



Haringey's Affordable Warmth Strategy 2009 - 2019

**Tackling Fuel Poverty and
Promoting Energy Efficiency**

Foreword



We all want to have a warm home that we can afford to heat. For many households in the Borough this is difficult to achieve. There are many reasons for this including the lack of insulation and efficient heating systems to people not claiming the benefits that they are entitled to and rising energy costs.

This strategy aims to address these issues. Haringey Council and its partners have undertaken considerable work in this area and alleviated fuel poverty for many people. However much remains to be done. By working together we intend to deliver affordable warmth services in a more consistent manner that are effective and offer value to improve living conditions for all residents in Haringey.

I hope you will agree with the priorities for Haringey that we, our partners and residents have identified here and that you will join with us to achieve these aims.

Cllr John Bevan
Cabinet Member for Housing Services



We are already feeling the impacts of Climate Change through more frequent occurrences of extreme weather conditions and this together with rising fuel prices will have a greater impact on vulnerable people in our borough.

In our Greenest Borough Strategy we have committed to reducing CO2 emissions associated with energy use in our homes. We will do this by improving the energy efficiency of homes, providing information to enable home energy conservation and through the delivery of a decentralised energy network. In addition, we will work to ensure that new housing meets higher standards of the Code for Sustainable Homes.

We look forward to working closely across council departments to support the delivery the Affordable Warmth Strategy.

Cllr Brian Haley
Cabinet Member for Environment and Conservation

Contents

	Page
Affordable warmth champions	4
Executive summary	5
Introduction and overview	6
- What is affordable warmth and fuel poverty?	7
- How we produced this strategy	9
The national context	10
Our context – fuel poverty in Haringey	12
- About Haringey	12
- Fuel poverty in the Borough	12
- What we have achieved so far	14
Resources	17
Our capacity to deliver	20
Our approach to delivery	21
What we need to do	21
How we will deliver and monitor this strategy	25
Appendix 1 - Sample Energy Performance Certificate	26

Affordable Warmth Champions

The successful implementation of Haringey's Affordable Warmth Strategy is dependent on all partners working together to tackle the issues of fuel poverty in the Borough and ensuring that everyone has a warm home to live in.

Representatives from major organisations involved with fuel poverty have agreed to become Affordable Warmth Champions. They are committed to working together to improve services, achieve the objectives of this strategy, and provide a co-ordinated and effective multi-agency approach to reduce the effects of fuel poverty.

These representatives will champion the work set in motion by this strategy in their respective organisations as well as ensuring that services to combat fuel poverty and promote energy efficiency are promoted in the community.

Names to be agreed

Executive Summary

This strategy has been developed by the Integrated Housing Board (a thematic partnership of Haringey Strategic Partnership) and is a sub-strategy of the overarching Housing Strategy 2009-2019.

The multi-partnership Affordable Warmth Strategy identifies how we intend to tackle fuel poverty and promote energy efficiency over the next ten years.

Our vision for fuel poverty and promoting energy efficiency is:

'To make sure that no household in Haringey lives in a cold, unheated home and that people know how to use energy in their homes efficiently, therefore saving money and reducing CO2 emissions'

In 2001 the Government published its UK Fuel Poverty Strategy, with the primary aim to tackle the growing numbers of households who could not afford to heat their homes (for whatever reason) to an acceptable level.

Through this strategy the Government is under a statutory duty to ensure the eradication of fuel poverty in vulnerable households by 2010 and in all other households by 2016.

The Government's recent White Paper 'the UK Low Carbon Transition Plan: National Strategy for Climate Change for Climate and Energy' (2009) proposes further measures to improve domestic energy efficiency. Through this strategy Haringey will seek to ensure that any increases in costs are mitigated for vulnerable households.

Since these two national strategies has been a considerable amount of work undertaken in the Borough to help meet these challenging targets. With this strategy we brought all the various initiatives together to make sure we provide a co-ordinated, efficient and effective approach that assists all residents of the Borough to be warm at home in the winter and minimise the effects of cold, inadequately heated homes.

In order to deliver this our vision our four aims are:

1. Engage with people to improve awareness and understanding of fuel poverty and energy efficiency

Our aim is to ensure that all agencies play a part in reducing the number of people in fuel poverty and that residents know what help may be available to them and how to get it.

2. Increase the energy efficiency of housing across Haringey

To reduce long term levels of fuel poverty we must increase the energy efficiency rating of housing within the Borough regardless of whether they are social rented, privately rented or owner occupiers.

3. Maximise resources and opportunities for tackling fuel poverty

There are many funding opportunities available to tackle fuel poverty. Some have been in existence for some years while others are new. This reflects the growing awareness of the wider impact fuel poverty has. Increasing energy costs and the lack of up take of benefits could increase the incidence of fuel poverty.

4. Link to other strategies

While affordable warmth is important it must not be seen in isolation. There are direct links to a number of the Council and partners strategies. We must ensure that our aims are fully embedded within these and identify where there are common priorities and work together to achieve these.

This strategy will be monitored by the Integrated Housing Board who will oversee the work of the Affordable Warmth Forum, whose responsibility it is to deliver the action plan.

Introduction and overview

In 2001 the Government published its UK Fuel Poverty Strategy; its primary aim was to tackle the growing numbers of households who could not afford to heat their homes (for whatever reason) to an acceptable level.

Through this Strategy the Government is under a statutory duty to ensure the eradication of fuel poverty in vulnerable households by 2010 and in all other households by 2016.

