

**London HECA Forum Meeting
Summer Forum and AGM**

**5 June 2014
Lift, 45 White Lion Street, London**

Attendees



Bob Thompson	Avalon
Rosamund Baptiste	Brent
Ceridwen John	Brent
Janet Rudge	Ealing
Emma Adams	Emma Adams Projects
Nigel Farren	Energise London
Koré Mason	GLA
Anne McCann	Greenwich
Elizabeth Fonseca	Hammersmith & Fulham
John Mathers	Haringey
Laura Shellard	Hounslow
Adam Parvez	iChoosr
John Kolm-Murray	Islington
Tim Hendry	Islington
Bryn Davies	Islington
Justine Dornan	Kensington and Chelsea
Steve Nottage	Merton
Rebecca Jones	NEA
Sue Walker	Newham
John Mitchinson	Redbridge
Rachael Mills	SE ² (Secretariat)
James Byrne	Sustainable Home Survey Company
Dan Crispin	Sustainable Home Survey Company
Waqar Mulak	Waltham Forest
Irene Fernow	Westminster

Apologies

Keith von Tersch	British Gas
Frances Evans	Camden
Peter Snell	CIEH
Natalie Morgans	Harrow
Jo Gill	Hillingdon
Karen Klomp	Lambeth
Martin O'Brien	Lewisham
Rob Ballington	Newham
Robert Marjoram	Scottish Power

This meeting was kindly sponsored by the Sustainable Home Survey Company.

1. Regional update - John Kolm-Murray, Vice-Chair

- 1.1 Green Deal Communities funding has been awarded to four projects in London: South East Sub-Region, North London, Hillingdon and Harrow. The Green Deal Home Improvement Fund has also recently been launched, though there are questions as to whether this clashes with offers under the Communities fund.
- 1.2 On 13th June the draft NICE guidance on preventing excess winter deaths and illness will be released for consultation. A consultation event is taking place on 18th June (see <https://www.eventbrite.co.uk/e/consultation-event-draft-nice-guidance-on-excess-winter-deaths-and-illness-registration-11646449845>). The HECA Forum will be responding to the consultation, a draft of which will be circulated to Members ahead of the closing date of 25th July.
- 1.3 The Fuel Poverty Strategy Consultation is also due out 'soon': it is understood that it requires Ministerial sign off in September which means the consultation is likely to take place over the summer.
- 1.4 The National CAN Training Day Conference is taking place in Bristol on 4th July (see http://can.uk.net/conference_2014/bristol/)
- 1.5 Members were reminded to return the HECA Forum Member's Survey by 20th June (email rachael.mills@se-2.co.uk for more details)

2. AGM and constitutional changes

- 2.1. The new committee was elected as follows:

Irene Fernow	Westminster	Chair
Rob Ballington	Newham	Treasurer
John Kolm-Murray	Islington	Vice-Chair
Natalie Morgans	Harrow	
Jo Gill	Hillingdon	
Laura Shellard	Hounslow	
Karen Klomp	Lambeth	
Steve Nottage	Merton	

Irene thanked Jo for her time and contributions as Chair of the Forum.

- 2.2. A copy of the Treasurer's report was circulated at the meeting. There is approximately £3,100 in the account. Members were encouraged to let the secretariat know if they are able to pay fees for 2014/15 and an invoice will be raised.
- 2.3. There were no changes to the constitution.

3. Energy is a challenging market environment, but there is a way

James Byrne, Sustainable Homes Survey Company (SHS)

Also see presentation slides

- 3.1. SHS is an assessment organisation working across a range of partners. They offer different levels of assessment at different costs, from stock mapping to full EPC/GDRs. They also provide data analytics, funding advice, systematic area targeting and bulk assessments.
- 3.2. Key areas have already been targeted through different schemes so remaining households are increasingly difficult to find: new areas and engagement methods are needed. Council

support for community based projects has proved vital. SHS is sensitive to areas where door-knocking is not welcome.

- 3.3. Approaches adopted are funding dependent, which of course is difficult at the moment. However, the more channels you use to engage with residents, the wider reach you will have. SHS has particular experience in working in high rise blocks (e.g with Avalon: see the St George's case study, Westminster). Single managing agent consent and compulsory landlord registers can both help.
- 3.4. The more rigorous the energy assessment, the more accurate the carbon saving calculation, which has been used to lever in additional Energy Supplier funding.
- 3.5. SHS has mapped all the high rise blocks in London for potential energy savings (by overlaying publicly available data) and is now keen to work with Boroughs to focus in and deliver projects on the ground.
- 3.6. SHS can also undertake funding forecasting for a Borough and advise what money is available at any one time. SHS anticipates that the value of carbon will increase before March 2015 because of assumptions Suppliers are making about delivery right now.
- 3.7. SHS is interested in feedback and thoughts from Boroughs on projects they've been involved with in the past and how they could have been improved. They are happy to talk to any Borough to help them make informed decisions.

