

**HOME ENERGY CONSERVATION ACT 1995  
ELEVENTH PROGRESS REPORT (2007)  
FOR THE PERIOD 1 APRIL 2006 TO 31 MARCH 2007**



Please complete this form in full and submit it **no later than 30 November 2007**. For details of where to return it please see the covering letter. Before completing this form you should read the accompanying guidance.

*Pagination in this version of the form, designed for completion on a PC, differs from that of the printed form. The spaces should expand to accommodate the necessary information – but it would be appreciated if the completed form did not extend beyond a total of 8 pages. Please do not edit the existing text.*

*The name and details given here will be taken by Defra as the HECA “lead officer” contact. Completing this section indicates that you have read the section of the accompanying guidance headed “Data Protection Act 1998 – Fair Processing Notice” (paragraphs 6-10), which gives details of Defra’s processing of the data that you have provided on this form.*

|   |   |             |               |
|---|---|-------------|---------------|
| <b>Name</b>                                     | Angela Okoh                                       |             |               |
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| <b>Authority</b>                                | London Borough of Hackney                         |             |               |
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1. Have there been any changes to the following elements of your authority’s Home Energy Conservation Act (HECA) strategy in the period covered by this report?

Please summarise elements of the energy conservation report prepared in 1996 (your “HECA strategy”) in the first column of the table below, taking account of any amendments made to the strategy up to and including 31 March 2006. Changes made prior to this date will already have been recorded by Defra from information you have provided. However, if any changes have been made

between 1 April 2006 to 31 March 2007, please tick the relevant “Yes, changes” box(es) and enter the new figure(s) in the final column. If there have been no changes, please tick the “No change” boxes. Refinements to strategies may be necessary from time to time, but fundamental changes to the original strategy are not anticipated. Please explain any changes.

|  | HECA strategy up to 31 March ‘06 | No change since 1 April ‘06 | Yes, changes since 1 April ‘06 | New figures following changes since 1 April ‘06 |
|--|----------------------------------|-----------------------------|--------------------------------|---|
| a) Overall energy efficiency improvement identified  | 30%                              | ✓                           |                                | per cent  |
| b) Number of years to implement the measures identified  | 15                               | ✓                           |                                | Years   |
| c) Total cost of implementation of all measures  | £187 million                     | ✓                           |                                | £ Millions                                      |
| d) CO <sub>2</sub> reduction per annum as a result of all the measures identified  | 12,482                           | ✓                           |                                | Tonnes per annum                                |
| e) Indicate the 1 April 1996 baseline energy use (in GJ) against which energy efficiency improvements are being measured | 10,821,582                       | ✓                           |                                | GJ  |

|   |                              |
|---|------------------------------|
| <p>Reasons for any changes identified above:<br/>It would be helpful if you could provide details of how development of your strategy has been taken forward.</p> | <p>No changes identified</p> |
|---|------------------------------|

2. Are you monitoring changes in the energy efficiency of the housing stock in your area, in order to be able to report progress as required by HECA? YES  NO

If you answered "Yes", please describe briefly:

(a) the methodology used to monitor progress, listing the main data sources

(b) how you are monitoring the success of activities designed to promote energy efficiency

If you answered "No", please give reasons.

Methodology used to monitor progress and success of information, advice, education and promotion activities

**a) Energy efficiency information has been gathered by contacting the following sources:**

- Hackney Homes (ALMO) Property Services Department.
- Hackney Council's Building Control Team.
- Hackney Council's Private Sector Housing Team, which provided information on House Renovation Grants, Home Repairs Assistance, Disabled Facilities Grants, Houses in Multiple Occupation Grants and special energy efficiency initiatives.
- Warm Front funded installations through the Energy Action Grants Agency.
- Local Authority and Thames & Central Energy Efficiency Advice Centre (TACEAC), who provide energy efficiency advice to residents in the Borough
- Anchor Staying Put.
- Registered Social Landlords.
- Data from NHER (ProBase) database enabling the Authority to monitor and record energy related information about the total housing stock within the Borough.
- Data from Anchor Housing Trust and Age Concern's Coldline project relating to grant take up for energy efficiency works in the Borough.