Since then like other local authorities, Haringey Council, has been working to achieve the Government's key aims. Other organisations such as Homes for Haringey, Housing Associations and information and advice providers have also been working towards improving outcomes in this area.

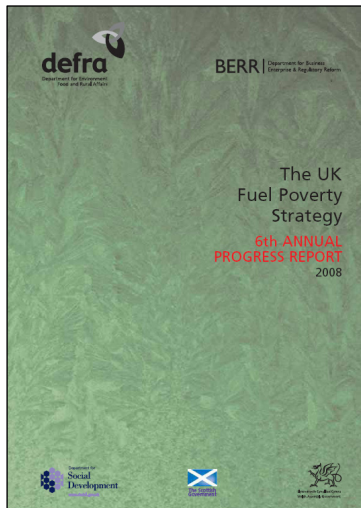
The Government's recent White Paper 'The UK Low Carbon Transition Plan: National Strategy for Climate and Energy' (2009) proposes further measures to improve domestic energy efficiency. It is anticipated however that the impact of the proposals will increase average household bills by 8%¹. Through this strategy Haringey will seek to ensure that any increases in costs are mitigated for vulnerable households.

¹ The UK Low Carbon Transition Plan: National strategy for climate and energy (2009 White Paper)

HARINGEY'S AFFORDABLE WARMTH STRATEGY 2009-19

In the UK the energy that households use to heat their homes and water accounts for over 80% of total household energy use². The improvements in fuel poverty delivered through this strategy will contribute to the reduction of domestic CO² emissions and help us achieve the aspiration of being the 'Greenest Borough';

We now need to bring all the various initiatives together to make sure we provide a co-ordinated, efficient and effective approach that assists all residents of the Borough to be warm at home in the winter and minimise the effects of cold, inadequately heated homes.



What is affordable warmth and fuel poverty?

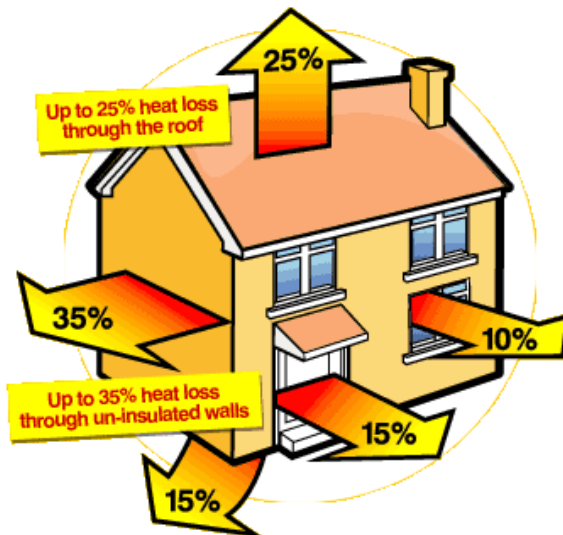
According to the Government definition a household is said to be in fuel poverty if it needs to spend more than 10 percent of its income on fuel to maintain a satisfactory heating regime (usually 21 degrees for the main living area, and 18 degrees for other occupied rooms).

In practice however, Haringey Council defines any household where the occupants are unable to heat their property to a sufficient degree, so as to ensure their personal comfort, as suffering from fuel poverty.

Several factors contribute to this including; low income, rising fuel prices, inadequate insulation, household composition relating to property size, inefficient heating systems, and lack of information and awareness about how fuel poverty can be tackled.

Vulnerable groups on low incomes, especially older people, are typically most affected by fuel poverty; in some cases faced with a choice that would be unimaginable to most, whether to heat or eat. There is a greater prevalence of fuel poverty among people aged over 60 years of age, single people under 60 and households with children.

² Department of Energy and Climate Change, Energy Trends (September 2008)



Heat loss in a typical home

The consequences of fuel poverty can be severe; fuel poor householders are more susceptible in particular to respiratory illness such as bronchitis and asthma, and are at increased risk of strokes and heart attacks. The associated stress and anxiety that often goes hand in hand with fuel poverty can also lead to feelings of helplessness and depression.

There is an estimated 25,000 excess winter deaths between December and March every year³; this figure is far in excess of those in much colder countries such as Russia and Finland. While it is not possible to say that these are related to cold weather only, it is widely recognised that fuel poverty is a likely factor. If fuel poverty is eradicated the savings to the NHS would run into millions.

In Haringey there were 30 excess winter deaths in 2006-2007. This has dropped from a high of 110 in 2002-2003³

Not limited to the effects on householders, fuel poverty often results in increased household maintenance and repair costs sending householders deeper into fuel poverty.

The associated negative impacts on the home will be increased condensation, dampness and mould growth as well as increased levels of dust mites which can exacerbate health problems.

By reducing or eliminating the causes of fuel poverty households will be able to achieve 'affordable warmth', ensuring that no more than 10 percent of household disposable income will need to be spent on fuel bills.

³ Office for National Statistics

How we produced this strategy

The development of this strategy was led by the Integrated Housing Board, a theme Board of the Haringey Strategic Partnership. This Affordable Warmth Strategy is identified within the Council's Housing Strategy 2009-19 implementation plan for completion in 2009.

In producing this strategy we have sought to be as inclusive as possible and engage with a wide range of people and organisations in its development. In particular we have tried to promote involvement from those groups that are typically most affected by the costs associated with heating their homes, especially those on lower incomes, in receipt of benefits or past retirement age.

Haringey Council and its partners have been working hard over many years to alleviate the impact of fuel poverty in the Borough. Until now however, there has been a lack of a co-ordinated approach that this strategy seeks to address. We have sought to effectively reflect existing good practice and to support existing frameworks for the delivery of affordable warmth measures.

