

## Affordable Warmth Strategy Action Plan

An Implementation Group will be formed with representatives from partner organisations at the time launch of the launch of the Strategy in October 2009. It will be the responsibility of this group to fully assess this action plan, to populate completion timescales and responsibilities and to monitor the delivery of the strategy.




STRATEGIC PRIORITY	KEY ACTION	TARGET	DUE DATE	RESPONSIBILITY	OUTCOMES	PROGRESS/RAG STATUS
<b>ONE: Engage with people to improve awareness and understanding of fuel poverty &amp; energy efficiency</b>	1. Maximise partnership working between key agencies within Haringey	<p>Set up Affordable Warmth Strategy Implementation Group with representatives from partner organisations and wider group of key agencies for the sharing of information</p> <p>Produce a directory of key 'link' contacts for information sharing between partner organisations and key agencies</p> <p>Explore good practice in other local authorities that have adopted a similar approach</p> <p>Explore opportunities for energy companies to join the partnership</p>	October 2009	Strategic & Community Housing	<p>Composition of Implementation Group and terms of reference agreed</p> <p>Implementation Group meetings scheduled</p> <p>All emerging initiatives are easily communicated to relevant agencies</p>	

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<p><b>ONE: Engage with people to improve awareness and understanding of fuel poverty &amp; energy efficiency</b></p>	<p>2. Develop and implement a communication and marketing plan</p>	<p>Communication plan completed and launched in consultation with partner organisations</p> <p>Ensure that a PR campaign is developed and sustained</p> <p>Advertise the Government's annual 'Warm &amp; Well' campaign in all public buildings including libraries, sports centres and community centres</p> <p>Produce a quick reference guide to enable people to quickly determine eligibility for grant funding</p> <p>Advertise 'top tips' and myth-busting facts for reducing emissions and reducing energy bills - Haringey People &amp; other publications/posters</p> <p>Investigate a multi-method</p>		<p>TBA</p> <p>TBA</p>	<p>Understanding of fuel poverty and energy efficiency increased across the borough</p>	

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		<p>approach to communication e.g. advertising on Council Tax bills, street banners and on public transport</p> <p>Target people in receipt of benefits with information on energy saving enclosed with benefit advice/cheques</p>				
<p><b>ONE: Engage with people to improve awareness and understanding of fuel poverty &amp; energy efficiency</b></p>	<p>3. Work with advice and information agencies such as the Citizens Advice Bureau, Age Concern and Help the Aged, groups such as the Landlord's Forum and other partners to address fuel poverty and also to inform of the latest initiatives in Haringey so that there is a one-stop approach (Linked to Communications and Marketing Plan)</p>	<p>All key agencies are kept aware of and can disseminate appropriate advice to clients</p> <p>Ensure that appropriate training is carried out with agencies and the voluntary sector on tackling fuel poverty and promoting energy efficiency</p> <p>Work with agencies to deliver an affordable warmth road show to take the key messages to the public in i.e. shopping centres and supermarkets</p>			<p>Public facing staff in all key agencies are aware of and can advise on available initiatives</p>	

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		<p>Work with debt advice agencies and credit unions to increase access to direct debit as a payment option</p> <p>Work with the Energy Saving Trust to make households aware that they can get a free impartial energy report</p> <p>Explore opportunities for training with the Energy Saving Trust</p>				
<p><b>ONE: Engage with people to improve awareness and understanding of fuel poverty &amp; energy efficiency</b></p>	<p>4. Mainstream fuel poverty by raising awareness of all staff to identify potential households and signpost them to relevant sources of help.</p>	<p>Identify training requirements across services</p> <p>Conduct training/briefing sessions for all staff that routinely come in contact with vulnerable people</p> <p>Develop briefing sheets for support workers that come in regular contact with elderly or vulnerable residents</p> <p>Work with education professionals to promote</p>				

