



HOME ENERGY CONSERVATION ACT

2017 Progress Report

The Home Energy Conservation Act 1995 (HECA) recognises local authorities' can and should use their position to improve the energy efficiency of residential accommodation in their areas. In July 2012 the Department for Energy and Climate Change (DECC) published a requirement under HECA for all housing authorities in England to report on the measures they propose to take to achieve this aim.

The deadline for publication of the first report was 31st March 2013 and then at 2 year intervals following this date. This document reports on Islington Council's progress since the 2015 Progress Report and sets out the on-going activities that Islington Council is undertaking to improve the energy efficiency of homes in the borough. The 2015 report is available [here](#).

Links are given to more detailed reports and information on live projects and programmes being delivered.

OUR LOCAL ENERGY EFFICIENCY AMBITIONS AND PRIORITIES

- Our comprehensive Energy Strategy highlighting our priorities over the years 2013-2016 is available [here](#). We expect to publish an updated strategy in 2017.
- Islington Council has set a target of reducing borough-wide CO₂ emissions by 40% by 2020 (relative to 2005/06 levels). Our performance on emissions has improved considerably with CO₂ emissions per capita falling by 2 tonnes from 6 tonnes to 4 tonnes (2005 – 2014). The ways in which we have achieved and hope to build on this will be outlined in the report.
- 2014 government data shows 11.1% of households in Islington are considered fuel poor using the Low Income High Costs definition.
- 39% of Islington's energy consumption is used by the domestic sector (2014 sub-national energy consumption data)

Therefore:

- We are looking to sustainably reduce the carbon emissions from the housing sector over the coming years in line with our commitments and using a combination of approaches targeting council and private sector housing;
 - o Empower residents and promote energy literacy
 - o Improve energy efficiency of homes
 - o Develop energy networks and services
- We are using our resources to reduce the impact of fuel poverty. The council pre-empted the 2015 guidance on excess winter deaths and illness from the National Institute of Health and Care Excellence (NICE) to offer SHINE as a single-point-of-contact for health and housing referrals. The aim of SHINE is that each vulnerable resident in Islington will, as a matter of course, be referred for a multidisciplinary package of interventions. This requires partnership working across a number of agencies and we hope such an approach will be a model for addressing a number of health inequalities in a continuously challenging public sector financial environment.
- We will launch a new fuel poverty strategy showing the strategic direction of the council in this area in autumn 2017. [2010 Affordable Warmth Strategy [here](#)].
- By April 2017 we will publish a Statement of Intent outlining how we will participate in local authority flexible eligibility for the revised Energy Company Obligation.

MEASURES WE ARE TAKING TO IMPROVE ENERGY EFFICIENCY OF OUR RESIDENTIAL ACCOMMODATION

AREA	ACTIONS	TIMING
Major Funding Sources		
Direct council funding	<i>Private Sector Housing</i>	
	The council made £3m available to replace F&G energy efficiency rated boilers in the private sector over the period 2012 - 2015. It was estimated that this would replace 1,000 inefficient boilers. Since April 2013, 693 boilers have been installed at a value of £2.43m, in addition to 110 boilers installed in 2012/13, giving a total of 813 installations to January 2015. A further 46 boilers were installed after the last HECA progress update, bringing the total number of installs to 859 and spending the £3m made available to the scheme.	2012-2015
	April 2015 – January 2017 Islington Residential Environmental Health Grants Team spent £68,000 funding energy efficiency improvements in private sector housing with a particular focus on vulnerable residents. The funding is used to upgrade central heating systems and boilers.	2015-2017
	<i>Council Housing</i>	
	April 2005 - January 2017 11,847 council properties have had cavity wall insulation installed at a value of £6m of which £365k was funded by Islington. Since 2012 hard-to-treat cavities have been treated through ECO [see below]. Islington has also contributed £1.1m towards external wall insulation at 305 properties in our own stock. Islington also funds window upgrades, district heating improvements and flat roof insulation as part of the Cyclical Improvement Programme in our own stock.	2005-2017
April 2005 - January 2017 1,749 council properties have had loft insulation installed at a value of £674,000 of which £139,000 was funded by Islington.	2005-2017	
434 Islington Council properties benefited from more energy efficiency boilers in 2015/16 and we are on track to deliver a further 650 boiler replacements in 2016/17. Target for total energy efficient boilers in council properties is therefore 1,084 for period 2015/17.	2015-2017	
Warmth on Prescription	<p>In March 2015 Islington was one of a small number of local authorities to be awarded funding by national government to run fuel poverty and health projects, targeting energy efficiency improvements at the homes of those whose health conditions put them at acute risk from cold, damp homes. This funding was part-matched by our own Housing department and the health impacts will be evaluated. Household vulnerability is scored using a matrix which takes into account ages and health risks of all members of the household, along with referral source and wall construction. This methodology ensures LBI is reaching households with the highest level of need.</p> <p>In March 2015, £163,900 was awarded by DECC Health Booster fund to cover the period April 2015 - Dec 2016. 273 households</p>	2015-2018