CASE STUDY



Circle Anglia

Through their Affordable Warmth Strategy, Circle Anglia has set a minimum SAP rating of 45 for their homes and will define resources required to bring all properties up to a rating of 65.

By communication and education they will help their tenants to maximise their benefits, regularly give information on energy and develop activities that focus on tackling financial exclusion and worklessness.

Circle Anglia has also identified underoccupation of a home as an issue. This is relevant across all households in the Borough as simply put 'all square metres have to be heated regardless of how many people live in the home'.

This strategy has been developed in partnership with a number of key agencies that work closely with the Council, for example, Age Concern, Community Groups and Haringey Forum for Older People. All partners are committed to improving access to affordable warmth solutions for all Haringey residents. We have involved representatives from different community groups so that there is a greater first hand understanding of what fuel poverty means and what residents want the council and partners to do.

We consulted on this strategy for a period of three months through a variety of methods. These included a stand at Haringey's Green Fair, attending meetings of community and voluntary groups, sending copies of the strategy with specific questions to over 200 organisations, displaying leaflets and posters in public spaces such as libraries, putting the draft strategy on the

Council website and holding a specific consultation event in July 2009. This event was widely attended and several key actions emerged.

Where appropriate, the consultation feedback has been incorporated into the strategy and the development of the action plan. A separate consultation feedback report has been produced which details responses. This can be found on the Council's website⁴.

The national context

The Fuel Poverty Implementation Plan, "Fuel Poverty in England: the Government's Plan for Action" was published on 30 November 2004. The Plan sets out how the Government proposes to meet its statutory obligation to eradicate fuel poverty by 2016 and its own target to eradicate fuel poverty for vulnerable households in England by 2010. The Government's commitment to address fuel poverty forms one of its four energy policy goals.

Within this framework the first target is to address fuel poverty for people who are vulnerable to cold related ill health by 2010. A vulnerable household is defined as one containing children, an older person, someone who has a disability or a long term illness.

Addressing fuel poverty is key to the Government's wider agenda of reducing poverty, addressing social exclusion and improving health. Reducing fuel bills will help meet the Government's objective to halve child poverty by 2010 and reducing the number of cold and damp homes will contribute to tackling health inequalities and help to increase the number of decent homes.

The Home Energy Conservation Act 1995 (HECA) required every local authority with housing responsibilities to produce an energy conservation report identifying practical and cost effective measures to improve the energy efficiency of all residential accommodation in their area this report will shortly be replaced by National Indicator 187⁵. This indicator uses the Standard Assessment Procedure (SAP) ratings of households of people in receipt of certain benefits to determine the level of fuel poverty in the borough. An Energy Performance Certificate (EPC) shows the SAP rating of a home. An example can be found in Appendix 1.

⁴ www.haringey.gov.uk

⁵ Tackling fuel poverty – % of people receiving income based benefits living in homes with a low energy efficiency rating

Standard Assessment Procedure (SAP)

The Standard Assessment Procedure (SAP) is a way of rating the energy efficiency of a home. It uses a scale of 1 (worst) to 100 (best) to measure the heating and insulation of the property. The rating is included in an Energy Performance Certificate (EPC) which also shows how by improving the rating the cost of energy bills can be reduced. An example can be found at Appendix 1.

A rating of 65 or over means that the home is energy efficient and minimises the risk of fuel poverty.

The Government is committed to improving the energy efficiency of homes. Its 5 year housing plan, 'Homes for All' sets out how it aims to achieve this by introducing the:

- Decent Homes Standard for social rented housing - the Government's housing objective is to ensure that everyone has the opportunity of living in a decent home and so promote social cohesion, well being and self dependence. One of the four criteria that need to be satisfied to achieve the Decent Homes Standard is that a home provides a reasonable degree of thermal comfort
- Housing Health and Safety Rating System (HHSRS) - this replaced the housing fitness standard and repealed the separate Houses in Multiple Occupation fitness test creating a more comprehensive survey of household standards and hazards. It is a tool for identifying potential hazards to health and safety in the home and making owners and landlords aware of these. In particular it recognises that excessive cold and dampness are serious health hazards.
- Licensing of Houses in Multiple Occupation (HMO) - this includes mandatory licensing for HMOs over a certain size, power for the council to licence other HMOs and selective licensing for private landlords in designated areas. The new measures are aimed at raising standards in the private rented sector.
- Home Information Pack - all homes will need an Energy Performance Certificate when they are built, sold or let. The certificate will provide information of the energy efficiency rating of the property and will detail the most cost effective measures for improving the rating. A sample can be seen in Appendix 1
- Minimum standards for the environmental performance of new homes- In 2002 the Government amended building regulations to raise the energy performance of new homes by an estimated 25%, in 2005 this was increased by a further 25%. The Government aims to review this at least every five years.

There is evidence to support the idea of a 'minimum' Standard Assessment Procedure (SAP) rating. National Energy Action (NEA) suggests that a Standard Assessment Procedure rating of 65 is an efficiency standard that minimises the risks of fuel poverty.

A new Government Department, the Department of Energy and Climate Change (DECC) was created in 2008 to give a greater focus to solving the twin challenges of climate change and energy supply.

Our context - fuel poverty in Haringey

About Haringey

There are approximately 230,000 people living in Haringey. It is a very diverse Borough with some 50% of the population from ethnic minority backgrounds and around 200 languages are spoken.

