

HECA Reporting 2019

Introduction

The Home Energy Conservation Act 1995 ('HECA') requires all 326 local authorities ('LA's) in England to submit reports to the Secretary of State demonstrating what energy conservation measures they have adopted to improve the energy efficiency of residential accommodation within that LA's area. This covers measures to improve properties in the owner-occupier, private rented sector, and social rented sector. BEIS uses data submitted through LAs HECA returns to inform policy thinking on energy efficiency, and to build an ongoing picture of local and national energy efficiency policy delivery.

These guidance notes are issued in accordance with the Secretary of State's powers under section 4 of the Act and are to alert LAs of amendments to the HECA reporting framework in advance of May 2019 when the next reports are due. In previous years, reporting rates have been disappointing, with 282 reports submitted in March 2015 out of 326 LAs, and only 151 in March 2017. The refreshed reporting system for 2019 streamlines the process and reduces LA reporting burdens. Newly structured around a series of questions and direct information points, the amended framework aims to support LAs to provide information and updates on the key energy efficiency topics of interest to BEIS Ministers. It will also enable LAs to provide a consistent picture of energy efficiency promotion and delivery across England within a standardized framework. Following the principles of open data, the department may publish the information in an open data format to allow wider access and interpretation of the data, while ensuring that such publication complies with the terms of GDPR.

HECA 2019 Reporting Requirements

The Report is to be divided by sections to capture information on a range of key themes:

Headline & Overview

- What main strategy and schemes LAs currently have to promote carbon reduction and/or energy efficiency, stakeholders involved and impact at a societal and economic level.

Communication

- How LA engage stakeholders (including consumers and businesses) to promote awareness of energy efficiency.

Green Local Supply Chain

- How LAs engage local businesses involved in the promotion of energy savings products and the societal benefits alongside any local economic impact this might have.

Private Rental Sector Minimum Energy Efficiency Standards

- How LAs enforce and promote awareness of the PRS Minimum Energy Efficiency Standards that came into force in April 2018.

Financial Support for Energy Efficiency

- Financial programmes used by LAs to promote energy efficiency.

Fuel Poverty

- How LAs identify those in fuel poverty and any initiatives used to address this.

The Energy Company Obligation (ECO)

- How LAs are using the recently introduced ECO 'flexible eligibility' programme to refer certain households in fuel poverty or with occupants on low incomes, who are vulnerable to the effects of cold homes, to ECO obligated suppliers for support.

Smart Metering

- How LAs promote awareness and uptake of smart metering.

All questions are optional, but responses highly encouraged. While reporting is focused on energy savings related to homes, you are welcome to provide additional information on energy efficiency improvements in non-domestic properties, but this is fully optional. There will be a final free response section permitting local authorities to discuss any additional activities which they feel are relevant.

Submission of HECA 2019 Reports

For the 2019 reporting year, the Department for Business, Energy and Industrial Strategy (BEIS) is piloting the submission of reports via a digital platform, and for this year LAs will be asked to populate their HECA Report and submit materials via a SurveyMonkey submission. No other reporting material or submissions will be required. LAs continue to be required to publish their responses, and they can do this in whichever form they wish, so long as the published report contains relevant information submitted via the digital platform. It is not necessary for LAs to publish all the information submitted via the digital platform. Before the online survey is completed, the chief executive or director of the LA should approve the submitted content. If this approach proves effective and supports the engagement and compliance of a greater number of authorities than in recent previous years, BEIS will consider how this approach can be further improved for the 2021 reporting year.

The questions which LAs are asked to report on in the digital 'Survey' are listed below:

HECA Reporting 2019 Questions

Name of Local Authority: London Borough of Hounslow		
Type of Local Authority: <ul style="list-style-type: none"> London Borough 		
Name and contact details of official submitting the report: Peter Matthew, Tel: 0208 583 5321, Email: peter.matthew@hounslow.gov.uk		
Job title of official submitting the report: Strategic Director Housing, Planning and Communities		
Names of teams working on policy areas covered by this reporting tool: <ul style="list-style-type: none"> Housing Asset Management & Investment Team Housing M&E and Compliance Team Resident Services Trading Standards Team Financial Inclusion Team 		
Headline and Overview Questions		
1	Does your Local Authority have a current strategy on carbon reduction and/or energy efficiency for domestic or non-domestic properties?	No
2	If yes, please provide a link to your current strategy here:	
3	If no, are you planning to develop one?	Yes
4	a. What scheme(s) has your local authority implemented in support of energy saving/carbon reduction in residential accommodation (such as owner-occupied, privately rented and social housing) or non-domestic properties since 2017? (if you have not implemented any scheme, please enter 'N/A')	
<p><i>Free text response to question 4a - please outline in no more than 200 words</i></p> <p>The London Borough of Hounslow (hereafter referred to as 'the Council') has delivered a wide range of domestic energy saving and carbon reduction schemes.</p> <p>The Council's priority for owner occupied and privately rented properties has been to target support to low income and vulnerable residents and those with long-term health conditions. Since 2013/14, the Council's 'Better Homes, Better Health' scheme has provided practical advice through home visits to 3,176 households (April 2013 to June 2019). Since April 2017, the scheme has undertaken 671 home visits across the Borough – and this is being further supported through 'Homes4Health', a collaboration which brought together 4 local authorities, 1 housing association, charities and a range of local partners to connect the most vulnerable people to a wide range of resources. Further details are set out in section 24.</p> <p>The Council owns and manages 16,500 homes (including leasehold properties) and aims to ensure these are safe, warm and energy efficient. Since April 2017, the Council has delivered measures including upgrading 1,095 domestic heating and hot water boilers to A-rated standard,</p>		

<p>district heating upgrades (replacing end of life boilers with new high efficiency condensing boilers) and replacing landlord lighting across several sheltered schemes with LED lighting systems. We have also done pilot external wall insulation (EWI) installations in preparation for future larger scale programmes.</p>	
	<p>b. What scheme(s) is your local authority planning to implement in support of energy saving/carbon reduction in residential accommodation (such as owner-occupied, privately rented and social housing) or non-domestic properties in the next two years? (if you are not planning to implement any scheme, please enter 'N/A')</p>
<p><i>Free text response to question 4b - please outline in no more than 200 words</i></p> <p>On 18/06/19 a motion put forward by Councillor Dunne (Cabinet Member for Communities and Workforce) at a meeting of Borough Council was carried, declaring a climate emergency which requires urgent action. The Council is committed to reviewing the existing arrangements in place to reduce the Council's carbon footprint and will identify measures towards a goal of making the Council's activities carbon neutral and ultimately zero-carbon within the shortest achievable timeframe.</p> <p>The consultation on the Council's draft Housing Strategy 2019/24 ended on 01/08/19). The draft strategy includes proposals for delivering new homes and providing excellent housing services for our residents over the next four years. The Council's vision is underpinned by five objectives, one of which is 'To create a cleaner, safer and greener living environment'. Amongst other proposals, this would see the Council commit to completing all building and upgrade programmes to the highest standards of thermal efficiency.</p> <p>For all tenures of domestic properties, there will be a continuation of the Council's 'Better Homes, Better Health' scheme which provides a free package of support to help eligible residents improve their homes, keep warm and save money on energy bills.</p> <p>Planned investment across the managed social housing stock that will improve energy saving/carbon reduction includes:</p> <ul style="list-style-type: none"> • replacing old inefficient gas boilers and faulty radiators as well as upgrading heating controls; • upgrading district heating systems and water risers / infrastructure in blocks to improve the efficiency of heating systems; • window upgrades targeting single glazed and end of life double glazed units; • insulation of any remaining loft or roof voids; • external wall insulation improvements to circa 250 properties on the Worton and Worple Estates (Isleworth), Holly House (Hounslow) and other properties; • modernising or upgrading the lifts across our blocks. 	
5	<p>What has been, or will be, the cost(s) of running and administering the scheme(s), including the value of grants and other support, plus any other costs incurred? Please provide figures and a brief narrative account if desired.</p>
<p><i>Free text response to question 5 - please outline in no more than 100 words</i></p> <p>It is not possible to provide a cost for this work, which spans several different Council Teams and schemes involving capital and revenue expenditure across a wide set of initiatives that go beyond domestic energy saving and carbon reduction.</p>	
6	<p>What businesses, charities, third sector organisations or other stakeholders do you work with to deliver the scheme(s)?</p>
<p><i>Free text response to question 6 - please outline in no more than 100 words</i></p>	

The Council works with a wide range of partners across housing and energy saving / carbon reduction projects. Our work on domestic energy efficiency and carbon reduction includes partnerships with Groundwork London (registered charity and partner delivering 'Better Homes, Better Health') and outreach work with a wide range of community and voluntary organisations.

