

Action area: Increasing our reach

Action	<i>1a) Build and maintain a fuel poverty dataset based on granular data from source such as the EPC database</i>	<i>1b) Develop a set of metrics to help highlight co-vulnerabilities with fuel poverty and broaden the understanding of fuel poverty</i>	<i>1c) Use database to identify households and areas likely to be at risk of fuel poverty and target services to these areas, including leafletting and door knocking campaigns</i>	<i>1d) Create a trajectory of local targets for reducing rates of fuel poverty and improving energy efficiency</i>	<i>1e) Carry out an assessment of the emissions from fuel poor households and develop a trajectory for reducing these by 2030</i>
When	Draft dataset available for strategy	Draft metrics available for strategy By review point (2026) will want to have reviewed and confirmed these metrics and made an assessment of how easy these are to assess	Mapping should start once strategy is released, finding fuel poverty hotspots and areas to target (particularly in the context of tackling inequalities)	High level trajectory set out in strategy Detailed underpinning trajectory to be mapped out in FY23/24 as data is analysed further	High level emissions data included in strategy, including major sources of council emissions Detailed underpinning trajectory to be mapped out in FY23/24 as data is analysed further
Work required	- Work with BI team to integrate, iteration of dataset itself to ensure it's as useful as possible	- Metrics to be identified and data assessed - Metrics to be recognised in Climate and broader Council KPIs	- Volunteers for detailed engagement - Development of comms materials specific to promoting the council services	- Utilisation of data to work out realistic targets, likely working closely with the asset management and private housing teams	- Utilisation of data to work out realistic targets, likely working closely with the asset management and private housing teams

Action area: Maximising our resources

Action	<i>2a) Ensure maximisation of resources by linking up relevant services for fuel poor residents, including a referral system to the Climate Unit from areas directly interacting with residents</i>	<i>2b) Provide training to members of the council to ensure staff are aware of the ways to support fuel poor residents, particularly those working directly with vulnerable residents</i>	<i>2c) Run fuel poverty surgeries within local communities, providing key information on the services and support available for the most vulnerable</i>	<i>2d) Work with the GLA to adopt a cross-London approach to campaigning for better energy efficiency</i>
When	As soon as possible following publication of the strategy - some maximisation starting pre-publication	As soon as possible and should be rolled out over FY23/24 and FY24/25	Start in FY23/24 and monitor successes to reevaluate for following FY	Long term strategy dependent on the GLA, but this should be a starting this year
Work required	<ul style="list-style-type: none"> - Ensuring teams working directly with residents know about fuel poverty support, e.g. Green Doctors - Link up with the food referral system, which directs people to the fuel bank foundation funding - Training to individual teams working closely 	<ul style="list-style-type: none"> - Designing of a training course on fuel poverty and energy efficiency for council officers - Develop list of key teams and engage these with training offer - Schedule training and deliver 	<ul style="list-style-type: none"> - Work with cost of living team to pilot these at a Welcome Hub event - Roll out a schedule of events where there will be someone to talk about fuel poverty 	<ul style="list-style-type: none"> - GLA led, but will involve lobbying central government and London-wide promotional campaigns

Action area: Supporting households

Action	<i>3a) Encourage residents to check they have an up to date EPC on their property</i>	<i>3b) Improve awareness of energy efficiency schemes through communications and better information on the H&F website, and provide residents with energy saving advice and support through services such as Green Doctors</i>	<i>3c) Investigate the provision of community energy services such as solar networks and communal heat pumps, and seek co-funding through local businesses looking to improve sustainability</i>	<i>3d) Carry out a campaign to raise awareness of fuel poverty and improve understanding of the impacts, including highlighting the support available across health, cost of living, and housing</i>
When	Will be actioned as early as possible	Campaign to start from FY23/24	Will be actioned pre the 2026 review	Campaign to start from FY23/24
Work required	<ul style="list-style-type: none"> - As part of broader EE campaign, encourage new EPC assessments - Carry out specific campaign on raising awareness of EPCs and why it's important to have one - Fund EPCs for those who cannot afford the assessment 	<ul style="list-style-type: none"> - Ensure the website is up to date, pages are appropriately linked and easy to access - Run a broader campaign of awareness across the borough, including printed material such as leaflets - Targeted engagement with fuel poor residents to support them in accessing grant funding and financial support, including in-person advice sessions and home visits 	<ul style="list-style-type: none"> - Investigate and promote the provisions of community energy services - Utilise the Climate Alliance to seek out green minded businesses - Develop different projects that could be funded independently 	Very interlinked to 3b, with the differentiation being EE vs FP more generally.