**b) Monitoring the success of activities designed to promote energy efficiency**

Information was collected at two main points:

- 1) The Local Authority central database and the NHER ProBase database held by Hackney Homes.
- 2) The local Energy Efficiency Advice Centre (Thames and Central Energy Efficiency Advice Centre, TACEAC) through the processing of DIY Home Energy Check (do-it-yourself HECs).

The calculations for this report have been undertaken using Local Authority data entered into the NHER ProBase database software enabling the Authority to monitor and record energy related information about the total housing stock within the borough, and retail costs taken from Best Practice Guide 171.

The overall impact of TACEAC activities on promoting energy efficiency is assessed

through market research commissioned by the Energy Savings Trust (EST), which is reported back to TACEAC. EST also commissions market research on its national campaign and promotional material.

In calculating the savings in this report no allowance has been made for organisations that did not wish to take part or work that has been done via the DIY market. Therefore, the true improvement in energy efficiency and the reduction of CO<sub>2</sub> is likely to be better than indicated in the report.

3. It is helpful for Defra to be able to judge the extent to which the HECAMON software (Version 3, issued by Defra in April 1999 and updated in April 2001) is used each year. Therefore, please would you indicate whether or not you used the software when collecting and collating the data to enable you to complete this form?

Postal  Telephone  Both  HECAMON not used

4. Please briefly describe in part a) all activities that are specifically designed to assist in the development and achievement of your HECA strategy. For both parts a) and b) it would be helpful if you could include details of how these activities address the following points:

- Obtaining corporate commitment / Integration of strategy with other council policies
- Any barriers and how these have been addressed
- Information, advice, education and promotion activities / Making grants and loans
- What linkages you have with energy efficiency schemes such as Energy Efficiency Commitment and Warm Front
- New and innovative approaches

In part b) describe new activities you expect to **commence in the 2007/08 financial year.**

| a) activities in 2006/07 financial year   |   |                                       |                                  |
|---|---|---------------------------------------|----------------------------------|
| Activity  | Who is involved?                            | Partners' contribution (£) in 2006/07 | Will this continue into 2007/08? |
| <ul style="list-style-type: none"> <li>• A free energy efficiency advice service for householders provided through a service level agreement with Thames and Central Energy Efficiency Advice Centre (TACEAC) on Freephone 0800 512 012 and a freepost address, to support the Council's campaign to raise the awareness about energy efficiency. TACEAC has attended several events including exhibitions in neighbourhood offices, libraries, community centres and at festival events, providing basic training. A good example of this was an exhibition held at the Well Street &amp; Ridley Markets during the Energy Efficiency Week of Awareness, where free Energy Efficiency advice and free Compact Fluorescent Lamps were distributed. Instances of telephone advice provided: approx. 382</li> </ul> | Hackney Homes & TACEAC                      | Nil                                   | Yes                              |
| <ul style="list-style-type: none"> <li>• Promotion of Private Sector central heating and energy efficiency grants through advertising, joint working with partners and word of mouth.</li> </ul>  | Hackney Homes / EAGA / Warm Front / CosyTop | Included in Warmth & Security grant   | Yes                              |
| <ul style="list-style-type: none"> <li>• Anchor Staying Put, in conjunction with the Council, arranges bulk purchase schemes for the private sector, home visiting and central heating for the elderly. Energy measures were installed in a total of 112 properties.</li> </ul>   | Anchor Staying Put / Private Sector Housing | 312,572.67                            | Yes                              |