	<p>were assessed for funding during this period. A total of 33 Islington residents received heating and insulation measures and a further 150 receiving small measure visits. The dwellings are typically hard to treat so measures have included internal wall insulation, underfloor insulation, secondary glazing, replacement boilers and improved heating controls.</p> <p>The Council's own Carbon Offset Fund has made £167,438 available for each of the years 2016/17 and 2017/18.</p>	
Green Deal and Smart Homes	<p>Islington Council partnered with LB Haringey and 4 other North London Boroughs to deliver the £6.4m Smart Homes Project with funding from DECC Green Deal Communities. This scheme provided up to £6,000 grant funding to home owners and private landlords for Solid Wall Insulation and other measures recommended in a subsidised Green Deal Assessment.</p> <p>The contract ended in October 2015 with 80 Islington homes receiving energy efficiency measures; including 29 EWI, 10 boilers, 20 replacement glazing and 12 windows and/or doors. 10% of households received more than one funded measure.</p>	2013-2016
Energy Company obligation	<p>Islington Council have been proactive in using ECO to carry out energy efficiency improvements to our own stock. This includes:</p> <ul style="list-style-type: none"> - External Wall Insulation (EWI) installed at 305 properties (Projects received between 59% and 72% ECO funding) - Hard to Treat Cavity Wall Insulation installed at 753 properties (100% ECO funded) - Flat Roof Insulation installed at 33 properties (Approximately 10% ECO funded) - Window Replacements at 190 properties - District Heating Upgrade at 110 properties (£45k received) 	2013-2017
	<p>Further ECO part-funded works to our own stock are planned and we are currently:</p> <ul style="list-style-type: none"> - Tendering for installation of EWI at a further 304 properties (mostly high rise) with works to be completed in 2017 - Negotiating ECO funding for upgrades to District Heating systems at approximately 800 properties - Seeking ECO funding for further flat roof insulation works, district heating and window upgrades to be carried out as part of cyclical maintenance works - Identifying and insulating the remaining lofts <p>(Please note: The majority of funding for these works will come from the Council since changes to ECO have reduced the amount of funding available.)</p>	2017+
	<p>Going forward, our Energy Services Team has developed a procedure with our Housing department to ensure that all cyclical works eligible for ECO are identified. Energy Services is also developing a programme of solid-walled, medium rise properties suitable for EWI to be funded by s106 Carbon Offset funding and ECO.</p>	2017+
	<p>The Energy Strategy & Advice Team are promoting ECO funding to owner occupiers and private tenants looking to insulate their</p>	2017+

