

**MUNICIPAL YEAR 2016/2017 REPORT NO.**

**ACTION TO BE TAKEN UNDER  
DELEGATED AUTHORITY**

**PORTFOLIO DECISION OF:**  
Deputy Leader  
Cabinet Member for Economic  
Regeneration & Business

**REPORT OF:**  
Executive Director –  
Regeneration &  
Environment

<b>Agenda – Part:  </b>	<b>KD Num: 4499</b>
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<b>Subject: Enfield 2020 rebrand</b>	
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<b>Wards: All</b>	
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**1. EXECUTIVE SUMMARY**

1.1 The 'Enfield 2020' Sustainability Programme has a vision to make Enfield a better place to live, work and visit. This hugely ambitious programme set two targets:

1. 40% reduction in the Council's carbon footprint by 2020, compared to a 2009 baseline
2. 40% reduction in the Borough's carbon footprint by 2020, compared to a 2005 baseline

1.2 Over the last 8 years from 2009 to 2017, Enfield Council has successfully reduced its carbon footprint by 45% and exceeded its 40% target three years early. This is a significant achievement.

1.3 Between 2005 and 2014 there has been a 22% reduction in Enfield Borough's carbon footprint. The Borough requires another 18% reduction in its carbon footprint from 2014 to 2020 to also hit its 40% carbon reduction target. This is possible if Enfield's carbon footprint continues on its existing downward trajectory, noting the challenge of a significantly increasing population. The Council is leading by example to reduce our own carbon footprint and will continue to work in partnership to deliver many more low carbon projects across Enfield.

1.4 Given the success of Enfield 2020 and as we fast approach 2020, it is time to review the Enfield 2020 targets and brand.

## **2. RECOMMENDATIONS**

The Deputy Leader and Cabinet Member for Economic Regeneration and Business approves:

- 2.1 New carbon reduction targets the Council and Borough for a Sustainable Enfield:
  - 1) 60% reduction in the Council's carbon footprint by 2025, compared to a 2009 baseline
  - 2) 60% reduction in the Borough's carbon footprint by 2025, compared to a 2005 baseline
- 2.2 The campaign creative shown on pages 9 to 11.

### 3. BACKGROUND

3.1 The 'Enfield 2020' Sustainability Programme has a vision to make Enfield a better place to live, work and visit. It supports the Council's three corporate priorities and was approved by Full Council in January 2013, with the benefit of cross-party political support. This hugely ambitious programme set two targets:

1. 40% reduction in the Council's carbon footprint by 2020, compared to a 2009 baseline
2. 40% reduction in the Borough's carbon footprint by 2020, compared to a 2005 baseline

3.2 Recognising that most people struggle to relate carbon reduction to their daily lives, it has been far more effective to use the lever of self-interest than simply asking people to 'do public good,' as with most local authority carbon reduction programmes.

3.3 Enfield 2020 therefore downplays messages about climate change. Although still delivering carbon savings, the marketing messages and engagement are all about 'What's in it for me?' and six themes:



3.4 Using this broad definition of sustainability:

- o Enfield Council is delivering over 50 large-scale sustainability projects
- o Over £1 billion is being invested in Enfield's low carbon agenda

#### 3.5 What is the Sustainability team's role?

3.5.1 To deliver this sizeable agenda in a short space of time and on a small team budget, the Sustainability team developed a practical business model to generate income, save energy and save carbon:

1. Develop and deliver a wide range of large and innovative low carbon energy projects

2. Generate income and cash flow from innovative and ambitious projects
3. Act as a hub to publicise Enfield 2020 sustainability projects, promoting the large number of good news sustainability stories that were previously going untold
4. Share expertise and lessons learned

3.5.2 The Sustainability team has filled a gap that no-one quite realised existed, becoming the foundation of many of the Council's sustainability projects and laying the foundations for long-term change across Enfield.

