



warmer Luton

**our strategy to tackle
fuel poverty**

Foreword



The inability to afford adequate warmth in the home affects the health and well being of many of Luton's most vulnerable residents. The impact on our health of a cold or damp home, or the worry about paying fuel bills, cannot be underestimated. Luton's affordable warmth strategy represents a truly multi-agency approach to tackling the social and health problems that arise when high fuel bills, cold homes and low incomes coincide.

The Health Action Zone was set up to tackle such inequality and has been proud to support the initiative from its early days. The unique referral scheme involved is accessible to a wide range of professionals who visit people's homes as part of their daily work and ensures those most at risk are reached.

The work has brought together a broad range of local agencies and public service departments because it addresses fuel poverty, social exclusion, energy efficiency and environmental improvement. There have been many opportunities to share experiences and learn from each other along the way. I commend this strategy to other areas to adapt to their local needs.

Susan Grey
Director, Luton Health Action Zone



Luton Borough Council believes we have a moral and social obligation to enable people to heat their homes to the level required for their health and comfort.

Since 1998 we have worked with partners in the community to achieve affordable warmth for everyone in Luton. This updated strategy describes the benefits we have aimed to achieve for local people, progress on these aims and the lessons we have learned. It also indicates some of the outcomes of the objectives and tasks set out in the original strategy and shows how we will continue this vital work in the years ahead.

The Council is delighted to have been awarded Beacon Status by the Government for tackling fuel poverty, one of only five councils in the country to win this prestigious award. We regard this as an award made to our partners in the Affordable Warmth Strategy as well. Through working in partnership we have been able to help many more people in innovative ways. Now, as a consequence of Beacon status we can share our ideas and experiences further, and help people elsewhere in the country to benefit from what we have learned.

The Council believes that no-one should have to live in a cold home or be forced to choose whether to 'heat or eat' Furthermore, it is a scandal that anyone in the UK should die because their home is cold. This strategy shows what we and our partners are doing to prevent that happening in Luton. We hope you find it useful.

Cllr Bill McKenzie
Leader, Luton Borough Council

Introduction

Luton's Affordable Warmth Strategy brings together the Health Action Zone, Luton Borough Council, and colleagues in the Health Service, voluntary organisations and the community. We are working in partnership to combat fuel poverty and achieve affordable warmth for all the residents of Luton. This document is an update of our strategy that was launched in 1998.

Since the strategy was launched the UK Fuel Poverty Strategy has been produced. This demonstrates, for the first time, a commitment from central government to tackle the problems of Fuel Poverty on a national basis. This commitment along with the inclusion of the Tackling Fuel Poverty Theme in round 3 of the Government's Beacon Scheme further re-inforces the importance of this issue and the need to develop a strategic approach to a complex problem.

The five key aims of the original strategy remain the same but are now accompanied by brief progress reports and, where appropriate, future plans. Also included in this document is a list of a number of outcomes from initiatives and projects undertaken since the strategy was launched.

Getting the best for Luton

The Council has adopted the Vision 2010 which describes the quality of life we want to achieve for Luton's people in 2010. Our goals include:

Deprivation: All wards in Luton to improve, and no ward in Luton to be within the 10% most deprived wards in England.

Health improvement: Halve the gap between life expectancy of people in Luton and the rest of the country; bring

the death rate for babies in Luton down to the national average

The Affordable Warmth Strategy forms an intrinsic part of our work to achieve these goals, to combat poverty and social exclusion, and to improve the health of the people of Luton.

Our affordable warmth commitment

Luton Borough Council believes that no household should have to spend more than 10% of disposable income on fuel to keep comfortably warm. This Affordable Warmth Strategy identifies processes to work towards this aim.

This Affordable Warmth Strategy has been developed to help address the social and health problems caused by fuel poverty in Luton. It is the product of a partnership between Luton Borough Council, NEA and colleagues in the health, voluntary sector and the community, who are developing new ways of working together for the benefit of local residents.

Luton Borough Council believes that no household should have to spend more than 10% of disposable income on fuel to keep comfortably warm.

The Affordable Warmth Strategy will contribute to the fulfilment of other

responsibilities of the Council, such as the requirements of the Home Energy Conservation Act (1995), the community plan and the council's social inclusion strategy. It also forms a key part of the Council's Energy Strategy which promotes energy efficiency not just in its own premises but across the borough.

Addressing problems of energy efficiency and maximising income for low incomes households is resulting in improvements to the health and well-being, as well as the comfort, of many local residents.

Fuel poverty and vulnerable households

Addressing problems of energy efficiency for people living on low incomes is expected to result in improvements to the health and well-being, as well as the comfort, of many local residents.

