

CAN Executive Meeting Minutes

11 July 2013 @ 10:30 am
London Borough of Camden Town Hall

Present:

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|--------------------------|-------|--|
| Darsh Chauhan | (DCh) | CAN National Secretariat & Vice Chair, East Midlands CAN |
| David Colbourne | (DC) | Chair, North West CAN |
| Tina Cowley | (TC) | E.ON |
| Jo Gill | (JG) | Chair, London HECA Forum |
| Peter Gudde | (PG) | Vice Chair, Eastern HECA |
| Paul Hinsley | (PH) | Chair, Eastern HECA |
| Steve Ives | (SI) | DECC |
| Rachel Jones | (RJ) | Chair, West Midlands CAN |
| John Kolm-Murray | (JKM) | Chair, London CAN |
| Karen Lond | (KL) | Chair, East Midlands CAN |
| Rob Leeson | (RL) | CAN National Secretariat |
| Paul Maplethorpe (Chair) | (PM) | CAN National Chair & Chair, East Pennine CAN |
| Oliver Myers | (OM) | CAN Representative and Policy Advisor |
| Neil Short | (NS) | Chair, South West CAN |
| Hilary Tanner | (HT) | LGA |
| Carol White | (CW) | Chair, South East CAN |

Apologies:

| | |
|-------------|-----------------------------------|
| Jane Mears | Vice Chair, East Pennine CAN |
| Cliff Darby | Acting Vice Chair, South East CAN |
| Stuart Pye | Vice Chair, North West CAN |

Welcome and Introductions

PM welcomed the group and introductions were made.

1. Minutes of 11 April 2013 & Matters Arising

- 1.1 The minutes were read and accepted as a true record of the meeting. The following matters arising were addressed:
- 1.2 Page 4 JKM will forward presentation to the Executive although it is similar to the presentation at the Newcastle conference.
- 1.3 RL read Colin's email of 13 June 2013 on EPC. Although no report has been produced, issues with the early data sets have been identified. RL will forward the email to the Executive.
- 1.4 DC & RJ both agreed that the earlier data has many problems. The data from Dec 2012 is more improved and more accurate though it is not entirely flawless.
- 1.5 PM mentioned that in April there was a step change. In April 2014 there will be another change to bring RD SAP in line with the Building Regulations. PM offered to go through an EPC assessment at the next meeting. RJ suggested it may be useful for PM to do this as a workshop at the September event in Coventry.
- 1.6 Warm Front data. RL chased this and has been told that the data should be released in a couple of weeks. A Carillion rep has told PM not to expect it but this is not what DECC is saying.

Action: JKM to send presentation around the Executive

Action: RL to forward Colin's email to the Executive

Action: RL to contact PM re running RD SAP and EPC workshop at Sept conference

Action: Speak to SI about the Warm Front data

2. Sponsor's Update

- 2.1 TC reported that although E.ON has no intention to become a Green Deal provider, they have entered into an agreement with Insta to be E.ON's Green Deal provider. E.ON has a dedicated Green Deal team which I being led by John Hadley. TC encouraged members to contact the team if in need of advice.
- 2.2 E.ON has started notifications and brokerage auctions. Prices have come down drastically in line with normal sourcing, as prices did start off artificially high.
- 2.3 The following questions and answers followed:
- 2.4 Q. Why do you think E.ON has done so well?
- 2.5 A. E.ON started in October last year and so had a head start as they finished CERT and CESP on time. Vaillant have delivered a lot of boilers for E.ON.
- 2.6 Q. When you talk about achievement does this mean E.ON has found all the clients or has E.ON just contracted for it all?
- 2.7 A. Yes, the contracted companies are then tasked to identify the clients. So E.ON has contracted for their entire target.
- 2.8 Q: Under HHCRO certain contractors are charging for extras such as brackets.
- 2.9 A. E.ON has very clear guidelines on exactly what is expected from contractors. If anything is over and above, it should be picked up at the technical survey and they should come back to E.ON and they will decide who will fund the works. There should be no instances of hidden extras at installation stage. There are about eight exceptions paid on top of standard installations. Nothing has been published by E.ON but it is written into contracts. TC will forward.
- 2.10 Q: E.ON has been fined for selling light bulbs. What will happen to this money? Is this is going towards the Warm Homes discount?
- 2.11 A: TC Unaware of the issue. Will provide a response later after speaking to colleagues.
- 2.12 Q: How are the other companies doing?
- 2.13 A: TC does not get told about other utilities progress. They won't know until end of project.
- 2.14 Q: Has the ECO target been set too low?
- 2.15 A: The lifetime bill saving target to achieve per measure has been higher than expected so easier to achieve. This may be corrected in ECO II.
- 2.16 If people are being asked for extra money then this needs to be monitored, especially if local authorities are being expected to pick up the tab.
- 2.17 If a boiler is bigger than 28KW there will be an additional cost. This is worth highlighting as most householders will not be aware of this.
- 2.18 Q: Properties not on mains gas cannot assess HHCRO. This is not good for fuel poverty.
- 2.19 A: There are some schemes where gas can be put in if it is close to a supply line, although some areas will never get mains gas. These should be eligible for solid wall. Properties in rural areas are a challenge.
- 2.20 It was noted that the new definition of fuel poverty says there is no difference between urban and rural areas.
- 2.21 Good news re ECO and park homes. In the West Midlands, E.ON and Npower are looking to use chartered surveyor reports to access funding and provide measures such as external wall insulation and boilers.
- 2.22 Q: The vulnerable are being ignored because it is cheaper to do work on more properties that are closer than single properties e.g. whole streets.
- 2.23 A: Yes it is cheaper to work on multiple properties. Companies have an obligation to deliver as many measures as cheaply as possible.

