



Merton's Affordable Warmth Strategy 2006 – 2008



Campaigning for Warm Homes



IN MERTON

Sutton and Merton 
Primary Care Trust

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FOREWORD

By Councillor Diane Neil Mills, Cabinet Member for Housing & Regeneration

It is with great pleasure that I am able to introduce Merton's first affordable warmth strategy for all housing tenures. Not being able to heat homes adequately is a consequence of fuel poverty, which is commonly defined as circumstances in which people need to spend more than 10% of their income on heating. We know this is a problem for many Merton residents and it is estimated that 5% of households (approximately 3,944) in the borough are in fuel poverty.

Fuel poverty affects health, quality of life and general well being and is also a barrier to social inclusion. This strategy sets out how we intend to address fuel poverty in Merton. It responds to the government's target to eliminate fuel poverty in vulnerable households by 2010 and to a range of other health and housing priorities. These are set out on pages 6 and 7.

The causes of fuel poverty are complex and can result from low income, poor energy efficiency, inefficient or expensive heating systems, under occupancy and increasing fuel costs. The factors leading to fuel poverty can reinforce each other; for example people having to spend long periods of time at

home need to use more fuel, and they may have less additional money to upgrade their heating systems.

People on lower incomes also often pay more for their heating as tariffs can be higher for prepayment meters.

Addressing these problems requires contributions from a range of organisations and groups. Merton's affordable warmth strategy brings together for the first time colleagues in the local authority, PCT, voluntary and community groups and not for profit organisations to address fuel poverty. I would like to thank the Health and Warmth Partnership for all their work on the strategy and to everyone else that has contributed to it.

The aim of our strategy is to eradicate fuel poverty in the borough and our vision is to have:

'Warm and Healthy Homes for all in Merton'

INTRODUCTION

Who is affected by fuel poverty?

The people who are most likely to be affected are:

- those on low incomes
- the unemployed, particularly the long term unemployed
- people with a disability or who are chronically ill
- single parents – especially with young children
- the elderly.

What are the health and social effects?

Adequate warmth is generally defined as temperatures of 21°C in the living room and 18°C in other rooms. There are up to 47,000 more deaths in winter each year in England and Wales and the likelihood of ill health is increased by being cold, which exacerbates respiratory problems, heart disease and the threat of strokes. The following table shows how changes to temperature can affect health.

Fuel poverty can also impact heavily on general social well being. Children’s educational achievements may suffer if there is only one warm room in the home for them to do their homework, and older people may be kept in hospital longer if they do not have a warm home to return to.

The health effect of cold homes	
Indoor temperature	Effect
21°C	Comfortable temperature
18°C	Minimum temperature with no health risk (older/sedentary people may feel cold)
Less than 16°C	Decreased resistance to respiratory diseases
9-12°C	Exposure for 2 hours can cause a fall in body temperature, a rise in blood pressure and increase the risk of cardiovascular disease
5°C	Significant increase of risk of hypothermia

What can be done to tackle fuel poverty?

Tackling fuel poverty requires a strategic approach with commitment from a range of partners. It can be achieved through:

- targeting vulnerable people
- improving energy efficiency
- improving heating systems
- raising income
- improving access to cheaper energy.

Merton's affordable warmth strategy is influenced by a range of national and local drivers which are set out below. It also links with other London wide and local Merton strategies. The key objectives of these are also set out in the following table.

NATIONAL DRIVERS	KEY ISSUE/S RELATING TO AFFORDABLE WARMTH
Plan for Action 2004 (DEFRA)	Warm Front grant funding extended and partnerships encouraged to address energy efficiency
Wanless Report 2004 'Securing good health for the whole population' (Commissioned by HM Treasury)	Identified that the UK has fallen behind other countries in relation to health outcomes and the causes needed to be tackled not symptoms
Health White Paper 2004 (Dept of Health)	Stressed the need for effective partnerships between local government and the NHS
Energy White Paper 2003 (DTI)	Key targets are developing renewable energy sources, a 60% reduction in carbon dioxide emissions by 2050 and ensuring every home is adequately and affordably heated
Communities Plan 2003 (ODPM)	The main goal is delivering sustainable communities. The decent homes target is reinforced
Decent Homes Standard 2000 & 2002 (ODPM)	Aim is to bring council homes up to the decent standard (including adequate thermal efficiency) by 2010. This was extended to private sector for vulnerable people in 2002
UK Fuel Poverty Strategy 2001 (ODPM)	To end fuel poverty for vulnerable households by 2010
NHS Plan 2000 (Dept of Health)	Identified that energy efficient housing is needed
Home Energy Conservation Act 1995 (DEFRA)	Requires local authorities to contribute to the improvement of the energy efficiency of dwellings in the area, to achieve a 30% reduction in domestic energy consumption by 2010

Watt report 1994	Identified that cold related illnesses cost the NHS 1 billion annually
LONDON DRIVERS	KEY OBJECTIVE/S RELATING TO AFFORDABLE WARMTH
The Mayor's Energy Strategy 2004 'Green light to clean power'	To eradicate fuel poverty giving Londoners, particularly the most vulnerable groups access to affordable warmth
LOCAL DRIVERS	KEY OBJECTIVE/S RELATING TO AFFORDABLE WARMTH
Housing Strategy 2004-7	To improve housing conditions through reducing fuel poverty, promoting and encouraging greater use of home insulation and renewable and sustainable domestic energy
Private Sector Renewal Policy	To make available grants towards heating, insulation and energy efficiency measures to people who receive income related benefits
Neighbourhood Renewal Strategy 2005-10	To create sustainable communities and improve quality of life. Within these themes is a focus on reducing health inequalities between Merton wards
Older Persons Housing Strategy 2006-9	To support older people who wish to remain in their own homes
Climate Change Strategy (draft)	To cut CO ₂ emissions in Merton by 20% and to generate 10% of Merton's energy from renewable sources by 2015

A PROFILE OF MERTON

Population

Merton has a population of 187,908 households, 66% of which have a White British ethnic background and 34% are from ethnic minorities. Older people can be disproportionately affected by fuel poverty and are more concentrated in the Village, Cannon Hill, St Helier, Lower Morden and Ravensbury wards.

