

Steering Group Meeting: Minutes

Wednesday 19th July 2017



Managed in the UK by Severn Wye Energy Agency

These minutes are supported by *appendix 1*, the presentation used during the meeting.

Item 1(a): Attendees and Apologies

The following members attended the meeting:

Luke Beard (Two Rivers Housing); Victoria Boynton (Severn Wye Energy Agency); Mike Brain (Severn Wye Energy Agency); Rachel Brain (Severn Wye Energy Agency); Brian Canning (Severn Wye Energy Agency); Jenny Cooper (GCC & GCCG); Richard Jessup (Stride Treglown); Matt Lennard (Gloucestershire VCS Alliance); Mary Morgan (GCC & GCCG); Neil Penny (GCC & GCCG); Poppy Potter (Carbon Trust); George Ridd (SGS Berkeley Green Campus); Howard Thomas (Stride Treglown); Paul White (National Landlord's Association); Barry Wyatt (Stroud District Council)

Apologies from:

Di Billingham (GCC); Andrew Edwards (Eon Energy); Chris Short (University of Gloucestershire); Paul Bolton (Severn Controls); Andrew Smith (Two Rivers Housing); Pete Wiggins (GCC)

Additional comments:

- Poppy Potter (Carbon Trust) was invited to attend this Steering Group meeting to provide advice about retrofit on behalf of the Carbon Trust.
- Chris Rowston (Technical Director at Severn Controls) will represent Severn Controls at future meetings.
- Andrew Smith (Two Rivers Housing) will only attend if Luke Beard is unavailable.
- There has been no contact from John Hill (Ecotricity).

Action 1 (VB2): Contact Ecotricity to discuss representation on the Steering Group.

Item 1(b): Review of Actions and Project Progress

Review of Actions

Victoria Boynton (Senior Project Manager, Severn Wye) discussed the action points from the Steering Group meeting held on 15th March 2017. She explained that all actions had been taken forward and drew attention to the following points:

- Although some ratification processes and feedback pathways for different organisations have been submitted, it is important that all ratification processes within organisations represented on the Steering Group are recorded. A request was made to add to the list if necessary.
- Each Home Counts (Bonfield Review) – S.Wye has made contact made with CITB to discuss the possibility of becoming a pilot area for Building Performance and Quality Assurance studies. A document has been submitted for consideration and a follow up discussion will take place on 9th August 2017.
- Wessex Resolutions can potentially provide support for financial mechanisms and there is also some familiarity with this and some examples from other areas including Bristol. Opportunities for 0% finance options can be further explored. It is important to note that significant financial backing would be needed to support a 0% finance option.

Action 2 (VB2/all): Follow up Each Home Counts, Wessex Solutions and ratification processes where relevant in the action plan.

Project Progress

VB2 summarised the progress made since the last meeting in March 2017 including:

- Attending the EU Consortium Meeting in Poland which focused on 'professionalising the construction industry'. Attention was drawn to a few potential options including the CROskills¹ programme in Croatia and the aeropolis² in Poland. The latter supports innovation in line the SGS Berkeley GREEN and LEP priorities.
- Hosting the Fuel Poverty Seminar in June 2017. The event was a great success, Thanks were given to those who presented and attended. The event demonstrated how forward thinking the region is in terms of linking housing and health. **Update:** As a direct result of the event, S.Wye have recently heard that the Croatian government is now going to form a working group to define energy poverty and implement national policies.
- Conducting a Site Visit to SGS Berkeley Green for project partners and stakeholders. The visit demonstrated how business can become directly involved in learning through on site collaboration with the learning facility. Many thanks were offered to George Ridd for hosting this event.
- Moving forward with action and asset planning
 - 28 priority points were taken forward from our last work together.
 - The 28 points have been characterised under a number of objectives and categorised into 3 sections: Health & Well-being; Finance & Rental; Construction, Innovation & Training
 - Asset planning was conducted against each point and this information has been formulated into emerging actions which will be the main focus of this meeting.

¹ <http://www.croskills.hr/en/>

² <http://aeropolis.com.pl/en/>

Main outcomes for the meeting

- Share knowledge and receive advice about innovation and retrofit.
- Identify good practices from partner countries to follow up and potentially implement.
- Specifically identify which actions will form the basis of the action plan.

