



**ALEO SE Forum Wednesday 24 February 2016
Agenda**

Date: Wednesday 24 February 2016
10am – 2pm

Location: Guildford Borough Council, Guildford

Present: Cati Smith (Guildford); Justin Bailey (Wealden); Hazel Hill (Bracknell); Verena Boxall (Runnymede); Louise Ellison (Portsmouth); Amanda Martin (Dover); Carol White (Gosport); Joanna Faul (South Bucks); Sara Winnington (Thameswey Group); Chris Chapman (SSE); Robert Marjoram (Scottish Power); Adam Goulden (tEC); Alex Steeland (NEF); Alice Woudhuysen (Age UK); Andrew Herbert (YES); Clifford Darby (Tandridge); Debbie Firmo (Epsom & Ewell); Debbie Haynes (Oxford); Francesca Lunn (Spelthorne); Graciela Melitsko (Reading); Helen Cooper (Arun); Janice Greenwood (Tunbridge Wells); Justin Bailey (Wealden); Louise Ellison (Portsmouth); Louise Lyons (Hart); Lucy Hicks (Tonbridge & Malling); Marie Jones (Hastings); Matthew Thompson (Thameswey); Robbie Stevenson (SGN); Vicky Phillips (Hyde Housing); Les Murell (Rushmoor).

Apologies: Matthew Bird (Mid Sussex); Evangeline Haggarty (West Berks); Jean Roberts (Hyde Housing); Beatrice Hubert-Price (East Hants); Kirstie Pritchard (Kent); Dale Hoyland (NEF); Catherine Geoghegan (Arun); Gill Daniel (Horsham); Dan Edwards (SGN); Dipna Pattni (Gravesham).

CAN change of name ; SECAN becomes ALEO SE

Please see the following message from the National Chair of the Association of Local Energy Officers (ALEO), formerly the Carbon Action Network (CAN):

After a supportive consultation amongst the membership, the CAN Executive agreed in January to change our national identity to the Association of Local Energy Officers (ALEO), and this will take effect from 1st February 2016. It was widely felt that the main driver for much of our work was no longer carbon but that domestic energy efficiency and fuel poverty remained central to our role. Our new identity plainly describes our purpose as a representative body for our sector. It also marks the commitment of myself and the rest of the ALEO Executive to promote the hugely important work of local energy officers across England and Wales in delivering warmer homes and a sustainable energy future.

<p>All</p> <p>SW</p> <p>CW</p> <p>AW</p>	<p><i>Whilst the Executive would prefer that we have a consistent identity across the country it will be entirely up to regions whether they choose to adopt this new identity in their areas or retain their existing names and this will be discussed by them over the coming months.</i></p> <p><i>Although our principal focus will remain on the central importance of local authorities we welcome the continued participation and support of social landlords, community energy organisations and private sector partners in our networks and we'll be discussing how best to maximise their participation in the coming months. The very current moves towards greater devolution within England and Wales present significant opportunities for cross-sector local energy partnerships and we will be making the case for these at the highest levels.</i></p> <p>John Kolm-Murray National Chair, Association of Local Energy Officers</p> <p>Financial Report ; £6780 in bank; next bill for Secretariat duties is Aug/Sept</p> <p>Treasurer vacancy – Cati Smith stepped down as Treasurer as she started her maternity leave; Carol will take over as treasurer at the moment; Verena Boxall expressed an interest – Carol to discuss with her.</p> <p>Member updates to be emailed in</p> <p>All presentations and minutes available on ALEO SE website http://www.aleo.org.uk/se/meetings/</p> <p>Secretariat services for ALEO SE to be advertised through ALEO. Thameswey had the contract for 4 years and it was considered fair to advertise this service .</p> <p>Amanda Martin – Kent has drafted a fuel poverty strategy which is out for consultation – Fuel Poverty Strategy Consultation deadline extended to 31 March 2016.</p>
	<p>Better Homes , Better health presentation Alexandra Steeland Project Officer , National Energy Foundation.</p> <p>Better Housing, Better Health. In partnership with Buckinghamshire and Oxfordshire local authorities, the National Energy Foundation has recently launched a scheme to offer grants of up to £2,500 for energy efficiency improvements for those with a health condition, which may be impacted by living in a cold or damp home. Alex Steeland, Project Manager, presented the aims and objectives of the scheme, the approach, opportunities and barriers, and learning to date.</p> <p>Project was awarded £412k from the British Gas Energy Trust to reach 500 residents; £200k spent on energy efficiency measures; £17k marketing</p> <p>LAs offering free surveys of properties</p> <p>Surveys done by environmental health offices through HHSRS to calculate value of measures through health cost calculator</p> <p>Delivering a minimum of 10 training sessions for frontline health staff – link to cold homes and health and referral system.</p> <p>Talks and outreach events to engage 2000 residents</p>