Deprivation and neighbourhood renewal

The 2000 index of multiple deprivation gave Merton a ranking of 23rd most deprived ward out of the 33 London boroughs. This however masks disadvantage and 2001 census information shows deprivation in a number of areas. Merton's neighbourhood renewal strategy has identified the following areas as designated for neighbourhood renewal:

- Lavender
- Cricket Green
- Figges March
- Ravensbury
- Pollards Hill
- St Helier
- Longthornton

These areas are all in the east of the borough and have high levels of multiple deprivation including low incomes, unemployment, lack of educational attainment and poor

health. A higher proportion of ethnic minority residents live in the east of the borough and are therefore more likely to be affected by these issues.

Health issues

In Merton the death rate rises by 14% in winter and it is estimated that there were 165 excess winter deaths between 2001-3. In 2002/3 180 people over 75 were admitted to hospital suffering from hypothermia.

Tenure, household type and income

The majority of homes in Merton (44%) are privately owned with a mortgage, although a significant proportion (28%) are owned outright and there is also a thriving private rented sector. The majority of households live in flats/maisonettes or terraced houses but a relatively large proportion (19%) live in semi-detached houses.

Tenure type		
Tenure	No households	% of households
Owner occupier (no mortgage)	22,946	28%
Owner occupier (with mortgage)	35,142	44%
Housing Association	6,548	8%
RSL	4,394	5%
Private rented	11,490	14%

Private sector stock conditions survey 2005

The owner occupied sector (with no mortgage) contains a large proportion of pensioner households, whilst lone parent households are more concentrated in the social rented sectors. The housing association, council and owner occupied (with mortgage) sectors have the largest proportion of households with children.

Household type		
Type	No households	% of households
Single pensioner	10,443	13%
2 or more pensioners	5,038	6%
Single non-pensioner	15,399	19%
2 + adults, no children	28,281	35%
Lone parent	3,541	4%
2+ adults, 1 child	8,647	11%
2+ adults, 2+ children	9,172	11%
Total	80,520	

Private sector stock conditions survey 2005

The average gross weekly household income in Merton is estimated to be £732. There are wide variations between tenure, with those in council and housing association properties having the lowest incomes (£259 and £272 per week respectively) and owner occupiers with mortgages having the highest (£1,014 per week). Private sector residents have a slightly higher than average (£754) weekly income.

The owner occupied sector (with no mortgage) contains a large proportion of pensioner households (60%), whilst lone parents are more concentrated in the social sector. The housing association, council and owner occupied sectors (with mortgage) have the largest proportion of households with children, while the private sector has the largest proportion of adults with no children (48%). The private sector also has a sizable proportion of pensioner households (30%).

Decent homes

The government has set a target that all council and housing association homes meet the 'decent homes standard' by 2010. There is also a target that 70% of private sector households, occupied by vulnerable households, should meet the standard by 2010. The standard is made up of four components, one of which is the provision of reasonable thermal comfort. At October 2006, 24% of council homes failed the standard however but Merton is on track to meet the target by 2010. In 2005, 9% of housing association properties failed the standard. In the private sector it was estimated in 2005 that 30% of private sector homes failed the decent

homes standard and in 69% of cases the main reason for failure is inadequate thermal comfort. Work is underway to establish the number of private sector homes occupied by vulnerable people which fail the standard and to develop and action plan to meet the target.

Fuel poverty

Building Research Establishment research carried out in March 2005 shows that 5% of households in Merton (approximately 3,944) spend more than 10% of their income on heating and therefore fall within the government's definition of fuel poverty. Wards most affected are Wimbledon Park (7%), Graveney (7%), Trinity (6%), Dundonald (6%) and Hillside (5%). Wards least affected tend to have higher concentrations of social housing. St Helier has 0.12% of households affected by fuel poverty and Pollards Hill 0.24%.

Energy efficiency and SAP ratings

The Standard Assessment Procedure (SAP) is a way of measuring the energy efficiency of a home and poor energy efficiency can contribute to fuel poverty. Ratings are on a scale of 1—120, and the higher the rating, the more energy efficient the building.

The average SAP rating in the private sector is 52, which compares with a London average of 53. The ratings are higher in the housing association and council sectors properties where they are 66 and 60 respectively.

SAP ratings vary between different household types, in the private sector, lone parent households have the highest SAP rating (57) and pensioner households the lowest (49). Households with the lowest SAP ratings are more likely to live alone, be vulnerable due to health or disability and have lower incomes.

Three main factors affect energy efficiency:

- cavity wall and loft insulation
- the type and efficiency of heating systems
- double glazing.