Fuel poverty occurs when a household is unable to afford adequate warmth, due to the combined effect of low household income, inadequate and expensive forms of heating and inefficient thermal characteristics of the home. In other words it is a combination of cold homes, low incomes and high fuel bills.

Fuel poverty disproportionately affects specific groups, most notably older people on low incomes; lone parents, especially those with young children; disabled people; unemployed people, especially those under 25; and the long-term unemployed.

The factors which contribute to fuel poverty often reinforce each other. For example, people experiencing fuel poverty are more likely to spend long periods of time in the home and therefore need to consume more fuel. They also tend to have little capital to invest in energy efficiency measures or improved heating systems. Furthermore, because a high proportion live in privately rented accommodation on shorthold tenancies, there is little incentive to make such investments. This combination of poor housing and inadequate heating often contributes to poor health.

Other features of fuel poverty include large debts to utility companies. Because people on low incomes are more likely to get into fuel debt, many are required to pay for fuel by prepayment meters as an alternative to disconnection. Tariffs for prepayment customers are higher than those for credit/direct debit customers, which further compounds disadvantage.

Deregulation of the gas and electricity industries has brought further concerns for groups vulnerable to fuel poverty. Evidence suggests that low-income

consumers have benefited least from the introduction of increased competition and market forces. There is a fear that fuel suppliers in the competitive gas and electricity markets will principally be interested in supplying more affluent consumers, resulting in higher prices for low-income consumers.

Profile of Luton



The symptoms of fuel poverty include low income, poor housing, inadequate heating, poor insulation standards and high fuel costs. Social, economic and physical indicators show that many households in Luton experience these problems.

Population

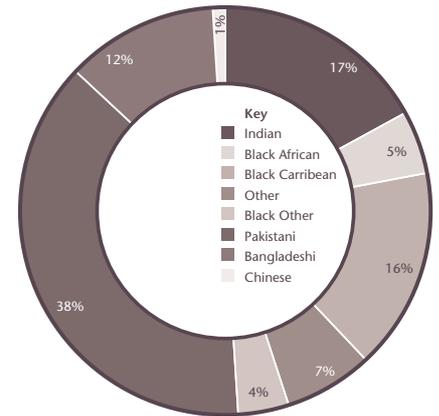
The 2000 Official Mid-Year Population Estimate from the Office of National Statistics is 182,300, but this is thought to undercount the large student population.

Black and minority ethnic communities as a percentage of the population **22.9%***

Pakistani	8.5%
Indian	3.8%
Black Caribbean	3.7%
Bangladeshi	2.8%
Black African	1.1%
Black Other	1.0%
Chinese	0.3%
Others	1.7%

** Luton also has a considerable Irish population. A clearer picture of this will be available following publication of the 2001 Census but a rough estimate is approx 7%.*

Ethnic Origin; Breakdown of non white ethnic groups in Luton



Households

Total number: 72,654

Tenure

Owner-occupiers	
Outright	20.0%
Buying	54.6%
Private Rented	8.2%
Housing association	3.6%
Local authority	13.6%

Luton Borough Council has an energy improvement strategy for public sector housing, but the majority of homes in Luton are privately owned. Many of these are in need of repair. A Private Sector House Condition Survey carried out in 2001 identified 3,300 properties as unfit for human habitation. This is 5% of Luton's private sector stock. In addition, although improvements to insulation have been extensive there are still opportunities for improvement. For example, there are over 14,600 (28%) dwellings which do not have adequate loft insulation.

The majority of homes rented from Housing Associations are relatively modern and in good condition but it is an aim of this strategy to work more closely with the other social landlords in the town to ensure that this section of the housing stock remains in good condition and benefits from increased energy efficiency measures where appropriate.

Since the strategy was produced in 1998 Luton has benefited from three years additional Health Action Zone Innovations funding to fast track Private Sector Household improvements and energy efficiency measures for disabled people and those suffering from ill health.

Fuel Poverty in Luton

Households in Luton who are in fuel poverty, i.e. spending more than 10% of net household income on energy costs: 15,455 or 25.8% of all households in Luton. Of these, an estimated 6,733 households are spending more than 15% of net income on fuel, and are therefore regarded as being in serious fuel poverty.

	In fuel poverty	In serious fuel poverty
Biscot	763 households (24%)	796 households (25%)
Dallow	354 households (11.7%)	877 households (29%)
High Town	512 households (11.6%)	450 households (10.2%)
Saints	329 households (15.4%)	329 households (15.4%)

The wards of the town most affected by fuel poverty

9% of all households in Luton are estimated to be in need (6,553 households). This means that they are deemed unsuitable in terms of physical condition and household is unable to

afford to move. Household tenure and type are important in determining housing need within Luton. The most frequently occurring hazards due to poor housing occurring in Luton are falls, asbestos and excessive cold.