Action: TC to forward list of exceptions to ECO jobs to network.

Action: TC to provide response on what is happening with the money from the fine.

3. Secretariat Update

- 3.1 Over the past three months the national Secretariat has been busy with the Cardiff and Newcastle conference training days. Both have been very successful. In Newcastle there were more social landlords than local authority officers attending, which has not been the case at previous events.

- 3.2 CAN will now be focusing on the September event in Coventry and the annual CAN awards. A news magazine is due out for the end of July and e-bulletins will continue to go out monthly. CAN will also be working on the members' survey.
- 3.3 The Coventry event will be held on 3 September in Coventry at the Ricoh in the E.ON suite. The event will follow the same format as previous one day events except that it will begin at lunchtime and end in a gala dinner and awards. For reasons of cost, CAN will only be offering 50 free places to LAs for the dinner, which will be on a first come first serve basis (10 of these will be reserved for the award winners). This will be the last CAN National Conference of 2013.
- 3.4 Nominations for the awards will be going out to the regions next week. Each region must nominate one project/team/officer for the award for their region. There will be no national panel. It will be for the region to identify their nominee. Guidance notes will also be sent with the nomination form.
- 3.5 The award will be the wooden trophy in the shape of the CAN logo, as used at the last awards in 2009.
- 3.6 Regions will be asked if they have a nomination for the lifetime achievement award. This award was previously known as the Baroness Maddock award. RL will need to check with Baroness Maddock to see if she is happy for the award to continue to be known as the Baroness Maddock award.
- 3.7 Questions are being drafted for the members' survey. In addition to the standard questions about role and title, members will be asked about: 1) reverting back to a two-day conference; 2) rebranding from CAN back to HECA 3) redefining the role of the work of CAN. Chairs will be sent the questions and asked for feedback. Some questions will be open to non-local authority officers however some will focus on local authority officers as CAN is primarily a local authority officer network. If the members' survey shows support for a two-day event, then this will begin in 2015 so we will be able to honour our current contract with E.ON.
- 3.8 CAN currently has £27k in the savings account and £11k on the current account, however we still need to pay for the Newcastle conference venue.
- 3.9 The events for 2014 will be in January, March, June and September. We are hoping to return to London in January and end the events at the Ricoh in Coventry again, with the awards for 2014. The March and June events will be in the South West and North West regions.
- 3.10 Q: Can an event be followed on by a non CAN event e.g. a dinner?
- 3.11 A: In principle there is no problem with this providing it does not interfere with the main CAN event. Any such event must be agreed with the Executive first. Such an event would be good for networking.

Action: RL to check with Baroness Maddock to see if she is happy to continue for an award in her name, if a nomination is received.

Action: Secretariat to send out Award nomination forms and criteria to the Regions.

Action: Regions to send nominations to CAN Secretariat.

Action: Secretariat to send draft questions for the members survey to Executive for comments.