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| 7 | <p>What has been the outcome of the scheme(s) (e.g. energy savings, carbon savings, economic impacts such as job creation and/or increased business competitiveness, societal impacts such as alleviation of fuel poverty and/or improved health outcomes etc.)?</p> <p>This does not have to be measured against national data or benchmarks, but rather focuses on the local authority's own monitoring and evaluation.</p> |
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Free text response to question 7 - please outline in no more than 200 words

Last year, the Council's 'Better Homes, Better Health' scheme delivered 610 home visits and achieved a total of £95,640 in financial savings for Hounslow residents by switching to cheaper energy tariffs and applying for grants and discounts and therefore reducing cost of bills and cost of living. The financial savings also includes energy efficiency measures and behavioural change actions that enabled residents to use their energy more efficiently. The scheme has in addition achieved carbon savings of 38,384.7 (kg CO₂e) and 7,233,847 litres of water saved through installation of energy saving measures and behavioural change action pledges. 187 Hounslow residents were also referred to vital onwards services such as 'One You Hounslow' for health check services and to Housing Services for repairs and home improvements, to improve health and well-being of residents.

It is not possible to reliably measure improvement in energy efficiency or societal impacts of energy efficient improvements across the social housing stock. Theoretical savings from energy efficiency measures are possible – but the Council does not have access to energy consumption data and full household attribute data from properties. Once developed, the Council's social housing Asset Management Strategy will set targets for practical measurement of investment outcomes in respect of Council's social housing stock, for example as measured through SAP ratings, etc.

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| 8 | What lessons have you learned from delivering this scheme(s)? |
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Free text response to question 8 - please outline in no more than 100 words

The success of the Council's 'Better Homes, Better Health' scheme is largely attributable to the collaborative work of the Council's Housing, Public Health and Social Services Departments with charities, public and third sector organisations. This has enabled the scheme to have a cross-borough and multi-tenure reach while maintaining local connections enabling resources to improve health and wellbeing through warm and healthy housing and reducing energy costs for vulnerable households. The pooling of resources through the partnership – notably the 'Homes4Health' scheme - has avoided the duplication that can occur when different organisations are funded to deliver similar advice services through different funding routes. This scheme has showcased the strength in local agencies working together on fuel poverty, particularly in London which has had a disproportionately low share of the Energy Company Obligation (ECO), the primary source of Government funding for fuel poverty.

Local Communications Strategy

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| 9 | Does your local authority provide any advisory service to consumers (and businesses) on how to save energy? | Yes |
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10	If yes to question 10, please briefly outline how this is undertaken (or enter 'N/A' if appropriate)	
<p><i>Free text response to question 10 - please outline in no more than 100 words</i></p> <p>The Council's 'Better Homes, Better Health' service delivers home visits by trained energy advisors. A single referral to the scheme will provide access to a range of support and advice, including:</p> <p>Home energy assessment:</p> <ul style="list-style-type: none"> • home survey to identify issues the property may have in terms of heat loss, energy use and damp and mould; • identify the potential for the installation of energy efficiency measures; • explanation of energy efficiency schemes / grants that can offer assistance accessing these measures. <p>Advice on energy bills and energy saving behaviour:</p> <ul style="list-style-type: none"> • energy saving tips to help residents understand how their energy is used; • advice on heating and powering their homes most effectively, to save money; • guidance on how to maximise use of fuel discounts; • The provision of small, easy-to-install energy saving measures and or winter warmth packs. 		
11	How do you communicate or encourage energy saving amongst domestic consumers and/or local businesses? (if you do not, please enter 'N/A' and move on to the next section 'Local Green Supply Chains')	
<p><i>Free text response to question 11 - please outline in no more than 100 words</i></p> <p>The Council has the following pages on its website:</p> <ul style="list-style-type: none"> • Topic: Energy saving home improvements • Website: https://www.hounslow.gov.uk/info/20172/home_energy_efficiency/1848/energy_saving_home_improvements • Content: Links to the Energy Saving Trust's independent and impartial advice on managing the energy efficiency of homes. • Topic: Switching utilities • Website: https://www.hounslow.gov.uk/info/20172/home_energy_efficiency/1849/switching_utilities • Content: Information to assist with utility switching as well as other supporting information (i.e. Winter fuel payment, Cold weather payment, Warm Home Discount Scheme, Priority Services Register, etc). • Topic: Energy company assistance • Website: https://www.hounslow.gov.uk/info/20172/home_energy_efficiency/1819/energy_company_assistance • Content: Contains the Council's Statement of Intent (process for identifying households that meet the eligibility criteria under flexible eligibility). 		
Local Green Supply Chains		
12	Does your Local Authority promote the use of energy efficient products amongst consumers (and businesses)? (if you answer no please move onto the next section 'Private Rented Sector')	No
13	If yes to question 12, please briefly detail how this promotion work is undertaken.	
<p><i>Free text response to question 12 - please outline in no more than 100 words</i></p> <p>N/A</p>		