5% of total housing stock is deemed unfit. 21% of houses in Dallow are unfit, and Biscot, South, Saints and High Town have unfit rates between 11 and 14%.

Density: 39.6 per hectare, (77.7% in inner wards). More densely populated than some London boroughs.

Unemployment

Luton remains an area of high long-term unemployment with percentages above regional and national averages.

- Unemployment was 3.9% in June 2002, compared to a national figure of 3.1%.
- Out of 16 wards, four wards (Biscot, Dallow, High Town, South) account for 25.7% of all unemployed people.

Deprivation

Index of Multiple Deprivation 2000 shows two wards in Luton as particularly deprived. Biscot and Dallow wards both

feature in the top 10% of deprived wards in England. Elsewhere deprivation is hidden in small pockets but can be significant.

24% of primary, 26% of secondary children on the school roll receive Free School Meals National figures are primary 17.6% and secondary 15.8%.

Health

Birth weights are lower than for the rest of Bedfordshire. In Luton, Perinatal mortality is 40% higher than the national average. Luton has higher rates than the regional and England and Wales average for low birthweight, stillbirths and deaths during the first year of life.

Luton also has a comparatively high death rate from accidents, with road traffic accidents and falls among older people being the major contributors.

Luton has a standardised mortality ratio of 107, compared to 96 for the East of England region as a whole.

Minority Ethnic health risks in Inner wards of Luton are four times the national average for heart disease, strokes, infant mortality and accidents.

The affordable warmth strategy



Development of the affordable warmth strategy

Affordable warmth is a concept which must take account of a range of subjects, from technical solutions involving improved energy efficiency to recognition of the social aspects of fuel poverty. It was important therefore that all these factors were considered in the development of the strategy.

The consultation process began with the establishment of a steering group, comprising representatives from the local authority, health authority and NEA. This steering group identified those organisations and community groups whose members could collaborate in devising ways of achieving affordable warmth in Luton.

A workshop was held in which the main aims and objectives of an affordable warmth strategy for Luton were developed. Participants in the workshops are acknowledged at the end of this document. Following the first workshop, further consultation took place in order to develop some ideas and investigate the feasibility of others. A second workshop refined the tasks to be undertaken and established the targets and timescales to implement the strategy. Emphasis was placed on how the strategy could be delivered to the whole community, with assistance from the voluntary sector, community groups and the health authority.

Delivery of the affordable warmth strategy

The need for a variety of different approaches which are appropriate for Luton's diverse target audience is recognised. The profile of Luton's residents will help us to begin to combat fuel poverty by targeting

appropriate affordable warmth measures towards the town's most vulnerable groups. In addition relevant and accessible advice and information about grants and other schemes which can help will be made widely available to local people.

The multi-agency approach established in the development of this strategy will be central to its successful delivery. The strategy will be monitored and the steering group will continue to meet at regular intervals.

Our key aims

Key aim 1

To raise the profile of energy awareness among Luton Borough Council staff and other organisations in the Borough

Key aim 2

To ensure that energy awareness and advice reaches the most vulnerable members of the community

Key aim 3

To implement the affordable warmth strategy within Luton Borough Council's own housing stock

Key aim 4

To encourage and assist affordable warmth programmes in private sector and housing association properties

Key aim 5

To take advantage of competitive fuel supply market on behalf of low-income consumers

Key aim 1

To raise the profile of energy awareness among Luton Borough Council staff and other organisations/agencies in the Borough

