LONDON BOROUGH OF RICHMOND UPON THAMES

STAY WELL, STAY WARM

Providing Affordable Warmth for Richmond Residents

June 2004

Housing Services
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LONDON BOROUGH OF RICHMOND UPON THAMES

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Foreword

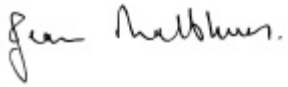
As the cabinet member for Social Services and Housing I am pleased to present the fuel poverty strategy. In accordance with the Home Energy Conservation Act 1995 the council is required to report on how it is addressing the issue of fuel poverty. This document sets out the current and future activities for the borough, and the priorities for action using the resources available. I hope you find the document useful and informative.

The strategy does not stand alone, but is linked to a number of other Council strategies and plans, particularly the Community Plan. The Community Plan sets out how the Council seeks to promote the economic, social and environmental well-being for the whole community. This document is also linked to the Housing Strategy, which sets out the current and future housing issues facing the borough and priority areas for action.

This strategy has been formulated taking into account these plans and strategies. It has also drawn on data from a recent report from the Building Research Establishment concerning local housing conditions, and council data collected from the annual energy survey within the borough.

In formulating the strategy consultation with community groups, housing providers, partners, charities and LBRuT departments has been undertaken to ensure that it reflects their views.

As a reader of this strategy we value your views. Please let us have your comments and suggestions. You can do this by writing to Colin Coomber, Energy Efficiency Co-ordinator, Housing Services, Room 118, Civic Centre, 44 York Street, Twickenham, TW1 3BZ, Telephone 020 8891 7759 or via email at c.coomber@richmond.gov.uk



Cllr Jean Matthews

Cabinet Member for Social Services and Housing

June 2004

Executive Summary

The provision of affordable warmth and fuel poverty are national issues that have received increased publicity during 2003. The government has set a target to eradicate fuel poverty for vulnerable households by 2010. The Home Energy Conservation Act 1995 requires councils to report on their actions to reduce fuel poverty.

The development of a strategy is a key element to inform people of the benefits of warmer homes, to raise the awareness of the assistance available, increase the take up of grants, create schemes that will improve the energy efficiency of homes and set out how we intend to deal with fuel poverty and provide affordable warmth for Richmond residents.

The widely accepted definition of fuel poverty is where a household needs to spend more than 10% of its income on energy to provide adequate heating, a supply of hot water, and the electricity needed for lighting and household appliances. Adequate heating is generally deemed to be 21°C in the living room and 18°C in other occupied rooms.

The transition from fuel poverty to affordable warmth is a national issue that requires;

- co-ordinated effort to inform people of the benefits of warmer homes,
- raised awareness of the assistance available and
- schemes that will increase the take up of grants to improve the energy efficiency of homes.

The development of the strategy was carried out in consultation with key partners, to enable the residents of the borough to achieve affordable warmth. This is achieved when residents are able to heat their homes to an acceptable level for less than 10% of their income.

The factors that contribute to fuel poverty are;

- Low income
- Low standards of energy efficiency
- Inefficient heating systems
- Under occupation
- Cost of fuel
- Capital costs of improvements

Overall 6% of homes in the borough are suffering from fuel poverty, which equates to approximately 7000 people living in 4500 homes.

The priorities of the strategy are to tackle the least energy efficient properties and to target resources at the most vulnerable groups, who have been identified as;

- Disabled residents on a very low income.
- Older residents (aged 60 and over) in receipt of a means-tested benefit.
- Older residents (aged 60 and over) who are not in receipt of benefits but who have a low income
- Residents under 60 who have young children (aged 16 and under) and are in receipt of certain means-tested benefits.

The strategy sets out how we intend to tackle the problem through;

- increased networking with community and local organisations to cascade information concerning energy efficiency,
- the provision of training to enable the identification and referral of clients to grants,
- increased publicity for energy efficiency grants and schemes,
- a minimum energy rating improvement of 20 SAP points to each home treated.
- maximising the benefits of partnership working – to utilise skills, knowledge and funding not directly available to the local authority.

This strategy is linked to a number of other national and local plans and strategies that are outlined in the document, and will be reviewed annually to incorporate additional opportunities for improvement as they arise.

List of Tables

Abbreviations and Terms Used

BEAM	*Barnes East Sheen and Mortlake Alliance*
BRE	*Building Research Establishment*
BS	*British Standard*
CEN	*Creative Environmental Network*
CO_2	*Carbon dioxide*
DEFRA	*Department for Environment, Food and Rural Affairs*
DTLR	*Department for Transport, Local Government and the Regions (now ODPM)*
EAGA	*EAGA Partnership Limited*
EEAC	*Energy Efficiency Advice Centre*
EEC	*Energy Efficiency Commitment*
GLEEN	*Greater London Energy Efficiency Network*
HECA	*Home Energy Conservation Act*
HMO	*Houses in Multiple Occupation*
HRAG	*Home Repair Assistance Grant*
kWh	*kilowatt-hour*
LBRuT	*London Borough of Richmond upon Thames*
NGO	*Non Government Organisation*
ODPM	*Office of the Deputy Prime Minister*
NHER	*National Home Energy Rating*
NHS	*National Health Service*
PCT	*Primary Care Trust*
PLEASE	*Private Landlords Energy Award Scheme*
PSHRP	*Private Sector Housing Renewal Policy*
RSL	*Registered Social Landlord*
SAP	*Standard Assessment Procedure*
SEDBUK	*Seasonal Efficiency of Domestic Boilers in the UK*
WHO	*World Health Organisation*

1 General

1.1 What is Fuel Poverty?

Fuel poverty occurs when a household cannot afford to provide an adequate standard of warmth to maintain healthy living conditions. Fuel poverty which is linked to energy efficiency, differs from general poverty that can be alleviated through the provision of additional income. The reduction of fuel poverty requires improvements to the fabric of properties. The most effective way to lessen fuel poverty is through capital investment in housing.

1.2 Definition of Fuel Poverty

A household is said to be fuel poor when it needs to spend more than 10% of its income on energy to provide adequate heating, a supply of hot water and the electricity needed for lighting and household appliances. Nationally, 3 million people fall within this definition, and face the difficult decision of choosing to keep warm against paying for other necessities. Adequate heating as recommended by the World Health Organisation (WHO), is generally deemed to be 21°C in the living room and 18°C in the other occupied rooms.

1.3 Achieving Affordable Warmth

Affordable warmth is the converse of fuel poverty. It is achieved when a householder can afford to heat their home to an adequate temperature for less than 10% of their income. The transfer from fuel poverty to affordable warmth is best achieved through improvements to the energy efficiency of homes, usually by increasing the levels of insulation, or by the installation of a more efficient heating system. These measures lower the amount of fuel required for adequate heating, and consequently reduce the financial outlay for fuel.