Action area: Addressing inequalities

Action	4a) Improve enforcement of regulation protecting fuel poor tenants, for example the PRS and MEES regulations	4b) Support residents in maximising their incomes and ensuring all eligible benefits are claimed	4c) Ensure protected characteristics are taken into consideration	4d) Continue to apply for central government funding for energy efficiency works, including future phases of the Social Housing Decarbonisation Fund
When	ASAP	Already in progress but needs continuation and link up from a fuel poverty perspective - should be actioned in 23/24 for follow through in all years	Continuous work needed throughout duration of strategy	As and when funding is available, likely: - SHDF Wave 2 continued or Wave 3, from 2025 onwards
Work required	- Ensure data is in place to be able to identify non-compliant landlords - Support recruitment of enforcement officers	- GLA are producing a benefits checker tool which helps to ensure everyone is receiving the correct benefits, which we will capitalise on	- Targets are set across wards, so where inequalities exist, targets are 'blind' to this - this means more work will be required in particularly vulnerable wards, and targeting should reflect this	- Will remain aware of funding that is available, and work with asset management team to tap into this

APPENDIX B

Action area	Action reference	Action	When	Wider benefits
Increasing our reach	1a	Build and maintain a fuel poverty dataset based on granular data from source such as the EPC database	Q4 23/24	All Climate areas, Housing
Increasing our reach	1b	Develop a set of metrics to help highlight co-vulnerabilities with fuel poverty and broaden the understanding of fuel poverty	Q4 25/26	All Climate areas, Housing
Increasing our reach	1c	Use database to identify households and areas likely to be at risk of fuel poverty and target services to these areas, including leafletting and door knocking campaigns	Q2 24/25	Housing
Increasing our reach	1d	Create a trajectory of local targets for reducing rates of fuel poverty and improving energy efficiency	Q4 24/25	Housing
Increasing our reach	1e	Carry out an assessment of the emissions from fuel poor households and develop a trajectory for reducing these by 2030	Q4 24/25	Housing, Energy
Maximising our services	2a	Ensure maximisation of resources by linking up relevant services for fuel poor residents, including a referral system to the Climate Unit from areas directly interacting with residents	Q3 23/24	Cost of Living, Policy, Housing
Maximising our services	2b	Provide training to members of the council to ensure staff are aware of the ways to support fuel poor residents, particularly those working directly with vulnerable residents	Q3-Q4 23/24	Cost of Living, Policy, Housing, other frontline staff
Maximising our services	2c	Run fuel poverty surgeries within local communities, providing key information on the services and support available for the most vulnerable	Ongoing	Cost of Living, Policy
Maximising our services	2d	Work with the GLA to adopt a cross-London approach to campaigning for better energy efficiency	Ongoing	Housing
Supporting households	3a	Encourage residents to check they have an up to date EPC on their property	Ongoing	Housing, Regulatory Services
Supporting households	3b	Improve awareness of energy efficiency schemes through communications and better information on the H&F website, and provide residents with energy saving advice and support through services such as Green Doctors	Q3 23/24 and ongoing	Housing, Regulatory Services
Supporting households	3c	Investigate the provision of community energy services such as solar networks and communal heat pumps, and seek co-funding through local businesses looking to improve sustainability	Q2 24/25	Housing, Climate Alliance, Energy
Supporting households	3d	Carry out a campaign to raise awareness of fuel poverty and improve understanding of the impacts, including highlighting the support available across health, cost of living, and housing	Ongoing through winter periods	Housing, Public Health, Cost of Living
Addressing inequalities	4a	Improve enforcement of regulation protecting fuel poor tenants, for example the PRS and MEES regulations	Ongoing	Regulatory Services
Addressing inequalities	4b	Support residents in maximising their incomes and ensuring all eligible benefits are claimed	Q4 23/24 and ongoing	Cost of Living, Benefits
Addressing inequalities	4c	Ensure protected characteristics are taken into consideration	Ongoing	EDI
Addressing inequalities	4d	Continue to apply for central government funding for energy efficiency works, including future phases of the Social Housing Decarbonisation Fund	Ongoing	Housing