The population is expected to grow by 10.2% (23,100) between 2006 and 2031. In terms of age, growth is concentrated in the ages 60 to 65 where the increase over 25 years is 56.2% (4,100). There are currently around 28,000 people over the age of 60 and 15,000 children aged 0 to 5³.

30% of the population live in the central and eastern areas of the borough which are among the most 10% most deprived Wards in England. There are approximately 27,250 with one or more person with a limiting long-term illness³.

Fuel poverty in the Borough

760,000 households in London are likely to be living in fuel poverty⁶

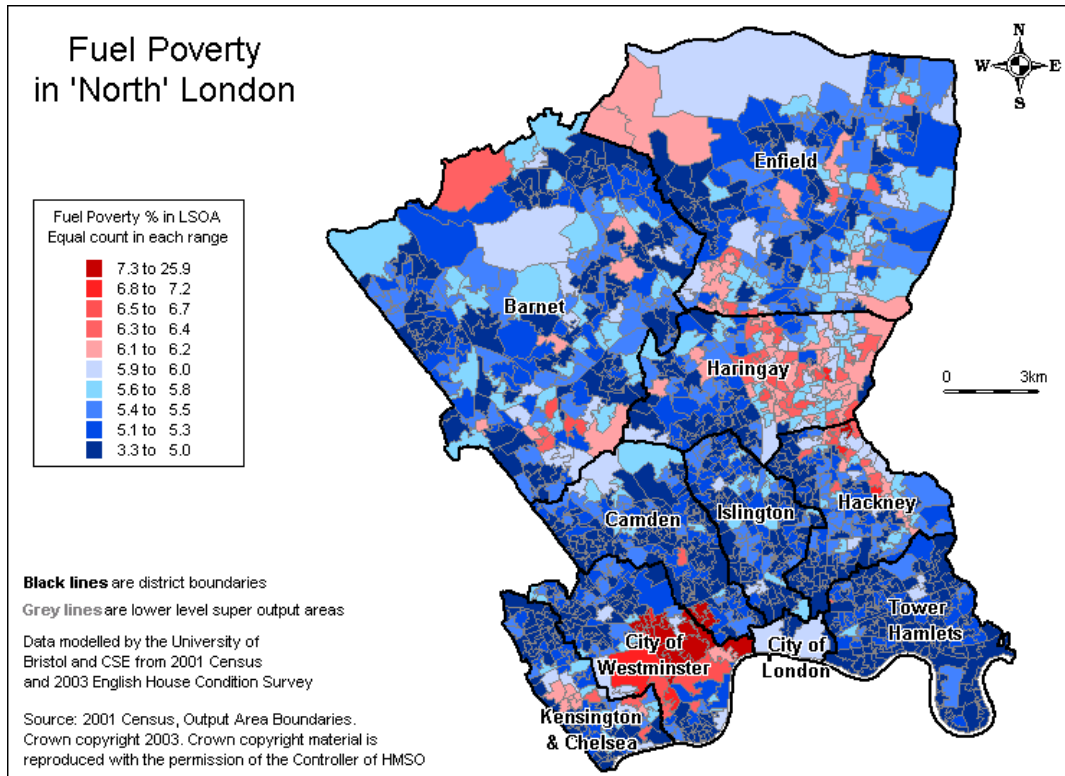
The London region has approximately 760,000 households living in fuel poverty. This is approximately 24% of all households in the city. Therefore fuel poverty remains a significant challenge for the region.

In Haringey, as might be expected, there are variations between the Wards in the number of households in fuel poverty. The Wards with the highest incidence are mainly in the east of the Borough and include Seven Sisters, Northumberland Park and Noel Park. In the west there is less incidence with lowest being Fortis Green, Muswell Hill and Crouch End. This is not to say however, that within these Wards there are variations between individual households.

The map overleaf, produced by National Energy Action, shows fuel poverty in North London. The colours show the numbers of households in each ward. The range goes from dark blue (lowest) to dark red (highest). Further

⁶ National Energy Action (The Mayor's preferred definition is based on a calculation of disposable income after housing costs)

investigation is needed to establish the reasons for the relatively high incidence of fuel poverty in Haringey compared with neighbouring boroughs.



There is an uneven spread of housing type in Haringey, with owner occupation being greater in the west with social rented concentrated in the east.

There are large numbers of older properties in the Borough which can be particularly difficult to heat because of lack of suitable insulation and solid walls. The 2002 private sector stock condition survey identified 17.5% of the stock was unfit, compared against a national figure of 7.5%. This is commonly due to disrepair. In the council owned stock managed by Homes for Haringey it was estimated in 2003 that 42% of the homes were 'non-decent'.

Our 2008 survey to provide data for the National Indicator 187 (measures the Standard Assessment Procedure (SAP) rating of homes where people have a means tested benefit) show that of the households that returned data

- 13.53% live in homes with a SAP rating below 35
- 73.43% live in homes with a SAP rating between 35 and 65
- 13.04% live in homes with a SAP rating above 65

National Energy Action has shown that once a home reaches a SAP rating of 65 other factors affect fuel poverty.

50% of carbon emissions in Haringey come from domestic energy use. Improvements to the energy efficiency of homes in the Borough will be key to contributing to the Mayor of London ambitious target of reducing carbon emissions by 60% in London by 2025.

What we have achieved so far

Haringey's Affordable Warmth Strategy will promote and deliver new innovative solutions to fuel poverty through effective partnership working. It will also continue to build on the several initiatives already underway in Haringey to deliver affordable warmth and promote energy saving in the home.

National Indicator 187

Haringey has adopted National Indicator 187 as one of its Local Area Agreement key indicators. Each year we conduct a survey of those households in receipt of certain benefits to determine what their SAP ratings are with the target being to increase the proportion of those living in homes with SAP ratings of above 65 and decreasing those below 35.