It is estimated in Merton that 31% of dwellings have cavity walls and of these 65% have no insulation, 77% of properties have some double glazing and 87% have central heating. Private sector properties are the least likely to have central heating and are more likely to be heated only by room heaters.

Central Heating

2001 Census information tells us that 10% of Merton's properties overall (across all sectors) do not have central heating. White British households are the least likely to have central heating and Asian households the most likely. 12% of White British households have no central heating compared with 4% of Asian. On average 7% of Black households have no central heating, within which Black African households are the least likely to have it. It was estimated in 2005 that 4% of private properties are without central heating and in 2006

approximately 18% of council homes were central heating. There is a target to install central heating into the majority of homes in the council sector by 2010.

Work in Merton to prevent fuel poverty

Hanover AtHome

Merton's home improvement agency, called *Hanover AtHome*, helps older and vulnerable people in the private sector remain in their homes. It provides a range of advice to clients about maintaining their homes and assists them in arranging their own works. During 2005/6 Hanover AtHome gave advice to 794 people.

Home Safety Network

Merton's home safety network aims to prevent accidents in the home, reduce avoidable harm and promote crime prevention to older and vulnerable people. Members include Merton Council, the Fire Brigade, Age Concern, Mascot, Primary Care Trust, Metropolitan Police and Hanover at Home. A home safety coordinator was appointed in December 2004 to develop the network. Talks are given to organisations around the borough on home safety issues and these include the importance of keeping homes warm. Home safety checks (approximately 15 per month) are also carried out for vulnerable and elderly people which include a 'warmth' check.

Warm Front

Warm Front is the government grant available for energy efficiency measures for people on low incomes or in receipt of benefits. These measures can include cavity wall and loft insulation and central heating systems. The maximum amount available was increased in May 2005 when the criteria were also extended. During 2005/6 in Merton there were 549 energy saving installations carried out using Warm Front grants.

South West London Energy Advice Centre and Creative Environmental Networks (CEN)

Creative Environmental Networks (CEN), a not for profit organisation, run a free energy advice line where trained advisors give comprehensive advice about all aspects of energy efficiency including available grants, changing energy suppliers and maximising income.

CEN also runs a health referral network for people with health problems who are living in cold homes. Once referred, clients are provided with a package of tailored advice. CEN is training groups and organisations around the borough to refer people to the scheme and currently over 30 referrers have been trained.

CEN also offers strategic support to Merton and other boroughs in South West London through its operation of the South West London Local Energy Support Programme (LESP). The South West LESP is part of a nationwide

programme funded by the Energy Saving Trust. In Merton it seeks to engage key decision makers in the borough and has a small marketing budget.

Coldbusters and Heat Streets

Coldbusters and Heat Streets are local schemes which offer grants for heating and insulation. Coldbusters is a government funded scheme (until March 2007) which is run by CEN and can provide new central heating systems, upgraded heating controls, cavity wall insulation and loft insulation and draught proofing for private residents and some housing association tenants, that are in receipt of benefits or have low incomes. Merton is also working with Powergen to provide free and discounted insulation through Heat Streets. Heat Streets is open to any private resident, although is targeted to areas where there are the highest numbers of properties which could benefit from these measures and where there are high levels of deprivation. Grants are means tested but discounts are also available for those residents that are able to pay.

Affordable Warmth in Council Housing

In 2003 Merton published an affordable warmth strategy for the council sector. This is now replaced by the affordable warmth strategy for all tenures as it is acknowledged that much of the work planned through the strategy benefits all residents.

Each year Merton sets aside an amount of between £55,000 to £75,000 from the Major Repairs Allowance to address fuel poverty and energy efficiency in council homes. Work funded through this includes a 'Safe, Clean and Green' leaflet which is a guide to saving energy, money and the environment and a 'Here to HELP' project. This community scheme is in partnership with British Gas and targets vulnerable tenants suffering from cold homes through provision of a range of energy efficient products and services which address the root causes of fuel poverty.

There is a programme of installing central heating into council homes using condensing boilers with a SEDBUK 'A' rating (Seasonal Efficiency of Domestic Boilers in the UK) and reflector panels are also installed. Both these measures enhance warmth and provide fuel savings for tenants. A programme of works has also been identified to improve insulation of some solid-walled homes by specialist application of insulated external render, in conjunction with double-glazed window renewals.