|   |   |            |                             |
|---|---|------------|-----------------------------|
| <ul style="list-style-type: none"> <li>• Cavity wall insulation programme throughout the borough.</li> </ul>  | <p>Hackney Homes (part of the Decent Homes programme) / British Gas / Cosy Top Insulation</p> | <p>Nil</p> | <p>Yes</p>                  |
| <ul style="list-style-type: none"> <li>• The Council is continuing its borough-wide central heating improvements. Approximately 450 installations were carried out to local authority dwellings.</li> </ul>   | <p>Hackney Homes (part of Decent Homes Programme)</p>   | <p>Nil</p> | <p>Yes</p>                  |
| <ul style="list-style-type: none"> <li>• The Council is also continuing awareness raising and training for community representatives. There were 25 seminars for residents and 16 seminars for school children, plus 17 exhibitions borough wide.</li> </ul>  | <p>Hackney Homes / TACEAC</p>   | <p>Nil</p> | <p>Yes</p>                  |
| <ul style="list-style-type: none"> <li>• Roof and loft insulation installed in 1,719 properties and a total of 2,150 double glazing installations to local authority properties across the Borough</li> </ul>   | <p>Hackney Homes</p>  | <p>Nil</p> | <p>On-going development</p> |
| <ul style="list-style-type: none"> <li>• The Council is continuing its multi-media energy efficiency information service. A web page gives information on grants and interest free loans funding, energy suppliers, green tariffs and cheapest dual fuel suppliers. An interactive section calculates the saving made by purchasing and installing low energy lighting. The website is accessible directly or through the Council / Hackney Homes website.</li> </ul> | <p>Hackney Homes (on behalf of the Council)</p>   | <p>Nil</p> | <p>Yes</p>                  |
| <ul style="list-style-type: none"> <li>• Regular articles about energy efficiency in local papers such as <i>Hackney Today</i>, residents' newsletters and our in-house staff newsletter</li> </ul>   | <p>Hackney Homes</p>  | <p>Nil</p> | <p>Yes</p>                  |
| <ul style="list-style-type: none"> <li>• The corporate commitment to energy efficiency is evidenced in the 2004 Community Strategy for the Borough, with its clear emphasis on sustainable development principles and the inclusion of specific objectives to</li> </ul>  | <p>Hackney Council</p>  | <p>Nil</p> | <p>Yes</p>                  |

minimise waste and maximise recycling. This, in turn, is reflected in the partnership actions on energy efficiency detailed in this progress report.

| b) activities planned in 2007/08 and not mentioned in a) above  |  |                                       |                                  |
|---|--|---------------------------------------|----------------------------------|
| Activity  | Who is involved?   | Partners' contribution (£) in 2007/08 | Will this continue into 2008/09? |
| 1. Borough wide central heating and insulation improvements to approximately 50 local authority dwellings through the Decent Homes Programme and a further 622 planned maintenance boiler replacements.   | Hackney Homes  | Nil                                   | Yes                              |
| 2. Liaison with the Registered Social Landlord managing sheltered housing on cavity wall & loft insulation of residential homes.  | London Borough of Hackney and Hanover in Hackney Housing Association | Nil                                   | Yes                              |
| 3. A project with the Shoreditch Trust to carry out work on a combined heat & power (CHP) scheme. This will be the first stage towards the application for a development grant under the Government community energy programme. This, when completed, will contribute to the reduction of CO <sub>2</sub> emissions and improvement of SAP ratings. | Hackney Homes and Shoreditch Trust                                   | 828,000                               | Yes                              |
| 4. Hackney Homes is undertaking a study into the installation of solar energy and renewable energy systems across the Borough.  | Hackney Homes  | Unknown until the end of the study    | Yes                              |
| 5. Hackney Homes will continue its energy awareness programme by issuing all Hackney Homes residents with a free low energy light bulb.   | Hackney Homes /EDF   | Nil                                   | Yes                              |

5a. Does your authority have an affordable warmth/fuel poverty strategy?

YES  NO

5b. If you answered 'no' to question 5a, do you have plans to develop an affordable warmth/fuel poverty strategy?

YES  NO

5c. If you answered 'yes' to question 5a or 5b, please briefly describe below how you are taking forward or planning to take forward a fuel poverty/affordable warmth strategy and advise on successes to date, key partners and anticipated future developments, with a particular emphasis on private sector housing stock.