This is the accepted view, but often where a home has been noticeably under-heated the improvements to energy efficiency are often taken (at least in part) as an increase in comfort levels rather than a reduction in bills. Nevertheless once improvements are made, the energy supplied will be used more efficiently and there are the additional benefits of improved health and a better quality of life for residents.

1.4 Factors contributing to Fuel Poverty

Fuel poverty, or the inability to afford adequate warmth in the home, results from a combination of the following factors;

1.4.1 Low income

Energy is relatively cheap, and for the majority of households the proportion of disposable income spent on energy is only 2 – 4%. However, a house costs the same to heat irrespective of the income received, so many low-income households may have to spend 10 - 20% of their income in order to achieve adequate temperatures. Many poorer households will also need to spend more on energy if, for example, they are unable to work and therefore need to provide heating all day. They may also need to spend more on energy, as generally, low-income households also live in homes with less insulation and less efficient heating systems. Around 8.6 million disabled people receive less than half the national average income.

1.4.2 Low standards of energy efficiency

The cost of heating a dwelling, discounting the size of the property, depends largely on the level of insulation and efficiency of the heating system. Until quite recently, housing was built without any thermal insulation or gas central heating, which would be considered almost essential today. Most households, even on a very low income, would be able to

heat a home built to modern standards. The main problem is with the older housing stock.

The poor condition of the housing stock may be due to a lack of incentive for those responsible for maintaining or improving the buildings. For example, a landlord may not be interested in making improvements that will mainly benefit tenants. In many other cases poor energy efficiency is due to residents lack of capital, knowledge or information about how to save energy.

1.4.3 Inefficient heating systems

Modern heating systems use fuel more efficiently and have control systems that provide warmth when and where it is required. Older homes are often lacking in this respect, so they will require either improvements to the existing arrangements or the installation of a complete heating package, to achieve reasonable levels of efficiency. Continuing to use old electric or gas heaters wastes money and fuel, and can make the regulation or achievement of an adequate temperature in the home almost impossible.

1.4.4 Under-occupation

Under-occupation is a further factor, particularly where a house, originally occupied by a family, is then occupied only by the ageing parents and eventually by only one parent. It is common to find older households restricting their living space to a small area of a larger house during the winter months, to reduce the heating requirement and the spending on fuel.

1.4.5 Cost of fuel

Wealthier households are able to take advantage of energy companies discount schemes such as payment by direct debit or prompt payment of bills. Households on low levels of income do not enjoy this benefit, and are often forced to pay for fuel through premium priced ‘pay-as-you-go’ key meters. Those who can least afford it are charged the highest rates for energy – up to 25% more in some cases. Recent announcements, in January 2004, indicate that prices are set to rise.

1.4.6 Capital costs

For many, the lack of capital to purchase an adequate heating system or improve the insulation levels is the main barrier to increasing energy efficiency. Many older, owner-occupiers fall into this category, and can be described as ‘asset rich, but cash poor’. Without assistance, these residents will be unable to avoid fuel poverty.

1.5 Effects of Fuel Poverty

As shown in the following table, there are a number of problems caused through the under-heating of homes – a classic symptom of fuel poverty.

Effects of under heating homes

Increased winter death rates particularly amongst pensioners
Increased pulmonary and respiratory disease
Increased chances of general ill health and greater difficulty in recovery
Increased healthcare costs
Despair and depression as a result of living in poor housing conditions
It can contribute to social exclusion
It can affect children's education when there is no suitably heated space for homework or study
Visible signs of damp, mould and fungus within properties.

On a wider level, the inefficient use of energy contributes to the emission of carbon dioxide, which is the major component of the 'greenhouse heating effect', which is contributing to climate change and global warming.

1.6 Poor Housing Means Poor Health

Around 3 million of the country's poorest families have to spend more than 10% of their income on keeping warm. This means that these families cannot afford to heat their homes to a level where their health is not at risk by the cold in winter. During an average winter, it is thought that at least 30,000 people (with significantly greater proportions among older people and children) die prematurely because their homes are damp and cold. A drop in outdoor temperature of only 1°C causes a greater rise in mortality for those living in cold homes than those in warm homes. The link between cold, damp homes and poor health has long been recognised.

Temperature and Health Relationships

Indoor Temperature	***Effect***
21°C	Comfortable living room temperatures for all, including older people.
18°C	Minimum temperature with no health risk (older/sedentary people may feel cold).
<16°C	Decreased resistance to respiratory diseases.
9-12°C	This temperature for longer than 2 hours causes a fall in core body temperature, a rise in blood pressure, and an increased risk of cardiovascular disease.
5°C	Significant increase in the risk of hypothermia.

2 Fuel Poverty in the London Borough of Richmond upon Thames

2.1 Pen Picture of the Borough

In Richmond, there are proportionally higher numbers of older people than in other London boroughs. The age breakdown of the population in 2001 was found to be as follows:

Age Structure

Region	% of persons in each age group					
	0-15	16 - 44	45 - 64	65 - 74	75 plus	Total
Richmond	17.9	45.1	23.3	6.6	7.2	100
Outer London	19.4	45.2	21.6	7.1	6.6	100
London	19	48.5	20	6.5	5.9	100

Source: Census 2001 Key Statistics KS 02 © crown copyright

The table above indicates that the borough has a slightly larger proportion of its population aged over retirement age than outer London, and London as a whole. Richmond, amongst all London boroughs had the highest proportion of population aged 75 or over at 7.2%.

The most recent local survey of house conditions indicates that 6% of residents are in fuel poverty and 26% have inadequate thermal comfort. This is linked to the high proportion of homes with solid walls that are costly and difficult to improve - by definition “hard to treat”. Additionally, fuel poverty in the private sector is geographically spread throughout the borough, which makes concerted efforts to tackle the problem on an area-by-area basis almost impossible.

In Richmond

In 2001 there were - 172,000 residents, living in 76,000 homes	6% of homes are in fuel poverty, which equates to approximately 7000 people.
65,000 (or 85%) of houses were within the private sector in 2001	17 % of homes have no central heating
77% of private sector houses have solid walls, as a result they are more costly to heat	21% of private sector houses have no loft insulation
7.2 % of the population were aged 75 or over (London average is 5.9%) in 2001	47% of private sector houses have inadequate loft insulation
3078 households have a disabled occupant	6% of properties have a SAP rating of less than 30 (see Appendix 7 for explanation)
3800 homes have a single elderly occupant 1979 additional households contain a frail elderly occupant	The average SAP rating across the private sector is 47. (Houses built to current building regulations have a SAP rating of 80-100)

The following table illustrates the composition of dwelling types as recorded in 2001. In comparison to London as a whole, Richmond has a higher proportion of detached, semi-detached and terraced properties (62% to 51%) and a correspondingly lower proportion of purpose-built flats (27% compared to 35%). This contributes to under-occupation of larger properties, less choice for single occupant households and can lead to higher fuel bills as a result.