	<p>Eligibility - respiratory illness/cardiovascular disease only ie copd/asthma; Elderly; families children under 5, mental health disability; Homeowners eligible for grant; free surveys home owners/rented</p> <p>Referrals made by health or social care (GPs; also social workers practice nurses; respiratory nurses;) professional who use a downloadable form</p> <p>Progress to date launch beg 2016 – 46 referrals so far; 78% from mainly home owner</p> <p>Oxfordshire has existing links with CCG who sit on their steering group – taking leading role promoting the project.</p> <p>Wycombe district council have an established referral mechanism in place; 25% referrals from here</p> <p>Had to make links with 2 CCGs in Bucks. Connected to a surgical prescribing initiative; capacity in some LAs as unable to provide HHSRS inspections.</p> <p>Social prescribing is still not routinely done; health professionals are keen to support it – referrals are not part of their routine. It's a slow process; works best when professionals are aware of the idea; primary risk in a property may be damp and not cold .</p> <p>NHS have various processes – referral form had to be agreed by their ratification process; Bucks attending locality team meetings with GPs; evaluation surveys show they are targeting most suitable; all had 1 GP visit in last 3 months; max grant £2,500 average £1000 – some required extensive works; offering grants to fewer people.</p> <p>Runs until Dec 2016 – seeking funding from other schemes; setting up mechanism is key part of the project – looking to expand into other areas.</p> <p>Aim is that all the measures will be fully funded; they are being flexible on a case by case basis. Levering funding through ECO. When first get a referral they check whether they have an epc. Offering loans through LA.</p> <p>It is not a means tested service therefore not checking whether they are on benefits.</p> <p>Funders designed the survey – using some of the questions; health and well being survey before and after; amount they have used health services; re done several months after installation; then revisited after install</p>
	<p>Don't leave park homes out in the cold campaign presentation Alice Woudhuysen, Senior Campaigns Officer, Age UK. Alice runs Age UK's campaign for warm homes and campaign for warm park homes, which are calling on the Government to reform its energy efficiency programmes to enable all older people to live in a warm home.</p> <p>2014 – 2015, 40,800k died because of the cold, majority over 65, 2014/2015 flu vaccine not working properly; 3rd of excess winter deaths can be attributed to cold homes. Over last 10 years equates to 1 death every 7 minutes.</p>