	lofts, cavity walls and/or replace inefficient boilers. Islington is looking to take advantage of the new element of ECO (local authority flexible eligibility). Energy Managers will be able to sign declarations on behalf of Islington residents who would benefit from grants to improve their home energy efficiency. We will publish the relevant Statement of Intent by April 2017.	
Better Boilers	The Mayor of London's Better Boiler Scheme launched in Jan 2017, this has been promoted by the Energy Strategy & Advice Team with 5 applications submitted for Islington residents and 1 install completed in first 8 weeks.	2017+
RENEWABLE ENERGY		
Feed in Tariffs	We will continue to encourage take-up of renewables amongst residents, landlords and housing providers to reduce reliance on grid based electricity.	Ongoing
	24/7 Solar is a partnership project between the boroughs of Camden, Islington and Waltham Forest with funding from the National Energy Action Technology Fund to install solar panels with battery storage facilities in over 40 domestic properties across these 3 boroughs. We managed to get three owner-occupiers to take advantage of the funding who already had solar PV installed as part of a past LBI funding initiative. They have had Moixa's Maslow 2KW batteries installed and will continue to be monitored remotely by the (British) company for 2 years after installation. Our Energy Strategy and Advice Team are able to see how the batteries perform throughout the year as well.	2015-2019
Renewable Heat Incentive	In 2012 we produced guidance on when planning permission is required for domestic renewables including renewable heating systems. Information here .	Ongoing
	The Energy Service will continue to encourage and assist residents, landlords and housing providers to install renewable technologies that reduce their reliance on mains gas and electricity in conjunction with the Renewable Heat Incentive.	Ongoing
Decentralised energy & CHP	Islington has 4,400 communally heated properties. The council is undertaking an extensive renewals programme for communal heating systems across the residential estate. Installations within 4 Islington Council estates with a value of £3.6m are due to be undertaken in years 2017 and 2018	2017-2018
	Over the long term Islington is committed to extending and expanding its decentralised energy and CHP network across the borough. The Decentralised Energy Strategy can be found here .	Ongoing
	Bunhill Energy Centre was completed in winter 2012 and the district wide heat network provides cheaper, greener heat to over 700 homes on three estates and other buildings. Information here . Bunhill Phase II has received European funding for urban waste heat reclamation and is due for completion in 2017 which will provide heat to a further 454 homes.	2012-2017
DRIVERS AND ENFORCEMENT		

Zero Carbon Homes	Following the outcome of the Government's Housing Standards Review and subsequent announcements on the National Zero Carbon Policy, there are some elements of local policy such as minimum Code for Sustainable Homes standards that have been impacted in terms of their implementation. Despite this, Islington Council continues to pursue high sustainability standards from all development in the borough; including the construction of new homes; and continues to actively implement a local zero carbon development policy.	Ongoing
	Despite the government's movement away from the National Zero Carbon Homes policy and the outcomes of the Housing Standards Review, Islington Council continues to pursue high sustainability standards from all development in the borough; including the construction of new homes; and continues to actively implement a local zero carbon development policy. The council is currently in the early phases of a Local Plan Review in which these policies will be considered against the current context in Islington, including the wider regional and national policy context. The council will be seeking to maintain and build upon the high standards of sustainable development established in the borough through this process.	2016-2017
	The council has a robust planning policy framework to deliver sustainable new homes in the borough [info here].	Ongoing
EPCs	The Residential Environmental Health team are currently using the EPC database to identify low energy rated homes in the private sector and assess them for excess cold hazards.	Ongoing
HHSRS	In 2015/16 We removed 153 Category 1 hazards and assessed 60 Category 1 excess cold hazards.	2015-2016
	We continue to apply HHSRS regulations to protect residents from Category 1 hazards including excess cold, excess heat and dampness and mould growth.	Ongoing
Private Rented Sector	We will support tenants and landlords to understand their rights and obligations under the new private rented sector energy efficiency regulations as they come into force. We shall co-ordinate our PRS Energy Efficiency Regulations response with existing enforcement activities for HHSRS hazards and EPC certification. Currently proactive Environmental Health street survey work is focussed on another enforcement project, nearer the time of the energy efficiency regulations being in force the council will revisit this work stream. Trading Standards will assess the feasibility of EPC enforcement work when the changes come in excluding low rated properties from lettings as this will give the EPC a more important role Residential Environmental Health and Trading Standards teams are discussing how to co-ordinate and develop working practices to increase compliance with EPC requirements and pre-empt an enforcement demand in 2018.	2016, 2018, 2020