4. Representation, consultations and policy

- **Public Health**

- 4.1 JKM gave an update on the public health agenda. The Islington and NEA public health event is now fully booked. There will be a workshop on funding in the afternoon. The event will be good for networking and to try and establish collaboration on common agendas.
- 4.2 No one has really managed to secure much funding from the health sector across the country.
- 4.3 There was a Cold Weather Plan seminar last week. The event was quite small event but there were interesting slides and statistics. JKM to circulate to the group.
- 4.4 Age UK did a review of strategies in England. Only a handful mentioned fuel poverty. It is crucial to try and get fuel poverty noticed in joint health strategies and need assessments.
- 4.5 There is little chance of WHHP funding this year. DECC are talking to DOH about alternative funding but nothing is guaranteed.
- 4.6 The NEA is preparing a template for joint strategic needs assessment. This should be uploaded onto their website
- 4.7 Colleagues have managed to build affordable warmth into the Warmer Worcestershire project. The work includes the winter flu jab campaign etc. The health colleagues

however want more evidence and more research. There is also funding available around the aging well strategies.

Action: JKM to circulate information from the Cold Weather Plan seminar to the group.

- **Warm Front data**

4.8 Discussed above see point 1.6

- **Climate Local**

4.9 68 local authorities have now signed up to Climate Local. The LGA is keen to work with CAN to encourage the take up of Climate Local. Lucy Breeze will be contacting the Secretariat to see if the LGA can deliver an address at the next CAN event.

4.10 Some regions have had speakers from the LGA to discuss Climate Local but then have had no feedback or contact from the LGA since. Members feel many smaller local authorities are not signing up to Climate Local due to a lack of capacity. It seems to some that Climate Local is a mere tick-box exercise with no real targets.

Action: CAN to work with Lucy Breeze, Climate Local, LGA about promotion of Climate Local to LAs.

- **DECC's Big Energy Saving Network**

4.10 DC has been contacting DECC regarding the Big Energy Saving Network, which is designed to get people to save money and assist the fuel poor. DC was concerned, though, as DECC has excluded local authorities from this programme. Despite his emails to DECC he has had no reply from them.

4.11 Members noted that many local authorities are commissioning advice services which are working better than the ESTACs', yet they have also been excluded.

4.12 Members who had attended the Newcastle CAN Conference noted that the DECC speaker said that there are no targets with the Green Deal. The only targets are under ECO. Despite thousands of assessments taking place there is very little take of the Green Deal. Members felt DECC was unwilling to acknowledge that the Green Deal is not working.

4.13 Baroness Maddock at Newcastle mentioned that many people were having Green Deal assessments but then financing measures through alternative sources. However, there is no record of these or collection of the measures installed as a result of a Green Deal assessment. Baroness Maddock felt this data should be collected.

- **DECC Private Rented Sector Working Group.**

4.14 Landlords are resistant to go further than band E, yet the policy makers want to go to Band D.

4.15 There was some discussion over what does "no cost" actually mean to a landlord. An argument is that commercial loans may have lower interest rates and don't constitute upfront costs. There are issues with the Consumer Credit Act which is preventing tenants from taking up a Green Deal. DECC are looking to resolve this by March 2014.

Action: Chase DECC for progress on the issue with tenants and GD.

- **Potential Name Change**

4.16 This was an issue that was discussed at the Chairs Away Day in February this year. It has been agreed to include this subject in the CAN members' survey. So far across the network, two of the regions have changed their name: CAN East has become HECA East and London CAN has become the London HECA Forum. Everyone agreed that there needs to be a clear discussion about the issue as there is a danger of split and misrepresentation.

4.17 PM has asked the East Pennine region for their opinion on a name change. Their response was that they do not have any firm preference.

4.18 JKM reported that London has changed their name. He is interested to see what impact this will have on policy.

4.19 KL from the East Midlands reported that EM CAN seem happy to stay as CAN. (Including traditional HECA officers). During a previous round there was a 60:40 split for CAN/HECA

- 4.20 SW CAN was 50:50 split. The traditional HECA officers wanted the focus to revert to housing but the forum is much broader, due to the vastness of CAN, so it includes environmental health, planner etc.
- 4.21 Members agreed that there should only be two options: CAN or HECA. There should not be a third option as this is can become very problematic. Members also accepted that, as we are currently under sponsorship with E.ON as CAN, we need to be mindful of their branding etc. as well.
- 4.22 There was a suggestion to include housing in the strapline.
- 4.23 A debate followed on the role of the network. JKM raised the fact that many people/organisations are unaware of CAN's existence or purpose. Maybe CAN needs to take on a more active role.
- 4.24 OM reminded the group that the aims and objectives are written in the articles of association and we need to consult with this before we go any further. The Network was set up to support officers, to encourage and engage with officers and best practice. Furthermore CAN is not a statutory body and has limited resources.
- 4.25 PM mentioned that this also needs to be a focus for the member's survey. As the conferences tend to attract a larger regional crowd it is not appropriate for the subject to be covered at an event.