Dwelling Types

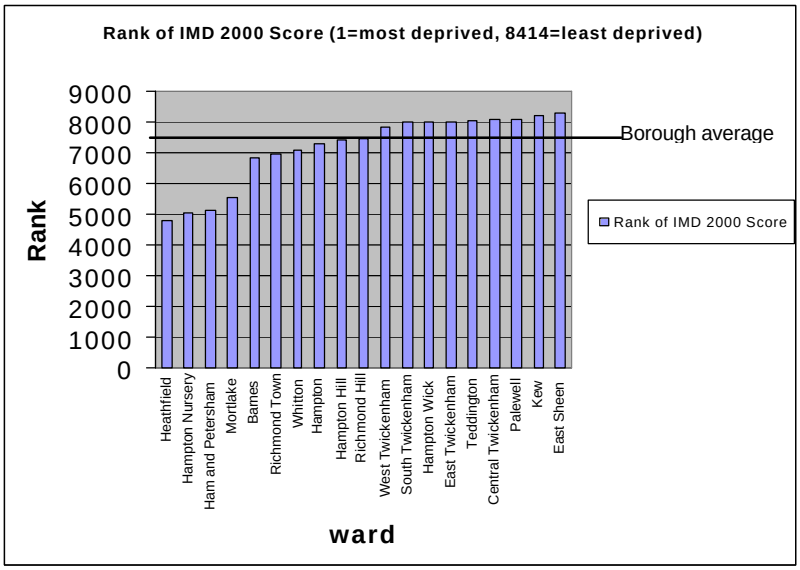
Area	Percentage						
	Detached	Semi-detached	Terraced	Flat	Converted/ Shared House	In Commercial Buildings	Other e.g. caravans
Richmond	**8.9**	**24.7**	**27.8**	**24.9**	**4.7**	**1.7**	**0.07**
Outer London	8.8	28.2	29.2	24	7.9	1.6	0.11
London	6	19.1	25.9	33	13.9	1.8	0.11

Source: Census 2001 Key Statistics Table KS 16 © crown copyright

2.2 Deprivation Levels

Although Richmond is placed at the lower end of the indices for deprivation nationally, there are still numerous Richmond residents who would qualify as deprived on an individual basis. For these residents the level of relative poverty is high. Furthermore, in a predominantly affluent area, the problem of fuel poverty is often masked by the apparent wealth of the area. The Index of Multiple Deprivation (IMD) 2000 compiled by the then Department for Transport, Local Government and the Regions (DTLR) found that the borough as a whole is one of the least deprived within London and the nation. Of the 354 districts within England, Richmond ranked at 341 of the 354 districts (1 being the most deprived and 354 the least deprived).
Poverty in general is distributed throughout the borough in a 'pepperpot' nature, which precludes the economies of scale that are possible when homes to be treated are closely grouped.

Deprivation in Richmond



There were 8,414 wards within England at the time of the exercise and analysing the scores of Richmond's nineteen wards gives some idea of the variations in deprivation at the local level. There was a range of 3,512 between the highest and lowest ranking wards. The chart above shows the ranking of the wards, which indicate that Heathfield, Hampton Nurserylands and Ham & Petersham are the most deprived wards within the borough. The rankings of these wards were 4,786, 5,066 and 5,142 respectively, although it should be noted that there have been changes to the structure of wards since the figures were first published. Along with Mortlake, these wards are clearly more deprived than other wards in the borough. These islands of deprivation within a more affluent sea may well aggravate the social exclusion felt in these communities. (Source: DTLR, 2000.)

BRE Modelled Data (totals)

	Decent homes standard per cent failing due to: -						Energy efficiency		Dwellings
Ward	Any one of the four components	Inadequate Thermal comfort	Unfitness	Disrepair	Non- modern facilities and services	Renovation Grant demand	Households in fuel poverty	SAP rating less than 30	
Barnes	1597	1010	194	606	244	332	216	287	4267
East Sheen	1606	1028	183	678	240	273	212	293	4008
Fulwell and Hampton Hill	1620	1116	199	576	214	271	252	326	4137
Ham, Petersham and Richmond Riverside	1971	1451	206	421	321	486	229	345	4378
Hampton	1582	1152	171	469	192	424	197	321	4006
Hampton North	1139	909	103	216	122	343	219	233	4034
Hampton Wick	1781	1309	220	535	282	309	309	299	4174
Heathfield	1497	1158	203	407	153	506	239	256	3794
Kew	2089	1325	299	773	308	354	258	396	4429
Mortlake and Barnes Common	2080	1460	258	700	331	485	275	376	4855
North Richmond	1994	1341	229	713	315	494	279	360	4581
St Margarets and North Twickenham	1854	1242	216	745	336	272	251	301	4285
South Richmond	2346	1527	317	795	461	491	265	408	5191
South Twickenham	1625	1155	192	544	199	249	210	288	3944
Teddington	1950	1442	189	650	368	326	250	328	4512
Twickenham Riverside	2097	1416	234	835	387	310	270	381	4588
West Twickenham	1736	1217	264	635	204	353	237	318	4170
Whitton	1261	861	204	451	142	322	172	239	3735
Borough Totals	**31825**	**22119**	**3881**	**10749**	**4819**	**6600**	**4256**	**5755**	**77088**

(Source data; BRE Report 215-011BRE Projected Local housing Conditions; LBRuT, October 2003)

The table above derived from the latest BRE mapped data, modelled on the latest ward boundaries, shows the total number of dwellings in each ward, and the number of dwellings that fail the decent homes criteria for various conditions.

Homes Failing the Decent Homes Standard

	England % of all housing 2001	Richmond % of all housing 2001	Richmond totals all housing 2001
Total non-decent homes	33	41	31,160
Failures of decent homes standard due to: -			
Inadequate thermal comfort	26	29	22,040
Disrepair	9	14	10,640
Unfit	4	5	3,800
Lack of modernisation	2	6	4,560
Potential grant demand (private sector vulnerable households in homes failing the standard)	6	9	6,840
Dwellings with SAP less than 30	9	7	5,320
Households in fuel poverty	9	6	4,560

Source, BRE Report 215-011, Projected Local housing Conditions; LBRuT, October 2003

The summary table above compares the failure of dwellings to meet the Decent Homes Standard nationally against those locally. Richmond has higher failure rates overall, but lower levels of fuel poverty and fewer dwellings with SAP ratings of less than 30.

2.3 Current fuel poverty action

At present, the Private Sector Housing policy contains schemes to deal with cases of fuel poverty as they are brought to our attention. The schemes are promoted through leaflets in council offices, libraries, advice centres, via the council website and by direct contact with the council.

