YORKSHIRE AND HUMBER FUEL POVERTY FORUM

Friday 17 June 2016

9.30 am to 12.30 pm followed by networking lunch and East Pennine CAN Forum

York CVS, 15 Priory Street, York, YO1 6ET

A G E N D A

09.30  Registration

09.45  Welcome and Policy Update  Diane Bland
       Project Development Co-ordinator  NEA

10.15  Pay as you go energy and the fight against fuel poverty  Louise Moody
       Sales & Compliance Manager  Utilita

10.35  NEA Technical Innovation Fund
       External Wall Insulation on Park Homes North Lincolnshire  Andrew Herbert
       Chief Executive  YES Energy Solutions

11.00  Comfort Break

11.10  Getting involved in SMART Energy GB in Communities Programme  Danni Crosland
       Project Development Manager  NEA

11.40  Health & Wellbeing Boards progress on tackling fuel poverty and addressing the NICE guidance on cold homes  Dr Jamie-Leigh Ruse
       NEA Research Assistant Fundraising & Communications

12.00  East Pennine Carbon Action Network  John Kolm-Murray
       National Chair ALOE

12.15  Open Forum  All

12.30  Close and Networking Lunch
Introduction

This forum is taking place during considerable hiatus caused by the EU referendum

We are awaiting the following:

• Bonfield Review on Domestic Energy Efficiency
• Consultation on transition year for Energy Company Obligation (ECO 2017-18) and further details on the new fuel poverty obligation which will run from 2018-2021
• Government responses to:
  • Energy and Climate Change Committees’ report into domestic energy efficiency
  • Warm Home Discount Scheme consultation
  • Data-sharing consultation
• Ofgem response to consultations on improving the energy market for prepayment meter customers
Update

- Competition and Markets Authority
- Warm Homes Discount Consultation
- National Audit Office and Energy Efficiency
- Renewable Heat Scheme
- Smart Energy GB and NEA
- Big Energy Saving Network
- UK Fuel Poverty Monitor 2015-16
- Prospectus for Affordable Warmth
- Opportunities for funding
Energy Market Investigation

• The CMA will publish its final report in June 2016 setting out their remedies to tackle exclusion in the energy market
  – Consumers could have paid c. £1.7 billion a year less for their gas and electricity bills over the last 3.5 years had the competitive markets been working effectively
  – Recommended the introduction of a temporary price cap for the 4 million households who are on prepayment meters
  – This group in particular face limited competition from suppliers and whose ability to switch and find better deals is far more limited

• NEA supports a transitional price control for prepayment customers on low incomes and has urged the CMA, Ofgem and UK Government to move quickly to implement this remedy

Warm Home Discount Consultation

• NEA submitted its response:
  • Welcoming the fact the scheme has been extended to 2020-2021.
  • Will allow the policy to continue to provide crucial assistance to many low income and vulnerable households through direct rebates or through the retention of industry initiatives.
  • Will allow many organisations to continue to provide energy and debt relief advice and plan efficient delivery over successive years.

• NEA expressed disappointment that the UK Government are still to extend data sharing powers to provide the automatic electricity discount to all low income families.
Warm Home Discount Consultation

• Highlighted concerns that without expanding the WHD scheme envelope overall, the planned reforms to target the GB wide policy on fuel poor households by low income **AND** high energy costs could have negative impacts.

• Within this response NEA also urges Government to ensure **all** energy suppliers are obligated to deliver the core group rebate or pay into an industry initiatives pot from 2017

NAO report (April 2016) claimed the failure of Green Deal could have been prevented had Government listened to key stakeholders’ feedback in the policy design phase.

The report illustrates:
- A sharp decline in home energy efficiency delivery rates and how critical it is for the UK Government to accurately measure outcomes.
- Criticised Government for the complexity of the consumer journey.

In response, NEA stated the UK Government must respond by ensuring future schemes limit and monitor capital contributions towards the cost of any energy efficiency work.
The publication was followed by a short inquiry by the Public Accounts Committee (PAC) and NEA gave oral evidence to MPs on the 11 May.

http://parliamentlive.tv/Event/Index/34703bda-adbc-4e8b-9ed1-277bee175bf0

The summary of the NAO report is available here:

Renewable Heat Scheme

In April 2016 NEA responded to DECC’s proposals to reform and enhance access to renewable heat technologies:

• Urged govt. not to rely solely on market driven models to provide equal access to low income off gas households
• Annual ring-fence within the budget for fuel poor households off the gas network who cannot afford the upfront costs of renewable heat technologies
• Continuation of the Central Heating Fund committed year on year to align with the duration of the current fuel poverty gas network extension scheme, ending in 2021.