Objectives	Progress 1999-2002	Tasks for the future
1 Establish central focus point to keep up to date with national fuel poverty issues	Key points of contacts established for: <ul style="list-style-type: none"> National fuel poverty developments/anti-poverty 01582 546979 Energy efficiency developments and private sector 01582 546115 Council tenants 01582 546198 	
2 Ensure Affordable Warmth Strategy is integrated with other energy initiatives within the Council	Affordable Warmth Strategy an integral part of LBC Energy Strategy Affordable Warmth also a part of Luton's LA21/Sustainability strategy Affordable Warmth included in local Health Improvement Plan Affordable Warmth recognised and a part of Strategy for Older People's Services Affordable Warmth to be embedded in the developing Community Strategy and Health Improvement and Modernisation Plan	Overarching Corporate Social Inclusion Strategy includes reference to anti-poverty and sustainability Affordable Warmth work will feature as a part of strategy aims
3a Train key staff to NEA City and Guilds 6176 Energy awareness	12 people (from Council, NHS trust, and voluntary sector) passed the City and Guilds 6176, Energy Awareness training	Luton Against Poverty Forum currently provide low cost benefits awareness and advice training to community and voluntary groups. Energy Awareness training to link with next series of this training
3b Add additional Welfare Rights advice to above certificated course participants	Relaunched referral system enables referrers to access comprehensive benefits advice and support	
4 Increase energy awareness for wide range of individuals, both Council and Health Authority staff, voluntary groups and in the community	Over 400 people have attended energy awareness training sessions at various locations throughout Luton. Participants include representatives from council, health, voluntary sector and community members Regular articles in appear in Council and Health Action Zone newsletters. Regular updates are communicated by email to all council employees	Energy Awareness training and update sessions to be continued indefinitely Regular information and advice to be provided through both council publications and local press
5 Ensure multi-agency feed-back is provided to national fuel poverty/energy efficiency organisations and policy makers	Responses made to Government consultation papers on an ongoing basis. LBC officers members of steering group of National Right to Fuel and HECA East Network Partnership with Luton featured in NEA guide to developing Affordable Warmth strategies Luton identified as example of good practice in UK Fuel Poverty Strategy Awarded Beacon Status for Tackling Fuel Poverty, a recognition of Luton's partnership work	Currently researching local figures for excess winter deaths and cold related illness, GP visits and Hospital stays Beacon Information pack to be available from October 02 Will also deliver various dissemination activities during year July 02-July 03
6 Monitor delivery of energy advice	NEA evaluated Luton's Affordable Warmth Strategy Affordable Warmth Steering group (meet quarterly) and Referral Scheme working Group (meet monthly) monitor effectiveness of practices – both groups are multi-agency Effectiveness of training studied as a student thesis Referral scheme analysis provides quantitative and qualitative date General awareness and uptake of Warm Front grants higher in Luton than surrounding area Baseline data on level of fuel poverty in Luton (24.8% of private sector households) determined as part of Luton's House Condition Survey Survey carried out of Affordable Warmth awareness of Luton Against Poverty Forum members Regular Energy Matters newsletter seeks views / feedback Affordable Warmth website now created with opportunities to feedback / comment on site and ongoing work in Luton	Cost Benefit analysis of referral scheme to be carried out Continue to survey Affordable Warmth Referrers Ongoing communication to people who have attended training and to referral partners Will promote interaction and evaluation via website Also encourage dialogue through newsletter

Key aim 2

To ensure that energy awareness and advice reach the most vulnerable members of the community