Action: Could also include questions on aims of organisation in CAN members survey.

- 4.26 JKM suggested that CAN liaise with organisations like ACE who have a voice and can lobby on our behalf. It was noted that ACE have worked with CAN and have attended some of the regional meetings and run workshops at CAN National Conferences.

Action: PM and JKM to discuss way forward and revisit the aims and objectives of UK HECA/CAN.

Action: Secretariat to include questions on name change and objectives of CAN in the members' survey.

5. Regional Updates

5.1 East Pennine CAN

PM reported that the region had met two weeks ago. The meeting was held jointly with the NEA and was well attended. Many LAs in the region are exploring partnerships with providers to deliver the Green Deal and ECO. Sheffield City Council is hoping to recruit a Green Deal Officer.

Emailed updates:

Name: Paul Maplethorpe

CAN Position: Chair

Details of any meetings held and/or forthcoming:

Next meeting will be Yorkshire & The Humber Fuel Poverty Forum
Friday 28 June 2013
York Medical Society

Details of any other events held and/or forthcoming:

A workshop to discuss regional and national strategies towards green buildings, green governance and green urban systems.
LECTURE THEATRE 9 HICKS BUILDING UNIVERSITY OF SHEFFIELD
HOUNSFIELD ROAD SHEFFIELD S3 7RH Stakeholder Meeting - 25th June 2013
10am - 3pm

Details of any current projects:

Rotherham has a referral affordable warmth scheme with Needs Advice Support Yorkshire Housing. Has an EWI scheme for 33 bungalows fully funded on Wimpey no fines
We have one tower block in Rotherham now about to start on a fully funded cavity wall insulation program for this, finally.

Schools program of PV is concluded. There are other schools that could take PV but nothing planned at moment.

External cladding program to start with funding for half this.

Well down road to having a partnership arrangement for ECO with 3 to 4 providers will go out for submissions of interest July to September 2013

Any other comments, e.g. issues or barriers:

If you have not seen this I recommend and may be its something we could have for a future CAN training day.

Department of Energy and Climate Change (DECC) led by DECC's Chief Scientific Adviser, David MacKay and climate change author, Mark Lynas.

British Energy Challenge www.lepnetwork.org.uk/british-energy-challenge.html

Name: Doncaster Council

CAN Position: Representative

Details of any current projects:

Currently working with Doncaster based contractor Westdale Services to deliver fully funded (ECO) EWI to 900 private sector homes.

A scheme with Doncaster based Green Dealer is being explored for 100-200 private sector homes to receive fully funded EWI + boilers and loft where a qualifying criteria is met.

A further scheme with Barnsley based Nation Wide Solar is being explored for fully funded (ECO) EWI for up to 500 private sector homes.

Currently all works are being undertaken on semi-detached homes.

Warm Homes, Healthy People scheme ran very well. 700 over 70's assisted with various home improvements and advice.

Doncaster public health hoping to fund a scheme this winter should DoH money not be made available.

Any other comments, e.g. issues or barriers:

Having difficulty finding funding for affordable warmth qualifying boiler upgrades.

Currently have 75 qualifying customers on a waiting list. Any funders interested?

Name: John Mallinder (Barnsley MBC)

CAN Position: Representative

Details of any other events held and/or forthcoming:

Event held Saturday 22 June – Barnsley College Think Low Carbon Centre

An Installers Guide To Green Deal and ECO

With speakers from Leeds City Region, Barnsley's Assistant Director of Planning, Building Control & Sustainability, NPower, Accreditation and Green Deal Providers

Leeds City Region Green Deal Supplier Warming Bradford 24 May

Details of any current projects:

Green Deal Pioneer Places pilot with Keep Moat Regeneration and University of Sheffield. Due to start on site 22 July, offer finance from 5 August and complete by end of August. Post install monitoring and project evaluation to follow. Findings available October.

Investigation into joint service working – public health and home energy efficiency possibly around Responders To Warmth approach.

Ongoing work with Big Energy Upgrade Y&H. Heating and solid wall insulation upgrades to 230 homes in Atherlsey completed. Works still on site in other areas eg. Doncaster due to take-up of additional funding. Project terminates June 2014. Future work with University of Sheffield to evaluate project and disseminate findings and to identify forward funding opportunities / define ERDF exit strategy.