	<p>Been campaigning for 3 years to get the government to make millions of homes more energy efficient; target low income households, upgrade 2 million homes from D to band C by 2020; upgrade all houses to A/B rating by 2030. Before general election got commitment from most of political parties. Since the election had little interest. Suggesting a street by street approach.</p> <p>Park homes campaign runs from Nov to March; working with other organisations ie energy bill revolution to lobby make energy efficiency a national infrastructure priority. Construction issues in park homes; case studies showed lack of support. Calling for a dedicated energy efficiency scheme for park home residents –undertook research in park homes on low fixed incomes; park homes don't come under eco; no green deal; costs £8-£11k to retrofit a park home.</p> <p>Sent out flyers to park home residents and sites; no comprehensive database of sites ; went through national park homes; park home managers/site managers; produced report; parliamentary launch attended by 40 MPs; signed an EDM; encouraging local mps to visit park homes sites .</p> <p>Running a petition Nov – Jan 7500 signatures; petition handed in to Amber Rudd. Ministers asking questions in parliament – still looking for the money. Working with a technical panel on a pilot scheme need £2-3 million; only use approved installers ; lack of knowledge and expertise; guarantee safe and easy customer journey; post install follow up inspections.</p> <p>Looking at sources from unspent money green deal communities fund; has to be assigned by March lobby for it when goes back to treasury in March; looking at warm homes discount scheme consultation how to use this money?</p>
VB	<p>Verena Boxall has got health outcomes to feed into Alice</p> <p>Vulnerability issues with park home resident and park home site owners; length of how long a park home lasts; how do energy companies interact with park homes as they are on lpg?</p> <p>Anecdotal some smaller park home site owners bully residents; putting admin fee onto energy bills. LAs do have the licensing responsibility (mobile homes and boats under housing act) so LAs good to work with.</p> <p>There is national association of park home residents; there is a helpline</p> <p>Great difficulty knowing who the bad park home owners are; very small sites ie 12 properties have bouncers on the gates.</p> <p>Andrew Herbert (YES) is running 2 projects funded by NEA testing different technologies working with SGN gas installations on park homes sites. Is there an opportunity through this forum to look at a small group to show best practice around the country? Would be useful for DECC- evidence and pilots need to be consolidated. Never seen results from the consultation.</p>
CW	<p>CW Ask Rob about park home forum?</p> <p>SGN – only connected 1 park home site in Bournemouth 14 units – very keen to expand; trying to find the right sites; can look at bridging the funding gap.</p> <p>Living the dream 2012 report http://socialwelfare.bl.uk/subject-areas/services-activity/housing-</p>

homelessness/consumerfocus/141372living_the_dream.pdf

Note Park home residents can still apply for warm home discount; are eligible under eco; 230 have benefited so far

Andrew Herbert (YES) Park homes are eligible for ECO now but none of the utilities are interested since the only real reason they pay for solid wall insulation is to meet the separate solid wall insulation target set out in ECO 2 and this does not include Park Homes! Any CERO or CSCO obligations the utility companies have they generally fulfil with cavity and loft insulation. Although some Park Homes have loft areas they are generally very difficult to access and so do not get done.

Smarter targeting with Southampton Healthy Homes presentation Adam Goulden, Chief Executive, the Environment Centre. The Environment Centre (tEC) has led a successful partnership bid for a new and innovative project, Southampton Healthy Homes. £500,000 has been secured from British Gas Energy Trust (£25k staff costs/£250 interventions) to support a unique project, which presents an exciting opportunity for the organisation to better engage with health led services.

City council matched funding; £500k on capital works

The central theme of the project is smarter targeting. To that end tEC has seconded a health care professional to help them engage with GP practices and community nurses across the city in order to identify the most vulnerable and hard to reach patients. They have also seconded a community champion from a local community development organisation to coordinate with Southampton's multi-faith communities and broaden the project's reach.

In addition tEC has purchased EPC data for the city and used it produced an interactive map. The map allows them to run multiple queries simultaneously to identify homes with particular characteristics.

All of this intelligence supports the work of a dedicated project team of energy advisors and a benefits and budgeting caseworker who provide 'handling support' where residents need a little extra help. A range of interventions are on offer with the aim of reducing the impact of living in cold homes particularly for those on low incomes and with chronic health conditions.

Set up a single point of access; webchat facilities; all tenures given advice; home visiting service; drop in sessions; emergency heaters; home energy improvements; food basics hot meals; small grants; can respond quite quickly; funders allowed them great deal of flexibility. Small grants utility top ups – paypoint

Outputs 2000 people helped; 450 home visits; 100 e/e improvements; £120k unclaimed benefits

Project champions – collaborative work with 3rd sector seconded person from public health; working with GP cluster groups; talks to GP practices; get into team meetings talk to frequent flyers – no data protection issues a public health funded through project.