Objectives	Progress 1999 - 2002	Tasks for the future
1 Identify the most vulnerable members of the community	<p>Energy awareness training targeted to those groups of professionals and individuals coming into contact with the most vulnerable as part of their daily lives</p> <p>Occupational therapists from the L&D hospital and other health workers now aware and regularly make referrals</p> <p>Warm Front application form and Council letter sent to everyone on housing benefit generated X new Warm Front applications</p> <p>Leaflets and information available for people renewing bus passes.</p>	<p>Ensure that targeted training provision continues</p> <p>Further mail out to be sent to Housing Benefit recipients to encourage take-up of Warm Front</p> <p>Affordable Warmth Awareness Initiative to work in partnership with Winter Flu Vaccination Campaign</p> <p>Developing Winter Warmer packs to distribute to vulnerable households – to include information/advice/hypothermia thermometers and other promotional products to help enable warmth</p>
2 Establish referral system from front-line staff to specialist agencies	<p>October 1999-March 2000</p> <p>Pilot referral scheme delivered -</p> <p>Circulated report and amended scheme</p> <p>Launched of full referral scheme incorporating lessons learned</p> <p>Affordable Warmth Support Worker now employed in Social Services.</p> <p>Scheme now mainstream funded by LBC having been previously part funded by Luton Health Action Zone</p>	<p>Referral Scheme to continue with increased mainstream funding - full Cost Benefit Analysis to be carried out with aim of assessing health, social and economic gain of scheme</p> <p>Aim to use referral system to access further health/social/economic gain for vulnerable households i.e. fitting free smoke alarms; possible extension of handyperson scheme</p> <p>Continue to develop supported employment opportunities via Cosy Homes Scheme</p> <p>Currently researching possible links with other referral schemes such as Warm Zones</p>
3 Identify best opportunities for trained staff to provide one to one advice in the community	<p>Evaluation of pilot referral scheme shows its effectiveness in reaching particularly vulnerable people. Ongoing statistics prove that this continues to be the case</p> <p>Local Energy Efficiency Advice Centre staff provide advice at community centres and at Luton Citizens Advice Bureau.</p> <p>Provision of ongoing Energy Awareness sessions continues to increase pool of energy aware staff</p>	<p>Energy awareness training to continue on regular basis throughout the Borough</p>
4 Provide information in appropriate format, considering literacy / language issues	<p>Information/grants/leaflet etc available at community centres, housing and Town Hall reception, sports centres</p> <p>Posters available to all partners</p> <p>NEA At Home with Energy booklets available to key agencies in Urdu, Panjabi, Bengali and English</p> <p>Signing available and has been provided at training events</p> <p>Energy matters information sheet updated regularly and emailed/distributed to groups on database</p> <p>Talks and grants directed specifically to ethnic minority community groups</p>	<p>Further development to take place in this area regarding provision of locally appropriate information</p> <p>Regular dissemination of Energy Matters Information to continue</p> <p>Newsletter to be produced quarterly</p> <p>New CosyRosy branding of Affordable Warmth work to be widely promoted</p> <p>Rolling programme of Energy Awareness Training to be delivered</p> <p>Winter warmer information to be updated and included in packs distributed (see above)</p> <p>Energy Bus to be used for 2002 Energy Efficiency week with promotional packs/activities and information for fuel poor households</p>
4a Create displays of up-to-date information in appropriate venues throughout the town and in formats accessible to different communities and groups	<p>Signing available and has been provided at training events</p> <p>Energy matters information sheet updated regularly and emailed/distributed to groups on database</p>	<p>New CosyRosy branding of Affordable Warmth work to be widely promoted</p>
4b Review Winter Warmer Pack	<p>Talks and grants directed specifically to ethnic minority community groups</p>	<p>Rolling programme of Energy Awareness Training to be delivered</p>
4c Produce sticker with key contact numbers for use by advisors and other home visitors	<p>Energy Matters now distributed through HAZlink network in addition to our own database members</p> <p>Currently use Age Concern leaflets rather than updating Winter Warmer Pack but will revisit this. Intention to insert local contact data.</p>	<p>Winter warmer information to be updated and included in packs distributed (see above)</p> <p>Energy Bus to be used for 2002 Energy Efficiency week with promotional packs/activities and information for fuel poor households</p>
4d Ensure training and information packs are accessible to speakers of community languages and are available in appropriate venues	<p>Databases of all people who have been involved in Affordable Warmth initiatives now available as single database for ease of distributing information</p>	<p>Energy Bus to be used for 2002 Energy Efficiency week with promotional packs/activities and information for fuel poor households</p>
4e Update and distribute information regularly	<p>Two Energy matters Newsletters produced (March and July 2002) These are distributed to all public information points in Council and to all on Affordable Warmth database</p>	
4f Identify effective methods of cascading information within the community eg events and joint presentations	<p>Over 300 people in partner agencies have now attended energy awareness talks/training – Sessions provided on ongoing basis</p>	

Objectives	Progress 1999 - 2002	Tasks for the future
5 Target community venues for information and advice	Database for distribution of energy efficiency information includes sports centres, community centres, health centres, libraries, youth centre, voluntary organisations, minority ethnic groups	Winter Warmer packs to be distributed to GP surgeries and health visitors
5a Approach Job Centres, doctors' surgeries, community centres, day centres, other advice agencies and LBC access points	Poster borders distributes to key venues. Updated energy grants and offers information sent by email or hard copy and can be stuck to the middle of the poster for display purposes.	Cosy Rosy column in local press with regular updates and information for residents
5b Set up permanent display points in selected venues	Permanent points are in Housing Reception and at the main entrance of the Town Hall	
5c Establish system of updating displays		
6 Maintain link between affordable warmth and HAZ programme and HAIL initiative	Affordable warmth display board was prepared for the Annual HAZ Stakeholder event in 2000 Distribution to health organisations and contacts now part of the main database. PCT representative on the Affordable Warmth Steering group. Fuel Poverty clearly recognised within Wider Determinants of Health group in Health Action Zone. Specialist materials prepared for health professionals to promote involvement in Referral Scheme	Continued work to promote awareness of fuel poverty amongst health professionals via Wider determinants group within HAZ and the Luton PCT To work together with Winter Flu Jab Campaign and include affordable warmth information and advice
7 Raise the profile of energy efficiency with schools in Luton	Energy information is included on the Recycling Bus which visits schools (and community events) Information is sent to schools on request	Cosy Rosy Branding to be used to raise awareness of issues amongst school children
7a Link to Healthy Schools Beds programme	The Energy Saving Trust have developed a pack for schools this information has been sent to all schools in Luton	Work with schools to be priority in Sept 02/03 academic year
7b Liaise with LAPIS re its work to incorporate energy issues in the school curriculum	LAPIS link is no longer available New branding image 'Cosy Rosy' launched – child/young person friendly image to promote awareness of energy and affordable warmth issues	

