, community groups and residents).

**Croydon:** Croydon are working with 5 other Housing Providers and EnergieSprong UK to carry out a pilot to retrofit 23 homes with a whole house carbon zero solution, including GSHP. We're also

looking at accessing residual heat incentive payments to contribute to the capital cost of installing heat pumps, we are carrying out a pilot to install Switchee sensors in tower blocks and Solarplicity. We're also re-looking at our SOI and are in discussions with Happy Energy about targeted marketing.

**Hounslow:** We're using the GLA framework to deliver EWI to street-side properties. Our Better Homes, Better Health project is ready to go for the winter.

**Islington:** The 3<sup>rd</sup> round of our Community Energy Fund closes in 2 weeks.

**K&C/H&F:** We are using our Affordable Warmth fund to make home visits.

**Kingston:** Good progress has been made with the Fuel Poverty Support Fund and we're gearing up for winter.

**Lambeth:** We're publicising SHINE and developing a private sector housing strategy.

**Lewisham:** progressing the 5 borough fuel poverty partnership in south east London. Working on an energy from waste heat network facility in the Borough.

**Sutton:** We've published our SOI and are working with Kingston on the Fuel Poverty Fund. We've piloted Solar Together and are now rolling it out. We're also reviewing our Sustainability Strategy, which will include a commitment for a new fuel poverty strategy.

**Waltham Forest:** We are part of the HEET Partnership. We're offering free NEA training on fuel debt and energy awareness to officers and charities. And we're developing a Housing Assistance Policy so residents can apply for grant funding for energy efficiency measures and we can provide selective licencing enforcement.

#### **Associate Members**

**ACE Research:** [Warm Arm of the Law](#) has been published, which includes toolkits for LAs: a CIEH webinar is coming soon. We're working with Future Climate to look at converted flats, where there's high levels of vulnerable people and fuel poverty. And we're also doing research with SE<sup>2</sup> into energy use in the commercial sector for the GLA.

**ARP Energy Services:** We're talking to LAs and HAs and have lots of CWI extraction work going on, as well as getting our heads round ECO3 and LA Flex for leaseholders in flats.

**Affordable Warmth Solutions:** We're helping LAs identify off-gas properties and strengthen their bids for the Warm Homes Fund.

**Community Energy London:** Please promote the second round of the GLA's Community Energy Fund, deadline 2<sup>nd</sup> November. There is a fast track for solar to help beat the FITs deadline.

**EDF:** We're providing ECO funding to 12 Boroughs through Islington's SHINE project. We're also working with Happy Energy through Retrofit Works.

**GLA:** We're hosting a fuel poverty / energy company workshop on 11<sup>th</sup> October.

**Happy Energy:** We're working with AWS in Bracknell with SGN, and are looking forward to ECO3!

**HEET:** We have access to a number of small pots of money that we blend to fund outreach and generate referrals to Warm Homes and Warmer Homes.

**Osborne Energy:** we have a funded LED non-domestic retrofit project and a defect management and remedial service. For details on both please contact [simon@osborneenergy.co.uk](mailto:simon@osborneenergy.co.uk).

**QBot:** We're pushing for QBot to be recognised under ECO Innovation

**Scottish Power:** We are in the first week of ECO3 early delivery, looking at low-risk measures such as LI, CWI and first time heating and linking in to other schemes. We'll be moving into bigger scale schemes and measures in 2019.

**SGN:** We have £10m available to 50% fund heating systems for new connections, generally south of the Thames.

**Sustainable Homes:** We're undertaking research into a roadmap for low carbon action in housing to 2050: you can participate in the survey [here](#). The SHIFT Awards are also coming up.

**Thinking Works:** We're helping to deliver Warmer Homes and training up Retrofit Co-Ordinators.

#### **Other Guests**

**Social Power Partnerships:** we've developed a nanotech insulation product. ECO3 will include D & E rated properties.

**SE<sup>2</sup>:** We're updating the London Fuel Poverty Hub. Please check the details we hold for your Borough and email [rachael.mills@se-2.co.uk](mailto:rachael.mills@se-2.co.uk) with any updates for winter 2018/19