• DECCS own investigation highlighted barriers associated with take up by fuel-poor households - NEA referred to these

Smart Energy GB in Communities

• In March 2016, NEA agreed a partnership with Smart Energy GB to be part of a consortium made up of NEA, Energy Action Scotland, Charities Aid Foundation and Media Trust.

• The consortium will deliver a new programme forming part of Smart Energy GB’s campaign, entitled Smart Energy GB in Communities.
Smart Energy GB in Communities

• The combined expertise of the consortium, led by NEA, will:
  • Help Smart Energy GB to ensure that everyone in England, Scotland and Wales can realise the benefits of smart meters
  • Including those who are more vulnerable and might face barriers to benefiting from this technology

• A more detailed presentation about, funding opportunities and how to become part of the campaign will follow within this forum

• For more information regarding the fund and how to apply: [www.nea.org.uk/media/news/170516-1/](http://www.nea.org.uk/media/news/170516-1/).
Applications for grant funding under the Big Energy Saving Network from eligible third sector organisations and community groups are now open!

BESN is a £1.7 million programme jointly funded by the Department of Energy and Climate Change and NEA to support organisations to deliver a programme of outreach to vulnerable households and train frontline workers.

Closing date: **midnight 10th July 2016**


Questions: besn@decc.gsi.gov.uk
UK Fuel Poverty Monitor 2015-16

• NEA and Energy Action Scotland (EAS) published the UK Fuel Poverty Monitor 2015-2016 in May 2016

• Annual review of fuel poverty policies in the four UK nations

• Identifies cross-nation learning to inform policy makers and practitioners

• This year’s report reviews progress since 2010 within each country and at a UK level.

• Key variations in the way fuel poverty is addressed within the four UK countries is highlighted

• Summary table and timeline of key developments in attempts to provide greater levels of affordable warmth across the UK
# Fuel Poverty Policy Across the UK at a Glance (2016)

<table>
<thead>
<tr>
<th></th>
<th>UK</th>
<th>England</th>
<th>NI</th>
<th>Scotland</th>
<th>Wales</th>
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<td>Ofgem</td>
<td>Northern Ireland Authority for Utility</td>
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<td>Regulation (NIAUR)</td>
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<td><strong>Department responsible for fuel poverty reduction</strong></td>
<td>N/A</td>
<td>UK Government: Department of Energy and Climate Change (DECC)</td>
<td>NI Executive: Department of Social Development (SDS) and Dpt of Enterprise, Trade and Investment (DIT)</td>
<td>The Scottish Government: Cabinet Secretary for Social Justice, Communities and Pensioners' Rights</td>
<td>Welsh Government: Minister for Natural Resources</td>
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<td><strong>Current levels of fuel poverty</strong></td>
<td>4.5m</td>
<td>2.7m</td>
<td>0.29m</td>
<td>0.85m</td>
<td>0.35m</td>
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<td><strong>Current % of fuel poverty</strong></td>
<td>17%</td>
<td>12%</td>
<td>42%</td>
<td>34.939%</td>
<td>30%</td>
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<td><strong>Change since 2010</strong></td>
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<td><strong>Statutory eradication targets</strong></td>
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<td>Not met replaced with EPC target for fuel poor households</td>
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<td><strong>Interim statutory eradication targets</strong></td>
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<td><strong>Statutory energy efficiency targets - mixed tenure &amp; FP</strong></td>
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<td><strong>Statutory energy efficiency targets – all social rented sector</strong></td>
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<td>Decent Homes Standard update pending</td>
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<td><strong>Statutory energy efficiency targets – private sector</strong></td>
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<td><strong>Fuel Poverty Strategy</strong></td>
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<td><strong>Fuel Poverty Advisory Group</strong></td>
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<td><strong>Annual Fuel Poverty Progress Report</strong></td>
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<td><strong>Annual Fuel Poverty Statistics</strong></td>
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<td>Benefit from Winter Fuel Payment</td>
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<td>Benefit from Cold Weather Payment</td>
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<td>Have additional self-referral energy efficiency schemes</td>
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<td>Have additional area-based efficiency schemes</td>
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<td>Funding to local authorities and 3rd sector</td>
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<td>Accessed European funding for national schemes</td>
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<td>National Health based FP frameworks</td>
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<td>(limited)</td>
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Key Observations

- Progress to eradicate fuel poverty across the UK has slowed despite statutory commitments and current policies.