The current policy is supported by annual surveys of energy efficiency improvements. These identify households that could benefit most from improved measures. They are given energy efficiency advice and provided with details of the current energy efficiency schemes. This works well for those who participate in the survey and heed the advice given. However, it is thought that many who do not complete the survey, or who are not reached through other advertising techniques, are the residents most in need of energy efficiency improvements. They are often the hardest to reach through conventional methods and may have a high level of distrust for schemes they perceive as glorified sales promotions.

2.4 Achieving Affordable Warmth in the London Borough of Richmond upon Thames

The following table outlines schemes that assist residents to achieve affordable warmth.

Energy Efficiency Schemes Available in Richmond

Scheme	**Outline** (See Appendix 1 for further details)
Coldbusters	A local, means-tested grant, to improve energy efficiency, funded through the Home Repair Assistance Grant (HRAG).
Warm Front	A national, benefit-related grant, that provides insulation and improved heating to eligible people in private sector housing.
PLEASE	The Private Landlords Energy Award Scheme provides a conditional grant and low/no interest loans to private landlords for energy efficiency improvements.
Houseproud	An equity release scheme to fund energy efficiency improvements for older homeowners and households with a disabled resident.
Energysmart	A bulk discount scheme that supplies discounted heating equipment, insulation materials, energy efficient appliances and solar installations for residents of all tenures.
Handyperson	A local scheme that provides minor repairs to the homes of older or disabled people. Acts as publicity, referral agency and distribution channel for energy efficient light bulbs.
Energy Advice Service	Energy advice is supplied by our local Energy Efficiency Advice Centre, and provides guidance on the range of grants and energy efficiency improvements available in Richmond.
Health Through Warmth	A new scheme to train outreach workers to identify fuel poor households with cold-related illness, for referral to an appropriate energy efficiency grant.

Coldbuster and Warm Front Grants made during 2002/2003

Grant	No. of Grants	Cost (£)	*CO_2 Savings (Tonnes)*	Energy Savings *(kWh)*	Fuel bill reduction
Coldbusters	*55*	*89,033.57(LBRuT)*	*102*	*288,281*	*£11,447*
Warm Front	*100*	*36,704 (EAGA)*	*123*	*220,345*	*£17,591*

Source; LBRuT, HECA Report 2002/2003

3 An Affordable Warmth Strategy for the London Borough of Richmond upon Thames

3.1 Why we need a Strategy

The development of an affordable warmth strategy is an opportunity to re-assess how we target, and address the provision of assistance for residents in need. Furthermore, it is an opportunity to encourage service providers to co-operate, so that together an integrated solution to reduce fuel poverty can be provided, and in doing so, improve the quality of life for local residents.

The reasons for formulating a strategy are;

- To formalise Richmond's present ad-hoc system of fuel poverty alleviation and affordable warmth provision
- To comply with the Home Energy Conservation Act 1995
- To encourage greater council-wide involvement
- To increase partnership working and funding to enable a more ambitious approach towards this high priority problem

- The Government has set a target for fuel poverty to be eradicated for vulnerable households by 2010, and for all others by 2016.

3.2 Aims of the Affordable Warmth/Fuel Poverty Strategy

Strategy Aims

To reduce fuel poverty within Richmond
To reduce the incidence of cold related diseases, especially amongst older people, people who are chronically ill, disabled people and young children
To improve the quality of life for fuel-poor Richmond residents by improving the thermal efficiency of their homes
To reduce the amount spent on fuel by those households identified as suffering disproportionately high fuel bills
To encourage and support householders, private landlords and Registered Social Landlords to provide higher standards of thermal efficiency in their properties

3.3 Objectives of the Affordable Warmth/Fuel Poverty Strategy

Strategy Objectives

To identify, contact, advise and assist those in fuel poverty, via data gathering, referrals from partner organisations, EEAC, grants and publicity campaigns
To install appropriate and cost effective energy efficiency measures to fuel poor, and thermally inefficient homes of vulnerable residents, using a range of local and national energy efficiency initiatives
To maximise the number of homes treated, using funds provided by external organisations and government departments in addition to finance provided by the council
To establish partnership and collaborative networks that will disseminate energy efficiency information and provide feedback and referrals for grant and advisory services
To provide energy efficiency training for those who would benefit
To provide training in the identification of fuel poverty
To provide training that will enable referrals to the appropriate energy efficiency improvement scheme
To encourage wide-scale participation of and collaboration between all local authority departments, health and social services organisations, voluntary and community groups and other relevant bodies, that can increase awareness in the community and make a contribution to fuel poverty reduction
To publicise the benefits of energy efficiency within the borough
To offer energy efficiency advice as a result of enquiries, and where improvement measures are installed to homes

3.4 Priorities of the Strategy

The Private Sector Housing Renewal Policy was launched in July 2003. This set out the council's priority for grant aid and other assistance. The amount of council funding for energy efficiency grants is £100,000. Therefore, grant aid has to be prioritised, on both a people and property basis. In the first instance, all applicants who are eligible for Warm Front grants will be directed towards Warm Front/EAGA rather than Coldbusters, as was the case previously.

3.4.1 Property based targets

Priority will be given to applicants who are living in the least energy efficient homes who also fulfil the criteria set out below in 3.4.2 for vulnerable groups. Work by the Building Research Establishment has demonstrated that the benefits of investing in energy efficiency are much greater for those dwellings that are the least energy efficient to start with. Therefore, these will form the basis of our priorities:

- Properties with SAP levels below 30, as those with lowest SAP ratings are the least efficient (HECA data indicates that approximately 2500 homes meet this criteria)
- Properties with inadequate heating systems and/or insufficient insulation

3.4.2 Vulnerable Groups Prioritised for Affordable Warmth Work

Priority will be given to vulnerable groups that have been previously listed as suffering disproportionately from fuel poverty, on the following basis:

- Disabled residents in receipt of a means-tested benefit
- Older residents (aged 60 and over) in receipt of a means-tested benefit
- Older residents (aged 60 and over) who are not in receipt of benefits but who have a low income
- Residents under 60 who have young children (aged 16 and under) and are in receipt of certain means-tested benefits

Residents will be prioritised for council (Coldbuster) grant aid if they are ineligible for Warm Front grant for central heating or insulation measures and meet the criteria set out above.

4 Fuel Poverty Strategy Consultation

4.1 The Consultation Process

Consultation took the form of a public meeting, advertised via the press and a targeted mail-shot, hosted by a local MP, with an opening address from the Mayor. Invitations to the event were sent to local community groups, charities, non-government organisations councillors, utility companies, energy efficiency organisations, LBRuT departments and the Primary Care Trust. The meeting outlined the causes, effects and solutions to fuel poverty. Options for action were discussed. The meeting was well attended with good audience participation and representation across the community. To augment the process a feedback sheet was provided for comments and suggestions. In addition to those who attended the meeting, delegate packs were sent to other interested parties with a further call for comment or discussion. A steering group was established and held further discussions.

