

For General Release

REPORT TO:	CABINET 19 MARCH 2018
SUBJECT:	CROYDON HEALTHY HOMES
LEAD OFFICER:	RICHARD SIMPSON, EXECUTIVE DIRECTOR OF RESOURCES & S151 OFFICER MARK NORRELL, HEAD OF FACILITIES MANAGEMENT
CABINET MEMBER:	COUNCILLOR STUART KING CABINET MEMBER FOR TRANSPORT & ENVIRONMENT AND COUNCILLOR ALISON BUTLER CABINET MEMBER FOR HOMES, REGENERATION & PLANNING
WARDS:	ALL
CORPORATE PRIORITY/POLICY CONTEXT/AMBITIOUS FOR CROYDON: The service to be provided supports the Council’s Corporate Priorities to: <ul style="list-style-type: none">• To help families and individuals be more financially resilient and live affordable lives, through reducing fuel poverty.• To help people from all communities live longer, healthier lives through positive lifestyle choices, through offering behavior change advice, and signposting and referring people to ongoing support. The decision also supports Croydon’s vision to be an enterprising, connected, creative, sustainable, learning and caring city.	
FINANCIAL IMPACT: The Croydon Healthy Homes scheme is a new Service funded through the S106 Community Energy Fund (an offset payment for developers who are unable to meet CO2 targets in new developments). The scheme has a fixed budget and all savings will be reallocated to increase the number of residents supported (additional Home Visits) and increase the number of small energy efficiency measures fitted.	
KEY DECISION REFERENCE NO.: N/A	
The Leader of the Council has delegated to the Cabinet the power to make the decisions set out in the recommendations below 1. RECOMMENDATIONS The Cabinet is recommended to note the scheme, its purpose and outcomes.	

2. EXECUTIVE SUMMARY

- 2.1 This report provides details on the contract award of the Croydon Healthy Homes delivery partner, Groundwork London. This is a 3 year contract with a fixed value of £96k, funding through S106 contributions.
- 2.2 This report outlines the purpose and outcomes of the Croydon Healthy Homes scheme which will improve the energy efficiency and thermal comfort of the homes of vulnerable Croydon residents living in private sector housing and likely to be in fuel poverty or have health conditions exacerbated by the cold.

3. DETAIL

3.1 Background:

- 3.1.1 A household is considered to be fuel poor if it has higher than average energy costs and would be left with a disposable income below the poverty line if it spent the required money to meet those costs. Using the Low Income High Costs (LIHC) definition of fuel poverty, it is estimated that 14,085 Croydon households are in Fuel Poverty (using 2014 DECC data). There were 170 excess winter deaths in Croydon in 2014/15.
- 3.1.2 National funding and initiatives targeted at reducing fuel poverty have been significantly reduced since 2012. Exploring ways to fill this gap, officers identified S106 'Carbon Offset' funds as a viable and sustainable alternative source. This is known as the S106 Community Energy Fund. The London Plan requires major residential development to achieve Zero Carbon emissions (as covered by the Building Regulations). As this is rarely achievable in urban settings, developers may offset any remaining carbon emissions through a S106 contribution. The Draft Fuel Poverty Action Plan for London recommends a proportion of zero carbon offset funds is used to target fuel poverty.
- 3.1.3 No Zero Carbon Homes offset funds have yet been collected as the requirement was introduced at the start of 2017 and initial payments are triggered by commencement on site. However, a limited amount of 'legacy' S106 was available from when the council required developments to include a minimum level of onsite renewable energy. These funds were used to deliver a pilot Croydon Healthy Homes scheme, and the majority of the remaining funds have been secured for the successor scheme starting this April.

3.2 Croydon Healthy Homes Scheme:

- 3.2.1 The aim of the Croydon Healthy Homes project is to improve the energy efficiency and thermal comfort of the homes of vulnerable Croydon residents living in private sector housing and likely to be in fuel poverty or have health conditions exacerbated by the cold. Croydon Healthy Homes will deliver at least 600 free Home Visits by qualified energy assessors. They will provide a comprehensive package of advice and assistance depending upon the needs of the resident. This includes the fitting of energy efficiency measures and advice on reducing energy consumption. Support will be given to residents to

get onto the best gas and electricity tariffs for them, and to apply for energy bill support such as the Warm Homes Discount.