We need to use this indicator as a measure to show improvement in SAP ratings in these households.

'Here to HELP' scheme

Funded by British Gas, the Here to Help scheme delivered insulation improvements to both Council and Housing Association tenants and to private sector residents. From 2005 until the culmination of the programme in 2007 a total of 1152 households received insulation improvements worth over £400,000. Although this particular scheme has now come to an end the Council will continue to work through this strategy to bring forward similar programmes.

Homes for Haringey have also been working with British Gas through this scheme to improve energy efficiency in the Council's housing stock.

Warm Front

The Warm Front scheme introduced in 2002, delivers heating and insulation improvement grants to anyone who owns their own property, rents from a private landlord (and is responsible for the heating system), and are in receipt of certain means tested or disability related benefits.

In 2008/9 a total of 512 households in Haringey received a Warm Front grant. On average, each recipient has the potential to save over £350 per year on energy bills⁷. The maximum available grant is now £3,500 per household or up to £6,000 where oil or a new low carbon technology is recommended.

⁷ Warm Front Annual Report (2008-09)

Warmth & Comfort Scheme

The Warmth and Comfort Scheme is administered by the North London Sub Region and delivers heating and insulation improvements using similar eligibility criteria to the Warm Front scheme. The main difference being that under this scheme boilers over 15 years old and radiators over 20 years old will be replaced irrespective of whether they are working or not. Under the Warm Front scheme a boiler or radiator would only be replaced if it is not working. In 2008/9 a total of 381 households in Haringey were assisted under this scheme receiving grant funding totalling in excess of £500,000.

Carbon Emissions Reduction Target (CERT) funding

Through CERT funding Haringey are working with partner agencies Protocol & Eaga to distribute free energy saving light bulbs and 'shower smarts' to all households in the borough in 2009. This will both save households money on their fuel costs and reduce carbon emissions.

Aerial Thermal Survey

Demonstrating the Council's commitment to using innovative methods to tackle fuel poverty and raise awareness of domestic heat loss an aerial thermal survey was conducted in 2007 (the first of its kind by an English Local Authority). This innovative approach was praised in the national and local press and has generated a huge amount of interest throughout the Borough.



The complete interactive map is on the Council's website. It can be found at www.haringey.gov.uk/homeheatloss. The map will continue to be a useful tool to target those properties where heat-loss is identified as an issue.

Decent Homes

There has been much work carried out across the Borough by Homes for Haringey and Housing Associations to improve homes to ensure they meet the standards of the Decent Homes Programme.

These standards are:

- That the home is in a reasonable state of repair
- That it has modern facilities and services
- That it is reasonably warm

These in turn will improve energy use, the wellbeing of residents, and reduce CO2 emissions and the money people have to spend on heating.

All Housing Associations in the Borough are working towards meeting the Decent Homes standard.

Homes for Haringey

Homes for Haringey (HfH) manage the Council's housing stock. This accounts for 20% of all homes in the Borough.

Homes for Haringey have been awarded £198.5 million for the whole programme from 2008/09 to 2012/13. This funding includes an amount for improving local areas.

This money is being spent on improving kitchens, bathrooms, electrical wiring, heating, external entrance doors, windows and roofs.

In 2008-2009 1,555 rented and 367 leaseholder homes were improved. The SAP rating on these homes is now 65, which is a considerable improvement.

Homes for Haringey run an annual programme for replacing ageing boilers with high efficiency condensing boilers and upgrading the central heating system through the provision of programmable temperature and timing controls. Over the last 5 years they have replaced 4,000 boilers.

Loft insulation is provided through the Decent Homes Programme. Currently 300mm of insulation is fitted which exceeds building regulations. Homes for Haringey are now looking at the most cost effective way of dealing with solid wall properties.

Like most Housing Associations, Homes for Haringey fit low energy lightbulbs in void properties and seek to install 'photocell' lighting in communal areas. This automatically turns the lighting off when no one is present.

Information and Advice

Since fuel poverty has become a key priority, many organisations recognise that giving information and advice to people is of paramount importance. The plethora of different schemes available that offer help can be confusing and

there are many aspects to fuel poverty where people may need help. This ranges from straightforward information and signposting to the Warm Front scheme to more complex welfare and benefit advice to help reduce debt and identify eligibility for benefits.

Also in the area of fuel tariffs residents are encouraged by the Government and media to switch providers to get the cheapest rate but again this can be confusing.

There are many organisations e.g. Citizens Advice Bureau, Age Concern, Haringey Association of Voluntary and Community Organisations (HAVCO), health visitors, Haringey Council, Housing Associations and Homes for Haringey that are giving information and advice to clients, either by face to face meetings or through newsletter and leaflets.

Additionally there have been campaigns like 'Claim it!' to make people know about the benefits they can claim.

Resources

There is increased investment in a number of Government funded programmes to alleviate fuel poverty, totalling £1billion nationally.

Key fuel poverty programme expenditure and budgets⁸

Programme	Expenditure 2007-08	Budget 2008-2011	Who Pays?
Warm Front	£350 million	£959 million	Government
Carbon Emissions Reduction Target (CERT)	£700 million spent by energy companies in 2005-08 under Energy Efficiency Commitment	£3.36 billion of which £1.9 billion is to be spent on the 'Priority Group'	Energy supply industry – who are able to pass on costs to customers
Community energy Savings Programme (CESP)	Not applicable	£350 million	Energy industry – generators and suppliers
Decent Homes	Not identified separately	£2 billion	Government

The Government also paid £2.7 billion in 2008-09 in Winter Fuel payments and an estimated £209 million on Cold Weather payments.