14	What engagement (formal or informal) does your local authority have with local businesses/supply chains involved in promoting energy efficiency products or carbon reduction?	
<p><i>Free text response to question 14 - please outline in no more than 100 words</i></p> <p>The Council has limited resources available to engage with local businesses/supply chains involved in promoting energy efficiency products or carbon reduction.</p>		
<p>Domestic Private Rented Sector (PRS) Minimum Energy Efficiency Standards</p> <p>The Minimum Energy Efficiency Regulations (the Regulations) apply to all privately rented properties in England and Wales. As of April 2018, all such properties are legally required to have an Energy Performance Certificate (EPC) of at least an E before they can be let on a new tenancy. This requirement will then extend to all such properties by 1 April 2020, even if there has been no change in tenant or tenancy (please see BEIS's published guidance documents for the full details on the standard). The PRS Regulations give enforcement powers to local authorities, and authorities are responsible for ensuring landlord compliance within their area.</p>		
15	Is your authority aware of the PRS Minimum Efficiency Standards which came into force in April 2018? (if you answered no, please move on to the next section 'Financial Support for Energy Efficiency')	Yes
16	Which team within your authority is responsible for, or will be responsible for, leading on enforcement of the PRS minimum standard?	
<p><i>Free text response to question 16</i></p> <p>Trading Standards Team.</p>		
17	Please provide the contact details of the person leading this team.	
<p><i>Free text response to question 17</i></p> <p>Nishi Patel - Regulatory Manager Tel: 0208 583 5149 - Email: Nishi.Patel@hounslow.gov.uk</p>		
18	What method or methods does your authority use to communicate with landlords and tenants about the standards and other related issues?	
<p><i>Free text response to question 18 - please outline in no more than 100 words</i></p> <p>The Council currently runs a Landlords Forum which is open to all private sector landlords in the borough. The Forum combines regular meetings with Landlords to discuss issues of concern, and the provision of information and advice to Landlords on their main areas of legal responsibility, on Welfare Reform and the impact of Universal Credit, etc. The Council is aiming to increase membership of the Forum and use Hounslow's excellence in housing management to provide examples of good practise of existing and potential landlords across the Borough.</p> <p>The Council provides information to landlords and tenants (private) through the Council's website as well as during inspections verbally and through leaflets.</p>		
19	Do you directly target landlords of EPC F and G rated properties? If yes, how? If no, please explain.	Yes

Free text response to question 19 - please outline in no more than 100 words

The Council's broad approach is to use all legal and informal powers at our disposal to set an example for private landlords, use our powers of persuasion and negotiation to bring about improvements in standards, and where this fails to step in to enforce robustly against inadequate stock maintenance and poor management in the private sector. This includes supporting enforcement of the Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015 and enabling landlords to access support and funding where relevant to improve the standard and energy efficiency of properties. The Council will use EPC information as part of range of information to prioritise higher risk properties.