- Frequent policy changes have hindered progress to eradicate fuel poverty across the UK.

- Measurement matters and there is a greater need to collaborate to evaluate progress - mechanism to evaluate impacts policy changes across the UK are having.

- A formal cross-nation working group is necessary.
Key Asks

• UK Government continues to report on annual progress under the 10% measurement of fuel poverty

• Scottish and Welsh Govts and DECC work together in the coming months to assess how the changes to the GB wide ECO scheme will impact on England, Wales and Scotland’s own statutory fuel poverty targets

• Update and improve annual housing surveys for each of the countries to accurately measure progress towards national statutory commitments

• A transparent forum for representatives of the UK Government and Ministers from across the UK nations, to better shape policy ideas and share good delivery practices to reduce fuel poverty levels

www.nea.org.uk/media/news/new-report-highlights-address-key-failings-eradicate-fuel-poverty-across-uk-nations/
Prospectus for Affordable Warmth

www.parliament.uk

• April 2016 meeting of the Fuel Poverty and Energy Efficiency Group
  • Agreed new publication to summarise the benefits of current local and national schemes be produced
  • Prospectus will look to transcend a narrow focus on policy specific barriers and outline how successful affordable warmth schemes can deliver major social, economic or environmental benefits

• NEA hopes the prospectus will lead to
  • An enhanced appetite to introduce or expand local/national affordable warmth schemes
  • Encouraging collaboratively working

• The terms of reference and a call for evidence will shortly be launched. For more information please contact: ben.sayah@nea.org.uk
Closure of the Home Heat Helpline

Due to “....significant reduction in call volumes despite a significant spend on promotion of the helpline” the service, offering free help and advice for people worried about their energy bills or keeping warm in winter, will close on 30th June 2016.

Future contact encouraged with Citizens Advice Consumer Service on 03454 04 05 06 or Energy Saving Advice Service (ESAS) on 0300 123 1234
Award Schemes and Funding Opportunities

**Smart Energy GB in Communities grant fund** - large and small grants available for community and regional organisations that can help engage priority groups with smart meter rollout.

[www.nea.org.uk/award-schemes](http://www.nea.org.uk/award-schemes)

**Big Energy Saving Network** - grants of £5,000 available to support eligible third sector organisations and community groups deliver help and advice. Closing date – 10th July. See [www.gov.uk](http://www.gov.uk) for more info.
NEA Annual Conference

21-23 September 2016, Manchester
To register your interest in attending, go to the NEA website:
www.nea.org.uk/conference2016
Pay as you go energy and the fight against fuel poverty

Louise Moody
Sales Manager, Utilita Energy
Smart meter rollout

- Every home and small business to be fitted with a smart meter by 2020
- 53 million smart meters in 30 million premises
- Three million already installed
- 50 million still to fit in four and a half years
How do smart meters help?
Control

• See energy usage in real time

• Leads to energy saving behaviour

• Pay as you go energy – no unexpected, estimate

• Confidence, honesty & transparency
@Kako_0520
"Loving @UtilitaEnergy best prepayment on the market. So easy to top up. Definitely recommend! [sic]".
15 October 2015

Stephen Bunts
Love Utilita. Been with you 2 years or more not one issue at all. Straight forward, direct & so easy to use.. [sic]".
1:07 23 March 2016

@HayleySmith
"Love the new smart meter from @UtilitaEnergy - shows full payment history and predicts usage. Modern technology makes life easier. [sic]".
14 May 2015

Darren Mark Wedge
"My bills are much cheaper - thank you. [sic]".
06:42 12 March 2016

@DiDch
"@UtilitaEnergy I won't go into details here but a staff member took time to give me a call today which I wasn't expecting. I felt respected - Thank-you! [sic]".
06 July 2015

Lauren West
"I've noticed a big difference moving to Utilita! Definitely saved on the smart meters and I love the top up online option it makes life so much easier [sic]".
13:59 28 April 2015

@jeanniefoxton78
"@UtilitaEnergy utilita is a great company wished I'd left my previous supplier sooner !!! [sic]".
20 June 2015

Kate Shipley
We've saved a fortune since moving over to you. We recommend you to everyone!! [sic]".
23:07 15 March 2016

@Lele2013xx
"@UtilitaEnergy best decision ever swapping to use could barely afford to put the gas on, no problems with use after year [sic]".
17 March 2015
Education