Warm Front

Each Warm Front grant can be up to a maximum of £3,500 for each household. To access the grant a person must be in receipt of means tested or disability related benefits. The grant can be used for insulation, draught

⁸ House of Commons. Environment, Food and Rural Affairs Committee. Energy Efficiency and Fuel Poverty. Third Report May 2009

proofing and installation of a heating system. The grant is given on a first come, first served basis and is available regardless of the tenure of the property. Where the cost of the work exceeds the £3,500 grant the householder has to make-up the difference.

The average contribution in 2007-08 was £581 and although the grant has now increased from £2,700 to £3,500 the National Audit Office has shown that a significant percentage of people may not be able to afford this contribution.

While undertaking a survey of the property the Warm Front team will also do a benefit check to make sure the client is receiving all the money they are eligible for.

We will strive to increase the take-up of these grants through the delivery of this strategy.

We work closely with the Benefits, Taxation and Environmental Resources teams to identify which residents may be eligible for a Warm Front grant.

CASE STUDY



Mrs. Jones, 63 received a Warm Front Grant to replace her boiler and install loft insulation.

"I have had to use the heating a lot less since the loft insulation was installed and am therefore expecting lower bills..."

The radiators in Mrs. Jones home had previously not worked and no hot water was available. Mrs Jones is disabled so having working heating and hot water is extremely important.

"I was extremely pleased with the service I received from the Warm Front Team, the installers cleaned up after themselves and were very polite – I couldn't fault the service, my house is so much warmer now and I'm very grateful"



Community Energy Saving Programme (CESP)

Nationally £350 million is available over the next 3 years. This programme places an obligation on energy suppliers to meet a CO² reduction target by providing energy efficiency measures to domestic customers. It will require local authorities, voluntary agencies and energy companies to work together

in partnership to undertake house to house calls particularly in areas of deprivation to offer practical help and advice in energy saving. A whole house approach is encouraged, therefore major improvements such as heating and solid wall insulation will be provided.

The Programme will deliver £3.5 million worth of energy saving improvements within a 'lower super output area'. Haringey has many lower super output areas which qualify and the Council is currently discussing with British Gas for them to run a Community Energy Saving Programme scheme in the Borough. The aim is to install measures in 80% of homes in an eligible Community Energy Saving Programme area.

Social Housing Energy Savings Programme (HESP)

The Homes and Communities Agency will be managing a funding pot of £85m to improve environmental standards to existing stock. The Housing Energy Savings Programme aims to help social landlords insulate hard to treat cavity walls. Homes for Haringey are currently preparing a bid for this.

Carbon Emissions Reduction Target (CERT)

The Carbon Emissions Reduction Target requires energy suppliers by 2011 to deliver measures that will provide reduced carbon emissions from domestic homes. It is estimated that 60% of the funding available will go to low income or older people, who will get free or substantially discounted energy saving improvements.

By increasing the energy efficiency of households, the Carbon Emissions Reduction Target will not only help alleviate fuel poverty but is also expected to stop households falling into poverty in the future. Residents can find out from their energy provider if they can get help.

Included in the Carbon Emissions Reduction Target is a Home Energy Advice service where advisers will visit households and audit the energy efficiency.

Landlords Energy Saving Allowance

Landlords who are eligible for tax can claim an allowance of up to £1,500 per property for insulation. This is for insulation of loft, walls and hot water systems plus draught proofing of the property.

British Gas Council Tax Rebate Scheme

Through this scheme any resident will be able to contact British Gas to request loft or cavity wall insulation. If the resident is in receipt of means tested or disability related benefits then the work will be done for free, if they are not then the work will be done at a discount. Also any resident who has

the work done and has to pay for it will receive a £75 rebate off their Council Tax bill.

Free internet sites that can help with energy efficiency and fuel poverty

There are internet sites that help people find out about the SAP rating of their homes and also how to make sure they are paying the lowest amounts for their fuel.

Energy Savings Trust

Each householder can check for free the SAP rating of their home and see the potential for improvement. This useful tool clearly shows the savings that can be made and the associated reductions in CO2 emissions. Appendix 1 shows a sample Energy Performance Certificate (EPC).

National Housing Federation

The National Housing Federation has produced a toolkit to help and guide residents through the confusion of identifying the energy supplier that is most likely to help them reduce their gas and electricity bills. This can be found at www.housing.org.uk/uplads/file/factsheets/energy_switching_toolkit.pdf

Our capacity to deliver

For this strategy to achieve its aims we need to ensure that we have the resources to deliver it.

As part of implementation we will assess the implications of the work we intend to do and then undertake an audit to assess what resources are available and identify any gaps.

We need to include our partners in this audit plus other services within the Council such as the Environmental Resources Team.

Our approach to delivery

Fuel poverty is a complex issue and a comprehensive approach is needed that draws together three key factors – fuel prices, incomes and energy efficiency of homes.

To achieve our aim of reducing fuel poverty across the Borough we must work in partnership to ensure that we deliver the objectives of this strategy to provide a co-ordinated and effective multi-agency approach.