FABRIC IMPROVEMENTS		
Solid walls	<p>Islington Council have been active in carrying out solid wall insulation to its own stock:</p> <ul style="list-style-type: none"> - External Wall Insulation (EWI) installed at 305 properties. - Tendering for installation of EWI at a further 304 properties (mostly high rise) with works to be completed in 2017. - Islington is also developing a programme of medium rise, solid-walled properties most in need of EWI, within the council's own stock to be funded by s106, our Carbon Offset Fund and ECO. 	Ongoing
Cavity walls	The council continues to support and assist private sector residents requiring cavity wall insulation, through funding them directly or signposting to ECO-funded free loft and cavity wall insulation schemes.	Ongoing
	All cavities in the council's own stock are now filled, with the exception of a very small number that are not technically possible to fill at present.	2017
Lofts	The council continues to support and assist private sector residents requiring loft insulation, through funding directly or signposting to ECO-funded loft schemes.	Ongoing
	The council's current programme for insulating lofts in council street properties is scheduled to complete in spring 2017. The council will continue to pursue funding opportunities to treat remaining council properties with uninsulated or poorly insulated lofts as they arise.	2015-2017
ADVICE and SUPPORT		
Domestic energy advice	<p>The Islington Energy Strategy and Advice Team will continue to expand and increase its offer to all residents, developing and extending behaviour change and resident engagement programmes designed to tackle fuel poverty and inefficient heating. Website here: http://www.energyadvice.islington.gov.uk/.</p> <p>We hold events for residents to improve energy awareness, encourage behaviour change and develop skills for saving energy and managing bills.</p> <p>As of March 2017 we also provide energy advice services for the neighbouring boroughs of Camden and Hackney and are piloting an expansion of our SHINE programme (see below) across all of London.</p>	Ongoing
	In 2015 we made a series of short films working with CAB to improve Islington residents' understanding of prepayment meters as a lack of clear guidance on how to use them appeared to be leading many vulnerable residents to get into financial difficulties (http://www.energyadvice.islington.gov.uk/understanding-your-energy-bills/prepayment-meters). In addition to being featured on the Islington website the films have also been promoted through a range of channels to residents in Islington and beyond including featuring on the Centre for Sustainable Energy website and appearing in the Energy Action Scotland quarterly review, helping to raise the profile of Islington Council as an expert provider of	2015-2016

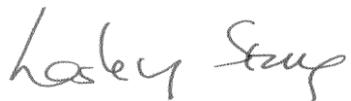
	<p>energy advice services.</p> <p>During 2015/16 we delivered 20 energy advice sessions which were attended by 145 residents and 34 members of staff from frontline services. This included workshops on curtain lining, draught proofing and the Citizen's Advice Bureaux Energy Best Deal scheme.</p> <p>Islington Energy Saving Shop ran during 2015-16 and sold 498 DIY energy efficiency items including draught proofing strips, curtain lining and secondary film glaze.</p>	
	<p>In the summer of 2016, we worked closely with 65 frontline staff and voluntary sector partners to provide prepayment meter awareness workshops.</p> <p>Islington is continuing to provide targeted support to vulnerable residents as part of the Citizens Advice Bureau and Ofgem's 'Energy Best Deal' project. The Energy Strategy and Advice Team are on track to deliver 12 of these sessions by the end of May 2017.</p>	2016-2017
	<p>Between April 2015 and January 2017 the Energy Strategy and Advice Team received over incoming 10,000 calls from Islington residents asking for help with their energy use and bills.</p> <p>The New Movers service provides energy advice to new Council tenants helping them to get off on the right footing with managing their energy use and bills. This service has been promoted with 796 new movers 2015-2017, 58 new movers have been given advice.</p> <p>March 2016 the Islington Energy Strategy & Advice Team were involved in Panorama's 'Too Poor to Stay Warm' edition, which looked at the impact of fuel poverty. One of our Energy Advice Officers was filmed providing advocacy for a disabled Islington client. This showcased our advice and support service on a national level.</p> <p>The Energy Advice Service was brought in to work on the resident engagement section of the Innovate UK funded, Smart Heating project linked to wider upgrades of communal heating in the Redbrick Estate and Bunhill Heat Network. In 2015/16 this involved conducting a heating and heating control survey among the 112 households on the Redbrick Estate. In 2017, the Energy Strategy & Advice Team will be offering smart heating control demonstrations to residents of Redbrick Estate who are served by Bunhill Communal Heating Programme and will soon have upgraded heating controls.</p>	2015-2017
Help with fuel bills	<p>Alongside energy advice the council is providing a range of services to help residents manage their energy costs:</p>	Ongoing
	<p>The Energy Strategy & Advice Team gives residents general</p>	2015-2017