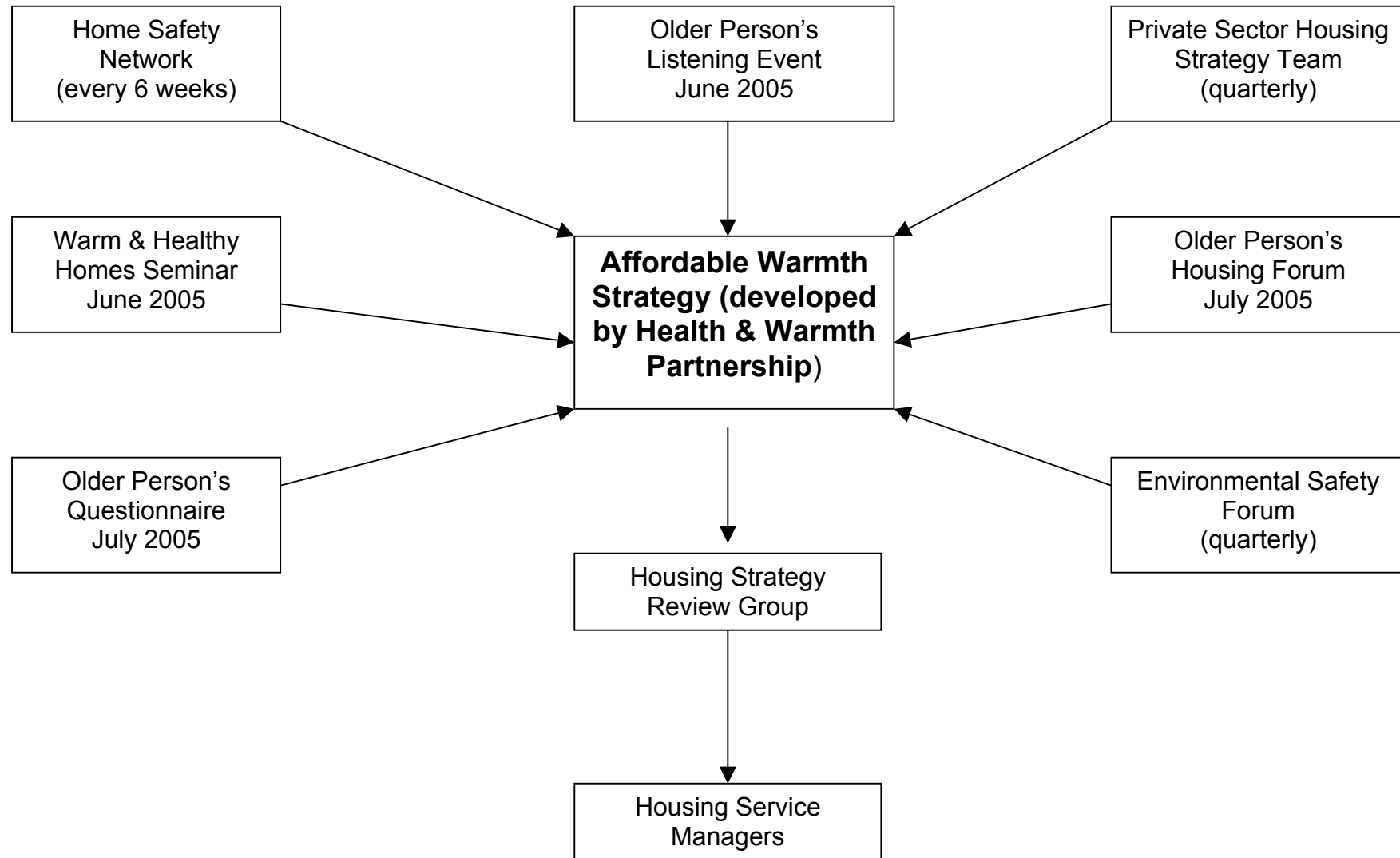
DEVELOPING THE STRATEGY

Merton's affordable warmth strategy was developed by the Health and Warmth Partnership, which will also monitor and coordinate the strategy. The partnership has representatives from the local authority, Primary Care Trust (PCT), voluntary and community groups, Creative Environmental Networks and the Eaga Partnership.

The Health and Warmth Partnership is linked to Merton's environmental safety forum, which is concerned with environmental matters in the borough and is a consultative body for the Merton Partnership which develops the Community Plan.

Over 60 people attended a warm and healthy homes seminar in June 2005. This provided information about measures and assistance available to combat fuel poverty and also held a number of workshops to help develop the affordable warmth strategy. There has also been close working with the older people's and ethnic minority housing strategy teams and the home safety network. An older person's listening event and housing forum were also held in 2005.

MERTON'S AFFORDABLE WARMTH STRATEGY



Consultation and research

Workshops

Three workshops were held as part of the warm and healthy homes seminar, which asked the following questions:

'How do we reach vulnerable people?'

Key issues were:

- people often do not want local authority staff coming into their homes
- front line staff often do not have time to deal with affordable warmth issues
- having central heating and loft insulation fitted is very disruptive
- a lack of neighbourliness can mean poorly heated homes can go undetected.

Suggested actions were:

- make links with hospital liaison workers
- reach vulnerable people through GP's
- find better ways of managing disruption when installing central heating and loft insulation
- promote grants through the charity/voluntary sector
- provide information but don't bombard people with it.

'How can we identify and help people who are not in receipt of benefits and not eligible for grants?'

Key issues were:

- older people with savings can be reluctant to use them in case they are needed for other things
- reluctance to use equity release
- lack of good independent financial advice.

Suggested actions were:

- a free heating check would help systems last longer
- better marketing of Hanover at Home
- councils should inform tenants of the best ways of using heating system efficiently when fitting central heating
- hold area forums and distribute regular newsletters.

'How can we best involve other groups and organisations?'

Key suggestions were:

- extend the membership of the health and warmth partnership
- hold workshops for ethnic minority community groups and train ethnic minority representatives to be community champions
- hold regular awareness events
- work with home carers and incorporate affordable warmth issues into their training.

Research with older people

An important message coming from the older person's housing forum in July 2005 and the home safety network is that older people often do not take up warm front grants due to the levels of disruption that installations can cause. Lofts often need clearing to have insulation fitted, and older people are often not able to do this without assistance.