### **Statement of current policy on Fuel Poverty**

LBH's commitment to tackling fuel poverty is included in our strategies:

" Eliminating fuel poverty is an important objective in Hackney due to the high numbers of people on benefits and generally low levels of income." *Hackney Housing Strategy, 2004-7*

"[We will] ensure that the concept of 'affordable warmth' for older people is addressed in all existing and future programmes." *Hackney Anti-Poverty Strategy, 1998*

### **Extent of Fuel Poverty**

The Government's Index of Multiple Deprivation 2004 shows Hackney is one of the most deprived areas in the country. The Hackney Housing Needs Survey 2003 identified a high proportion of households on low incomes, with average household income in the Borough estimated at £16,900. The survey found that council tenants, on average, had the lowest incomes. It also highlighted the problems faced by elderly owner occupiers, who often have low incomes despite the equity tied up in their properties. Housing occupied by social rented tenants is systematically being improved, including modern energy efficiency measures that are likely to be absent in many private sector homes.

It is estimated that around one in three Hackney households experience 'fuel poverty', defined as a household needing to spend more than 10% of its income on fuel to maintain the home at an adequate standard of warmth.

### **Future Targeted Approach**

Our approach is informed by a comprehensive database of all stock in the Borough. Based on this data and the needs identified in the previous section, our future approach to tackling fuel poverty will be as follows:

- The private rented sector is to be the priority for targeted grants, plus older vulnerable owner occupiers on low incomes.
- Local authority homes will benefit from existing planned maintenance programme, and the target to ensure all council homes meet the Decent Homes Standard, including the measure for thermal comfort (see below).
- The Borough's housing association stock is in relatively good condition, with the

poorer stock identified. The major landlords have active programmes of re-improvement.

The scope for tackling the difficulties faced by social rented tenants in fuel poverty is limited by the formulae set under the Government's rent restructuring reforms.

### **Local Authority Stock**

To date, our strategy has been to concentrate on the Council's own stock for major capital investment. This is being achieved by the use of the Decent Home Allowance, with a total budget of over £38,400,000 allocated for various improvement works to the Council's own stock including energy efficiency measures. A key element is the heating programme, which by the end of 2007 will ensure that all individually heated homes in blocks have central heating with condensing or high efficiency gas fired boilers, thermostatic valves, controls, and where possible heat recovery fans in kitchen and bathrooms.

Our objective is to reduce fuel poverty amongst low income households and to continue the significant investment in housing by delivering the decent homes strategy for Hackney. We aim to achieve by 2010 a reduction in fuel poverty amongst low income households, improved energy efficiency in the council's housing, housing association and private stock and a contribution to reduction of national CO<sub>2</sub> emissions.

The Standard Assessment Procedure (SAP) Rating measures the energy efficiency level of all dwellings, and the overall improvement in Hackney during 2002/3 was estimated at 1.6%. The average SAP rating for Council Dwellings was estimated at 68 at the end of March 2005, which is in the average range for London Councils. Due to the major works carried out to our dwellings, this had improved to 70 at the end of March 2007. This is well above the average for London Councils.

The average SAP Rating by the end of 2007/8 is estimated at 72.

An Asset Management Strategy (AMS) for council housing, recently agreed by Hackney Homes, aims to improve the SAP rating for the dwellings. We propose a comprehensive measurement in order to set a target. This will ensure that all work to improve homes to a decent standard will improve the overall SAP ratings. Targets in the AMS include ensuring that by 2010 no council dwelling will have a SAP rating of less than 40.

Building on the targets in the AMS, a report is due to be agreed by Hackney Homes in December 2007 on a more detailed affordable warmth policy for council homes. A Sustainability and Affordable Warmth Strategy is a key component within the Asset Management Strategy.

### **Hackney Affordable Warmth Strategy in relation to Private Sector & RSL Housing**

**Objective: To improve the energy performance of the private sector and RSL housing association properties in the Borough.**

To achieve this, the Council will:

- Review its Private Sector renewal strategy in 2007/8, specifically in relation to its Warmth and Security Grants programme, fuel poverty, Equity Release schemes and enforcement action. This review will be assisted by a private sector stock condition survey.
- Continue to support its partnership with Anchor Housing Trust to provide assistance to vulnerable people, helping them remain in their own homes.
- Promote good practice and advice to private landlords and tenants (particularly through the Private Sector forum)
- Investigate the efficacy of a door to door assessment process to help hard to reach households
- Promote the Warm Front Grant scheme to maximise the number of homes eligible for grant assistance.
- Promote independent tariff advice to all homes in the borough.
- Maximise the take up of utility company programmes.
- Ensure that all Registered Social Landlords in the Borough have developed affordable warmth strategies and are implementing them.