Leeds City Region Green Deal – Intermim Green Deal framework in place with three preferred providers selected. Tender process under development (at Outline Solutions stage). Local authority partners collaborating to map ECO potential through purchase of EPC data.

Sheffield City Region Green Deal – interim framework for ECO delivery in place with three preferred providers selected.

Any other comments, e.g. issues or barriers:

The authority took aeons to evaluate risk around Green Deal and to approve start-up costs. Provisions for this must first be entered as formal elements within in the economic strategy rather than appendages to 'Housing'

Green Deal Pioneer Places pilot

Difficulty identifying clusters of suitable properties / households of the right income profile and bill saving potential. Homes that yield measures do not necessarily have scope for energy bill savings. The trick is to find Higher Than Average Energy Users but this is only obvious at the Green Deal Occupancy Assessment stage.

Issues around Green Deal Providers' communication with partners and customers, responsiveness initially poor.

Delay to start on site due to wave 2 on-boarding process with DECC / The Green Deal Finance Company.

5.2 North West CAN

DC reported that the regional CAN is working closely with the regional NEA forums as the audience is the same for both meetings. They have asked members to provide links to their HECA reports so that these can be put on the website. They are currently working on a document where affordable warmth policy has failed and vulnerable people have fallen through the gap.

5.3 East Midlands CAN

KL reported that the region last met in Corby in June but the meeting was not as well attended as previous meetings. The Secretariat, Pippa Reeve has now changed employment from Daventry District Council to the private sector (Flourish Services). She will continue to provide the Secretariat services though. KL has advised members about the survey and awards.

Emailed Update:

Name: Karen Lond

CAN Position: Chair

Details of any meetings held and/or forthcoming:

EM CAN held its last meeting on 6 June at Corby Enterprise Centre, Corby; turnout was low. Our sponsors Snug Network/Instafibre updated us on Green Deal and ECO. Our hosts Corby Borough Council and Corby Electic presented on some of their Energy initiatives – Zero Energy Bill and Community Energy Scheme – Sara Earl and Nick Bolton. Harriet Thomson a Fellow from York University presented her findings on Fuel Poverty across the EU this was followed by an equally interesting talk on the impacts of policy changes in fuel poverty and welfare reform on disabled people by Dr Carolyn Snell – York University.

The Chair advised attendees of forthcoming CAN events, the member's survey and the regional CAN awards.

Our next meeting is proposed for Thursday 3 October; venue to be confirmed.

An email has been sent to all our LA members to ascertain where they would prefer the next meeting to be and whether they have a preferred subject, format, speaker etc: it is hoped this might attract a better turnout at our next meeting.

Details of any other events held and/or forthcoming:

Next NEA East Midlands Fuel Poverty Forum is on Wednesday 26 June 2013 at The Nottingham Mechanics, Nottingham, 9.30am-1.00pm.

5.4 South West CAN

NS reported that that Cornwall has signed a deal with British Gas to deliver the ECO and GD. The contract is believed to be worth £100m. ECO pilots are taking place in Exeter and Somerset and there will be a renewable energy conference in the region as well.

Name: _Neil Short

Emailed update:

Name: Neil Short

CAN Position: Chair

Details of any meetings held and/or forthcoming:

- Last Exec meeting: 16 May 2013
- Next Exec meeting: 8 August 2013

Details of any other events held and/or forthcoming:

- SW CAN Forum meeting: 13 August 2013

Details of any current projects:

- Colin Anderson (ex CAN Chair) has taken up the role of SW CAN President and will be a great asset to the branch in an advisory role.
- Cornwall Council signed a contract with British Gas for ECO and Green Deal for £100m on 1st April. This funding is split with £50m for Green Deal and £50m for ECO to be spent by March 2015.
- Swindon won the South West NEA Footprint Award, and the Wildlife Trust Award for carbon saving.
- An ECO trial is underway in Exeter and part of North Somerset to insulate blocks of hard to treat flats.

5.5 West Midlands CAN

RG reported that there is meeting on 11 July which will be joint meeting with NEA. LAs in the region have agreed to put in a small amount of money for assessments. There has been a workshop on the DECC fuel poverty competitions. There is more information available on the SHAQ website. Birmingham is now focussing on the ECO and only offering the GD as an option. Some LAs are in negotiation with Carillion. It was suggested that, as most LAs in the area are quite aware of ECO and GD, the conference workshops on these subjects should be more advanced.