3.2.3 During the winter months of 2016/2017 a Croydon Healthy Homes pilot project visited 213 Households in private sector housing in the borough (71% owner occupiers and 29% renting from a private landlord). The total value of the pilot project was £34,200, of which £23,623 came from the S106 Community Energy Fund. The pilot was delivered by non-for profit company Thinking Works, who secured the remainder of the funds.

Key outcomes:

- Average lifetime (15 year) energy savings were £416 per household (a total of £89k for the programme) from installed small energy efficiency measures (including radiator reflector panels and LED lightbulbs).
- If the residents follow the energy savings behaviour change advice given during the visits over a 15 year period they could each save £750 (a total of £160k for the programme).
- Surveys of the properties led to 3 households having free boiler replacements through the GLA's Better Boilers scheme. Other larger measures may fitted once ECO funding is available
- 57 households were helped with damp / mould issues (in one case the home visitor helped liaise with a landlord to arrange a damp survey and resolve the cause, which was a leak from the upstairs flat)
- Households advised/referred to other services - 54 smoke alarms, 60 energy switching support, 47 GP falls prevention, 49 Croydon Live Well/JustBe.
- Social Return on Investment - £208k (saving to NHS and local authority services).

3.3 The current service provision:

3.3.1 The pilot project ended in April 2017. Although some elements of the advice and support given during Home Visits are being offered by other teams in the Council and partner organisations, a holistic Home Visiting service of this nature was not being offered in Croydon

3.3.2 The large number of families in fuel poverty, and the number of Excess Winter Deaths shows there is a large need for this type of scheme.

3.4 The future service provision:

3.4.1 Fuel poverty initiatives are traditionally 'stop-start' and short term which is a barrier to engaging with local partners. To overcome this issue the Croydon Healthy Homes project will be a continuous 3 year programme. £96k from the S106 Community Energy Fund has been allocated to fund a programme of Home Visits. These will include:

- The fitting of small energy efficiency measures such as LED lightbulbs and Radiator Reflector Panels, and water saving measures such as aerating taps and shower heads
- Energy efficiency advice and support to use measures and controls already fitted in the home. Support using Smart Meters.

- Advice and support getting residents onto the best energy tariffs and to apply for the Warm Homes Discount
- Support the clearing and managing debt to energy suppliers
- Advice on damp and mould issues
- A tablet based survey on Health and Wellbeing issues offering advice and signposting resident to local support initiatives and referrals where appropriate to organisations such as Citizens Advice Bureau, Age UK and Carers Support Centre, and services such as Gateway, JustBe Croydon, Croydon Staying Put, Befriending Service, Air Text and Digital Inclusion Training,
- A survey of the property will establish whether any larger energy efficiency measures would be appropriate for the property, such as wall and loft insulation, energy efficient boilers and draft proofing. Eligible Households will be referred to the GLA's Warmer Homes scheme, which has been set up to fund and install new energy efficient boilers, cavity wall and loft insulation and other improvements for Home Owners on certain benefits. Additional S106 Community Energy Funding (from Zero Carbon Homes offset funds) could be used to fill any funding gaps, and to install additional measures for some vulnerable households. The Croydon Healthy Homes Home Visits is designed to create many of the leads for this type of follow on project and the Council's Staying Put Service.

3.5 Eligibility

3.5.1 Croydon Healthy Homes is designed for Home Owners and residents renting from a private landlord. It is proposed there will be 3 types of referral into the scheme:

1. Self-referrals. There will be a published eligibility, based upon receipt of certain benefits or meeting an age threshold. This eligibility criteria will be published on promotional materials and through Council media.
2. Self-referrals from targeted groups, reached through mailshots and newsletters from appropriate partner organisations.
3. Referrals from Case Workers / Professionals. Where a referral is made by a professional, more flexibility can be given on eligibility, for example referrals from medical professionals, or Croydon JustBe caseworkers.

3.6 Promotion and Referrals

3.6.1 It is expected a large number of referrals will come from Council services. With the consent of the resident all the information gathered during the Home Visit can be shared with the referrer (for example the financial savings forecast from switching electricity supplier, or from the energy efficiency measures).

3.6.2 The first home visits will take place in April 2018, targeting referrals from Council Services and referral partners. Fuel poverty schemes are traditionally more successful in generating referrals during the winter months. A public launch will be delayed until September 2018, when residents are starting to turning on their heating.

