

HECA Reporting 2023 – London Borough of Camden

Headline and Overview

Q1. Does your Local Authority have a current strategy on carbon reduction and/or energy efficiency for domestic properties?

Yes

Q2. If yes, please provide a link:

www.camden.gov.uk/climate-crisis

Q3. If no, are you planning to develop one, and in what timeframe? N/A

Q4. In the last 2 years, what has been the cost (or estimated cost) of your energy efficiency and/or carbon reduction initiatives, schemes and services? Please consider the total cost of running and administering the scheme(s). Please input 0 if no schemes or initiatives has been implemented.

Until the end of 2022-23, Camden delivered a freephone helpline, the Green Camden Helpline, which provided energy efficiency and sustainability advice to Camden residents. This service had a baseline cost of £20,575. In 2022-23 Islington Council's in-house energy doctors also delivered home energy advice visits to residents on the councils' behalf. The cost of this service was £600.

In 2023-24, the Green Camden Helpline was replaced with the SHINE London Helpline to ensure the continuation of freephone energy efficiency advice and fuel debt support to Camden residents. Camden has a monitoring and reporting contract with SHINE which cost £4,200.

The Camden Climate Fund's Household grant provides grant funding to support the installation of up to 50% of the costs of energy efficiency measures and renewable energy technologies for Camden homeowners. The grants are funded by S106 carbon offset payments. In the last two years, the Camden Climate Fund has paid out 8 grants at a total cost of £33,571.

Camden also has a Housing Renewal Assistance Policy that aims to improve standards and affordability in the borough's private housing sector. There are grants available under the policy which help to improve the energy efficiency of properties. This includes:

- *Eco grants: support the installation of renewable energy systems where viable. Since 2022-23 two grants have been awarded totalling £5,000.*
- *Warm Home Grants: support the installation of energy efficiency and low carbon measures. In 2022-23, 4 grants were awarded totalling £11,238. So far, for 2023-24, one grant has been awarded totalling £5,766.*

- *Warmer Cheaper greener grants: supported the installation and maintenance of energy efficiency measures which directly improve health, safety and well-being. In 2023-23, 1 grant was awarded totalling £5,357.*

Q5. Which, if any, of the following outcomes have been achieved through your energy efficiency and/or carbon initiatives, schemes and services? Please select all that apply.

- *Energy savings,*
- *Carbon savings,*
- Job creation
- Increased business competitiveness
- *Alleviation of fuel poverty*
- *Improved health outcomes*
- None of the above
- Other - please specify.

Consumer Advice and Information

Q6. Do you provide or promote any advisory services to consumers on how to save energy?

Yes

Q7. If yes, please select all that apply;

- *Local Authority website*
- Local advisory service
- 'Find ways to save energy in your home' (formerly Simple Energy Advice) gov.uk website
- 'Find ways to save energy in your home' gov.uk phonenumber
- *Leaflets*
- *Social media*
- Local energy hubs
- *Other- please specify*

If residents are struggling with their energy bills, they are referred to the SHINE London phonenumber, a pan-London fuel poverty network that provides free energy advice to help residents reduce their energy bills, manage energy debt and how to make their homes warmer.

The Council also has its own Home Energy Advice team who take referrals to support council tenants who are struggling with their energy bills. They offer home energy advice visits where they offer bespoke energy saving advice and support to households.

Local Retrofit Supply Chain

Q8. Have you conducted any assessment or analysis to understand the existing capacity in your local supply chain to support the decarbonisation of buildings by 2050?

No

Q9. If you answered yes to question 8, please summarise any specific bottlenecks (or provide a link if this information has been published).

N/A

Q10. Which, if any, of the following actions are you taking to upskill and/or grow your local retrofit installer supply chain? Please select all that apply

- Supporting training provision at local training providers
- Supporting FE colleges to improve facilities or train trainers or otherwise enable better delivery of retrofit training.
- Providing installer networking opportunities or other business support for growing companies.
- Careers advice or similar involving local businesses doing schools outreach to encourage young people into the sector.
- *None of the above*
- Other (please state)

Q11. Do you provide advice for your residents and small businesses about how to pick an installer business or how to avoid being mis-sold inappropriate improvements?

Yes

Q12. Has there been any Trading Standards activity against energy efficiency or home retrofit businesses in your area due to mis-selling or otherwise poorly advising consumers about retrofit measures?

No – resourcing constraints have curtailed potential activity.