5.6 HECA East

PG & PH reported that the Memorandum of Understanding has been adopted and a new Chair, Vice Chair and Secretariat have been appointed. They are happy with the name but feel that the agenda is, and should be, much wider.

5.7 South East CAN

CW reported that they had a successful workshop in Woking in May. They have seen lots of new members from various areas including planning and environmental health. Insta group gave a presentation and Abdul Hussein, a trained Green Deal assessor, did a GD assessment from start to finish. They also had a visit to a power plant. They also had some good speakers on park homes, floor insulation and the green register, including Lucy Pedler who is an architect.

Emailed update:

Name: Carol White

CAN Position: Chair

Details of any meetings held and/or forthcoming:

SECAN ran a successful workshop on 23rd May 2013 at Bracknell Forest Council.

- Debbie Cantley of InstaGroup updated members on ECO opportunities and provided up to date information on SWI with regard to the Green Deal.
- Abdul Hussain Home Energy Efficiency Officer, Wealden District Council on “**What to Expect in a Green Deal Assessment**” the customers journey from the beginning (Green Deal assessment to install of measures).
- External visits were planned to: CHP plant at the leisure centre (transport provided) Energy Matters shop (within walking distance).
- Cathi Foale, provided details of insulation to floors in park homes for those who did not want to do the visits.
- Workshop led by Lucy Pedler, who is an architect with 24 years of professional experience in the UK and USA, with particular expertise in the sustainable issues relevant to architecture. Lucy started her own sustainable architecture practice, archipeleco in 1991 and created The

Green Register in 2000 as part of her lifelong commitment to the promotion of sustainable building:

- Residential retrofit in the UK – The Scale of the Problem
- The challenges of retrofit in older, 'hard to treat' homes
- Case studies illustrating solutions to older/historic homes
- Legislation/guidance/incentives for eco-refurbishment (Part L, Green Deal, RHI etc)

A round-up from our sponsor was also made available (InstaGroup, Scottish Power, SSE & British Gas). However, only Scottish Power were available to provide an update.

Next meeting will be held at Woking DC on 11 September 2013

Details of any current projects:

Runnymede Council and Bracknell FC have park home insulation programmes.

Dover DC is running a collective switching programme.

Arun are working with Yorkshire Energy Services on an ECO project

Gosport BC are securing CERO/ECO funding for their housing stock and HHCRO for private sector housing.

Hampshire have also been working on a Collective Switching Programme.

Portsmouth have developed a "Solent Green Deal" website and are working with councils belonging to the South Hampshire Partnership to promote this in the private sector.

5.8 London HECA Forum

JG reported that they had a short forum meeting. Dyson has got the ECO contract for Hillingdon. Some boroughs are out to tender on ECO whilst others are still considering the best strategy for them. The GLA is discussing having a support team for delivering ECO across London. There is also a lot of work programmed for addressing barriers to ECO. There will be a tool kit presented on 31 July 2013.

6. Guests: Steve Ives, DECC and Hilary Tanner, LGA

- 6.1 Introductions were given by everyone present. PM welcomed the guests and thanked them for attending the meeting.
 - **Steve Ives, DECC**
- 6.2 The first round of stats for the GD were published on 27 June. The next round of monthly stats are due on 18 July.
- 6.3 DECC are encouraged by the number of GD assessments that have been carried out. There are some issues, such as the landlords and GD, but these are being worked on at the moment. DECC is disappointed with the blockages in the availability of Green Deal finance but, again, this is being resolved. DECC is interested in what more can be done to support authorities with GD. DECC is considering the responses to the brokerage consultation
- 6.4 DECC is working with the Centre for Sustainable Energy to establish a network of open show homes. DECC wants to link existing national show homes networks. They will establish a website and provide support on running open-home events. They will also enable the public to visit show homes. This will be completed by May next year.
- 6.5 The on-going civil service reform programme means that all departments are looking at different ways of delivering policy advice. As part of this, DECC is looking at issue of consents around GD and social housing. DECC has contracted TNT to carry out this work.
- 6.6 Around 82% of LAs have submitted HECA reports. Consultants have been employed to go through these. They will then put together a database of information from these reports which will make it easier to partner schemes and services and get the best out of the data. The NIA has asked DECC for information on the HECA data. A list of LAs who have not written or submitted a HECA report is with the Minister. He subsequently wrote to all those LAs in early August.
 - **Hilary Tanner, Local Government Association:**
- 6.7 The LGA is working on narrative on what we can ask for on working on fuel poverty between local and central government. According to the LGA, local government is the natural home and

right level to address fuel poverty. The LGA is putting together evidence of what LAs do, how creatively do they do things and what types of partnerships they enter into. This will be presented to DECC over the Summer, with the LGA's recommendations on how local authorities can be supported to tackle fuel poverty.