4.1.1 Attendees

Main Organisations Attending Fuel Poverty Consultation (For full list see Appendix 3.)

Age Concern
British Gas
Creative Environment Networks
EAGA
FISH (neighbourhood care)
Friends of Barnes Hospital
LBRuT
EDF (London Electricity)
Mortlake Community Association
Mortlake with East Sheen Team Ministry
Government Pension Service
Richmond and Twickenham Primary Care Trust
Richmond Forum For Older People
Richmond Housing Partnership
Richmond upon Thames Churches Housing Trust
Hampton Fuel Allotment Charity

As a result of the input from these organisations and individuals, the draft strategy was developed further to its present form. The strategy will continue to evolve as a result of technical improvements, alterations to regulations and annual review by the steering committee.

4.2 Summary of points from feedback and consultation

- Prioritise on health, age and costs
- Promote schemes and help available
- Develop partnerships and involve key players
- Advise residents on how to be energy efficient
- Exchange information and increase liaison amongst groups and organisations

All of these points have been included in the strategy

4.3 Community response

As a result of our consultation event held in October 2003, an alliance of four community groups was formed to publicise the opportunities for energy efficiency within the borough. The BEAM Alliance (Barnes, East Sheen and Mortlake Alliance) is made up of the following organisations: FISH, a neighbourhood care group, Active Retired who represent older residents, Mortlake Community Association and Friends of Barnes Hospital. Through their active involvement we hope to reach and assist a larger number of residents than would otherwise be possible. It is hoped that the Alliance will act as broker in the distribution of information and knowledge amongst community and voluntary sectors.

Shortly after the BEAM Alliance was established an event was held aimed at informing their members and other community-group workers of the consequences of fuel poverty and the assistance available to obtain affordable warmth. Presentations on health effects, council action and grant availability were given.

5 An Integrated Approach

5.1 Integration with environmental objectives

In a broad context, the Affordable Warmth Strategy should be considered in relation to other environmental aims within the borough, for example; water and waste minimisation, environmental policies and Agenda 21.

5.2 Links to other plans and strategies

Links to other plans and strategies

Strategy Name	*Objective*	*Link*
Community Plan	Improving social care, housing and the health of the most vulnerable. Investing in the environment and encouraging civic pride.	The provision of energy efficiency grants and advice that will improve health and housing, encourage partnership and outreach work, and reduce energy use.
Housing Strategy	Improving energy efficiency and tackling fuel poverty.	Promoting quality across tenures. Promoting community well-being. Directly tackling fuel poverty.
Private Sector Housing Renewal Policy	To offer assistance to improve energy efficiency in owner-occupied and private rented properties.	Through the provision of Coldbuster and Warmfront grants to targeted residents and tenures.
Home Energy Conservation Act 1995 (HECA)	To report on the strategies that deal with fuel poverty.	The development and delivery of this strategy is in accordance with the requirements of the HECA.
Decent Homes Standard	To provide a reasonable degree of thermal comfort. Requires dwellings to have both effective insulation and efficient heating.	Assists objective through provision of energy efficiency measures e.g. loft insulation, wall insulation and efficient heating systems.
NHS/ PCT; The Local Delivery Plan 2003-2005	Work in partnership. Provide support through Community Programmes. Reduce emergency admissions and enable independent living.	Partnership working via training programmes, and improvements to thermal comfort for vulnerable targeted groups will assist PCT aims.
Unitary Development Plan (UDP)	"To seek to reduce pollution and conserve energy", specifically; Design Considerations and Energy and Resource Conservation	Through efficient consumption of energy via provision of energy efficiency measures.
Building Control Legislation	Building Regulations, Revision Part L, Thermal Efficiency, requires improved insulation and upgraded heating controls.	Delivers objective through provision of energy efficiency measures as specified in the regulations.
Climate Change Strategy	Reduction of pollution and energy use to lessen effects of global warming.	Energy use in homes accounts for 29% of total energy used in the UK. Improved home energy efficiency is a major part of the Climate Change Strategy.
Government Fuel Poverty Strategy	Tackling low income and unemployment, Reducing fuel bills, Improving energy efficiency of homes.	Assists objective through improved energy efficiency of homes, with subsequent reduction in fuel bills.

5.3 Job Creation and Local Employment

In the longer term, it may be possible to specify that contractors employ a percentage of local residents for heating/insulation work. This may be assisted by setting up training schemes etc. via a non-profit company to provide insulation works and energy advice.

6 Developing Partnerships

6.1 Partnership Working

A multi agency/department approach was required to develop a coherent strategy. It was beneficial to have all who are concerned with fuel poverty involved from the earliest stages of drafting the strategy. This was necessary to gain a wider perspective of the problem and to integrate any extra work involved into existing working patterns. The involvement of other organisations and departments will enable the following:

- increased funding
- access to partners resources
- increased number of referrals
- greater impact
- increased co-operation and synergy
- wider promotion of energy efficiency

As a result of the training provided to outreach workers from across the community, in the identification and referral of fuel poor households for grant aid, new partnerships and closer co-operation will emerge. It is a key factor of the strategy that partnerships should continue to grow and develop.

The following section lists partners who were invited to assist with the strategy;

6.2 Agencies involved in Affordable Warmth Provision

- Government departments
- Local authority departments, eg. Social Services, Planning
- EAGA
- Utility companies
- Contractors installing energy efficient measures
- Primary Health Care Trust
- Housing Associations
- Voluntary organisations, eg. Age Concern
- Community groups and associations
- Private landlords
- Residents associations
- Community associations

6.3 Registered Social Landlords (RSLs)

In 2000 all council housing property was transferred to Richmond Housing Partnership (RHP), which is the largest RSL in the borough, controlling around 8000 properties, or approximately 10% of the boroughs housing stock. There is ongoing dialogue between the council and all RSLs in the borough concerning fuel poverty and affordable warmth.

Certain wards - Heathfield, Hampton Nursery Lands, Ham and Petersham and Mortlake - have been identified as being noticeably more deprived than others in the borough. There is also an assumption that these areas contain the highest concentrations of homes suffering from fuel poverty, and higher concentrations of social housing. Therefore it would seem reasonable for RSL's to target resources towards those wards with the highest number of failures measured against the Decent Homes Standard and to wards showing the greatest levels of deprivation.

7 Methods to Increase Referrals and Grant Uptake

7.1 Overview of Proposals

To increase the energy efficiency of homes, a package of improvement measures will be made available through an approved range of contractors. These will be linked to a grant or loan scheme administered by the local authority. The schemes offered at present in Richmond are set out in 2.4, and are a mixture of government and local grants, loans and discount schemes. Our aim is to tackle fuel poverty head-on by implementing realistic schemes and by identifying the practical help needed.