Multi faith community worker (from the Alder Trust) going out talking to people in churches; seconded benefits advisor from CAB income max and household budgeting advice

Media campaigns; bill board adverts; local surgeries; hospitals; local radio work; training across city, 10 sessions delivered; tailor them to groups; bought epc data for city – able to undertake targeted campaigns; mapped the data; used at bid stage; can search the data through the mapping tool; narrow down and identify clusters; target through mailouts

<p>VB</p>	<p>Mapping tool was done in house; used google maps not GIS; password protected. Data should be free by April. Able to cross reference epc data with benefits data (talk to Deborah Haynes)</p> <p>DECC Looking to do FP projects with LA's .</p> <p>ECO contribution for SWI - £3-400</p> <p>Hospital discharge linking with 3rd sector through integrated teams; discharge from hospital triggers calls to them; go out to put food in the fridge; check radiators etc</p> <p>Public health sits on the steering group and board; provided money to public health to evaluate it via the university; BG provided a survey which was adapted; using SWEMWBs</p> <p>Benefits data – not using this at moment under central heating project; got permission from resident to share data with tEC.</p> <p>Please see link below on notice of amendment under the Housing and Planning Bill in particular page 75, Section NC35, item 3 (b) requiring reporting and improvements on the energy efficiency of our own buildings from 2017...</p> <p>http://www.publications.parliament.uk/pa/bills/cbill/2015-2016/0108/amend/housing_rm_rep_1230.pdf</p>
	<p>Presentations from our sponsors:</p> <p>Scottish Power Robert Marjoram – In last year of ECO; most has been allocated this year; Scottish Power has carbon CERO funding available; HHCRO funding is very limited</p> <p>Smart heating controller project – warm homes discount scheme; installing remote access heating controls.</p> <p>Future of ECO; DECC looking to have longer term policy better aligned with eligibility criteria to support the fuel poor.</p> <p>Looking to have transition year march 2017 – march 2018 similar to current regulations.</p> <p>Scottish Power's overview - Move to 4 year longer strategy 2017-22 with focus on the fuel poverty agenda whilst meeting carbon reduction ambitions at same time; less focus on boiler schemes yet concentrate on fuel poverty is a with Government's fuel poverty targets.</p> <p>Maybe they will introduce an insulation minimum and boiler cap? keen to go back to deemed scoring – Government is looking at consultation regarding this; EPC's vary considerably. A deemed score would mean for example that all 3 bed semi's would have the same score.</p> <p>Timelines March 2016 consultation Government response in the summer debates late 2016 – legislation late autumn.</p> <p>Warm Home Discount –transition year 2016/17; more detailed changes 2017/18; consultation March 2016; may be able to write debt off using Warm Homes Discount with a cap</p> <p>Core group increased to 2m; DWP working to identify most eligible using the new fuel poverty definition; the broader group may be removed; threshold for participating suppliers to be increased which may mean smaller companies may take part.</p>

	<p>How to achieve 1 million homes insulation target – have requested to consider including CWI extraction and removal of old LI.</p> <p>Scottish Gas Networks Robbie Stevenson – fuel poverty network extension scheme meets government criteria, providing free gas connection; targets 10,300.</p> <p>Criteria is changing - over 70s removed; IMD areas increased to include more properties; if over 23 meters they get cost; needs to be under 23 metres. Keen to work with park homes - qualify through fuel poverty extension. Happy to come and engage with park home owners.</p> <p>Trailing energy saving devices through NEA; choc clocks cost £150; oxypod; tadpole</p> <p>Safeguarding package – dementia trained; all call operatives trained; will signpost people. SGN have licence for training – training EST advisors.</p> <p>Customer helpline identifies people – trigger questions are used</p> <p>Locking cooker valve pilot project with Dying to Keep Warm charity in Liverpool. Other GDNs doing this could become a national strategy. It ensures that those with dementia cannot operate the cooker when no is there.</p> <p>Park homes change boiler lpg to gas mains – whole house approach</p> <p>Developed package for care workers – cover carbon monoxide issues; just starting could be rolled out – part of care workers national training vulnerability and identification. Visit 80k people pa.</p> <p>SSE Christopher Chapman –Utilities will be working a lot closer with the LA’s flex targets; ECO has been very easy - everyone ahead of targets; 4000 ewi installs; SSE will still deliver projects if funding is switched off - rolling our new project Energy Solutions.</p> <p>Will contract directly with LA’s – risk mitigation; act as project manager and deliver the carbon; limited liability cap on financial investment; own supply chain ; use local installers; contractor benefits; client and installer don’t suffer.</p> <p>Energy solutions is also available for council housing.</p>
Exec	<p>Next meeting 22 June Chiltern District Council, Amersham, Buckinghamshire</p> <p>AOB suggestions for presentations - housing and planning bill impacts for us to consider Can anyone come and talk to us about it?</p>
	<p>Member updates</p> <p>Kirstie Pritchard Kent County Council</p> <p>Kent continues to deliver the Warm Homes scheme, a partnership project between Kent County Council and district councils to support residents in Kent and Medway to save energy in their home. We can currently offer subsidised insulation through Energy Company Obligation and other funding and help with gas heating and boiler replacement for residents in receipt of specific benefits with a boiler that qualifies.</p> <p>We also have public health funding available to offer Winter Warmth, providing heating where</p>