• Promoting greater awareness

• Smart meters show how consumption translates to cost

• In-home display – ease of use

• The cheapest and greenest energy is the energy you never use
Fuel poverty

• Prepayment smart metering is part of the solution to fuel poverty

• 2.35 million fuel poor households – most not on prepayment meters
Fuel poverty

- DECC Report
  - 48% of fuel poor households pay through direct debit
  - 27% of fuel poor households pay through prepayment meters
Fuel poverty

- Ofgem data
  - Prepayment households least likely to be in severe fuel poverty
  - Both Standard Credit and Direct Debit households have a higher fuel poverty gap

<table>
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<th>Payment method</th>
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<td>SC</td>
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<td>£459</td>
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<tr>
<td>DD</td>
<td>£377</td>
<td>£489</td>
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</table>
Fuel poverty

• CMA Report
  o 70% of consumers stuck on high price standard variable tariffs
How else does Utilita help?

• Warm Home Discount
  
  o 2015 – provided to c. 5,300 customers
  
  o 2016 – expected to rise sharply in line with customer growth
How else does Utilita help?

• 5% price cut on July 1 – third cut in 2016

• We cut prices at the right time
  ○ First supplier to cut in January

• Price commitment – cheaper than the Big Six since 2008
About Utilita

• Challenging Big Six dominance of the market (87%)

• Customer growth
  o April 2014 – 90,000
  o June 2016 – 350,000

• First supplier to scrap all standing charges
Three Distinct Funds

1. Warm and Healthy Homes Fund
   To establish new models of working with colleagues across the health and social care sector

2. Technical Innovation Fund
   To promote new solutions to fuel poverty utilising energy saving measures not traditionally in scope of current schemes

3. Warm Zones Fund
   Cost effective delivery of energy efficiency and carbon reduction measures and related advice to vulnerable householders
Park Home Insulation

Energy saving solutions for the most vulnerable

[Images of homes and a sign saying "Funding"]

[Logo: "YES energy solutions"]
Vulnerable Homes

Park homes are some of the least energy efficient housing stock in the UK.

- Thin Walls
- Off Gas
- Expensive Heating Systems
- Poor SAP & EPC Ratings
- Low Income Householders
High fuel poverty risk

High fuel costs Vs low incomes = fuel poor residents

Around 160,000 people living in 84,000 Park Homes in England.

In 2015 YES Energy Solutions completed energy saving assessment on 32 park homes and found that 78% were defined as living in fuel poverty based on the criteria set under the Fuel Poverty Network Extension Scheme (FPNES).
So why haven't these people received more support?
Park Home Challenges

• Little or no grant aid support for Park Homes
• Unfavourable funding rates
• Low income householders without the means for investment
• Planning restriction in certain areas
• Gaining permission from Park owners can sometimes be difficult
• Low profit margins (due to the size of Park Homes) can deter installers
Opportunities for intervention

The Technical Innovation Fund

In 2015 a new funding pot, managed by the national fuel poverty charity – NEA, was released.

The fund enables community-level trials of innovative solutions using measures that are not traditionally used within the scope of current fuel poverty and energy efficiency programmes.

£26.2 million has been invested in projects to bring affordable warmth to over 6000 fuel poor and vulnerable households in England, Wales and Scotland.
North Lincolnshire Partnership
YES Energy Solutions partnered with North Lincolnshire Council having been awarded funding through the Technical Innovation Fund as part of the Targeted Areas initiative.

Park Homes in Scunthorpe
We worked with the Council to identify two Park Home sites where residents were spending disproportionate amounts of their income on fuel.

- We gained permission from the site owners to work on the Parks
- Older, inefficient Park Homes were prioritised
- The site owners helped identify vulnerable residents
Insulation Improvements

We secured funding to insulate 35 Park Homes with external wall insulation systems:

**SPS envirowall - Wall System 1**
BBA approved, 100mm thick, acrylic render finish.

**JUB - Jubizol Premium System**
ETA approved, 90mm thick, self-cleaning silicone finish.

**Floor Insulation**
Where possible, under floor insulation has been installed using Kingspan Thermafloor boards.
Engaging with Residents

• Duel branded marketing communications with the Council for added validity

• Community event to showcase the benefits of Park Home insulation

• Added value – energy advice from NEA

• Technical surveys scheduled

• Charted Surveyor Reports – Including Pull Tests

• First installations coordinated in April / May 2016
Monitoring Success

As part of the funding criteria, a sample of Park Homes will be monitored for the next 12 months.

NEA has installed remote data loggers to monitor energy usage and average temperatures. Fuel bills will also be compared throughout the year to show the savings that are being achieved.