- 6.8 The LGA is arguing for smart brokerage of money and resources. They are for better co-ordination across government (e.g DECC and DOH) to combine financial resources in order to tackle fuel poverty.
- 6.9 The LGA is hoping that the ECO II will reflect the principle of smart brokerage. The question they are considering is whether the resources are best placed with the energy companies or LAs. There is no LGA policy on this issue yet and discussion will continue over the Summer.

The following questions and answers followed:

- 6.10 Q: How worried are you about people understanding the new definition of fuel poverty and getting it wrong?
- 6.11 A: HT: This depends who will use it. Currently there is not a match between any definition and where fuel poverty resources go. There is still value in a simple definition, but the LGA has highlighted the importance of local evidence and agreeing priorities with local partners.
- 6.12 Q: People are having problems with understanding the definition and what the definition is driving at. How can this be addressed?
- 6.13 A: SI: The Fuel Poverty Strategy has not yet been published. It will be published after the current energy bill has gone through parliament. This will provide some clarity.
- 6.14 Q: The impact of the welfare reforms is that whoever was targeted traditionally may not be targeted now. Does the LGA have any thoughts on this?
- 6.15 A: HT: The LGA is looking at this and working with councils to document the impact of welfare reform. There is a need to capture the evidence base at the moment and highlight any issues for councils and the impact on vulnerable people.
- 6.16 Q: The changes to welfare benefits will mean some people are no longer eligible. How challenging is this to ECO providers?
- 6.17 There are discrepancies across the region as to the wording on the benefit letters which are used to prove eligibility. There needs to be consistency across the country, as this problem is causing long delays and stress to clients. This should be consistent nationally.
- 6.18 There are concerns over people eligible for HHCRO being sold the GD.
- 6.19 A: SI: DECC data suggests that people are being directed to ECO where appropriate. If there is concern from LAs then this needs to be feedback to DECC.
- 6.20 JKM: ECO is not always targeted on basis of need, so there is a disconnect between areas where it's easy to act and areas where there is a lot of excess winter deaths. JKM strongly urges LGA to push for levy which can then be redirected to vulnerable areas as is done in Northern Ireland. He believes this should be the way of delivering the new ECO II.
- 6.21 Q: LAs were excluded from the Big Energy Network. There is support for patchy EST advice when LA advice lines are much better.
- 6.22 A: HT: The focus of the Big Energy Network is on training volunteers.
- 6.23 Q: There are existing professionals with great experience on the ground, e.g. knowing who can provide services for emptying lofts. Surely they should be supported and charged with delivering local advice. Some professionals have over 30 years of experience and they still get caught out. New volunteers will not be as good as these workers. We should be using existing energy advisers and not making a new tier.
- 6.24 Q: What is happening with the Warm Front data?
- 6.25 A: SI: Thought there was a deal and the data was available. SI agreed to chase this up.
- 6.26 Q: There was an instance where a member of the public rang the national energy advice line. They were told flatly that they can't have EWI as this measure has nothing to do with it. The officer has finally arranged for these works through E.ON.
- 6.27 A:SI: DECC can't do anything without feedback and details. Please send such information on so that DECC can consider further.
- 6.28 Q: Under HHCRO and in rural areas, due to the obligation of delivering in the most cost effective manner, only gas properties are being done. LPG oil etc not being done. LAs then have to pick up the tab. But most don't have the funds to act.
- 6.29 A: SI: DECC don't have the power to force energy companies to fulfil their obligation in specific ways. Suppliers are free to deliver their obligations in the most cost effective way they can achieve.
- 6.30 Q: This should be looked at for ECO II and there should be provision for a pot of funding for LAs to access for cases that have been missed out.