Financial Support for Energy Efficiency

20	What financial programmes, if any, do you have to promote domestic and non-domestic energy efficiency or energy saving? If applicable, please outline the sums, where such funding is sourced, and where it is targeted. (If you do not have any financial assistance programmes, please enter 'N/A' and move onto the next section 'Fuel Poverty')
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Free text response to question 20 - please outline in no more than 200 words

N/A

Fuel Poverty

21	Does your local authority have a fuel poverty strategy? If yes, please describe the scope of the strategy, and the support that is available for low income and vulnerable households to help tackle fuel poverty in your local area. Please also provide a link to your strategy if published.	No
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Free text response to question 21 - please outline in no more than 300 words

As outlined in the draft Housing Strategy (2019-2024), over the next four years the Council intend to work with corporate colleagues to develop our local housing approaches into a comprehensive corporate anti-poverty strategy.

22	What steps have you taken to identify residents/properties in fuel poverty? (enter 'N/A' if not appropriate)
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Free text response to question 22 - please outline in no more than 200 words

Through the 'Better Homes, Better Health' scheme, the Council works with a registered charity and various community groups to identify residents/properties in fuel poverty and provides them with a package of support which aims to help improve their homes, keep warm and save money on energy bills. The service combines the local authority ability to issue Energy Company Obligation (ECO) Flexible Eligibility declarations (which has been delegated to another Local Authority) with the charity and community sector's capacity to connect with vulnerable residents. Data is used to identify areas where qualifying residents and properties are more likely to be found and, through a range of outreach activity, vulnerable residents are supported through the process of applying for fully funded works.

23	How does fuel poverty interlink with your local authority's overall carbon reduction strategy? (enter 'N/A' if not appropriate)
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Free text response to question 23 - please outline in no more than 200 words

Tackling fuel poverty is inextricably linked to the Council's wider objectives to reduce carbon emissions in Hounslow. For example, we are incorporating energy and debt advice into our front-line offer. Our 'Better Homes, Better Health' scheme provides a free package of support to help eligible Hounslow residents improve their homes, keep warm and save money on energy bills. Also, by embracing the need to undertake energy efficient / carbon reduction retrofits across the social housing stock, constructing high performing new builds, and utilising legal powers and negotiation on private landlords (amongst others), the Council seeks to continuously tackle fuel poverty and deliver affordable warmth - providing warm, comfortable and affordable homes.

The Council would like to see Government continue to review their suite of policies that together seek to tackle fuel poverty, keep fuel bills affordable and reduce carbon emissions. This will ensure that, as policies continue to evolve, they are designed to work more effectively together towards the shared objectives of meeting fuel poverty obligations, meeting statutory climate change targets, and keeping household bills affordable across the wider population.

24	a. What measures or initiatives have you taken to promote fuel cost reduction for those in fuel poverty? (enter 'N/A' if not appropriate)
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Free text response to question 24a - please outline in no more than 200 words

The Council's 'Better Homes, Better Health' scheme targets vulnerable households offering a package of support designed to tackle fuel poverty and winter ill health in a holistic way. In 2018/19, this scheme joined the 'Homes4Health' project which is the regional initiative and collaboration where 4 local authorities (London Borough of Hounslow, Royal Borough of Kensington & Chelsea, London Borough of Hammersmith & Fulham, London Borough of Camden), 1 housing association (Octavia Housing), Groundwork London (Registered Charity), and a range of local partners working together to target and support fuel poor homes, and connect the most vulnerable people to a wide range of resources – whilst also broadening partnerships and increasing impact in the target areas. 'Homes4Health' aims to meet Fuel Poverty Strategy England's objectives of increasing comfort, reducing bills and improving health outcomes for households experiencing severe fuel poverty which will be achieved primarily through an effectively targeted comprehensive home-visit service for 7,830 fuel poor households, in the most deprived areas, across the 4 local authority areas in London (multi-year project).