A housing questionnaire was completed by 1,000 older people in Merton in 2005, which asked about the housing problems they faced. Overall 7% of respondents cited lack of central heating as a problem and 2% a serious problem. Within this there was clear disparity within tenures, with 29% of respondents in the private rented sector saying this was a problem or serious problem, compared to 11% of council tenants, 6% of owner occupiers and 6% of housing association tenants. Compared with other ethnic groups, black residents had a slightly higher (1%) than average level of problems with central heating.

AIMS OF THE STRATEGY

From our consultation and research we have developed the following aims:

- ❑ **AIM 1: To raise energy awareness and its profile amongst Merton council staff, councillors and voluntary agencies in the borough**
- ❑ **AIM 2: To ensure that those people most in need are targeted with the assistance available**
- ❑ **AIM 3: To encourage provision of affordable warmth in private and registered social landlord housing sectors**
- ❑ **AIM 4: To encourage affordable warmth within the Council's own housing stock**
- ❑ **AIM 5: To promote and encourage greater use of energy efficient, renewable and sustainable domestic energy**

AIM 1: To raise energy awareness and its profile amongst Merton council staff, councillors and voluntary agencies in the borough

Raising awareness of affordable warmth issues across the borough is essential to achieve successful outcomes from the strategy. This requires commitment by a wide range of groups. Much good work has already been done to contribute to this including the formation of a multi agency partnership, establishing a central energy website, holding information-giving seminars and presentations to other partnerships and strategy groups.

This work needs to be further developed and built upon by ensuring that strategic links are developed and maintained, that there are clear central focus points for information on affordable warmth, that the partnership becomes expert in energy issues and all partners are informed of national and local developments.

AIM 2: To ensure that those people most in need are targeted with the assistance available

Fuel poverty disproportionately affects vulnerable people and those on low incomes. The strategy will ensure that those most affected by fuel poverty are targeted, by establishing referral networks, targeting areas with the highest concentrations of households in fuel poverty and working with partners to promote grants, information about how to access

cheaper energy suppliers and other measures available to vulnerable people. We aim to produce a simple leaflet promoting the South West London Energy Advice Centre to promote a single point of contact for residents wanting advice about keeping their homes warm, and this will be distributed around the borough.

“The heating costs a lot”

Quote from Merton’s older person’s questionnaire - 2005

We will extend health referral training to all ward councillors by April 2006 and also to ‘train trainers’, so the network can continue. Vulnerable people in cold homes will also be identified through home safety checks.

AIM 3: To encourage affordable warmth in the private and registered social landlord housing sectors

Survey information shows that private sector properties are more likely to be less energy efficient and less likely to have central heating than council or housing association properties. Many private sector residents have low incomes and the sector has a sizable number of pensioner households. Presentations about grants available for tenants for energy efficiency measures will be given at landlords’ forums, and information will be distributed to landlords participating in Merton’s rent deposit scheme.

“I have no central heating – have to have electric fires plugged in that cost £40-£50 per week in winter and are still expensive in summer”

Quote from Merton’s older persons questionnaire - 2005

While properties owned by housing associations have the highest energy efficiency rating of all tenures, they house many people on low incomes who are more likely to be affected by fuel poverty. We will work with housing associations through Merton’s housing association group (MerHAG) to inform, update and involve them in affordable warmth issues.

AIM 4: To encourage affordable warmth within the council’s own housing stock

The council has a programme to improve the energy efficiency of its stock and meeting the decent homes standard (outlined on page 12). Addressing fuel poverty in council homes is important as this sector accommodates disproportionately high numbers of vulnerable people, people on low incomes and households with dependent children. Council residents are also often not eligible for grants such as Heat Streets and Warm Front. Through our strategy, better advice and information will be provided to tenants on energy efficiency and how to use heating systems more effectively.

“The heating is too dear to run all the time during the winter months”

Quote from Merton’s older persons questionnaire - 2005

AIM 5: To promote and encourage greater use of energy efficient, renewable and sustainable domestic energy

The use of gas and electricity in the home accounts for 25% of the UK’s carbon dioxide emissions that are major contributors to global warming and climate change. The government aims for a 60% reduction in carbon dioxide emissions by 2050 and Merton has included a target in its community plan of cutting CO2 emissions in the borough by 15% by 2015.

Conserving energy through use of energy efficient installations and using renewable and sustainable energy systems such as solar and wind power and combined heat and power units, contribute to meeting these objectives and can also save money.

We are committed to the use of low carbon heating systems and reflective radiator panels as part of our central heating programme for our housing stock. Energy efficiency in private sector homes will also be improved through working with Powergen to install energy saving measures such as cavity wall and loft insulation into homes.

Combined heat and power systems can be used to generate low carbon heat and electricity for clusters of buildings. Merton's climate change strategy will see the installation of several of these systems in various locations across the borough with the first phase of the network in the Mitcham area, with subsequent phases evolving over the next 10 years. In 2005 the Council commissioned American students to carry out preliminary research into the viability of this type of system on its High Path Estate. The research confirmed that this type of system is viable, but it would need to be linked to a commercial development and we are currently seeking funding to complete a full options appraisal.

Full details of the actions associated with each of these aims are set out in the action plan on pages 20-30.