Item 2: Match Funding

Mary Morgan explained that the match-funding for Build2LC comes from a shared pot between health, district councils and the county council. Therefore the funding is a good sign of the recognition of need to invest in this area.

There are many reasons why health is difficult to engage in other areas. GCCG is one of only 6 CCGs nationally with a specific reference to housing in the Sustainability and Transformation Plan (STP); the issues that face CCGs are many and complex.

We need to focus the finance on 'adaptations' and the objectives around care and prevention and capitalise on this money. MM encouraged the Steering Group to think outside of expected boundaries to identify new ideas.

Item 3: Sharing understanding: Innovation

Build2LC from Stride Treglown's Perspective

Howard Thomas stressed the importance of community engagement alongside technical solutions. Whilst the technical solutions are relatively easy to find, there is a need to really understand the social and group needs in order to match these effectively to technologies.

Richard Jessup presented renovation case studies that illustrated how retrofit can transform building quality. He also stressed the complexities and the need for careful consideration and investigation of the original build quality to ensure that problems, particularly with damp, are not worsened or perpetuated.

RJ examined the SME perspective and how he approached questions around how to grow smaller organisations and which strategic links need to be made. In particular the challenges of 'lowest bid tendering' processes can lead local projects to contract to out of area organisations. It is important to consider the investment in skills and enterprise within the area.

There is also the question of how quality assurance operates at a local authority level and whether this may be outsourced.

RJ explained that there is plenty of knowledge about moisture movement and thermal properties but, in practice, buildings are still being constructed in ways that do not take full advantage of this knowledge.

RJ proposed the production of information leaflets with decision trees and learning points for contractors to support trades people in refurbishment actions. The ambition is for Stride Treglown to have a library of decision trees and 3D models to support their own work as well. Whilst supportive document examples do exist, these are aimed at those who are able to pay. Stride Treglown want something with a wider accessibility that also supports building users.

What should be considered when retrofitting domestic properties and how can the Carbon Trust contribute?

Poppy Potter is a Senior Manager at the Carbon Trust. Her main role is to advise on housing projects, focusing on retrofitting and building fabric energy efficiency. She also advises public and private sector clients on energy efficiency and renewable energy, through the Resource Efficient Wales programme. PP was invited to present to the Steering Group about the key factors which need to be considered when retrofitting properties as whatever sector we are from, the final installation is important.

PP introduced the Carbon Trust which is now an international not for profit consultancy accelerating the movement to a low carbon economy. Carbon Trust have a role in Arbed which is a Welsh Government scheme supporting retrofit, (mainly external wall insulation). The issues arising from Arbed provide useful learning. The key findings include:

- Maintenance is often an issue: there is an overall need to keep things simple and ensure that there is good ventilation because moisture in buildings raises heating costs. The need for good maintenance is important in newer buildings and via building services as well as older properties.
- Liaison with residents is crucial. There should be a dedicated role.
- There is a need for an independent surveyor to decide whether retrofit should proceed as planned. Do not use a surveyor employed by the contractor.
- Post works, every property needs a quality inspection. Also inspections should be undertaken at various stages throughout the installation.
- Pre works photographs can minimise potential for complaints of periphery damages caused as a result.
- Clear contracting and allocation of responsibilities.
- Avoid winter working. Plan the project and delivery timescales around this.
- PP also stressed the importance of user engagement and extra needs e.g. loft clearance etc.
- Completion certificates and warranties must be given to the property owner.
- Best practice includes incorporating a thermographic survey, moisture and temperature metering before and after the installation.

PP explained the balance between adaptation versus mitigation. We need to consider how we are affected by an environment and how we can respond. The hotter and wetter climate resulting from climate change must be considered around retrofit.

In terms of innovation, PP suggested the following should be considered within the project: smart technology; mini-grids; storage; smart controls (must be user friendly); and renewables.