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		awareness of energy efficiency in schools				
<b>ONE: Engage with people to improve awareness and understanding of fuel poverty &amp; energy efficiency</b>	5. Target particular areas of the borough where high levels of fuel poverty are identified.	<p>Utilise the Aerial Thermal Survey results to identify areas of suspected high fuel poverty and target these areas using door knocking programme and CESP programme</p> <p>Use data from the English Housing Survey (ESH) and the updated Census (2011) to build an accurate picture of fuel poverty in Haringey</p> <p>Target those households in receipt of benefits</p>	From April 2010		Take up of Warm Front grants increased	
<b>ONE: Engage with people to improve awareness and understanding of fuel poverty &amp; energy efficiency</b>	6. Audit what information is available currently and if it is appropriate i.e. language and format (Linked to Communications and Marketing Plan)	<p>Collate information from all organisations involved with fuel poverty and insure that all publications are up-to-date</p> <p>Explore the possibility of</p>				

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		producing multi-agency literature on fuel poverty				
<b>ONE: Engage with people to improve awareness and understanding of fuel poverty &amp; energy efficiency</b>	7. Explore other ways of producing information such as a DVD and distribute to all homes (Linked to Communications and Marketing Plan)	<p>Increase door knocking campaign to promote energy efficiency, affordable warmth and grant take-up</p> <p>Evaluate the DVD being produced by the GLA for distribution to all Haringey residents</p>				
<b>ONE: Engage with people to improve awareness and understanding of fuel poverty &amp; energy efficiency</b>	<p>8. Make information available on where to go for...</p> <ul style="list-style-type: none"> <li> Debt advice so that residents have the money to pay for heating</li> <li> Information on energy tariffs so informed choices can be made</li> <li> How to switch from a prepayment meter to cheaper energy</li> </ul>	<p>Make information available and accessible on the Council's website</p> <p>Produce a quick reference guide to enable people to quickly determine eligibility for grant funding and benefit entitlement</p> <p>Ensure that details of energy saving measures and advice on switching energy tariffs is included in HfH and RSL tenant start-up packs</p>				

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	tariffs (Linked to Communications and Marketing Plan)					
<b>ONE: Engage with people to improve awareness and understanding of fuel poverty &amp; energy efficiency</b>	9. Make residents aware that under-occupancy of their homes is a contributory factor of fuel poverty and we help residents in social housing move to a smaller property (Linked to Communications and Marketing Plan)	<p>Insure that all new publications on fuel poverty include under-occupancy as a causal factor</p> <p>Ensure that officers working with under-occupiers are aware of fuel poverty issues</p> <p>Ensure that literature on incentives to move to smaller accommodation also detail potential energy cost savings</p> <p>Develop a multi-agency under-occupation strategy</p>				
<b>ONE: Engage with people to improve awareness and understanding of fuel poverty &amp; energy efficiency</b>	10. Use the Affordable Warmth Champions to change the culture of how we use energy so that people know how to make savings	Use Champions as link contacts to promote knowledge and understanding of fuel poverty within their respective organisations				

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		Identify and train local community representatives with a view to spreading the message to hard to reach groups				
<b>ONE: Engage with people to improve awareness and understanding of fuel poverty &amp; energy efficiency</b>	11. Enlist the goodwill and expertise of volunteers to explain heating operation and controls to residents who need help	Work with HAVCO to identify volunteers and assess training requirements				
<b>TWO: Increase the energy efficiency of Haringey's housing</b>	12. Promote and actively market the Warm Front programme (Linked to Communications and Marketing Plan)	<p>Initiate a door knocking campaign to promote Warm Front and encourage people to make behavioural changes to reduce energy consumption and save money</p> <p>Ensure marketing materials are available and prominent in all public buildings</p> <p>Working with the Council's Housing Benefit team and</p>				