- 6.31 A: HT The question we need to ask is who's paying for ECO delivery. Research from Consumer Futures suggests that if clients have oil or LGP they are probably paying twice through bills and not getting the benefit.
- 6.32 A: SI: DECC have more powers under ECO than previously to obtain information on costs from energy companies.
- 6.33 HT: suggested that the LGA and CAN could have a chat on what they would like to see on ECO II and then issue a response.
- 6.34 Q: There needs to be information on which extras can be charged for and which are included?
- 6.35 A: SI: Ofgem should be able to provide advice on this.
- 6.36 Q: Why don't Ofgem respond to emails?
- 6.37 A: SI: Ofgem's remit is to administer ECO within the powers of the ECO order and generally work with licence holders i.e. obligated suppliers. However, Steve agreed to provide a contact for CAN to seek someone to attend a future CAN Executive meeting.
- 6.38 Q: There is a barrier around the consumer credit act and who loans are attributed to? The issue is about whoever takes out the loan must be the bill payer.
- 6.39 A: SI: There is a consultation on this at moment.
- 6.40 Q: Rotherham is going down a major ECO route. There are deals with providers in different areas. The feedback on GD is that the advice given on the advice line is poor or that whenever people have had surveys the work has not progressed any further. In some cases where a provider cannot be found they are having to hand money back.
- 6.41 Q: Some LAs cannot promote the GD as they are already offering interest free loans. ECO is where the real work for LAs is. Everyone wants GD for glazing but this doesn't work for GD. The loan element works really well for SMEs as they have no one providing alternative credit for them at the moment, but the GD loan is pointless for households.
- 6.42 Q: it is not clear how cash backs will work.
- 6.43 A: SI: These will only be on offer until March 2014. When it's gone it's gone.
- 6.44 Q: Has this all been allocated yet?
- 6.45 SI: No.
- 6.46 Q: It was suggested that it takes a lot more time to arrange ECO than CERT did. LAs are faced with fewer staff and more work.
- 6.47 A: SI suggested that the E.ON representative might want to comment on this.
- 6.48 TC: The E.ON procurement progress is very long, as everything has to be above board.
- 6.49 Q: LAs insist on using a local supply chain. Larger umbrella organisations have accreditation but local suppliers who work under them may lack this.
- 6.50 A: TC: E.ON is trying to restrict too many layers of sub-contracting, as this leads to a loss of control over standards. Problems arise from the health and safety perspective. E.ON's name will be splashed over newspapers if problems occur. This is why they are trying to control this.
- 6.51 Q: If providers have been pre-selected and there is a need to go through a procurement route, why do they then need to go through EU procurement route as well?
- 6.52 WM has a really good paper on procuring GD providers. RJ will forward a link to the group.
- 6.53 A: SI: DECC cannot prescribe which route a LA chooses to take to procure a contractor.
- 6.54 A: HT has case studies on open procurement that can be shared with CAN and through knowledge hubs.
- 6.55 Q: Why should LAs bother with GD?
- 6.56 A: RJ: Birmingham isn't selling it as green deal. It's an option but actually the focus has shifted to ECO. There is a multitude of finance options. GD is one of them.
- 6.57 A: SI: It's early days but GD is potentially a huge new source of funding. ECO, alone, cannot deliver at the scale required and the more funding that comes through ECO then the greater the risk of increased pass through of cost to consumers.
- 6.58 Q: Is there an opportunity for allowable solutions as potential for raising finance?
- 6.59 SI: DCLG is aware of this and know the links. There is a discussion going on about it now.
- 6.60 Q: Different wording is a problem in the criteria, due to the move to universal credit. Who qualifies for ECO if all benefits are rolled together? Government should get rid of the benefit criteria and base it on SAP ratings. Fuel poverty stays at same addresses even though the fuel poor move on. The private rented sector and owner occupier sector is the worst.
- 6.61 Q: Are the LGA willing to work with CAN on designing a fuel poverty programme that will work and almost eliminate fuel poverty rather than tinker with a broken system? This fits in with projects such as the Energy Bill Revolution?
- 6.62 A: HT: The LGA doesn't comment on distributional issues and has not signed up to the Energy Bill Revolution. However there are areas where CAN and the LGA can work together.

- 6.63 Q: Bearing in mind the few installations from GD so far and the thousands of paid-for assessments that have taken place, at what point will DECC think there is something not quite right with the GD?
- 6.64 A: SI: DECC is monitoring what is happening. DECC is aware that there are teething problems and is working to resolve issues.

Action: RJ to forward link to paper on procuring DG providers to the group.

Action: SI To report back progress on the Warm Front data.

Action: All To provide SI with feedback on problems encountered as appropriate.

7. AOB

- 7.1 There was no other business.

8. Date of next meeting

- 8.1 The next meeting will be held on **10 October 2013** at Camden Town Hall, London. Invited guests include: Fern Leathers, Fuel Poverty Team, DECC and Paul Ogden, Public Health, LGA.