### **Working in partnership**

The Council has a well-established partnership with Anchor Housing Trust, who provide a Staying Put Service and operate a range of initiatives with Council support. These concentrate on vulnerable elderly people living in the private sector. The Council provides direct financial support for Anchor's Homes Project, which takes a holistic approach towards assisting elderly clients with poorly heated homes. This is achieved through an assessment of clients' housing problems by surveyors/architects and caseworkers, who apply for the grants and provide advice on welfare rights. Last year there were 98 referrals to this scheme.

Through its Winter Pressure Programme, Anchor also work with our local hospital, the Homerton, to provide a fast-track hospital discharge service for elderly people. They check the homes of these vulnerable people to see whether essential repairs are needed to minimise any physical discomfort or risk from poor housing conditions, including those relating to warmth and ventilation.

In 2006/7 £312,572.67 was spent from the non-Housing Capital Programme on Warmth and Security Grants, improving a total of 112 properties.

The Council, working through Hackney Homes, has a partnership with Thames and Central Energy Efficiency Advice Centre to provide energy advice to private residents, council tenants, housing associations, schools and Council departments.

Hackney Homes, on behalf of the Council, has also begun partnership work with the EDF Energy London Warm Zone to identify and tackle fuel poverty in the borough. The Stoke Newington area has been chosen as the first area to undergo a comprehensive

door to door assessment process to identify vulnerable households and provide heating and insulation measures to reduce emissions and improve comfort in the home. The scheme is funded from the Government Office for London's Private Sector Housing Renewal Programme and is set to run for two years. In all, up to 2,500 private sector homes in the borough will be assessed by the Warm Zone project.

The Warm Front Team Grant Scheme and the Warm Front Plus Grant Scheme reported a total of 100 households that had heating, draught-proofing, loft insulation, boiler replacement and/or wall insulation improvements installed through the Warm Front scheme, all of them in the private sector. In addition two properties in the borough have had a Solar Thermal Hot Water system installed.

Hackney Homes, on behalf of the Council, organized and carried out energy advice and presentation at the following centres across the borough: Stoke Newington Library, Homerton Baptist Church; Frampton Park Baptist Church; Age Concern, Hackney; the UK Turkish Islamic Cultural Centre; Madina Mosque; Well St. Mosque and the Hackney Bangladesh Cultural Association.

### **Raising awareness**

The Council, with assistance from Hackney Homes, has a well established strategy for communicating with its residents. An internet web site ([www.hackneyhomes.org.uk/index/h-housing-services/hhs-general-information/hhs-energy-efficiency.htm](http://www.hackneyhomes.org.uk/index/h-housing-services/hhs-general-information/hhs-energy-efficiency.htm)) provides information and advice on energy efficiency to the Borough and promotes awareness on the availability of assistance including the Warm Front grants. In addition, the Council will continue distributing information to organisations such as Age Concern and the Citizens Advice Bureaux, as well as residents' groups. There is a twice monthly Borough magazine, *Hackney Today*, which goes to every household, and this is being used to promote Warm Front and other energy efficiency initiatives extensively.

Additional communication with the Council's own tenants takes place through Neighbourhood Panels and Estate Committees, and the tenants' newsletter, *Housing Matters*, which is produced every two months. Letters are also to be sent to all private sector householders, which will include a copy of the energy questionnaire from the Energy Saving Trust. This will further help the Council identify the energy efficiency needs in this sector.