The key principles which underpin our delivery are:

- Engaging and involving residents in how we deliver services and make information widely available so people can make appropriate decisions
- Partnership working
- Being innovative and proactive in embracing new opportunities to tackle fuel poverty

What we need to do

To tackle fuel poverty in Haringey our priorities are to:

1. Engage with people to improve awareness and understanding of fuel poverty
2. Increase the energy efficiency of housing across Haringey
3. Maximise resources and opportunities for tackling fuel poverty
4. Make the links to other related strategies such as the Greenest Borough

1. Engage with people to improve awareness and understanding of fuel poverty and energy efficiency


Our aim is to ensure that all agencies play a part in reducing the number of people in fuel poverty and that residents know what help may be available to them and how to get it.

Key actions are to:

- Maximise partnership working between key agencies in Haringey
- 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.
- Mainstream fuel poverty by raising awareness of all staff in the Council and in all partner organisations to identify potential households and signpost them to relevant sources of help.
- Target particular areas of the borough where high levels of fuel poverty are identified.
- Audit what information is available currently and if it is appropriate i.e. language and format
- Explore other ways of producing this information such as a DVD and distribute to all homes
- Make information available on where to go for
 - Debt advice so that residents have the money to pay for heating
 - Information on energy tariffs so informed choices can be made
 - How to switch from a prepayment meter to cheaper energy tariffs

- Make residents aware that underoccupancy of their homes is a major factor of fuel poverty and we help residents in social housing move to a smaller property
- Use the Affordable Warmth Champions to change the culture of how we use energy so that people know how to make savings
- Enlist the goodwill and expertise of volunteers to explain heating operation and controls to residents who need help

CASE STUDY



Newlon Housing Trust

Newlon Housing Trust commissioned Green Tree Marketing to develop a Energy Efficiency Tenant Engagement report to encourage tenants to adopt ways that reduce their home energy use and therefore the cost of their fuel bills.

From this report an action plan was then written that provides innovative and exciting ways of engaging tenants in both energy efficiency measures and reducing their household waste.


The main themes cover:

- Communication and messages
- Incentives
- Literature and materials
- On their website ideas on saving money in your home
- Other partners who can help deliver these measures

Top Winter Tip

By making simple changes you can save £10 per month or up to £120 per year

That's enough to cover the cost of your Christmas dinner or take the family to the panto



3. Increase the energy efficiency of housing across Haringey

To reduce long term levels of fuel poverty we must increase the SAP rating of housing within the Borough regardless of whether they are social rented, privately rented or owner occupiers.

Key actions are to:

- Promote and actively market the Warm Front Programme
- 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 best practice
- Ensure that through the Housing Strategy 2009-19 the Decent Homes Programme is delivering its targets on time
- Undertake enforcement action to ensure private landlords provide adequate heating
- Acquire only homes with high SAP ratings to use as temporary accommodation. This will also send a positive message to landlords
- Ensure void properties are placed on the best energy tariffs with a preferred energy supplier, moving away from prepayment meters

- Replace light bulbs in void properties with energy saving ones

CASE STUDY

The Complete Works by MHT London

Metropolitan Housing Trust, London (MHT) has developed a programme for refurbishing harder to treat Victorian street properties to a standard that goes well beyond the Government's Decent Homes standard. Its whole house approach involves decanting the householders into alternative accommodation for 14 weeks whilst the work is completed.

The refurbishment, delivered by MHT's Neighbourhood Investment Unit (NIU) dramatically cuts carbon emissions, maximises opportunities for residents to be engaged and creates more welcoming and energy efficient affordable homes.

Works to these harder to treat, solid wall street properties includes:

- 60mm K18 Kingspan Kooltherm internal wall Insulation
- 300mm loft insulation
- 100mm floor insulation (ground level timber suspended floors)
- Double glazed windows (refitting timber sash double glazed windows in conservation areas)
- Low flow dual flush toilet
- Installation of A rated condensing combi boiler
- Complete electrical re-wiring
- Structural works, including change of layouts & moving bathrooms
- Resident designed kitchen replacement & complete decoration
- Information guide to getting the most out of your refurbished home



In the last 18 months MHT has completed sixty-two fully refurbished properties, typically achieving carbon emissions reductions in excess of 45% per home.

The NIU's work has been shortlisted as a finalist in this year's Inside Housing Sustainability Awards.



3. Maximise resources and opportunities for tackling fuel poverty

There are many funding opportunities available to tackle fuel poverty. Some have been in existence for some years while others are new. This reflects the growing awareness of the wider impact fuel poverty has. Increasing energy costs and the lack of up take of benefits could increase the incidence of fuel poverty.

Key actions are to:

- Promote the take up of benefits and signpost people to debt advice
- Seek to bulk purchase energy for larger housing schemes so that energy costs are lower
- Undertake an audit of resources required to deliver this strategy and identify any gaps
- 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
- Investigate the possibility of the Council putting in place a service contract that will give Warm Front clients a preferential rate for servicing
- Actively explore new initiatives on fuel poverty and be proactive in our harnessing of new resources
- Investigate joint procurement with housing associations to deliver improvements through this. This will give an efficient and value for money approach to contracting

4. Link to other strategies

While affordable warmth is important it must not be seen in isolation. There are direct links to a number of the Council and partners strategies. We must ensure that our aims are fully embedded within these and identify where there are common priorities and work together to achieve these.