7.2 Promote Energy Efficiency

To achieve affordable warmth, residents particularly those from the most vulnerable groups that have been previously identified, will need to be informed about the range of services offered. The usual channels of publicity such as local papers, TV, and Radio are not only costly, but it is doubtful whether these methods actually reach or convince our target audience of the benefits of energy efficiency. Although it will be necessary to carry out some promotion in the traditional way, it is hoped that far more will be accomplished through direct contact with residents.

For many people, asking for assistance can be difficult for reasons of pride or the maintenance of independence. Therefore, encouragement to take advantage of the help available, such as assistance with making a grant application or inclusion in energy efficiency schemes is an essential part of the strategy. It is believed that this help is best obtained from trusted sources such as social or health workers – this is particularly important for those people who may not trust or encounter traditional methods of advertising. Assistance will also be provided via outreach workers, locally involved agencies or through community, voluntary and residents groups.

It is intended that clear guidance will be provided to outreach workers and organisations about the assistance available and how to access schemes. It will take the form of regular updates, with information being sent to organisations for distribution to members, and training for those who wish to become more closely involved. A single point of contact for all schemes is being developed to reduce confusion and assist monitoring.

It is also hoped to link diverse funding streams, into a flexible, comprehensive package of energy efficiency improvement measures, so that the schemes and grants offered will be tailored to the needs of the household and can be delivered in a timely and appropriate manner.

This strategy is required so that we may raise awareness of the assistance available, reach the most vulnerable groups, provide a comprehensive range of energy efficiency measures and raise additional finance to fund these proposals.

7.3 Establish Referral Networks

Through training and promotion, networks will be encouraged to identify fuel poverty and refer eligible cases to an energy efficiency scheme. These networks will be established in conjunction with the partners listed in section 6.2.

7.4 Train Outreach Workers

Through our partners it is hoped to increase the level of training for outreach workers and others in regular contact with vulnerable groups. Some of the topics covered will include how to identify fuel poor households, tell-tale signs of fuel poverty, how to make referrals to the relevant agency/scheme for remediation work.

During the consultation process Richmond Council has enrolled in the Health Through Warmth initiative, operated by CEN and sponsored by Npower, to train a range of outreach workers. These are people who are in regular contact with the community and will be ideally placed to make referrals to energy efficiency schemes especially for residents with health issues that are exacerbated by cold damp homes. The link between cold, damp homes and poor health has long been recognised, therefore the participation of the PCT will be an important factor in the delivery of this strategy.

7.5 Integrate Energy Efficiency Schemes

There is a need to advise property owners that Energy Efficiency improvements should not be undertaken in isolation, but as an integrated part of building stock maintenance, particularly for RSLs and private landlords. If refurbishment is taking place, energy efficiency should be included at the outset as this is more effective than adding it at a later stage.

Energy efficiency work can be combined with equity loans and local authority housing grants and with other initiatives as they are developed.

For asset rich cash poor residents, the solution may lie in unlocking the value of their homes through equity release schemes, such as Houseproud. For others without assets, grants or interest free loans may provide a solution.

7.6 Acknowledge the Role of Building Control and Planning

Energy efficiency should be part of rehabilitation initiatives and integrated into building and refurbishment from the outset. Advice will be provided when queries are received about building work and refurbishment. Renewable energy solutions should be included in the equation wherever possible. At present, renewable energy installations, whilst worthwhile, are more costly to implement in comparison with other measures, but if additional funding were available they may be considered, if appropriate.

7.7 Black and Minority Ethnic Groups

Black and Minority Ethnic (BME) people make up 9% of the total population representing about 7,000 households. The Council is aware that BME homeowners often live in less than ideal conditions and their needs are often hidden form the Local Authority. The BME Housing Strategy and action plan aims to ensure that the services provided are equally accessible to all the communities served and that partnerships are developed with other agencies and the local community to support diversity in the Borough.
So that cultural differences or language difficulties do not act as a barrier to achieving affordable warmth or receiving energy advice, we aim to approach black and ethnic minority groups and their representatives so that they may be included in partnership and referral schemes. As part of the consultation process the Ethnic Minority Advocacy Group were invited, and attended the fuel poverty event.

8 Action Plan and Priorities

8.1 Measurement of Success

From recent surveys of the borough, the numbers suffering fuel poverty have been estimated, and the average SAP levels within the borough have been calculated from the Annual Energy Survey. These will act as our baseline figures from which we will be able to judge our progress. From the consultations, feedback and other discussions, we believe that the following targets and performance indicators will help monitor progress.

Targets

Measure	**Annual performance indicator**	**Action**
SAP increase to property following the installation of measures	Target of 20 point minimum improvement for each property treated.	Ensure systems are in place to record before and after SAP ratings
Number of Coldbuster and Warmfront grants	Previous target of 100 per year, double this to 200 per year	Maximise the opportunities for publicity relating to grants and schemes
Referral uptake	Numbers of referrals will be recorded for use as a future indicator. At present, no data is available for comparison or target setting.	Set up recording system
Energy efficiency measures installed	Number and types of measures installed	Collect and collate data from CEN/EAGA
Obtain additional finance from external sources	Amount of extra cash received from external sources	Continue existing partnerships and establish new links
Home Energy Conservation Act 1995	30% improvement in energy efficiency over 15 years. Annual Energy Survey to provide data.	Ongoing – to ensure that a 2% improvement is attained annually
Training: referrals partnership	Train 50 outreach workers annually	Develop training materials and delivery method (to identify fuel poverty and make grant referrals)
Training: information provision	Deliver 10 training sessions per year.	Develop training materials and delivery method (for direct training and training through partnerships)

8.2 Actions to Implement Strategy

Actions for all Sectors

Action	Target	Timescale
Specific targeting of grants to vulnerable groups and target properties	200 grants per year installed	From 2004 onwards To be reviewed annually
Simplify access to grants and advice	One number contact for day to day referrals	By July 2004
Promotion of grants and services to all householders using HECA data.	Maximise publicity through diverse marketing methods, with particular reference to "hard to reach" residents	Annual review
Free fuel poverty awareness training for outreach workers in contact with vulnerable households	50 outreach workers to be trained annually	From 2004 onwards
Build partnerships between the council, and other voluntary sector organisations.	Fuel poverty strategy to be adopted by all partners	Ongoing
Work with the health services to make fuel poverty a core issue	Set up networks in health services	From 2004 onwards
Maximise Energy Efficiency Commitment (EEC) funding from energy companies	Meet with London Electricity, Powergen, British Gas and others.	From 2004 onwards
Provide advice on energy efficiency improvements	Specific advice to 2000 households per year	Annual review
Promote alternative finance packages such as equity release.	Number of Houseproud loans for energy efficiency works provided during the year.	Annual review
Promotion of Energysmart scheme	Increase numbers of measures provided through scheme	Ongoing
Advise landlords on energy efficiency grants	Number of PLEASE grants obtained	From 2004 onwards
Targeting of grants to improve the energy efficiency of HMOs	Number of HMO grants that are linked to PLEASE grants	From 2004 onwards
Facilitate the development of energy efficiency strategies within RSLs	Major RSLs to report on energy efficiency actions as part of HECA	From 2004 onwards

Overall, it is thought that the best indicators for energy efficiency improvement will be those for SAP increases and the number of grants installed during the period. In addition we aim to double the number of Coldbuster and Warm Front Grants completed during the year from 100 to 200. This should be achievable within our limited budget due to the change in prioritisation of grants, where all work that is eligible (including heating systems) will, in the first instance, be assigned to Warm Front rather than Coldbusters.