Following the meeting, Poppy Potter sent the following information for consideration:

- *Energy performance contracts* (unhelpfully shortened to 'EPCs', sometimes 'EnPCs'): <https://www.gov.uk/government/publications/energy-performance-contract-epc>
- The *ReFit EPC programme*³ has been successful in London and was launched in *Wales*⁴ last year. At the Carbon Trust, we provide the technical support for public sector bodies in Wales are using the ReFit framework, on behalf of the Welsh Government.
- The ReFit programme is geared towards financing major public sector energy efficiency projects – typically an investment of around £1 million, with an 8 year payback period. The EPC model has also been tested for housing using the *Energiesprong*⁵ approach. *Willmott Dixon*⁶ has been involved with setting it up in the UK. (Note: VB has been in contact with Energiesprong)
- The *Green Business Fund*⁷ for Small and Medium Enterprises is currently offering up to £10k grant funding (or up to 30% of total project cost) for energy efficiency improvement works (i.e. LED lighting) which may be of interest to Stride Treglown and their clients.
- The *National Communities Resource Centre*⁸ at Trafford Hall near Chester, provides training and micro grants to community groups, typically social housing residents, to tackle local problems at a grassroots level. Over 100,000 people have received training since the charity was set up 25 years ago. Two of the founding members – Prof Anne Power, head of the Housing and Communities Department at the London School of Economics, and Lord Richard Rogers are still active board members. They both have a huge amount of experience in the social and environmental aspects of retrofit and urban regeneration, which steers the charity's activities. Poppy Potter joined the board in 2013, having worked on the charity's environmental retrofit programme from 2008-10.

Item 4: Action, Principle, Discard?

English Housing Survey

In order to inform the planning phase of the meeting, VB2 showed two slides which were provided by Paul White following the NLA conference. The first slide showed

³ <https://www.london.gov.uk/what-we-do/environment/energy/energy-buildings/refit/what-refit-london>

⁴ <http://gov.wales/topics/environmentcountryside/energy/efficiency/re-fit-cymru/?lang=en>

⁵ <http://energiesprong.eu/>

⁶ <https://www.willmott-dixon.co.uk/expertise/energiesprong>

⁷ <https://www.carbontrust.com/client-services/programmes/green-business-fund/>

⁸ <http://www.traffordhall.com/community-learning/>

the proportions of properties within each EPC band in the socially rented, privately rented and privately owned sectors. Approximately 25% of privately owned and rented properties are category E or below. This is lower for social housing where <8% of properties nationally are category E or below.

The second graph was particularly interesting, showing the proportion of properties in the private rental sector that are EPC category F & G in different regions. The south-west was the third highest proportion (13.78%) whereas the north-east (4.39%) and Wales (5.75%) were significantly lower. 8.86% of private rental properties in London are category F or G.

Action, Principle, Discard? Activity

At this point, the Steering Group worked in 3 groups for the remainder of the meeting. The themed groups were:

Health & Well-being	Finance & Rental	Construction, Innovation & Training
Mary Morgan	Luke Beard	Howard Thomas
Matt Lennard	Paul White	Richard Jessup
Jenny Cooper (joined the group mid-way through the activities)	Neil Penny	George Ridd
Mike Brain	Jenny Cooper (began in this group)	Poppy Potter
	Brian Canning	Barry Wyatt
		Rachel Brain

The groups were provided with a summary of the objectives and priority areas allocated to the theme. Each group were asked to:

- 1) Confirm, reject or modify the overall objectives
- 2) Confirm or reject the priority area
- 3) Assess whether the confirmed priority area is action focused or is a principle which should underlie the project as a whole.

The outcomes from the activity for each theme are recorded below:

Health & Well-being

Objectives:

1. Gloucestershire stakeholders will work in partnership to maximise efficiency and effectiveness of resources	confirmed
2. Resources are targeted at those most in need	confirmed

Priority areas to be taken forward within actions:

- Feed in to the current and future Gloucestershire Sustainability Plan (STP) and prevention and self-care plan. *Addition: through links to specific action points.*
- Maximise the opportunities for social prescribing and have clear procedures in place across sectors and LAs.
- *Combined action:* A delivery partnership should be established to pull direct services together; communities, public and private bodies should work together to reduce fuel poverty. Partnerships need to be more holistic and less internally focused. *Comment: Link to the referral mechanism and annual Warm and Well Conference. Could Neil Penny, GCC drive this?*
- Focus attention for early intervention and engagement with surgeries and support agencies in high priority areas. *Comment: Oakely, Cheltenham and Matson, Gloucester.*
- *Combined action:* Focus on the awareness raising of young people specifically about fuel poverty and efficiency; do an intensive advertising campaign. *Comment: 'education' changed to 'awareness raising' as it should not be entirely school focused. Look for synergy between the CCG (Pat poster!) and Warm & Well.*

Principles to underlie the project:

There needs to be an open, honest sharing of different approaches and information.

Rejected areas:

- More data and information needs to be gathered and presented regarding health benefits.
- Effort is invested in identifying and specifically targeting those in need. *Comment: Replicates the objective 2 title*
- Improve data sharing. *Comment: The emphasis should be on communication and engagement. Too little is known about how this might work or what information is needed. There is a lot of caution surrounding this area.*

Finance & Rental

Objectives:

3. Gloucestershire stakeholders will have a comprehensive knowledge and understanding of the financial instruments available to support retrofit work.	Rejected
4. Gloucestershire will create an energy bank to provide a local cost tariff and education programme for people in fuel	Confirmed

poverty	
5. The energy performance of private rental properties will improve, resulting in positive economic and health outcomes for tenants	Confirmed (with modification - 'private' removed)
6. The energy performance of registered social properties will improve, resulting in positive economic and health outcomes for tenants	Rejected (combined into objective above)

Priority areas to be taken forward within **actions**:

- Develop an energy bank *Comments: Consider infrastructure, private and public sector, energy clubs, buying clubs, tariff.*
- Identify the different factors affecting private and social landlords and create appropriate plans. *Comment: Social and private points combined.*
- Develop a financial mechanism focused on large landlords or/and supported through the NLA. *Comment: Social and private points combined.*
- Partner with utility, heating, insulation companies to pilot an approach to deliver rental solutions *Comment: Social and private points combined.*
- Create a co-operative of Gloucestershire based SMEs to tackle Gloucestershire's rental stock *Comment: Social and private points combined.*
- Secure funding for a clearly identified local project.
- Target tenants via landlords.
- Ensure vulnerable customers are a priority for ECO.
- Maximise the opportunity to empower tenants to improve their energy efficiency.
- *Additional comment: Include some focus on social landlords with the highest income and high levels of health related issues amongst tenants.*

Principles to underlie the project:

Ensure landlords are socially responsible.

Rejected areas:

- All actions related to Objective 3.
- All actions related to Objective 5 have been combined into one 'rental' objective and set of priority areas.
- Look at the relationship between EPC rating, energy efficiency measure and listed build status.

Construction, Innovation & Training

Objectives:

7. Best practice is shared across stakeholders	Confirmed
8. Well-trained and skilled installers working within a framework that supports quality	Confirmed (with modification – rephrased to have more focus on quality assurance)
9. SMEs seeking advice on reducing costs will be supported by practical advice and partial grants to support implementation	Confirmed

Priority areas to be taken forward within actions:

- Share examples of retrofit actions taken across different LAs
- Reduce greenhouse gases and promote private investment that will result in energy efficiency for SMEs within the region.
- Upskill SMEs
- Ensure quality assurance of Link to Energy companies. Continue checking accreditations and insurance.

Comments linked to this theme:

QA requires a complaint and recompense process. A clearly accountable body is needed – onus on creating 'owner savvy' householders and engage communities (e.g. via Warmer Cheltenham). Some other solutions are difficult to make workable.

There is a need for property owners to have access to skilled installers and for households to be clear about the distribution of responsibilities and how these are managed.

The procurement processes with regard to energy efficiency should be reviewed and not exclude smaller local businesses.

Current accreditations/training are not sufficient and do not cover the process or more complex issues. Trades still operate in a silo fashion in terms of training and many are not aimed at micro-business. HEATAS, for example, is extremely complex. Training available should be highlighted to SMEs.