6. Please indicate below, for the period 1 April 2006 to 31 March 2007, the percentage improvement in energy efficiency recorded for each of the four housing sectors shown. In each case, please also indicate the resulting

annual reduction in CO<sub>2</sub> emissions and the costs involved. If you do not have the information available by sector, please ensure that you provide overall totals for each column in the table below.

| Sector of housing  | % improvement in energy efficiency achieved in 2006/07 | Reduction in CO <sub>2</sub> emissions 2006/07 (tonnes) | Cost of the measures in 2006/07   |                         |
|--|--|---|-----------------------------------|-------------------------|
|  |  |   | Cost to your authority £ millions | Overall cost £ millions |
| Total for each sector April 2006 to March 2007:            |  |   |                                   |                         |
| Owner/Occupied   | 2  | 2,164   | 0.2                               | 0.2                     |
| Local Authority  | 10   | 10,821  | 12.5                              | 12.5                    |
| Private Rented   | 1  | 1,032   | 0.2                               | 0.2                     |
| Housing Associations                                       | 5  | 5,410.5   | 0.0                               | 1.1                     |
| <b>OVERALL TOTAL FOR HOUSING, APRIL 2006 TO MARCH 2007</b> |  |   |                                   |                         |
|  | 1.79   | 19427   | 12.9                              | 14                      |

Any qualifying comments on the figures should be included here:

The cost of measures for the Local Authority is based on the value of contract awarded.

The cost of measures for the Private Rented and Owner / Occupier sectors is based on grant issued by the Council's Private Sector Housing Unit.

The cost for Housing Associations is based on information supplied by the associations listed below. No allowance has been made for any savings achieved by those housing associations that did not supply information, so the total improvement in energy efficiency and reduction of CO<sub>2</sub> is likely to be higher than recorded in this report.

Source data:

- North London Muslim Housing Association
- Metropolitan Home Ownership
- Southern Housing Group
- Notting Hill Housing Group
- London Strategic Housing (Network Housing Group)
- Sanctuary Housing Association
- Clapton Community Housing Trust
- Providence Row Housing Association
- Stadium's Property Services
- Network Housing Group
- Servite Facilities Management Ltd
- Nova Group
- Phoenix Housing Association

7. Please indicate at (a) the annual percentage improvement (i.e. the reduction in consumption in GJ based on standard occupancy reported in each of the previous progress report periods and, at b) the overall progress recorded up to 31 March 2007. Please add any supplementary information below.

Please note that the figure entered at (b) will NOT be a sum of the figures entered at (a). Please see paragraph 26 of the accompanying guidance.

|   |        |
|---|--------|
| (a1) Progress reported between 1 April 1996 and 30 June 1997 (1 <sup>st</sup> progress report)    | 1.52 % |
| (a2) Progress reported between 1 April 1997 and 31 March 1998 (2 <sup>nd</sup> progress report)   | 1.90 % |
| (a3) Progress reported between 1 April 1998 and 31 March 1999 (3 <sup>rd</sup> progress report)   | 1.20 % |
| (a4) Progress reported between 1 April 1999 and 31 March 2000 (4 <sup>th</sup> progress report)   | 1.23 % |
| (a5) Progress reported between 1 April 2000 and 31 March 2001 (5 <sup>th</sup> progress report)   | 1.85 % |
| (a6) Progress reported between 1 April 2001 and 31 March 2002 (6 <sup>th</sup> progress report)   | 1.5 %  |
| (a7) Progress reported between 1 April 2002 and 31 March 2003 (7 <sup>th</sup> progress report)   | 1.6 %  |
| (a8) Progress reported between 1 April 2003 and 31 March 2004 (8 <sup>th</sup> progress report)   | 3 %    |
| (a9) Progress reported between 1 April 2004 and 31 March 2005 (9 <sup>th</sup> progress report)   | 3.1 %  |
| (a10) Progress reported between 1 April 2005 and 31 March 2006 (10 <sup>th</sup> progress report) | 2.8 %  |
| (a11) Progress reported between 1 April 2006 and 31 March 2007 (this progress report)             | 1.7 %  |
| (b) Overall improvement in energy efficiency from 1 April 1996 to 31 March 2007                   | 21.4 % |

Any qualifying comments or supplementary information should be included here:

**Before returning this form to your Government Office it must be authorised by the Chief Executive of your authority.**

I confirm that I have seen and agreed this report of the progress made by this authority to implement its energy efficiency report as required under the Home Energy Conservation Act 1995.

Signature, Chief Executive



Name

Tim Shields

Authority

London Borough of Hackney

date

30<sup>th</sup> November 2007