### 3.6 What has been achieved so far?

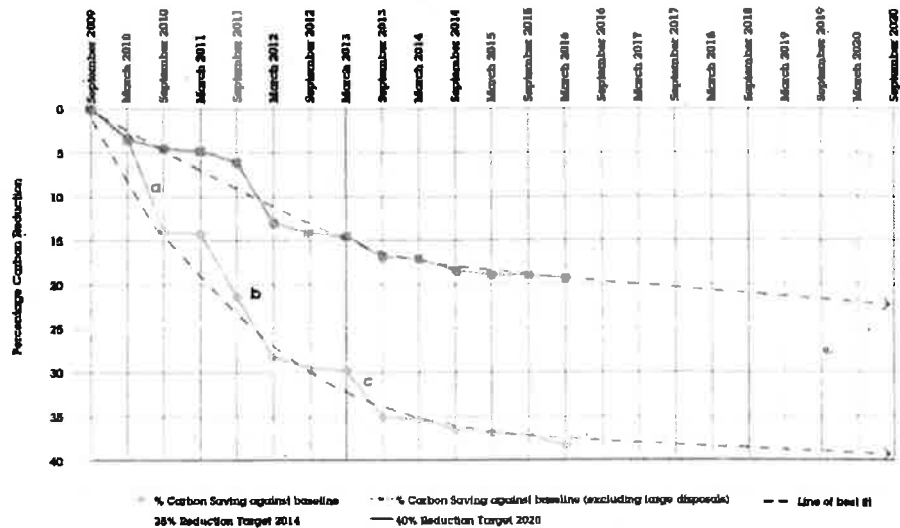
3.6.1 The Council is delivering a 'Sustainable Enfield:'

3.6.2 Over the last 8 years to 2017 Enfield Council has successfully reduced its carbon footprint by 45%, exceeding its 40% target three years early. This is a significant achievement.

- a. Almost half of this carbon reduction (21.1%) is due to the Council investing in energy efficiency technologies through its Sustainability team, with the other half resulting from a shrinking local authority estate and disposal of Council owned property.

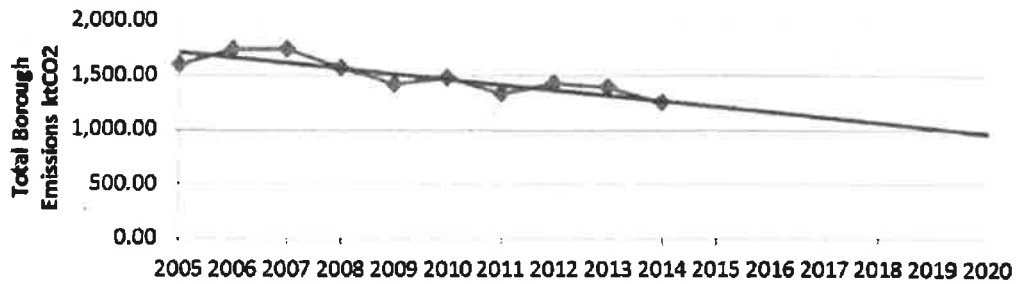
The content of our Carbon Management Plan follows the format set by the Carbon Trust.

**Carbon Management Reductions 2009 to 2016**



3.6.3 Over the 8 years to 2013/14, there has been a 22% reduction in Enfield Borough's carbon footprint.

a.



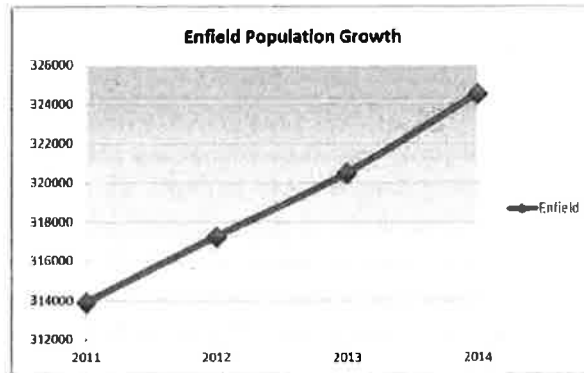
b.. Enfield Council has led this carbon reduction with over 50 large-scale sustainability projects, each of which are part of something bigger and collectively make a Sustainable Enfield. 22 case studies now exist and are available to download at [www.enfield.gov.uk/enfield2020](http://www.enfield.gov.uk/enfield2020)

- Managing your Energy**
  - RE:FIT: Improving the energy efficiency of Council buildings
  - RE:FIT for Schools Pan-London Retrofitting Scheme
  - Trimming and dimming of public street lights
  - Collective Energy Switching
  - Warmer Homes: A Fuel Poverty Strategy for Enfield
  - energetik: innovative heating solutions
  - Smart Homes energy grants
  - Improving the energy efficiency of social housing
- Regenerating the Borough**
  - Meridian Water with Estate Renewals at Ladderswood and Ponders End
  - STAR (Stratford, Tottenham, Angel Road) Scheme
- Supporting Jobs and Businesses**
  - Community Benefits Toolkit
  - Retrofit London: supporting Enfield's retrofit supply chain
- Improving our Local Environment**
  - Source London: Electric Vehicles
  - School Travel Plans
  - Biodiversity: Higher Level Stewardship
  - Thames21 Catchment Restoration Fund
- Reduce, Reuse, Recycle**
  - Road recycling programme: Reuse of Road Resurfacing Materials
  - Sustainable Procurement
  - Waste Management Services in Enfield
- Improving Public Health**
  - Cycle Enfield
  - NHS Health Check Programme
  - Grow Your Own

c. It remains to be seen whether the downward trajectory in Enfield's carbon emissions will result in the Borough also hitting its 40% target

by 2020, with a further 18% reduction required from 2014 to 2020. This will be challenging.