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		the Department for Work and Pensions target people eligible for Warm Front grants				
<b>TWO: Increase the energy efficiency of housing across Haringey</b>	13. Actively pursue new government initiatives such as CESP and CERT and work with utility companies and national organisations such as Energy Action Trust and National Energy Action to ensure Council and its partners are aware of best practice	Ensure that contact is made with relevant utility companies and measures are targeted in the first instance to fuel poor households Ensure that future bidding is coordinated both internally and with external partners				
<b>TWO: Increase the energy efficiency of housing across Haringey</b>	14. Ensure the Decent Homes Programme is delivering its targets on time	Monitor the Decent Homes programme through delivery of the Housing Strategy 2009-19 to Government timescales are met	March 2013  December 2010 unless deadline extended	Homes for Haringey  Registered Social Landlords	All Council and RSL rented accommodation to reach the Decent Homes Standard	Monitored through Greenest Borough Strategy  National Indicator 158 - % of non-decent Council homes _____%  Regulatory Statistical

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						Return (RSR) - % of homes which fail the DHS _____%
<b>TWO: Increase the energy efficiency of housing across Haringey</b>	15. Undertake enforcement action to ensure private landlords provide adequate heating	Ensure that enforcement action is taken on all properties with category 1 hazards under the Housing Health and Safety Rating System (HHSRS)  Ensure that all enforcement action undertaken is effectively monitored			Energy efficiency of private sector accommodation increased	
<b>TWO: Increase the energy efficiency of housing across Haringey</b>	16. Acquire only homes with high SAP ratings to use as temporary accommodation.	All homes acquired for use as temporary accommodation to aspire to a future SAP rating of at least 65.  Targets for improvements to be carried out over time to be set				
<b>TWO: Increase</b>	17. Ensure void	Explore options and appoint		Homes for	Average energy bills	

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<b>the energy efficiency of housing across Haringey</b>	properties are placed on the best energy tariffs with a preferred energy supplier, moving away from prepayment meters	a preferred energy supplier		Haringey	reduced	
<b>TWO: Increase the energy efficiency of housing across Haringey</b>	18. Replace light bulbs in void properties with energy saving ones	Supply energy saving light bulbs through the CERT programme		Housing providers	Estimation of total energy saving across the borough – CO <sup>2</sup> level and £s saved	
<b>THREE: Maximise resources &amp; opportunities for tackling fuel poverty</b>	19. Promote the take up of benefits and signpost people to debt advice	<p>Complete training for frontline staff and community groups on eligibility for benefits</p> <p>Work with the DWP and community groups to increase the take up of Pension Credit</p> <p>Utilise the Council's GIS system and Mosaic software to identify areas of the borough where there maybe pockets of benefit eligible residents</p>				

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<b>THREE: Maximise resources &amp; opportunities for tackling fuel poverty</b>	20. Seek to bulk purchase energy for larger housing schemes so that energy costs are lower	<p>Options appraisal to be drawn up in negotiation with energy companies</p> <p>Encourage RSLs to adopt a similar process and explore economies of scale by entering into multi-agency contracts</p> <p>Explore opportunities for a London Borough ESCO</p>		Homes for Haringey		
<b>THREE: Maximise resources &amp; opportunities for tackling fuel poverty</b>	21. Undertake an audit of resources required to deliver this strategy and identify any gaps	<p>Analysis of costs for increased resource to be conducted</p> <p>Barriers to delivery and solutions to be scoped</p> <p>Audit of existing 'M3' software package carried out</p> <p>Develop a cross-departmental referral and tracking system to ensure that vulnerable households</p>	Oct 2009			



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		in fuel poverty receive the improvements they need				
<b>THREE: Maximise resources &amp; opportunities for tackling fuel poverty</b>	22. Work with Homes for Haringey on piloting SMART meters to help residents know exactly how much energy they are using, thus putting users more in control and able to better manage fuel costs	Identify funding sources for installation of smart meters and target fuel poor households		Homes for Haringey  Implementation Group		
<b>THREE: Maximise resources &amp; opportunities for tackling fuel poverty</b>	23. Investigate the implementation of a Warm Front service contract to give householders a preferential rate for servicing	Assess available resources and options with Warm Front  Explore options of extended guarantees and maintenance contracts with energy suppliers				
<b>THREE: Maximise resources &amp; opportunities for tackling fuel poverty</b>	24. Actively explore new initiatives on fuel poverty and be proactive in our harnessing of new resources	Deliver energy efficiency measures outside of the Decent Homes Programme through Social Housing Energy Saving Programme (SHESP) funding	June 2010	Homes for Haringey	Increase	