residents are over 65 with a diagnosed medical condition, or in certain circumstances under 65 and living with a long term medical condition, including mental health.
Further info at www.kent.gov.uk/warmhomes / 0800 170 1174.
KCC are in the process of reviewing the Kent Environment strategy and are working with the district authorities through KEEP (Kent Energy Efficiency Partnership) to draft a fuel poverty strategy for Kent.

Joanna Faul South Bucks Council and Chiltern District Council

The DECC Communities Fund LA partnership switched from primarily SWI to delivering Fuel Poverty measures in October 2015. Since the switch the project application process has been oversubscribed. This means the project will meet its target of measures installed in 586 homes. The last offer and sign up will be March 31st 2016, with project closure Sept 2016.
The Fuel Poverty element of the project has been successful in delivering a once stop shop through the Bucks and Oxon Affordable Warmth Networks to vulnerable residents across the LA areas. The mix of funding streams being delivered are:-

- DCF grants
- British Gas Boilers
- Additional ECO
- Better Homes Better Health
- Flexible Home Grant
- Other available LA monies

Matthew Bird Mid Sussex District Council

Heat for Health is a £126,000 British Gas Trust-funded partnership project being run in Mid Sussex throughout 2016 and led by the Older People’s Council with Mid Sussex District Council. We offer fuel poverty training, awareness-raising at outreach events and have an energy efficiency fund covering measures such as insulation, secondary glazing, draught proofing etc.
Aimed at households 65+ or with a child under 5 and experiencing fuel poverty.

Have so far reached approximately 400 people though a mixture of events at venues such as libraries, Children and Family Centres, Age UKs.

Also employing Heat for Health Advisors to carry out home visits and provide tailored energy efficiency solutions for particular households.

Amanda Martin Dover District Council

The Warmer Streets (Green Deal Communities Funded) project is in the initial stages of the measurement, monitoring and evaluation part of the project. Residents in Aylesham that received a contribution towards their External Wall Insulation from the project are currently being asked if they are willing to take part in the programme and the majority have agreed to do so and have commented that they are very happy with the improvement in the external appearance as well the increased levels of comfort.

Officers from the Kent Energy Efficiency Partnership have drafted The Fuel Poverty Strategy for Kent

and it is currently out for consultation.

The consultation is currently open and your feedback would be welcomed. [The consultation/ survey monkey](#) for responses can be found on [Gravesham Borough Council's website](#)

Kent Local Authorities continue to promote Collective Switching through [Energy Deal](#) (Dover, Dartford, Gravesham, Tonbridge & Malling and Tunbridge Wells Councils), Big Maidstone Switch (Maidstone BC). In the latest rounds bespoke, market leading tariffs have been secured at auction.