MERTON'S AFFORDABLE WARMTH STRATEGY 2006-8 ACTION PLAN

AIM 1: TO RAISE ENERGY AWARENESS AND ITS PROFILE AMONGST MERTON COUNCIL STAFF, COUNCILLORS AND VOLUNTARY AGENCIES IN THE BOROUGH

Objective 1: Establish central focus points for information on affordable warmth

	Action	Success Measure	Lead	Timescale	Year
1	Energy advice & information posted on Merton's internet site with appropriate links	Updated and reviewed 2x per year	London Borough of Merton (Environmental Health)	Ongoing	Years 1-3
2	Develop leaflet publicising key measures available to combat fuel poverty (subject to available resources)	Publicised & and promoted through: fuel poverty seminars & forums, older persons festival, Hanover at Home/home safety partnership, press releases & internet	Health & Warmth Partnership	By March 2007 & Ongoing	Years 2-3
3	Health & Warmth Partnership to keep up to date on national fuel poverty issues	1. Regular attendance at South East Fuel Poverty Forum 2. Conferences & training courses attended as appropriate	Health & Warmth Partnership	Ongoing	Years 1-3
4	Establish network of partners with an interest in affordable warmth issues	Partners updated through annual newsletter	London Borough of Merton (Housing Strategy)	By March 2007 & Ongoing	Years 2-3
5	Keep central data on warm front installations, repairs grants, Houseproud and other appropriate activity around the borough	Data updated quarterly	London Borough of Merton (Environmental Health)	Ongoing	Years 1-3

	Action	Success Measure	Lead	Timescale	Year
6	Produce affordable warmth poster (subject to available resources)	Distributed in key information points	London Borough of Merton (Housing Strategy)	By March 2007	Year 2
<i>Objective 2: Raise general awareness of affordable warmth issues across the borough</i>					
7	Utilise mass mailouts	Article published in My Merton	London Borough of Merton (Housing Strategy)	By March 2007	Year 2
8	Press releases in the local paper/s	At least 1 annually	CEN	Ongoing	Years 1-3
<i>Objective 3: Ensure the affordable warmth strategy is incorporated into other strategies</i>					
9	Maintain links with older persons, private sector & ethnic minorities strategy groups & older persons partnership	Quarterly links maintained through attendance, presentations & information exchange	London Borough of Merton (Housing Strategy)	Ongoing	Years 1-3
10	Integrate affordable warmth into falls prevention strategy	Home safety checks completed by Falls Service (with point of contact at Nelson Hospital). Referrals made to Warm Front/CEN as appropriate	PCT (Falls Prevention Service)	Ongoing	Years 1-3
11	Maintain links with Environmental Safety Forum	Representative to attend quarterly	Commonside Community Development Trust	Ongoing	Years 1-3

<i>Objective 4: Effectively deliver, monitor and review the strategy</i>					
	Action	Success Measure	Lead	Timescale	
12	Ongoing co-ordination of the strategy by Health and Warmth Partnership	Quarterly meetings	London Borough of Merton (Housing Strategy/Environmental Health)	Ongoing	Years 1-3
13	Develop monitoring systems for the strategy	1. Monitor quarterly 2. Report annual progress to Housing Strategy Review Group, Joint Housing Managers Meeting, Environmental Health DMT, Environmental Safety Forum	London Borough of Merton (Housing Strategy)	Ongoing	Years 1-3
14	Seek funding for the strategy	Funding to be regular agenda item at Health & Warmth Partnership meetings and options fully explored	Health & Warmth Partnership	Ongoing	Years 1-3

AIM 2: TO ENSURE THAT THOSE PEOPLE MOST IN NEED ARE TARGETED WITH THE ASSISTANCE AVAILABLE

Objective 1: Establish referral points

	Action	Success Measure	Lead	Timescale	Year
15	Carry out and promote health referral training and train key reps to become trainers and community champions	1. Train 60 people 2. Promote training through newsletter/forums & seminars 3. Hold 'training the trainers'/community champion session (subject to available resources)	1 CEN 2. Health & Warmth Partnership 3. CEN	1. By March 2006 (Subject to review for future years) 2. Ongoing 3. By March 2007	1. Year 1 2. Ongoing 3. Year 2
16	Complete Home Safety Checks	Complete 10 checks per month	Home Safety Coordinator	By March 2006 (Subject to review for future years)	Years 1-3

Objective 2: Work with a range of partners to promote and target grants and other measures available to address fuel poverty

17	Hold awareness raising event (subject to available resources)	Event held	London Borough of Merton (Housing Strategy/Environmental Health)	By March 2008	Year 3
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	Action	Success Measure	Lead	Timescale	Year
18	Promote and deliver Warm Front 2 and target residents most affected by fuel poverty	1. Installations increased by 25% 2. Practical assistance provided to vulnerable people accessing warm front (subject to available resources) 3. Information distributed with Housing Benefit Renewal forms 4. Residents targeted in wards with highest levels of fuel poverty 5. Information distributed with flu jab programmed	1. EAGA 2. Health & Warmth Partnership 3. Housing Benefit 4. Eaga 5. PCT	1. By March 2007 (subject to review for future years) 2. By March 2007 3. Ongoing 4. By March 2008 4. By November 2005	Years 1-3
19	Deliver Coldbusters scheme	Full spend of Merton's £226,000 allocation	London Borough of Merton (Environmental Health)	By March 2006 & ongoing if resources available	Year 1 & Ongoing (subject to available resources)
20	Deliver Merton's private sector grants programme	Full spend of £200,000 small repairs grants & £450,000 disabled facilities grants budgets	London Borough of Merton (Environmental Health)	By March 2006. (Subject to review for future years)	Years 1-3