8.2.1 Closing Statement

This strategy has been formulated with the help and co-operation of many individuals and organisations. It is presented as a practical approach to the provision of affordable warmth in the London Borough of Richmond upon Thames. Nevertheless it must be recognised that there will be a number of residents who will decline the assistance that they are entitled too. Wherever this is the case guidance and advice will be available to try to overcome any misgivings that residents may have. The strategy will be reviewed annually to maintain currency and ensure the best use of resources. We will endeavour to make affordable warmth a reality for all residents.

9 Appendices

9.1 Appendix 1
Details of Energy Efficiency Schemes in Richmond

Coldbusters Grant

Locally available grant for homeowners and private tenants aged 60 and over who are in receipt of income-related benefits or on a low income (subject to a means test). Also available for disabled people and families with children aged 16 and under who are in receipt of income-related benefits.

Provides insulation measures, mini central heating system where no central heating exists or where the boiler is beyond repair. Funded by Local Authority Home Repair Assistance grants of up to a maximum of £4000 in any 5-year period, administered by Creative Environmental Networks (CEN).

Warm Front Grant

Nationally funded grants for homeowners or private tenants in receipt of means-tested benefits who are aged 60+, or with children aged 16 and under, or in receipt of a disability benefit.
Grants of £2700 for insulation and draught-proofing and heating improvements (where no central heating exists or where the boiler is beyond repair). Administered by the EAGA Partnership.

PLEASE (Private Landlords Energy Award Scheme)

A scheme for private landlords that provides a grant of 50% and a low/no interest loan for the remainder of the cost of energy efficiency improvements. Supported by Richmond Council and administered by Greater London Energy Efficiency Network (GLEEN)

Houseproud (Equity Release Loan Scheme)

Available to owners aged 60 or over, or owners with a disabled person living in the property.
Available for works to adapt a property, or for repairs or improvements.
Supported by Richmond Council and administered by the Home Improvement Trust.

EnergySmart

Discount scheme for heating, insulation materials, solar installations and energy efficient appliances. This scheme has no qualifying criteria and is available to all residents. Installation, if required, is carried out by quality checked and energy efficiency trained personnel. Supported by Richmond Council and administered by Creative Environmental Networks (CEN).

Sun Rise (Home Solar Water Heating)

A renewable energy scheme that provides discounted domestic solar hot water heating systems, professionally installed by accredited contractors. Supported by Richmond Council, funded from the government Clear Skies programme and administered by The Green Energy Centre.

Handyperson Service

Available to Richmond residents who are 60 or over, or those with a disability.
Provides a reliable service to carry out small jobs within the home – such as fitting draught excluders, fitting light bulbs, unblocking sinks, replacing fuses, rewiring plugs. Security materials and smoke alarms are provided free.
Supported by Richmond Council in partnership with Age Concern (Richmond), Richmond Parish Lands Charity, Hampton Fuel Allotment, Barnes Work House Charity, Hastoe Housing.

Health Through Warmth

A health referral scheme that identifies people who are suffering from cold related illness or at risk of ill health as a result of living in cold and damp conditions. The scheme matches those identified with grant funding to improve the heating, insulation and draught proofing. Operates with key health, social care and community workers to reach the vulnerable and marginalised. Training is provided to outline the health risks due to cold damp conditions and how the measures provided by energy efficiency grants can help to avoid these problems
Co-ordinated by CEN, supported by Npower, NEA and NHS

9.2 Appendix 2

Details of Energy Efficiency Measures

There are a range of typical energy efficiency improvements, most of which are quite straightforward and relatively cost effective. These are listed below.

- Loft insulation – install or top-up to 250mm
- Cavity wall insulation - where a good condition cavity is present
- Hot water tank insulation - using British Standard (B.S.) approved tank jacket
- Draught-proofing - windows, doors, and loft hatches or wherever suitable
- High efficiency condensing boiler – Use of a SEDBUK A or B rated boiler for a new heating system or replacement boiler.
- Efficient heating controls - for new systems or to upgrade an old system, the provision of compatible/appropriate central heating programmer/timer, thermostatic radiator valves, room thermostat
- Energy efficient lamps - although not part of the building fabric can lead to significant savings.
- Provision of energy efficiency advice to homes - to enable the best use from measures installed
- Solid wall insulation (external) - too expensive to be considered cost effective at present, but with the high numbers of solid wall homes in the borough - approximately 77% - they will continue to leak significant amounts of heat and are a cause for ongoing concern
- Solid wall insulation (internal) – costly and therefore not realistic unless part of an ongoing major refurbishment

For some of these measures, the approximate impacts on the SAP rating of a home have been calculated (See Appendix 4 for examples).
Using these measures it will not be possible in all cases to improve the home to a level where fuel poverty is eliminated, because:

1. The original construction makes it impossible to increase the energy efficiency of the dwelling to the desired level, or at least it will be prohibitively expensive.
2. The home is very under-occupied making it impossible to reduce fuel bills to the necessary extent.
3. The level of income remains insufficient.

Although energy efficiency improvements cannot always completely solve the problem of Fuel Poverty, but they can lead to very tangible improvements for a number of households at minimal cost.