Key aim 3

To implement the affordable warmth strategy for Luton Borough Council's housing stock and Registered Social Landlords

Objectives	Progress 1999 - 2002	Tasks for the future
<p>1 Establish energy profile for housing stock.</p>	<p>Energy profile of housing stock for 2001/2002 complete. Average NHER rating is 6.7 and SAP 58</p>	<p>The target is to achieve an increase in SAP of one point per year until 2005. This would bring an overall energy saving of around 20%</p> <p>Maintain existing monitoring arrangements to ensure targets are met and profile data is up to date.</p> <p>Review current work programmes to incorporate energy efficiency measures as recommended to improve stock profile</p> <p>Establish database of RSL stock to include indicators of thermal efficiency</p>
<p>2 Improve energy efficiency of public sector housing stock</p>	<p>There is a planned programme of works aimed at achieving 30% reduction in energy use over a 15 year period for Carbon Dioxide reduction</p> <p>Energy efficiency improvements programme on target</p> <p>Condensing boilers now form an increasingly large part of the programme of replacement heating works, which has been expanded after successful evaluation</p> <p>In line with the introduction of Part L of the Building Regulations, all replacement windows now utilise Pilkington 'K' glass for increased thermal performance</p> <p>Guaranteed provision of gas fired central heating for all dwellings without central heating</p> <p>Programme of replacement communal heating systems has begun incorporating automatic energy management systems. Typical energy savings in the region of 10-20%</p>	<p>Replace obsolete heating systems with high efficiency boilers or where possible condensing boiler systems</p> <p>Review alternative systems as a replacement for district heating schemes</p>
<p>3 Select appropriate indicator to define affordability</p> <p>3a Research indicators for affordability</p> <p>3b All properties to reach a minimum of NHER level 4 by March 2000.</p>	<p>Continuing to assess properties with an NHER rating of less than 4 and directing funds accordingly. Currently there are 300-400 such properties, usually without heating systems or using solid fuel. Many of the people living in these properties do not wish to change</p>	
<p>4 Maintain current level of budget for improving energy efficiency of housing</p>	<p>Budget for insulation and other energy efficiency measures is being maintained. Annual expenditure on energy related projects now totals £3,800,000</p>	<p>Plan to increase future spending priorities into energy efficiency measures and link with decent homes strategy</p>
<p>5 Maximise funding opportunities</p> <p>5a Ensure maximum use of capital receipts</p> <p>5b Liaise with Warm Front installers</p> <p>5c Identify electrically heated properties for SoP funding (now liaise with fuel supply companies to maximise funding opportunities)</p>	<p>Luton HAZ funded pilot project encouraging training/job creation in connection with installation of insulation took place. Project known as Working Luton - they now have contract for rolling programme of insulation and draughtproofing of council properties</p> <p>50 trainees have now been through the Working Luton scheme and over 50% are now in full time work or further education. Anecdotal evidence of the success of individual trainees and householder satisfaction is particularly pleasing</p> <p>Liaison with fuel supply companies is ongoing to maximise resources</p> <p>Established formal links with energy consultants to actively seek additional funding for energy enhancement works</p>	<p>To continue to pursue new partners that will attract additional funding and guidance for energy improvement works</p> <p>To support the implementation of the Working Luton/New Deal energy initiative in the Marsh Farm area to training young persons and improve energy efficiency within the area</p> <p>Encourage RSLs improving their stock to access Housing Corporation funding to improve thermal efficiency of older stock</p>
<p>6 Establish energy efficiency standards in Housing Association Refurbishment</p>	<p>Links made with Housing Associations but limited response</p> <p>Links made with Empty Homes Strategy</p>	<p>Utilise existing LBC/RSL development forum to promote energy efficiency within Housing Association Stock</p>