Locally, the Council also utilises the holistic approach of our Financial Inclusion Team to support residents in fuel poverty. This Team offer direct advice on money management and financial health, and have procured a more specialist debt advice to help those whose situation threatens their housing security and health.

	b. If you have taken measures or initiatives to promote fuel cost reduction for those in fuel poverty, what partnership with business or energy providers have you undertaken? (enter 'N/A' if not appropriate)
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Free text response to question 24b - please outline in no more than 200 words

N/A

The Energy Company Obligation

The Energy Company Obligation (ECO) is an obligation on energy suppliers aimed at helping households cut their energy bills and reduce carbon emissions by installing energy saving measures. Following the Spring 2018 consultation, the Government set out in its [response](#) that ECO3 will fully focus on Affordable Warmth – low income, vulnerable and fuel poor households. The recently introduced ECO “[flexible eligibility](#)” (ECO Flex) programme allows LAs to make declarations determining that certain households in fuel poverty or with occupants on low incomes and vulnerable to the effects of cold homes, are referred to ECO obligated suppliers for support under the Affordable Warmth element of ECO. LAs involved are required to issue a Statement of Intent that they are going to identify households as eligible, and the criteria they are going to use; and a declaration that the LA has been consulted on the installation of measures in a home.

25	Has your local authority published a Statement of Intent (Sol) for ECO flexibility eligibility? If yes, please include a link to your Sol below.	Yes
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Link to Sol:

https://www.hounslow.gov.uk/info/20172/home_energy_efficiency/1819/energy_company_assistance

26	Please use the following space to provide any further information you feel might be of benefit to BEIS, in helping us to understand ECO Flex delivery in more detail. For example, the number of declarations signed versus the number of households helped.
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Free text response to question 26 - please outline in no more than 200 words

The Council has delegated another Local Authority (London Borough of Islington) to deliver declarations on our behalf, and a link to their SOI is:
<http://www.energyadvice.islington.gov.uk/energy-grants/other-grants/>

Smart Metering

27	Please provide a brief statement outlining your current or planned approach to: Engage and support your residents (including those in vulnerable circumstances or with pre-payment metering) to promote take up of smart meters and achieve associated benefits (e.g. ability to control energy use, identify best value tariffs)? Please detail any work undertaken or planned with local/community groups, housing associations, micro businesses, Smart Energy GB under their Partnership Programme and energy suppliers.
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Free text response to question 27 – please outline in no more than 150 words.

If resources were identified to support the authority, the Council can see themselves playing a key role in the successful rollout of smart metering - providing local leadership, engaging and offering support to vulnerable householders or those being supported by Council services, and partnering with energy suppliers or delivery agencies to develop a local plan for deployment. The Council is actively interested in the roll out of smart metering to help residents reduce costs and deliver on carbon reduction targets.

28	Please provide a brief statement outlining your current or planned approach to: Integrate your approaches to delivering energy efficiency improvements in residential accommodation with the opportunities presented by the installation of smart meters, drawing upon materials from the Smart Meter Energy Efficiency Materials Project or other sources of independent information.
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Free text response to question 28 – please outline in no more than 150 words.

N/A.	
29	Please detail any: Resources/ support (e.g. services, funding) available to residents who have had an appliance(s) condemned for safety reasons and cannot afford to replace it (e.g. during visual safety checks conducted during their smart meter installation or otherwise).
<p><i>Free text response to question 29 – please outline in no more than 150 words.</i></p> <p>None.</p>	
30	Please detail any: Existing relationships with energy suppliers to help ensure that the opportunities presented by vacant properties under your control are effectively utilised (i.e. gaining access to install a smart meter).
<p><i>Free text response to question 30 – please outline in no more than 150 words.</i></p> <p>None. But we are aware of the GLAs potential plans (energy supplier) and will review how this can assist with the Council's voids requirements.</p>	
Future Schemes or Wider Initiatives	
31	Please outline any future schemes or wider initiatives not covered above that your local authority has carried out or is planning to undertake to improve the energy efficiency of residential accommodation or businesses in your area, for example, within your Local Enterprise Partnership (LEP) Energy Strategy (if you do not plan any future schemes currently, please enter 'N/A').
<p><i>Free text response to question 31 - please outline in no more than 500 words</i></p> <p>The Council's 'Regeneration and Economic Development Strategy' Annual Report for 2018 (https://www.hounslow.gov.uk/info/20061/regeneration) provided updates on the following three projects:</p> <ul style="list-style-type: none"> • Project 4.8 - Maximise potential for renewable energy; • Project 4.10 - Utilise RE: FIT Energy Efficiency Programme – Buildings; • Project 4.11 - Compliance with Minimum Energy Performance Standards (MEPS) Regulations. 	