Q13. If you received funding under Local Authority Delivery, Home Upgrade Grant or Social Housing Decarbonisation Fund, did availability of PAS 2030:2019 or MCS certified and TrustMark registered supply chain affect your ability to deliver?

No

Q14. If you answered yes to question 13 please can you tell us, which parts of the supply chain were particularly affected (please select all that apply)?

- Installers of insulation
- Installers of windows/doors
- Installers of heat pumps
- Retrofit assessors
- Retrofit coordinators
- All of the above
- Other (please state)

N/A

Q15. If you answered yes to question 13 please can you tell us, what actions did you take to overcome those barriers (please select all that apply)?

- Marketing to drive supply chain interest
- Use of frameworks or a local DPS to reach more businesses
- Supporting training and upskilling more generally
- Using a main contractor and requiring them to source suitably certified supply chain (either through contracting or training up their own staff)
- Delivering in-house e.g. by upskilling existing social housing maintenance teams, directly employing retrofit coordinators etc
- Other (please state)

N/A

Social Housing Decarbonisation

Q16. Did you apply to the Social Housing Decarbonisation Fund (SHDF) Wave 2.1?

Yes, and successful in securing funding

Q17. Which, if any, of the following motivated you to apply for SHDF Wave 2.1? Please select all that apply.

Other: To support the Councils goal to be net zero by 2030 and alleviate fuel poverty in the borough

Q18. Which, if any, of the following barriers prevented you from applying to SHDF Wave 2.1?

- Application window too short
- Too much information needed at application

- Don't own enough stock
- Not enough capability
- Too Costly
- Retrofit work is not a priority
- Not enough information
- Don't know
- Other – please tell us what prevented you applying

N/A

Q19. Have you carried out/planned to carry out any retrofit work in absence of SHDF funding?

Yes

Q20. If yes, how is this funded/how would this be funded?

- *Internal funding*
- *Funding from other Government schemes*
- Other
- Don't know

Q21. If no, what is/are the main reason(s) for not planning to carry out any retrofit work?

N/A

Q22. How many of your social housing partners are you aware applied for the SHDF?

N/A

Domestic Private Rented Sector (PRS) Minimum Energy Efficiency Standards (MEES) Regulations

Q23. Do you enforce the PRS MEES Regulations in domestic tenancies?

Yes

Q24. Do you use the PRS MEES Exemption Register?

- Yes

Q25. Are you aware of the PRS MEES draft toolkit for supporting local authorities?

Yes, and I've used it

Q26. In the past 2 years, how many domestic private rented properties have you engaged with in respect to enforcement of the PRS MEES Regulations?

1154 properties

Q27. In the past 2 years, how many domestic private rented properties have you found to be non-compliant?

523 properties

Q28. In the last 2 years, how many non-compliant properties have been improved to EPC Band E after you have engaged with them?

100 properties

Q29. How many compliance notices have you issued in the past 2 years for non-compliance of the PRS MEES Regulations?

• 99

Green Home Finance

Q30. What programmes, if any, do you have to promote domestic energy efficiency improvements for those who are able to pay? Please provide links to any relevant online materials.

The Camden Climate Fund's Household grant provides grant funding to support the installation of up to 50% of the costs of energy efficiency measures and renewable energy technologies for Camden homeowners. More information on the fund and how to apply can be found here: <https://www.camden.gov.uk/camden-climate-fund#xrkz>

In 2023-24, Camden is offering 20 homeowners the opportunity to receive a discounted home retrofit plan. The plans are typically worth £600, but residents will only pay £140. The offer aims to make it easier for residents to receive bespoke advice on how to retrofit their properties. Residents can express their interest in receiving a subsidised plan through Camden's public consultation platform: <https://consultations.wearecamden.org/culture-environment/camden-retrofit-plan-subsidy/>

Q31. Do you take any steps to raise awareness of the availability of private financing options (such as green mortgages) to fund retrofit works?

No

Q32. Do you refer homeowners interested in energy efficiency to retail lenders offering green finance products?

No

Fuel Poverty

Q33. Does your Local Authority have a Fuel Poverty Strategy?

No

Q34. How do you identify fuel poor households? Please select all that apply and provide additional information if possible.

- *Used local data sets on energy efficiency/housing*
- *Used local data sets on household income*
- *Campaigns to encourage potential households to reach out*
- *Other*

Camden also uses additional data sources such as health factors and age to identify fuel poor households.

The Home Energy Advice team at Camden also organise and/or attend community events throughout the borough to promote their service and identify residents who may need support.

Q35. What actions are you taking to reduce fuel poverty in your area? Please select all that apply and provide additional information if possible.