Key aim 4

To encourage and assist affordable warmth programmes in the private sector

Objectives	Progress 1999 - 2002	Tasks for the future
<p>1a Develop partnerships with Housing Associations to encourage enhanced standards of energy efficiency</p> <p>1b Presentations to local Housing Association Liaison group</p>	<p>Meeting with Housing Associations to encourage interest in energy efficiency and deliver presentation on renewable energy</p> <p>Newsletter sent to all Housing Association with request for most appropriate contact has brought some response</p>	<p>Offer/extend training in energy efficiency issues to RSL staff</p> <p>Consider pilot of 'eco home' within a new build RSL development within three years</p>
<p>2 Enable / encourage private landlords to improve the affordable warmth of their properties</p> <p>2a Presentations to private sector Landlords Forum</p> <p>2b Investigate the feasibility of energy rating within the new HMO registration scheme</p> <p>2c Provide Warm Front advice to tenants</p> <p>2d Liaise with University on energy efficiency in student properties</p> <p>2e Investigate the feasibility of a bulk discount scheme for landlords and HMOs</p>	<p>Presentations on energy efficiency and grants at each Landlords Forum</p> <p>Warm Front forms for landlords sent to every landlord along with leaflets for residents</p> <p>Energy rating within HMO registration scheme not possible at the moment</p> <p>HECAction grants promoted at landlords forum – bulk discount scheme available to landlords</p> <p>University owned premises have reasonable insulation and heating. Problems arise where students rent private accommodation that is not registered with the University</p> <p>Warm Front leaflets promoted to all households on housing benefit – Warm Front also promoted through Affordable Warmth Referral Scheme together with benefits advice and social care assistance</p>	<p>Continue working to develop better relationship with landlords and promote greater awareness of energy efficiency and affordable warmth issues</p> <p>Further Warm Front Mail out to Housing Benefits claimants planned this winter</p> <p>HECAction Scheme to be further promoted through EEAC</p> <p>Cosy Homes leaflet to be prepared for students (ineligible for Warm Front) Aim to use University accommodation lists and do leaflet drop to agencies along with promotion via students unions and accommodation offices</p>
<p>3 Seek to maximise budget for improving condition of private sector housing and its energy efficiency</p> <p>3a Ensure energy efficiency considerations are built in to annual budget review</p> <p>3b Seek new opportunities for funding (EST, CRI etc)</p> <p>3c Consider feasibility of integrating Warm Front grants with Council grant-aided work</p>	<p>HAZ funding secured from 1999-2003 to improve health by small home improvement grants for those most in need. These include insulation/heating/double glazing</p> <p>HECAction scheme offering bulk discounts on home insulation and solar panels secured 2000/03</p> <p>Uptake of schemes offered by fuel supply companies is encouraged</p> <p>HAZ funding for pilot scheme offering free insulation for households just above benefit level – Cosy Homes</p> <p>Now offering specific energy grants (insulation and heating) as part of HAZ funding -</p> <p>Referrals made for Warm Front where appropriate</p>	<p>Currently working on continuation strategy to secure future funding for this successful scheme</p>
<p>4 Incorporate and improve energy efficiency measures into Renovation, Home Repairs Assistance, and Disabled Facilities Grants</p> <p>4a Include energy efficiency measures in housing grant work where appropriate</p> <p>4b Ensure energy advice is given following installation of energy efficiency measures and that residents understand the use of controls</p>	<p>Energy efficiency measures incorporated into the housing grants programme. Advice given on use of controls and on general energy efficiency following installation of energy efficiency measures. All measures installed are the most energy efficient considered suitable and cost effective. Reports on all energy related work is logged</p>	<p>Ensure all LBC Grant Officers are trained in energy efficiency and are kept informed of current good practice</p> <p>Provide advice to contractors engaged on grant funded renovation work</p>
<p>5 Seek to maximise uptake of Warm Front and other grants available to people on a low income</p> <p>5a Liaise with Warm Front representatives</p> <p>5b Set up two way referral system for applicants to Warm Front and applicants to LBC housing grants</p> <p>5c Investigate possibility of Council top up to include all Warm Front measures</p>	<p>New contacts made with New HEES /Warm Front representatives and some installers Affordable Warmth referral scheme enables cross referrals to other housing grants and help.</p> <p>Warm Front represented on Affordable Warmth Steering and Referral Working Group</p> <p>Referrals to Warm Front now made on line for ease of monitoring progress and challenging refusals</p> <p>Access to feedback from Warm Front remains a problem</p> <p>Training on Warm Front and Warm Front+ for LBC staff included within energy awareness training</p> <p>Top ups for Warm Front+ grants are available as part of HAZ grants</p> <p>Warm Front funded mail out to all housing benefit recipients in order to maximise uptake of a group known to be eligible for free grants – uptake resulted in 250-330 new claimants</p> <p>New mail out to Housing Benefit recipients being planned</p>	<p>Seek and secure new sources of external funding to support programme</p>

Key aim 5

To take advantage of competitive fuel supply market on behalf of low-income consumers