	Action	Success Measure	Lead	Timescale	Year
21	Ensure information on equity release is available	Information provided to 360 customers	Care and Repair/London Borough of Merton (Environmental Health)	By March 2006. (Subject to review for future years)	Years 1-3
22	Affordable warmth information incorporated into Home Safety programme of talks to voluntary/community groups	12 talks achieved	Home Safety Network	By March 2006. (Subject to review for future years)	Years 1-3
23	Work with Energy Watch to provide households with options about cheapest energy suppliers	Information provided at affordable warmth/ related housing events	London Borough of Merton (Housing Strategy)	Ongoing	Years 1-3
24	Ensure older people are targeted	1. Affordable warmth issues incorporated into older persons festival & winter warmth campaigns 2. Investigate options for affordable warmth to be included in Professional Development Training of health professionals	1. London Borough of Merton (Housing Strategy)/Age Concern 2. Kingston University/St Georges Hospital (Gerontology)	1. Ongoing 2. By March 2007	1. Years 1-3 2. Year 2

AIM 3: TO ENCOURAGE THE PROVISION OF AFFORDABLE WARMTH IN THE REGISTERED SOCIAL LANDLORD SECTORS					
<i>Objective 1: Work with RSLs to encourage energy efficiency and raise awareness of measures to alleviate fuel poverty</i>					
	Action	Success Measure	Lead	Timescale	Year
25	Presentations to Merton Housing Association Group on affordable warmth issues	1 annually	London Borough of Merton (Housing Strategy)	Ongoing	Years 1-3
26	Establish priority 'energy' issues for housing associations and provide assistance as required	1. Questionnaire to housing associations 2. Hold seminars as appropriate	CEN	By June 2006	Year 2
27	Establish RSL representative on affordable warmth strategy group	Rep established	Health & Warmth Partnership	By March 2007	Year 2
<i>Objective 2: Work with private landlords make private rented homes warmer</i>					
28	Private landlords informed about grants available and energy efficiency measures	1. Presentation to landlords forum 2. Grant information provided to landlords taking part in Merton's rent deposit scheme	1. Eaga 2. London Borough of Merton (Housing Strategy)	1. By March 2006 2. By September 2006	Years 1&2

AIM 4: TO IMPROVE AFFORDABLE WARMTH WITHIN THE COUNCIL'S OWN HOUSING STOCK*Objective 1: Improve the condition and energy efficiency of Merton's housing stock*

	Action	Success Measure	Lead	Timescale	Year
29	Spend £75,000 set aside for energy efficiency in council stock	Full spend of allocation	London Borough of Merton (Capital Works Team)	By March 2007 (Subject to review for future years)	Years 1-3
30	Install energy efficient condensing boilers and reflective radiator panels and upgrade loft insulation to 250mm thickness where applicable	200 installations	London Borough of Merton (Capital Works Team)	By March 2007 (Subject to review for future years)	Years 2-3
31	Improve cavity wall/loft insulation	150 installations	London Borough of Merton (Capital Works Team)	By March 2007 (Subject to review for future years)	Years 2-3
32	Renew window in St Helier window and Morden areas	New windows installed to 200 dwellings	London Borough of Merton (Capital Works Team)	By March 2007	Year 2

<i>Objective 2: Work in partnership to address fuel poverty</i>					
	Action	Success Measure	Lead	Timescale	
33	Work with CEN to promote affordable warmth	Review and update Service Level Agreement annually	London Borough of Merton (Capital Works Team)	Ongoing	Years 1-3
34	Implement Here to Help Scheme with British Gas	Scheme delivered	London Borough of Merton (Capital Works Team)	By March 2007 (Subject to review for future years)	Years 2-3
<i>Objective 3: Provide information and advice to tenants on energy efficiency and affordable warmth</i>					
35	Provide tenants with information on how to use boilers efficiently	1. Provided for each new boiler installation 2. Included in tenants handbook	London Borough of Merton (Capital Works Team)	1. Ongoing 2. By July 2007	Years 1& 2

AIM 5: TO PROMOTE AND ENCOURAGE GREATER USE OF ENERGY EFFICIENT, RENEWABLE AND SUSTAINABLE DOMESTIC ENERGY

Objective 1: Raise awareness about renewable energy and energy efficiency

	Action	Success measure	Lead	Timescale	Year
36	Affordable warmth incorporated into energy efficiency week	Affordable warmth incorporated as a regular item	CEN/London Borough of Merton (Environmental Health)	Ongoing	Years 1-3
37	Provide renewable energy information on Merton's website	Website updated quarterly	London Borough of Merton (Environmental Health)	Ongoing	Years 1-3

Objective 2: Improve the energy efficiency of Merton's homes

38	Distribute energy efficient light bulbs	1.2 per household distributed to vulnerable private sector tenants by visiting officers 2. 2 per household to all council tenants	1. London Borough of Merton (Environmental Health) 2. London Borough of Merton (Asset Management Team) (London Borough of Merton)	Ongoing	Years 1-3
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	Action	Success measure	Lead	Timescale	Year
39	Work with utility companies to enable discounted energy efficiency measures under the Energy Efficiency Commitment	Heat Streets delivered	London Borough of Merton (Environmental Health)	By March 2007	Year 2
<i>Objective 3: Develop homes that use Renewable and energy efficient heating</i>					
40	Progress proposals for combined heat and power systems in Merton	Funding sought options appraisal	London Borough of Merton (Environment)	By March 2007	Year 2
41	Publicise funding opportunities for sustainable development in social housing	Report to Merton's Preferred Partners as appropriate	London Borough of Merton (Housing Development)	Ongoing	Years 1-3