Principles to underlie the project:

Share examples of retrofit actions taken across different LAs

Rejected areas:

- Create a demonstration property.
- Support a key supplier to secure financial support in order to make lower cost installations. *Comment: Scalability is an issue here.*

An example of a completed objective review:

Objective 2:	Resources are targeted at those most in need	
Do we want to keep this objective?	Yes	No
	Yes, with modifications	
Modified objective:		
Priority area	(Part of an) Action? Principle? Discard?	Comments
AB11 Effort is invested in identifying and specifically targeting those in need.	/	Replicate the Oly lth.
AB14 Improve data sharing (a priority for the Committee on Fuel Poverty.)	/	Explore on Communication & Engagement. Too little known about health risk, what info is needed etc. Very very cautious here!!
H5 Focus attention for early intervention and engagement with surgeries and support agencies in high priority areas e.g. Barton and Tredworth/Oakley	✓	
^{Supporting Priority} IAT9 Focus on the education of young people specifically about fuel poverty and efficiency (rather than the sustainability agenda)	✓	
IAT8 Do an intensive advertising campaign. Could give people a 'shock'.	↻ Add to info	Look @ Signage between CCG (Part 1000!) & L&L.

Item 5: Which good practices do we adopt?

Groups were provided with a wide range of good practices from the Build2LC project partners. Now that the group have a clear idea of the direction, the group were asked to identify a small number of good practices to pursue in order to support the future action plan.

The good practices selected for bi-lateral meetings are considered to be most useful. Those selected for a call/skype could add value to the action plan.

The good practices identified were:

Topic	Country	Good Practice of interest	Next steps
Activation of demand and combating energy poverty	Lithuania	Technical Support and Promotion in Multi-Apartment Building Modernization (BETA agency)	Bi-lateral meeting
Professionalising the construction industry		Quality in Multi-Apartment Building Modernization	
New financial instruments/activation of demand and combating energy poverty		Standardization and Simplification in Public Buildings Modernization	
New financial instruments/activation of demand and combating energy poverty	Sofia (Bulgaria)	Energy efficiency refurbishment in multi-dwelling residential building in Sofia	Bi-lateral meeting

Topic	Country	Good Practice of interest	Next steps
Innovation	Croatia	System for monitoring, measuring and verification of energy savings (SMIV)	Skype/call
New financial instruments/innovation	Catalonia (Spain)	Solar thermal installation – ESCO model	Skype/call
Professionalising the construction industry/ new financial instruments	Portugal (Lisbon)	Sustainable Campus – Green University	Skype/call

The construction, innovation and training group review good practices:



Item 6: Identifying practical actions

During the final phase of the meeting the themed groups were asked to use the information and knowledge from all sources to focus the practical actions. Where possible, groups could begin to plan the initial steps to move the action forward.

The specific actions selected to form the basis of the action plan are:

Health & Well-being

Objective: Gloucestershire stakeholders will work in partnership to maximise efficiency and effectiveness of resources

Action 1: Use Warm & Well to support the further development of social prescribing by ensuring it is fully integrated into the programme, provides feedback mechanisms to GCCG and becomes a case study. This will include the identification of locality leads for social prescribing.

Action 2: Expand existing delivery partnerships to include Gloucestershire Older People's Association, social services, education, and PCSOs to ensure clear and evaluated referral processes to Warm and Well are in place – This should also include disseminating information about the national and local health context and evidence on the impact of retrofit to all VCS providers through an annual Warm & Well Conference.

Action 3: Create an action for research project to assess the feasibility of developing a housing and well-being database.

Objective: Resources are targeted at those most in need

Action 4: Pilot for Growth – A partnership project will be developed to focus on Oakely, Cheltenham and Matson, Gloucester. The project will include:

- (a) Raising awareness of energy efficiency measures and fuel poverty through GPs, pharmacies, RSLs, feeder schools, PCSOs, and voluntary agencies.
- (b) Increasing referral opportunities through the links with RSL's social prescribing.
- (c) Targeting funding on eligible households in the area.
- (d) Sourcing funding specifically to support private rental and RSLs in the area to top up existing funding opportunities.

The aim will be to roll out the project to other areas within each Gloucestershire district once the initial pilots are underway and have been reviewed.