Key actions are to:

- Work with colleagues to identify common activities in Haringey's Greenest Borough Strategy Implementation Plan particularly
 - Priority 3 – Managing environmental resources effectively
 - Priority 4 – Leading by example
 - Priority 5 - Ensuring sustainable design and construction
 - Priority 7 – Raising awareness and involvement
- Work with the Council's Environmental Resources Team to promote energy efficiency in Haringey and ensure a joint approach to climate issues such as reducing emissions. We will work with and support the bid for a 'low carbon zone', an initiative announced by the Mayor for the creation of ten of these zones, which any Greater London borough can apply for. There is currently £3million of funding available
- Make links to Experience Still Counts, Haringey's strategy for improving the quality of life for older people. This document identifies ten goals that cover all aspects of older people's lives. Addressing fuel poverty

- fits with Goal 3, Staying Healthy and Goal 7, Having a safe comfortable and well maintained home
- Develop the links with Primary Care Trust in respect of excess winter deaths and unplanned hospital admissions

How we will deliver and monitor this strategy

The delivery of this strategy will be overseen by the Integrated Housing Board (IHB), a thematic partnership board of Haringey Strategic Partnership.

We will establish an Affordable Warmth Forum that meets regularly. Their role will be to make sure that the actions in the implementation plan are being delivered and by monitoring performance demonstrate that they are successful. As well as reporting to the Integrated Housing board this forum will identify good practice among partners and ensure there is joint working as well as involving residents in tackling fuel poverty.

This forum will produce an annual review detailing progress made in that year and also look to future ways to deliver priorities.

We will assess performance in a number of ways

- National Indicator 187 - by the annual survey to establish if we are meeting the target of 1% per annum increase in the SAP ratings of less than 35 of these properties
- Compare new stock condition surveys to identify improvements in housing stock across all tenures
- Reduction in the number of unplanned hospital admissions and excess winter deaths in Haringey
- Number of people referred to Warm Front and other funded fuel poverty programmes
- Improve benefit maximisation and uptake of benefits
- The Affordable Warmth strategy will contribute to the overall Haringey target to reduce the 4.9tonnes CO2 emissions (2005 per capita) in the Borough. The target for 2009/10 is to reduce this figure by 7.4%

Appendix 1

Sample Energy Performance Certificate showing Standard Assessment Procedure (SAP) rating

Energy Performance Certificate

17 Any Street,
Any Town,
County,
YY3 5XX

Dwelling type: Detached house
Date of assessment: 02 February 2007
Date of certificate: [dd mmmm yyyy]
Reference number: 0000-0000-0000-0000
Total floor area: 166 m²

This home's performance is rated in terms of the energy use per square metre of floor area, energy efficiency based on fuel costs and environmental impact based on carbon dioxide (CO₂) emissions.

Energy Efficiency Rating

	Current	Potential
Very energy efficient - lower running costs		
(92-100) A		
(81-91) B		
(69-80) C		73
(55-68) D		
(39-54) E	37	
(21-38) F		
(1-20) G		
Not energy efficient - higher running costs		
England & Wales	EU Directive 2002/91/EC	

The energy efficiency rating is a measure of the overall efficiency of a home. The higher the rating the more energy efficient the home is and the lower the fuel bills will be.

Environmental Impact (CO₂) Rating

	Current	Potential
Very environmentally friendly - lower CO ₂ emissions		
(92-100) A		
(81-91) B		
(69-80) C		69
(55-68) D		
(39-54) E		
(21-38) F	31	
(1-20) G		
Not environmentally friendly - higher CO ₂ emissions		
England & Wales	EU Directive 2002/91/EC	

The environmental impact rating is a measure of a home's impact on the environment in terms of carbon dioxide (CO₂) emissions. The higher the rating the less impact it has on the environment.

Estimated energy use, carbon dioxide (CO₂) emissions and fuel costs of this home

	Current	Potential
Energy Use	453 kWh/m ² per year	178 kWh/m ² per year
Carbon dioxide emissions	13 tonnes per year	4.9 tonnes per year
Lighting	£81 per year	£65 per year
Heating	£1173 per year	£457 per year
Hot water	£219 per year	£104 per year

Based on standardised assumptions about occupancy, heating patterns and geographical location, the above table provides an indication of how much it will cost to provide lighting, heating and hot water to this home. The fuel costs only take into account the cost of fuel and not any associated service, maintenance or safety inspection. This certificate has been provided for comparative purposes only and enables one home to be compared with another. Always check the date the certificate was issued, because fuel prices can increase over time and energy saving recommendations will evolve.

To see how this home can achieve its potential rating please see the recommended measures.

Remember to look for the energy saving recommended logo when buying energy-efficient products. It's a quick and easy way to identify the most energy-efficient products on the market.

For advice on how to take action and to find out about offers available to help make your home more energy efficient, call **0800 512 012** or visit www.energysavingtrust.org.uk/myhome

HARINGEY'S AFFORDABLE WARMTH STRATEGY 2009-19

Recommendations

The measures below are cost effective. The performance ratings after improvement listed below are cumulative, that is they assume the improvements have been installed in the order that they appear in the table.

Lower cost measures (up to £500)	Typical savings per year	Performance ratings after improvement	
		Energy efficiency	Environmental impact
1 Cavity wall insulation	£411	E 53	E 46
2 Low energy lighting for all fixed outlets	£11	E 53	E 46
Sub-total	£422		
Higher cost measures (over £500)			
3 Hot water cylinder thermostat	£102	D 58	E 51
4 Replace boiler with Band A condensing boiler	£323	C 73	C 69
Total	£847		
Potential energy efficiency rating		C 73	
Potential environmental impact (CO ₂) rating		C 69	

Further measures to achieve even higher standards

The further measures listed below should be considered in addition to those already specified if aiming for the highest possible standards for this home.

5 Replace single glazed windows with low-E double glazing	£40	C 75	C 71
6 Solar photovoltaics panels, 25% of roof area	£49	C 77	C 74
Enhanced energy efficiency rating		C 77	
Enhanced environmental impact (CO ₂) rating		C 74	