We hope that the project will be used as a blueprint to influence future policy and establish other Park Home schemes that promote energy efficiency and low carbon technology.
The Benefits

The insulation measures have not only improved the energy efficiency of the properties but helped local residents take pride in their homes and local community.

- Feels warmer
- Improves sound proofing
- Enhances visual appearance
- Reduces energy bills
- Improves health & wellbeing
Improving SAP Ratings

Having carried out post EPC’s on the Park Homes, the insulation work has provided an average SAP improvement of 11 points. This has moved most homes up an EPC band.
Customer Feedback

‘Does what it says on the tin – It holds heat a lot better.’

‘The bills are all down, it looks like a bungalow now, instead of a park home.’

‘I’ve noticed the difference in the noise element. It’s so quiet now...its better than any street, avenue or cul-de-sac that I’ve ever lived in.’

I’m so thrilled with it. It already feels warmer and I haven't had to put the heating on.’
Our role

YES Energy Solutions is responsible for the customer journey. We secured the funding, coordinated the marketing activities and are now managing an industry approved contractor to carry out the installations. We’re working with NEA and the Council to gather feedback from residents, install monitoring equipment and source new customers.

18 installations have been carried out at the first Park and preparations are now being made to start work at the second site in July. All 35 installations will be complete by the end of the summer 2016.
So what have we achieved?
The North Lincolnshire Park Home Insulation scheme has wide benefits:

• Given residents the means to reduce their fuel bills
• Saved energy and reduced CO₂
• Educated householders of ‘the need to be green’
• Helped people take pride in their homes
• Made vulnerable people feel valued
• Provided a case study to influence other Park Home projects
• Helped combat fuel poverty in the area
New Projects

The Park Home Insulation scheme has helped us focus on a new customer group, understand their needs and requirements and model a number of exciting new initiatives with support from the NEA Technical Innovation Fund.

**Basingstoke - Heat Pumps for Park Homes**
Helping up to 30 Park Homes in Basingstoke upgrade their home heating facilities using Air to Air Heat Pumps.

**North Lincolnshire – Hybrid Heat Pumps**
Installing an innovative renewable energy technology in Park Homes that works in conjunction with LPG and oil boilers.

**North Lincolnshire – EWI Extension**
Rolling out the current insulation scheme to help other Park Home sites, with a focus on gas properties.
Say ‘YES’ to lower energy bills

YES Energy Solutions is a Community Interest Company (CIC) that specialises in working with Local Authorities.

We have managed some of the largest Council backed energy efficiency programmes including: the South Kesteven Insulation Scheme, the West Yorkshire Green Deal Demonstrators, Insulate Hampshire, Wrap Up Leeds and the award winning Kirklees Warm Zone project.

With no shareholders to satisfy, all of our profits are invested into community schemes that support our social mission - to reduce CO₂ and alleviate fuel poverty in the UK.
Thank You

Any questions?

YES Energy Solutions
T: 01422 880100
W: www.yesenergysolutions.co.uk
Health & Innovation project summaries available at www.nea.org.uk/hip

Contact NEA for further information:
Jill.Walker@nea.org.uk
Local progress on tackling cold-related ill health:
NEA report to assess health and wellbeing board performance on addressing fuel poverty and implementing the NICE guidance on cold homes

For more details and to discuss these findings please contact:

Juliette Burroughs: juliette.burroughs@nea.org.uk

Jamie-Leigh Ruse: jamie.ruse@nea.org.uk
A new era for local energy officers
John Kolm-Murray
17 June 2016
History

• National HECA Forum founded in 1999 in response to Home Energy Conservation Act
• Became Carbon Action Network in 2009 to reflect increasing interest in carbon reduction
• A lot has changed...
The need for change

• Home Energy Conservation Act still on the statute books but generally lacks weight
• Carbon no longer a primary driver for most local authority energy work
• Many council areas no longer have a dedicated energy officer
• Devolution within England and to Wales means a lot of discussion of local approaches
Why ALEO?

• Clear and factual
• Recognises the moves towards devolution within England and greater local delivery
• Future-proof, and not subject to changing priorities on fuel poverty, carbon etc.
• Promotes the role of local authority energy officers as a coherent profession
It’s not just a name change

• Times are tough. We need to raise our profile
• We’re becoming more of a lobbying organisation, albeit one with limited resources
• We’re committed to highlighting the important role that local authorities have played and the greater role that we should play
• A new relationship with social landlords and community energy organisations
Contact

0116 454 2233
secretariat@aleo.org.uk
www.aleo.org.uk
Twitter @ALEOsecretariat
Thank you

Diane.bland@nea.org.uk