- 3.6.3 The Croydon Healthy Homes scheme will be promoted alongside telephone advice offered through Islington’s Seasonal Healthy Intervention Network (SHINE) scheme which has funding to support residents across London.
- 3.6.4 Additional funding has been obtained through the GLA’s Fuel Poverty Support Fund to enhance Croydon Healthy Homes which will be used to fund promotional materials, targeted marketing, and outreach events. Between October 2018 and January 2019, 8 outreach events will be run across the borough offering face to face fuel poverty support, as well as generating referrals to Croydon Healthy Homes.

3.7 Contract term:

- 3.7.1 The contract term is for a maximum of 3 years, with funding for approximately 600 to 700 household visits.
- 3.7.2 Pending detailed contract mobilization it is anticipated that Groundwork London will commence the Service in April 2018.

4. CONSULTATION

- 4.1 A workshop was run in June 2017 as part of the review event for the Healthy Homes pilot project, which was attended by internal and external partners. 1 to 1 meetings, and telephone conversations were held in August and September 2017 with key referral partners to help shape the scheme, and confirm their involvement. These included Citizens Advice Bureau, Age UK, Croydon Carers Information Service, Gateway, Croydon JustBe, and the Council’s Landlord Licencing and Staying Put teams. The same organisations/teams were invited to feedback on the detailed project specification.
- 4.2 Market testing was carried out with organisations which provide a similar service for Home Visiting service for other London Boroughs during the week commencing 25th September 2017.

5 FINANCIAL AND RISK ASSESSMENT CONSIDERATIONS

5.1 Revenue and Capital consequences of report recommendations

	Current year	Medium Term Financial Strategy – 3 year forecast		
	2017/18 £'000	2018/19 £'0	2019/20 £'0	2020/21 £'0
Revenue Budget available				
Expenditure				
Income				
Effect of decision from report				
Expenditure	3	31	31	31
Income	-3	-31	-31	-31

Remaining budget	0	0	0	0
Capital Budget available				
Expenditure				
Effect of decision from report				
Expenditure				
Remaining budget				

5.2 The effect of the decision

This programme will be funded by Section 106 community energy fund income.

5.3 Risks

Low Risk as Ground work London will invoice monthly for the actual Home Visits delivered.

5.4 Future savings/efficiencies

Groundwork London has a dedicated fund raising team, which could bring in additional resources to support fuel poverty reduction in Croydon, including promotional activities and outreach work. These fall outside the scope of this contract

Approved by: Ian Geary, Head of Finance, Resources & Accountancy

6. COMMENTS OF THE COUNCIL SOLICITOR AND MONITORING OFFICER

6.1 The contract awarded supports the Council's duty to achieve Best Value in accordance with the Local Government Act 1999.

Approved by: Sean Murphy, Head of Commercial and Property Law & Deputy Monitoring Officer on behalf of the Director of Law & Monitoring Officer.

7. HUMAN RESOURCES IMPACT

7.1 There are no direct implications for the workforce at LBC or any direct TUPE implications arising from this report

Approved by: Sue Moorman, Director of Human Resources

8. EQUALITIES IMPACT

8.1 The outcomes of this service will provide help to those people and families in fuel poverty and will provide a comprehensive package of advice and assistance. The positive impact on people lives through introduction of physical measures such as the fitting of radiator reflector panels combined

with advice on reducing energy consumption and support to get the best gas and electricity tariffs, or help to apply for energy bill support such as the Warm Homes Discount, will help also improve living standards and wellbeing.

9. ENVIRONMENTAL IMPACT

9.1 The Healthy Homes scheme will have a positive impact on the environment. The Home Visits are designed to improve the energy efficiency of homes in Croydon through the fitting of small energy efficient measures, and through changing resident behaviours

10. CRIME AND DISORDER REDUCTION IMPACT

10.1 There are no Crime and Disorder impacts arising from this report.

11. REASONS FOR RECOMMENDATIONS/PROPOSED DECISION

11.1 This report is for information and there are no recommendations other than to note its contents.

12. OPTIONS CONSIDERED AND REJECTED

12.1 Not relevant

CONTACT OFFICER: Malcolm Bell, Energy Officer, ext 61432

APPENDICES TO THIS REPORT: None

BACKGROUND PAPERS: None