- *Delivery of government wide schemes such as the Home Upgrade Grant or Social Housing Decarbonisation Fund*
- *Actions to increase financial support to low income or vulnerable households*
- *Other*

Camden's Home Energy Advice team provides support to Camden tenants to manage their energy bills, fuel debt and help them keep their homes warm. This team provides home visits and energy saving measures to fuel poor households.

Q36. Does fuel poverty interlink with your local authority's overall Carbon Reduction Strategy?

Yes

If yes, please can you explain how it does this?

As part of Camden's Climate Action Plan, the council aims to ensure all buildings are energy efficient, comfortable, and fit for purpose for a zero-carbon future. By doing so, this will not only reduce household emissions but will also improve the thermal comfort of homes.

There are several actions within the Climate Action Plan which will help to alleviate fuel poverty including:

- *Launching an extensive retrofit programme to improve the energy efficiency of Camden's estates,*

- *Collaborating with landlords and housing associations to ensure all private rented utilise retrofit funding available and out-perform the Minimum Energy Efficiency Standards, and*
- *Ensuring climate change and energy advice is available through council helplines to support residents through the on-going energy crisis.*

Local Authority Delivery

Q37. If your local authority did not apply for funding from the Local Authority Delivery scheme, please indicate which barrier(s) prevented you from applying.

N/A

Q38. Does your local authority have access to good quality housing data for on-gas properties?

Yes

Q39. If no, please specify what is lacking.

N/A

Home Upgrade Grant

Q40. If your local authority did not apply for funding from the Home Upgrade Grant, please indicate which barrier(s) prevented you from applying.

- *lack of capacity*
- *lack of capability*
- *lack of awareness*
- *other – please specify*

N/A

Q41. Does your local authority have access to good quality housing data for off-gas properties?

Yes

Q42. If no, please specify what is lacking.

N/A

The Energy Company Obligation (ECO)

Q43. Did your local authority have a published Statement of Intent (Sol) for ECO flexibility eligibility under ECO3, during 2022?

No

Please answer the following questions to help us to understand LA Flex delivery in more detail during the course of 2022:

Q44. How many declarations were issued for low-income vulnerable households during ECO3?

N/A

Q45. How many declarations were issued for Fuel Poor households under ECO3?

N/A

Q46. How many declarations were issued for in-fill under ECO3?

N/A

Q47. What was the highest income cap published in your Sol?

N/A

Q48. If you have used an income over £30k gross, what reason did you give?

N/A

Q49. Did you charge for declarations to be signed?

• Yes/No

N/A

Q 50. If so, please state how much and how you decided on this figure.

N/A

Q51. ECO4 commenced in July 2022, has your local authority published a Statement of Intent (Sol) for ECO flexibility eligibility under ECO4?

No

Q52. If 'No' are there any specific barriers preventing you, from publishing and participating in the scheme?

The council directed its efforts towards utilising time-sensitive funding available through programmes such as LAD3 and HUG to support residents in fuel poverty.

Q53a. Do you directly engage with energy suppliers either for ECO Flex (or other domestic energy efficiency schemes)?

No

54b. If yes, please provide the name of the scheme and indicate whether this is an LA, Supplier, DESNZ or other organisational run scheme (please specify)

N/A

Q55. Which route(s) do you envisage submitting referrals through under ECO4 Flex? Select all that apply.

- All four routes available
- Route 1
- Route 2
- Route 3
- Route 4

N/A

Smart Metering

The following questions refer to smart metering advice. Please provide any additional details where possible.

Q56a. Do you provide smart metering advice when implementing energy efficiency improvements (including through grant schemes such as the Energy Company Obligation and the Home Upgrade Grant) in residential accommodation?

No

Q57b. If no, please explain why not, and what plans will be put in place to implement this.

Should residents request advice on smart meters as part of a home visit or during a boiler installation, council officers will refer residents to their energy supplier or signpost residents to the appropriate advice channels.

Q58a. Do you encourage landlords to promote smart meter uptake, e.g., landlord licencing schemes.

No

Q59b. If no, please explain why not, and what plans will be put in place to implement this.

The Department for Energy Security and Net Zero contacted the council to assist with a multichannel communications campaign to drive up smart meter uptake across London through [Smart Energy GB](#); the PR and marketing campaign endorsed by government and paid for by energy suppliers.

Q60a. Do you arrange for smart meters to be installed by energy suppliers in vacant social housing premises?

Yes

Q61b. If no, please explain why not, and what plans will be put in place to implement this

N/A