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		<p>Retrofit for the future pilot</p> <p>Explore the possibility of a partnership approach with Groundwork on a 'Green Doctor' scheme</p> <p>Actively pursue other sources of grant funding such as...</p> <ul style="list-style-type: none"> <li>🏠 Life+</li> <li>🏠 Bio-energy Capital Grants Scheme</li> <li>🏠 Low Carbon Building Programme</li> <li>🏠 Intelligent Energy Europe (IEE)</li> <li>🏠 Environmental Transformation Fund (ETF)</li> </ul> <p>Implementation group to keep abreast of new funding sources and produce a diary of bid deadlines</p> <p>Investigate the implementation of a pay as</p>		<p>Homes for Haringey</p> <p>Environmental Resources Team</p> <p>Environmental Resources Team &amp; Homes for Haringey</p> <p>Environmental Resources Team</p>		

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		<p>you save scheme for energy efficiency measures</p> <p>Encourage private landlords through the Landlord Forums to install SMART meters and other energy saving measures - investigate the possibility of incentive schemes</p>				
<p><b>THREE: Maximise resources &amp; opportunities for tackling fuel poverty</b></p>	<p>25. Investigate joint procurement with housing associations to deliver improvements</p>	<p>Explore options for entering into an agreement with a switching company</p> <p>Develop an Energy Services Company for Haringey to deliver district heating (submit funding bid to LDA)</p> <p>Ensure that a preferred supplier and fitter is appointed through the procurement process to deliver improvements across the Borough</p>		<p>Environmental Resources Team</p>		
<p><b>FOUR: Links to</b></p>	<p>26. Work with colleagues</p>	<p>Provide energy audits to</p>				

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<b>other Strategies</b>	<p>to identify common activities in Haringey's Greenest Borough Strategy Implementation Plan particularly...</p> <ul style="list-style-type: none"> <li>• Priority 3 – Managing environmental resources effectively</li> <li>• Priority 4 – Leading by example</li> <li>• Priority 5 - Ensuring sustainable design and construction</li> <li>• Priority 7 – Raising awareness and involvement</li> </ul>	homes and businesses in partnership with Homes for Haringey, E-on, EDF, British Gas and the Carbon trust				
<b>FOUR: Links to other Strategies</b>	27. Work with the Environmental Resources team to promote energy efficiency in Haringey and ensure a joint approach to climate issues such as reducing emissions.	<p>Strategy Implementation Group to include representatives from Environmental Resources</p> <p>Ensure that agreed monitoring systems are in place across the Council to effectively record contributory work and guard against duplication</p>	October 2009			



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<p><b>FOUR: Links to other Strategies</b></p>	<p>28. Make links to Experience Still Counts, Haringey's strategy for improving the quality of life for older people particularly...</p> <ul style="list-style-type: none"> <li> Goal 3 – Staying Healthy</li> <li> Goal 7 – Having a safe comfortable and well maintained home</li> </ul>	<p>Establish links with home carers to identify where older persons discharged from hospital are fuel-poor</p> <p>Ensure 'staying healthy' literature effectively signposts to relevant guidance on fuel-poverty</p> <p>Utilise the healthy activity programme to spread the word about affordable warmth</p> <p>Utilise the 'Handyman' scheme and other contractors to help identify fuel poor households and promote available grants</p> <p>Link in with the communication plan being undertaken as part of the Experience Still Counts strategy</p> <p>Regular space in Haringey</p>				

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		People with contact points and seasonal information  Promotion of Warm Front grants through the Houseproud scheme				
<b>FOUR: Links to other Strategies</b>	29. Develop the links with Primary Care Trust in respect of excess winter deaths and unplanned hospital admissions	Establish a point of contact with the PCT for the sharing of information				