- d. The Council has less direct influence on the Borough's carbon footprint due to the many variables outside its direct control, including population growth. In just the four years from 2010 to 2014 Enfield's population increased from 294,000 to 324,000 (according to the Office for National Statistics), making Enfield the 4th largest amongst the 33 London boroughs. It is forecast that a further 70,000 people will live in Enfield by 2050.



- e. As the largest employer in the Borough, together with local residents, other organisations and businesses, the Council is doing its bit to reduce Enfield's carbon footprint. We are leading by example to reduce our own carbon footprint and will continue to work in partnership to deliver many more low carbon projects across Enfield.
- f. New sustainability projects include a £42 million investment in Cycle Enfield; the energetik low carbon energy company; the regeneration of 210 acres of brownfield land at Meridian Water; and the new Meridian Water train station, with high-speed links into central London to improve Enfield's local economy and environment; and a co-ordinated action to tackle fuel poverty through a combination of measures, which include improving the energy efficiency of Enfield's homes.

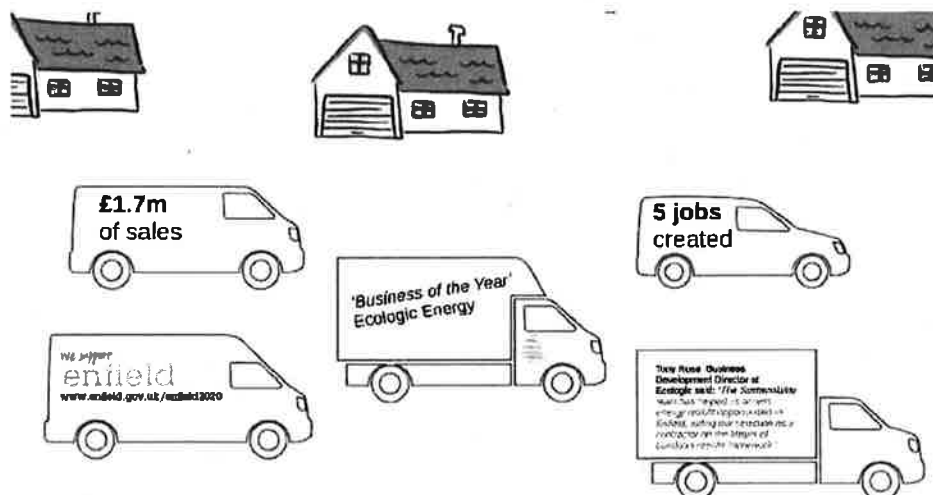
Progress against the 40% target reduction for the Borough will be reported in 2022, recognising the 2 year time lag in monitoring data.

- 3.6.4 Enfield Council is often seen by the GLA, low carbon funders and other local authorities to be a leader in carbon reduction projects, both internally in the Council and externally across the borough.

- a. This recognition has created a real momentum, attracting free consultancy support from the GLA, information requests from other local authorities and additional funding opportunities on the back of the initial PR led by the Sustainability team.

**3.6.5 The Council is seen to lead by example as a direct result of the promotional activities initiated by the Sustainability team**

- a. The Enfield 2020 website averages 100 hits per month from staff, partners and the public.
- b. Over 50 press releases have been issued showcasing how the Council is leading by example through Enfield 2020, with extensive coverage in the local media.
- c. The Sustainability team was featured nationally in the Local Government Chronicle as an example of best practice in March 2017.
- d. Enfield 2020 shopping bags and oyster cards are frequently seen being used around the Civic Centre and Enfield.
- e. Local businesses have successfully used the 'We support Enfield2020' logo to promote their energy efficiency technologies.



**3.6.6 Enfield 2020 has been presented as a case study at national conferences and events**

- a. This includes EcoBuild at London's ExCeL; the London Keynote Policy Forum 2015; Imperial College's London Environment Challenge for PhD students; and the national Climate Local Conference 2015.
- b. The Sustainability team has also developed 22 best practice case studies to share lessons learned from completed sustainability projects. This shows the depth and scale of what has been delivered across Enfield for the benefit of local residents, businesses and visitors.