Debbie Haynes Oxford City Council

- Energy Advice Officers doing home energy visits to Council tenants giving advice and advising property teams on works required. Also referring debt issues through to Citizens' Advice Bureau worker
- Before government policy changes announced, 80 EWIs, 220 cavity wall insulation installs plus upgrading loft insulation to 270mm across housing
- [ERIC project](#) (Energy Resources for Integrated Communities) – bringing solar PV power and smart energy storage to up to 100 homes in Rose Hill, East Oxford. The Council paid for and project managed 50 of these in its own council housing (and 25 additional solar PV only)
- Checking private rented EPCs and contacting landlords of Fs and Gs to either carry out HHSRS (single occupancy) or align checks with licensing checks and make licensing conditions (HMOs). Supported by thermal imaging project.
- Finding and promoting energy efficiency [Grants](#) including our own Winter Warmth one (with free Small Repairs) and FREE boiler with BG. Targeted at vulnerable people and managed by our Home Improvement Agency
- [Better Housing Better Health](#) managed by NEF with home checks/promotion and other carried out by relevant local authorities across Oxon and Bucks offers:
 - Grants of up to £2,500, with average grants of £1,000, for energy efficiency measures for homeowners with a respiratory illness or cardiovascular disease.
 - Free survey to identify potential risks to health for homeowners and private tenants with a respiratory illness or cardiovascular disease.
 - Benefits checks, fuel debt mediation, and assistance with switching energy tariff or supplier from two dedicated BHBH Citizens Advice caseworkers for anyone in need of support, whatever type of housing you live in.

Hazel Hill Bracknell forest Council

Changes within BFBC, resulting in my post being transferred in Environmental Health (where I originally came from), from 1st April.

Asked to present Green Deal Communities Project to The Berkshire EH Managers (BEHM) group for the Officer Achievement Awards 2015. The aim of the Awards is recognise 'achievement' in its widest sense and we are keen to acknowledge excellent work by individuals, or teams, and also to encourage the sharing of these significant achievements. BFBC was recognised for my role and work and awarded a glass plaque.

Matthew Thompson Action Surrey

The DECC Green Deal Communities fund – ‘Streets Ahead’ – has been very successful in meeting its agreed target for sign-ups (over 450) far ahead of schedule, with over 250 properties already feeling the benefits of solid wall insulation following their completed install.

Recently (25/02/16) DECC visited Surrey to view properties that had been completed through the GDC project and were very happy with the outcomes. DECC were particularly impressed with:

- Being able to talk directly to people about why they decided to spend their own money on these measures, and what energy efficiency means to them
- Learning about how the team chose to mobilise the funding, including our use of data to target particular homes and areas, and the methods we employed to motivate people to join the scheme
- Talking directly to the installers who carried out the work, and learning more about our consumer journey

Verena Boxall Runnymede Borough Council

Runnymede Borough Council are currently developing the Addlestone town centre location <https://www.runnymede.gov.uk/addlestone>. The development consists of:

101 bedroom hotel operated by Premier Inn

213 new homes comprising 160 private, 35 affordable-rented and 18 shared-ownership apartments

a mix of quality retail units including a Waitrose supermarket

a range of high quality restaurants

a six screen cinema operated by The Light Cinemas

a new gym

445 car parking spaces

public landscaped spaces

space for an energy centre

Of interest to SEALEO members is the construction of a gas fired Combined Heat and Power energy centre for the development. The CHP will serve via a community heat network the 213 new homes and the existing Runnymede Civic Centre. The CHP plant is a Cogenco GC-0238MA unit and will have 365 kW of thermal output and 238 kW of electricity output for the development.

Carol White Gosport BC

Gosport is now on its final Green Deal Communities Fund project. The work is now underway at Rowner and the first 55 properties have scaffolding up and the external wall insulation is progressing well. Once completed Gosport would have completed 196 properties – all EWI



In addition 26 park homes in Stokes Bay, Gosport have received external wall insulation using the GDCF. This work was carried out whilst negotiations for ECO was underway.

I have invited our local MP Caroline Dineage on the 8th April and DECC are also attending the Rowner site to see the progress.

Day to day work is as usual ongoing, finding funding for replacement boilers and ETT insulation works. Ongoing discussions with residents to reduce damp & condensation at this time of year.

Joanna Faul South Bucks Council and Chiltern District Council

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Helen Cooper Arun District Council

Arun are currently working on a Technical Innovation Project with the NEA to install smart thermostatic radiator valves to heating systems of people in fuel poverty.

Arun also won a small amount of funding to promote legislation from the Energy act relating to private rented properties. A landlords forum event is taking place in March and a mail out of information postcards will also take place.

The Home Energy Visitor service in ADC won an award with the NEA as Energy Champions promoting

	the great work they do working with individuals in fuel poverty in their homes.
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