4. London Private Rented Sector Research Project Findings

Rebecca Jones, NEA

Also see presentation slides

- 4.1. Npower funded this NEA research project, the report for which will be published soon (and disseminated to HECA Forum members). The aim was to understand the types of landlords, tenants, properties and private rented businesses in London.
- 4.2. The initial recommendations from the research are:
 - Increased impartial information for landlords: e.g. what schemes are available, which measures are most suited to different property types, what the law says on energy efficiency standards in the PRS, what to look for in a reliable installer
 - Strategic analysis of London-wide data to understand areas of priority need: Local authorities were keen to take systematic approach to the PRS but lack funds to purchase and analyse data such as EPC data.
 - Finding ways to reduce the complexity of schemes / promotion of schemes
 - Addressing the technical complexities of working in London whilst identifying 'easy' wins: there's an assumption that there will still be easy measures where it has not been possible to engage landlords. However, the large of number of flats, conversions etc can no longer be ignored.
 - Strategic multi-agency approach needed to tackle growing size and complexity of London's PRS: London is losing out when it comes to energy efficiency schemes and PRS more so than other tenures due to technical challenges. The size of London PRS warrants a strategic approach involving key players such as local authorities, GLA, London Councils and landlords themselves.
- 4.3. A few tenants were interviewed as part of the research. It is hoped that the Green Deal will be attractive to them as it helps to overcome the split incentive.
- 4.4. The Energy Act 2011, which would prevent the renting out of F and G rated properties and should be implemented in 2016, seems to have 'gone slow'. There were serious concerns about who would enforce this: LAs are already stretched and only pro-active enforcement will make a difference (if they don't know the properties are being leased, they don't have to enforce them). Landlord groups are already lobbying for exemptions to the minimum

standards (e.g. to exclude pre-1919 properties). The 'right to request improvements' for tenants could also be meaningless, with retaliatory eviction a real risk in such a fierce rental market.

- 4.5. There is a need for better alignment between the new minimum standards (for F and G rated properties) and HHSRS (category 1 for excessive cold): the assessments are done on different reasons and so have different outcomes.
- 4.6. The Landlords Energy Saving Allowance (LESA) is only available until March 2015. Heating has been removed from the incentive since the introduction of the Green Deal.
- 4.7. The next NEA London and South East Fuel Poverty Forum is taking place on 8th July in Brighton. The next meeting after that will be in Hayward's Heath, and then London.

5. Collective Energy Switching

Adam Parvez, iChoosr

Also see presentation slides

- 5.1. iChoosr is a Dutch/Belgian company, countries where collective switching is seen as the norm and conversion rates of 30% can be expected. They started operating in the UK in 2012, kick started by DECC's Cheaper Energy Together funding.
- 5.2. The first auction was in April 2013 and was new for everyone: for iChoosr operating in the UK, for energy suppliers, for DECC, and for LAs. Subsequent auctions have shown bigger savings for those that switch with energy suppliers now beginning to offer bespoke tariffs (collective switching is exempt from the four tariff rule).
- 5.3. Savings tend to be lower for London than elsewhere in the country, although Brent had the highest average saving (£311)
- 5.4. Collective switching is a numbers game: the more people that sign up, the more negotiating power iChoosr has with energy suppliers. Switching rates are higher than for comparison sites, where too much choice can be confusing.
- 5.5. iChoosr find it hard to find out what's going on at a Borough level because the Big London Energy Switch has been operated at a pan-London level. LA badging of collective switching offers helps as trust in energy suppliers is so low.
- 5.6. iChoosr set up a PPM helpline but has had not calls. They are actively trying to promote to PPM customers.
- 5.7. Reports are now available for both the [Big London Energy Switch](#) and the [Cheaper Energy Together](#) funding.

6. RE:NEW Support Team Update

Koré Mason, GLA

Also see presentation slides

- 6.1. The GLA announced last week that Capita have won the 3-year contract to run the RE:NEW Support contract.
- 6.2. The service is being funded by European ELENA funding, with 10% GLA match funding, bringing the total to £2,793,000. The stretch targets will see 175,000 homes retrofitted, representing an investment of around £325m and savings in excess of 93,000 tCO₂/annum.
- 6.3. The service offers free consultancy service to LAs, Registered Providers and the PRS from a core team of 11, with additional specialists to cover all areas of support. Key service provision includes:
 - 1:1 support to help scope projects and provide technical, funding, procurement and delivery support
 - Community of practice offering technical master classes and workshops, facilitating

peer-to-peer support and providing an online hub for knowledge transfer

- Innovation unit to deliver additional opportunities for retrofit mass-market delivery

6.4. The team is being mobilised now. If you have any questions in the meantime, please contact Koré.

6.5. It was also confirmed that the reprocurement of the RE:NEW framework will open in late autumn. The existing framework ends in September and cannot be extended, which will mean there will be a gap in service. Koré welcomed the opportunity to use the HECA Forum as a route to get Borough input into the specification.