9.3 Appendix 3

Details of Public Consultation

Organisations attending Fuel Poverty Consultation

Teddington Methodist Church & Community Centre
Richmond upon Thames Churches Housing Trust
Age Concern Richmond Upon Thames
Castelnau Centre Project
Whitton Network
Mortlake with East Sheen Team Ministry
Friends of Richmond Park
Victim Support
Mortlake Community Association
Barnes One World Link
Age Concern
Richmond Housing Partnership
Thames Valley Housing Association
Friends of Barnes Hospital
VISOR
British Gas
EAGA
London Electricity
Creative Environment Networks
Pension Service
RUT Forum for Older People
Playgroup Network Richmond
Ethnic Minorities Advocacy Group
Children with Aids West London Branch
Richmond Forum For Older People
FISH Barnes Mortlake East Sheen
Primary Care Trust
Tasha Foundation
St Christopher's Fellowship
Ham and Petersham S.O.S
M.G.R.A
The Stroke Association
Hampton Family Tenants' Association
The Bridge
Veteran Agency
Richmond Council

Organisations invited, who did not attend the event, but requested information

60+Section Whitton Community Association
CFBT Advice & Guidance/Connexions
Children's Storehouse
Contact the Elderly
Cross Deep Surgery
Cross Way Pregnancy Crisis Centre
Hampton Home Care Trust
Jubilee Avenue Surgery
League of Friends of St.John's Hospital, Twickenham
Lincoln Avenue Estate Residents' Association and The Crane Community Centre
MAB
Richmond & Putney Unitarian Church
Richmond Aid
Richmond College
Richmond Crossroads
Richmond Environmental Information Centre
Richmond Good Neighbours
River Thames Boat Project
Sheen CAB
Shelter London Housing Aid Services
SSA FA Forces Help
St Albans Medical Centre
St Matthias Church
The Housing Corporation
Voluntary Care Group

All of the above organisations were sent copies of the Draft Fuel Poverty Strategy for comment.

In addition a further 248 groups and organisations were invited to attend and participate in the formulation of the strategy.

9.4 Appendix 4
SAP Explanation

The Standard Assessment Procedure (SAP) is the Government's recommended system for home energy rating. The SAP energy cost rating is based on energy costs for space and water heating only. A SAP rating is required for all new build dwellings and those that are undergoing significant material alteration (such as the addition of an extension to the dwelling). RSLs and councils which own stock are all required to submit average SAP figures for their regions so that Government can monitor the amount of energy used, and associated carbon emissions, from domestic dwellings in the UK. (Source; NHER website)

Standard Assessment Procedure (SAP)

The rating takes into account heating systems and insulation in homes. The rating runs from 1 (highly inefficient) to 120 (highly efficient). It is designed to reflect the energy efficiency of the dwelling, irrespective of its size, geographical location and characteristics or behaviour of its occupants. The rating measures the cost of heating per unit of floor area, taking into consideration the rate of heat loss and the cost of supplying the lost heat. The heat loss depends on the dwelling, the thermal properties of the building fabric, the degree of insulation and level of ventilation. The cost is affected by the efficiency of the heating system, the price of the particular fuel used and any solar gain. The SAP rating takes no account of the climatic conditions in which the building is situated. (Source; http://www.dti.gov.uk/energy/inform/energy_indicators/ind09.pdf)

SAP levels in Richmond

The table was produced from the latest data gathering survey of one third of the borough. (Borough-wide this would equate to approximately three times the figures shown below)

SAP Ratings in the Borough

SAP Rating	Number of Properties	Comment
<= 1	113	
<= 10	171	
<= 20	311	Lowest level of energy efficiency
<= 30	811	
<= 35	1776	Average figure for England 1998
<= 40	3400	
<= 45	5411	
<= 50	7531	
<= 70	11224	New home standard in 1998

The average SAP rating for Richmond properties in the private sector is 47.
The Housing Corporation recommendation is 71-85 for new build and 56-70 for improvement work.
NEA recommends a SAP of 70 across the whole of social housing stock.

Approximate SAP improvement for various measures (based on 3 bed semi)

Cavity wall insulation	13 points
Condensing boiler	12
Loft insulation	6 (1-2 for top up)
Double-glazing	6 (This is shown for comparison, not available in Richmond schemes)
Hot water tank jacket	3
Draught-proofing	1

Total increase*	35 if all measures installed
	23 without boiler
	22 without cavity insulation
	10 without boiler and cavity insulation

(*Double-glazing is not included in any figures)

For an average rated private sector home in the borough having a SAP of 47

Option with all measures installedincreases to	82
Option without boiler, SAP increases to	70
Option without cavity wall insulation SAP increases to	69
Option without cavity wall insulation or new boiler, SAP increases to	57

Note

These are approximate calculations as SAP is dependent on a number of factors

9.5 Appendix 5
Other Publications and Contacts Containing Additional Information

Private Sector Housing Renewal Policy 2003, LBRuT
http://www.richmond.gov.uk/depts/caring/housing/services/pshousing/pdf/Private%20Sector%20Housing%20Renewal%20Policy.pdf

Home Energy Conservation Act 1995, DEFRA
http://www.hmso.gov.uk/acts/acts1995/Ukpga_19950010_en_1.htm

NHS Local Delivery Plan 2003-2005, Richmond and Twickenham PCT
www.richmondandtwickenham.nhs.uk/keypub/downloads/ local-delivery-plan/ldp-summary.doc

Achieving Affordable Warmth, NEA
www.nea.org.uk/pdf/achieving.pdf

The UK Fuel Poverty Strategy, 2001
http://www.dti.gov.uk/energy/consumers/fuel_poverty/strategy.shtml

Community Plan 2003/2006, LBRuT
http://www.richmond.gov.uk/depts/chiefexec/policy/communityplan0306/default.htm

Housing Strategy 2004-2007, LBRuT
http://www.richmond.gov.uk/depts/caring/housing/services/strategydevelopment/Housing%20Strategy%202004%20-2007.doc

Climate Change Strategy, The UK Programme, DEFRA
http://www.defra.gov.uk/environment/climatechange/cm4913/pdf/section1.pdf

The Decent Homes Standard, DTLR
http://www.odpm.gov.uk/stellent/groups/odpm_housing/documents/page/odpm_house_602084.hcsp

Unitary Development Plan, LBRuT
http://www.richmond.gov.uk/depts/env/envplanning/policy/udp/udp_first_review.htm#UDP%20First%20Review%20Section

The Building Regulations Act, Office of the Deputy Prime Minister
http://www.odpm.gov.uk/stellent/groups/odpm_buildreg/documents/page/odpm_breg_609257.pdf

Tackling Fuel Poverty – A Beacon Council Toolkit for Local Authorities, EAGA
http://www.righttofuel.org.uk/Downloads/beacon%20toolkit%20Final.pdf

NHS Public Health Profile 2002, Richmond and Twickenham PCT
http://www.richmondandtwickenham.nhs.uk/keypub/downloads/public-health-profile/public-health-entire.pdf

9.6 Appendix 6
Comments and feedback sheet

Name

Organisation

Address

Email address

Telephone number

So that we can continue to develop the Affordable Warmth Strategy, we would be pleased to receive your comments on this document

1. Do we have our priorities right regarding the vulnerable groups we wish to target?

2. Do you have suggestions for other priorities?

3. Do you have suggestions about how we contact hard to reach residents?

4. Are there any other issues you wish to raise?

5. Do you have further comments on the strategy?

Thank you for taking time to complete this form.
Please return it to; Colin Coomber Room 118, Freepost SEA4735, Civic Centre, 44 York Street, Twickenham, or by email to c.coomber@richmond.gov.uk