Good practice link (action 4): Energy efficiency refurbishment in multi-dwelling residential building in Sofia, Bulgaria

Priority good practice link (action 4): Technical Support and Promotion in Multi-Apartment Building Modernization (BETA agency), Lithuania

Good practice link (action 4): Solar thermal installation- ESCO model, Catalonia, Spain

Good practice link (action 4): System for monitoring, measuring and verification of energy savings (SMIV), Croatia

Action 5: Launch a modified Pupils Against Fuel Poverty pilot project across the county to include training for teachers and the development of referral systems. The project should also include wider groups such as, summer clubs, youth groups, and scouts. The work would be supported by the use of the media, including film and social media, and will build on current media such as the 'Pat' branding and the 'Risking happiness' film.

Finance & Rental

Objective: Gloucestershire will create an energy bank to provide a local cost energy tariff and education programme for people in fuel poverty

Action 6: Create an energy bank to provide a local cost energy tariff and education programme for people in fuel poverty

Good practice link (action 6): Sustainable Campus- Green University, Lisbon, Portugal

Objective: The energy performance of rental properties will improve, resulting in positive economic and health outcomes for tenants.

Action 7: Develop a 0% loan to support landlords for EPC E, F and G rated properties (to support ECO and GEEG+ funding) and to support landlords within Matson, Gloucester

and Oakely, Cheltenham

Good practice link (action 7): Standardization and Simplification in Public Buildings Modernization, Lithuania

Good practice link (action 7): Energy efficiency refurbishment in multi-dwelling residential building in Sofia, Bulgaria

Action 7 should also account for the following sub-actions:

- a) Provide/source grant funding to support landlords to install energy efficient measures within Matson, Gloucester and Oakely, Cheltenham

Good practice link (action 7a): Solar thermal installation- ESCO model, Catalonia, Spain

Good practice link (action 7a): Energy efficiency refurbishment in multi-dwelling residential building in Sofia, Bulgaria

- b) Implement a range of small measures packages for landlords including white goods scrappage and LED lighting schemes

Good practice link (action 7b): System for monitoring, measuring and verification of energy savings (SMIV), Croatia

Action 8: Create a formal partnership structure to support all RSLs and private landlords in the area and increase communication with energy suppliers, public bodies and agencies to provide equal access to opportunities to support residents.

Good practice link (action 8): Energy efficiency refurbishment in multi-dwelling residential building in Sofia, Bulgaria

Action 9: Implement an awareness raising and training programme for students in rental properties via Gloucestershire University and provide information to landlords registered with the university.

Construction, Innovation & Training

Objective: Well-trained and skilled installers working within a framework that supports quality

Action 10: Upskill contractors as community engagers and holistic practitioners

Action 11: Upskill property owners by raising the awareness of processes and responsibilities.

Action 12: Review procurement processes with the aim of:

- a) improving standards through contracting
- b) not excluding smaller, local businesses

Priority good practice link (action 12): Quality in Multi-Apartment Building Modernization, Lithuania

Good practice link (action 12): Energy efficiency refurbishment in multi-dwelling residential building in Sofia, Bulgaria

Good practice link (action 12): System for monitoring, measuring and verification of energy savings (SMIV), Croatia

Action 13: Promote contractors with a set of 'approved' accreditations and insurance.

Objective: SMEs seeking advice on reducing costs will be supported by practical advice and partial grants to support implementation

Action 14: Expand the Link to Energy network to have greater focus on businesses

Good practice link (action 14): System for monitoring, measuring and verification of energy savings (SMIV), Croatia

Potential contacts for Health & Well-being actions include:

- Jeremy Portas – Housing Lyn
- Tim Wood - PCSOs

The Finance & Rental group at work:



Item 7: Next steps

Between now and the next meeting the following activities will take place:

- Take each action forward to develop a formal draft action.
- Secure sharing good practice meetings with two partners.
- Attend the Innovation seminar - Sweden (H. Thomas and R. Jessup to attend).
- Meet reporting deadlines and deliverable deadlines.

The next meeting is on 22nd November 2017 from 10am-1pm.