	<p>advice on suppliers on the market and help residents to run comparisons of their existing supplier tariff. April 2015 - Feb 2017 a total of 267 Islington residents were given this kind of fuel switching advice. Figures for April 2016 - Feb 2017 show that the Islington Fuel Switch supplier comparison platform has had over 2000 visitors, with 200 visitors running comparisons.</p> <p>During the 2015/16 financial year, the Energy Strategy & Advice Team made 58 successful applications to fuel/water trust funds with a total of £69,610 being awarded to Islington residents to help clear account holder debt(s). From April 2016 to early March 2017, the team made 35 successful applications to fuel/water trust funds with a value of £67,872. More than £137,000 has been awarded to Islington residents owing to officer trust fund applications since the last report.</p> <p>Where discounts on energy and water are available Islington Energy Strategy & Advice Team identify eligible residents and support them to access electric and water discounts that can really help them with the cost of living. Between April 2015 and February 2017 we signed 2,613 vulnerable households up for Broader Group Warm Home Discounts, at a value of almost £366,000.</p>	
<p>Energy supply</p>	<p>In 2017 Islington Council is set to launch its own energy supply brand, offering affordable gas and electricity tariffs to help lift the poorest residents out of fuel poverty and many more cope with the rising cost of living. The new brand – a first in London and a partnership with Robin Hood Energy – will offer residents the opportunity to change supplier and benefit from value-for-money gas and electricity tariffs. Most importantly, it will help thousands of residents whose fuel bills are a major factor in keeping them trapped in fuel poverty – a key priority for the council. It will be of particular benefit to prepayment customers.</p>	<p>2017+</p>
<p>SHINE</p>	<p>Islington Seasonal Health Intervention Network (SHINE) continues to grow, focusing all available help from statutory, private and third sector partners on dealing with seasonal health and affordable warmth issues affecting the most vulnerable in Islington in line with the new NICE guidelines on Excess Winter Deaths. The various factors affecting fuel poverty that SHINE continues to tackle are:</p> <ul style="list-style-type: none"> - Improving health - Making homes more energy efficient - Increasing incomes - Reducing fuel bills - Fuel debt support <p>The impact of seasonal health interventions is universally regarded as difficult to measure but in Islington we are currently in the process of carrying out a multi-year health outcomes evaluation after receiving funding from DECC. An evaluation of Islington SHINE amongst service users, referrers and interventions providers was carried out and the results provided were as follows:</p> <ul style="list-style-type: none"> - 62% of referrers agreed that SHINE helped them in 	<p>Ongoing</p>

	<p>assisting their service users and 3% disagreed.</p> <ul style="list-style-type: none"> - 72% of referrers agreed that SHINE added value to their service and 0% disagreed. - 75% of intervention providers agreed that SHINE added value to their service and 0% disagreed. - 60% service users were not aware of the services they were referred to beforehand and 34% were aware. - 60% service users said that it was unlikely they would have accessed the services otherwise and 40% said that they would have. 89% service users found the referral scheme useful and 11% did not find it useful. 	
	<p>SHINE has been operating in Islington since December 2010 and in Hackney since February 2012. In that time over 16,000 referrals have been received leading to around 59,000 interventions. It is one of the most extensive referral networks of its kind. In January 2017 SHINE expanded to all of London on a pilot basis, with funding from EDF Energy, and was able to generate over 460 referrals across 26 different London boroughs within the first two months.</p>	2010-2017
	<p>2015/16 financial year Islington SHINE had a total of 2,306 referrals, with a similar number projected for 2016/17.</p> <p>SHINE has shown its ability and capacity to reach considerable numbers of vulnerable households and 72% of our clients in 2015/16 were fuel poor by the 10% definition.</p>	2015-2017
	<p>The council continues to offer free Energy Doctor in the Home visits to vulnerable households in Islington. These visits provide advice and low-cost energy efficiency measures. There were 950 Energy Doctor visits completed by Groundwork in 2015/16, with over 700 visits anticipated in 2016/17. In 2017 the Energy Doctor in the Home service is being brought in house, to be delivered by council officers.</p> <p>Between April 2015 and February 2017 1,982 residents have been signed up to supplier priority service registers and 864 residents have been referred to UKPN's priority service register.</p>	2015-2017
FURTHER AREAS		
Smart meters	<ul style="list-style-type: none"> ➤ All households in Islington will be offered smart gas and/or electricity meters by 2020 ➤ 80% of households will have smart meters installed by 2019 	2020 2019

Review date: 31st March 2018

Submission of next progress report: 31st March 2019



Signed:

Position: Lesley Seary, Chief Executive – London Borough of Islington

For further information, please contact:

John Kolm-Murray

Energy Strategy and Advice Manager

Telephone: 020 7527 2121

E-mail: energy.advice@islington.gov.uk