Objectives	Progress in 1999 - 2002	Tasks for the future
1 Provide unbiased information to householders on tariffs, contracts from suppliers.	Trading Standards have guidance on switching energy supplier and have agreed to publicise the Ofgem website which has up to date information on current tariffs	Continue to research and seek opportunities for funding from fuel suppliers
1a Identify fuel suppliers serving Luton	Effect of competition being monitored via Competition Monitor Advisory Group CSE – Luton sits on the steering group of this and the also National Right to Fuel.	Promote Trading Standards 'Doorstep Do's and Don't's' guide
1b Compare and contrast tariffs and other information and provide in an accessible format for residents.	Links to relevant websites will be on the planned website Bid for linking renewable energy and fuel poverty was unsuccessful	Information and advice page to be developed on website
1c Monitor the local effects of competition.		
1d Liaise with national fuel poverty groups and regulatory bodies.		
2 Investigate potential benefits of endorsing a fuel supplier for residents of Luton.	Evaluation of the benefits of endorsing a supplier for council tenants. On hold and unlikely to proceed.	
3 Investigate alternative ways of paying for fuel.	Interagency training covered the benefits and disadvantages of different ways of paying for fuel. Meeting with Equigas to ascertain benefits of single equitable tariff for all domestic customers	

Affordable warmth 1998 - 2002

Below are some key results of the many achieved since Luton adopted its affordable warmth strategy



Over 300 people, mostly those working with vulnerable households in Luton, have attended energy awareness training.

700 people have been referred for advice and assistance through the Affordable Warmth referral scheme since April 2001. The scheme has successfully accessed hard to reach households with 76% of recipients living in Private Sector Households and 81% over 60 (48% over 75).

Through this scheme local people have been assisted to make successful claims for benefits worth an extra £400,000 a year in total. This figure is constantly increasing.

5000 easy-to-read room thermometers have been distributed to elderly and vulnerable people, with an information sheet on how to keep warm and avoid hypothermia.

£900,000 in grant aid has been awarded by HAZ to be spent from 2000/01 to 2003/04 on minor housing grants targeted at health gain. About 60% of these are spent on energy efficiency measures.

In 2001/02 92 energy efficient kettles and 4,500 low energy lightbulbs were

distributed free to low income households.

Over 80 eye-catching Energy Matters poster sites across Luton are updated regularly to provide information on energy efficiency, including current offers and grants.

Printed advice is provided in English, Urdu, Punjabi and Bengali, and distributed by partners in the Affordable Warmth Group.

11 council staff and voluntary sector workers achieved the City and Guilds 6176 Energy Advice qualification.

Council housing stock

The average SAP rating in 1996 for LBC housing stock was 50. By March 2002 it had reached 58.

£3.8 million is spent annually on energy efficient projects. Each year on average,

- 900 properties receive roof insulation
- 450 properties receive cavity wall insulation
- 600 properties are double glazed
- 65 non-traditional dwellings receive external wall insulation
- 700 properties obtain new, insulated external doors
- 475 condensing or high efficiency boilers are installed
- 6 energy management systems are installed on communal heating systems.

Glossary



C&YD	Community and Youth Development Division	PCT	Primary Care Trust
CRI	Capital Receipts Initiative	PES	Public Electricity Suppliers
EEAC	Energy Efficiency Advice Centre	SAP	Standard Assessment Procedure
ED	Education Department	SBCHCT	South Bedfordshire Community Health Care Trust
ES	Environmental Services Department	SoP	Standards of Performance
EST	Energy Saving Trust	SSD	Social Services Department
HAIL	Health Action In Luton	WRVS	Women's Royal Voluntary Service
HAZ	Health Action Zone		
HECA	Home Energy Conservation Act 1995		
HEES	Home Energy Efficiency Scheme		
HIP	Housing Investment Programme		
HIMP	Health Improvement and Modernisation Plan		
HMO	Houses in Multiple Occupation		
HS	Housing Services Department		
LA21	Local Agenda 21		
LAPF	Luton Against Poverty Forum		
LAPIS	Luton and Peshawar Initiative for Sustainability		
LBC	Luton Borough Council		
LEEHDS	Luton's Energy Efficiency Home Discount Scheme		
NEA	National Energy Action		
NHER	National Home Energy Rating scheme		

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- Chief Executive Department
- Housing and Social Services Department

Luton PCT

Luton Citizens Advice Bureau

TXU Warm Front

Working Luton

Referral Scheme Working Group Membership 2002

Luton Borough Council

- Social Inclusion
- Older People's Services

TXU Warm Front

Luton Citizens Advice Bureau

Working Luton

Luton PCT

Luton Against Poverty Forum

Strategy Development Workshops 1998

Luton Borough Council

- Department of the Chief Executive - *Community and Youth Development Division*

Equalities Unit

- Department of Environmental Services
- Department of Housing Services
- Department of Leisure and Cultural Services
- Department of Social Services

Bedfordshire Health

Citizens Advice Bureau

Community Health Care Trust

Community Health Council

Disability Resource Centre

Luton and Peshawar Initiative for Sustainability (LAPIS)

NEA

Presentation Housing Association

Renewable Energy Advice Centre

Tenants and Residents Associations

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