Useful Services

Service	Organisation	Telephone number	Email address
Coldbusters – energy efficiency measures such as loft and cavity wall insulation for private residents	Creative Environmental Networks	0800 358 6668 (free phone)	Enquiries@cen.org.uk
Energy Advice Centre – free energy advice about grants and assistance available	Creative Environmental Networks	0800 512 012 (free phone)	Enquiries@cen.org.uk
Energywatch – independent gas and electricity watchdog – provides free impartial advice about difficulties with gas and electricity companies and the cheapest energy supplier	Energywatch	08459 060708	www.energywatch.org.uk
Environmental Health Service – provides advice and information to tenants, landlords and owner occupiers about carrying out repairs and maintenance. They also investigate complaints about poor housing conditions, including inadequate warmth	London Borough of Merton	8545 3025	ehealthenquiries@merton.gov.uk
Equity release – provides a variety of loans with no guaranteed repossession for repairs	Houseproud	0800 783 7569 (free phone)	

Hanover AtHome – helps older and vulnerable people in the private sector remain in their homes. Also has a handy person service for small repairs jobs	Hanover AtHome	8648 0471	hah.merton@hanover.org.uk
Health referral network – specialist energy advice for people with health problems	Creative Environmental Networks	8683 6696	Enquiries@cen.org.uk
Home safety network – home safety check will be completed for older and vulnerable people	Hanover AtHome	8648 0471	katie.dare@hanover.org.uk
Small repairs grants – grants of £3,000 or under for essential repairs. Awards are dependent on income	London Borough of Merton	8545 3025	ehealthenquiries@merton.gov.uk
Warm front grant - energy efficiency measures for private residents, including central heating	Eaga partnership	0800 316 284 (free phone)	Enquiry@eaga.co.uk

Member of the Health and Warmth Partnership

Liz Back – London Borough of Merton
Naomi Baker – Creative Environmental Networks
Katie Dare – Hanover at Home (Home Safety)
Christine Dawson – Care Connect
Cecily Herdman – London Borough of Merton (Secretary)
Ita Johnson – Sutton and Merton PCT
Dawn Jackson – Hanover at Home
Steve McCloskey – London Borough of Merton
Tracey Mills – Creative Environmental Networks
Noeleen McNally – Eaga Partnership
Steve Nottage – London Borough of Merton (Chair)
Yvonne Tridgell – Creative Environmental Networks
Suzanne West – Commonsides Community Development Trust

Glossary

BRE	Building Research Establishment Provides a range of consultancy and research services, covering all aspects of the building trade
CEN	Creative Environmental Networks A not for profit organisation, which offers services to households, businesses and communities on environmental issues
DEFRA	Department of Environment, Food Rural Affairs
DTI	Department of Trade and Industry
ODPM	Office of Deputy Prime Minister

If you would like more information in your own language, please contact us at the address shown in the box below.

Albanian Nese deshironi me shume informacion ne gjuhen tuaj, ju lutemi te na kontaktoni ne adresen e dhene ne kutine me poshte.

Arabic إذا أردت معلومات إضافية بلغتك الأصلية الرجاء الاتصال بنا في العنوان المدون ضمن الإطار أدناه.

Bengali আপনি যদি আপনার নিজের ভাষায় আরও তথ্য জানতে চান, তাহলে নিম্নের বাক্সে প্রদত্ত ঠিকানায় আমাদের সাথে যোগাযোগ করুন।

Chinese 如果你需要用中文印成的資料，請按低端方格內提供的地址與我們聯系。

Farsi اگر مایل به کسب اطلاعات بیشتر به زبان خود هستید ، لطفا از طریق آدرس زیر با ما تماس بگیرید.

French Pour tout renseignement complémentaire dans votre propre langue, veuillez nous contacter à l'adresse figurant dans l'encadré du bas.

Polish **Jeśli życzy sobie Pan/i więcej informacji w swoim języku, proszę się z nami skontaktować pod adresem podanym w dolnej ramce.**

Punjabi ਨੇਵਰ ਤੁਸੀਂ ਪੰਜਾਬੀ ਵਿਚ ਹੋਰ ਜਾਣਕਾਰੀ ਲੈਣੀ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਹਿੱਠਲੇ ਖਾਨੇ ਵਿਚ ਦਿੱਤੇ ਪਤੇ 'ਤੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

Somali Hadii aad u baahan tahay faahfaahin intaa kabadan oo ku soobsan afkaaka hooyo ama Af Somali fadlan lana soo xiira cinwaanka hoos ku qoran.

Spanish Si usted desea más información en su propia lengua, por favor contáctenos en la dirección al pie del formato.

Tamil உங்கள் மொழியில் மேலதிக தகவலைப் பெற விரும்பினால் , அடியிலுள்ள பெட்டிக்குள் தரப்பட்டுள்ள விலாசத்தில் எம்முடன் தொடர்பு கொள்ளுங்கள் .

Urdu اگر آپ اپنی زبان میں مزید معلومات حاصل کرنا چاہتے ہیں تو براہ کرم ہم سے اس پتے پر رابطہ قائم کریں جو کہ نیچے کے بکس میں درج ہے۔

You can also get this information in large print,
in Braille and on audio tape.

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