**3.6.7. The Council has received national awards**

- a. The Council's Sustainability team:

- Won the LGC's coveted 2016 Public Sector 'Team of the Year,' successfully competing against 98 other UK Councils
- Led the Council's application for the LGC's 2015 'Entrepreneurial Council of the Year' award, which was highly commended by the judges
- Were a finalist in the LGC's 2014 Public Sector 'Energy Efficiency' award

### **3.6.8 Sustainability is now widely seen by staff, senior managers and politicians as the Council's day job**

- a. Sustainability forms an integral part of Meridian Water's vision and delivery, which is led by the Council's Regeneration team
- b. Cycle Enfield is being led by the Council's Environment team
- c. The Council has established energetik as its low carbon local energy company

### **3.6.9 High profile and innovative energy projects**

- a. The Sustainability team has developed and delivered a number of high profile and innovative energy projects to save money, energy and carbon. These projects now include all the pieces in Enfield's Energy Jigsaw – generating, supplying, investing, managing, improving and changing. See Appendix 1.

### **3.6.10 Innovative financing**

- a. The Sustainability team facilitated £80 million of low cost finance from the European Investment Bank (EIB) for Enfield's strategic infrastructure in 2014, including Meridian Water and energetik.
- b. As a result, Enfield Council became the first UK local authority to gain back-to-back funding from the EIB and London Energy Efficiency Fund. A subsequent networking breakfast was arranged at the top of the Gherkin in May 2015, with a keynote speech by the EIB's Vice-President for Climate Change

### **3.6.11 'Financially Sustainable' Sustainability Team**

- a. The Sustainability team underpins the Council's and Borough's ability to meet its carbon reduction targets, providing the Council with the resource to facilitate innovative energy projects, bringing together relevant partners and Council teams on a project by project basis to deliver carbon reduction. The team is:
  - Commercially focussed and financially sustainable. It is entirely self-funding, covering the operating costs of all staff



- Has leveraged £32.5 million of cost avoidance and added value into Enfield since 2011. This has been achieved by leading and co-ordinating work with other teams from across the Council. Provided the Sustainability Service remains fully resourced, this cost avoidance and added value will continue to increase
- Provides additional cashable savings for the Council of around £200k per year. In 2016/17 these cashable savings were delivered by additional investment in Council buildings and the forward purchase of carbon tax credits

### **3.7 What's next?**

3.7.1 Given the success of Enfield 2020 and as we fast approach 2020, it is time to review the Enfield 2020 targets and brand.

3.7.2 As was highlighted by Paris Climate Change Talks in December 2015, we need to change behaviours at a local level to make a difference to the planet.

3.7.3 Enfield's Sustainability Team has proven time and again that individuals can have a huge impact, when working together in unison. The role of the Sustainability team remains largely unchanged, using a practical business model to save money, energy and carbon:

- Develop and deliver a wide range of large and innovative low carbon energy projects
- Generate income and cash flow from innovative and ambitious projects
- Share expertise and lessons learned
- Publicise the Council's low carbon energy projects and leadership as part of Sustainable Enfield. This recognises that sustainability is now the Council's day job and promoted by individual teams from across the Council, combined with the opportunity for the Sustainability team to continue to deliver "Enfield's Energy Jigsaw" – generating, supplying, managing, investing, improving and changing.

### **3.8 How should we rebrand Enfield 2020?**

3.8.1 It is recommended that Enfield 2020 is rebranded as 'Sustainable Enfield,' keeping the existing colours and themes:

sustainable enfield

3.8.2 This is on the basis that:

- Sustainability is a corporate priority and everyone's responsibility, now being understood and used by a wide range of stakeholders
- Enfield Council has met its 2020 carbon reduction target and as is demonstrated above, the Borough is in many ways sustainable
- [www.enfield.gov.uk/sustainable](http://www.enfield.gov.uk/sustainable) requires minimal change to Enfield 2020 website, recognising the resource constraints of a small Sustainability team
- 'Sustainable Enfield' fits well with the Council's commercial portfolio in Regeneration and Environment, in which the Sustainability team now sits
- Sustainable Enfield fits in with the wider family of Enfield Council campaign brand, including Improving Enfield, Invest in Enfield, Our Enfield, Enjoy Enfield, Build Enfield, Healthy Enfield and Safe Enfield
- It is future proofed, giving the Sustainability team the opportunity to flex as the organisation changes

### 3.9 Themes and Messaging

- 3.9.1 A number of tag lines have been successfully used with Enfield 2020. These tag lines have been redesigned for Sustainable Enfield:

*This is part of something bigger*  
 sustainable enfield  
[www.enfield.gov.uk/sustainable](http://www.enfield.gov.uk/sustainable)

*What's in it for me?*  
 sustainable enfield  
[www.enfield.gov.uk/sustainable](http://www.enfield.gov.uk/sustainable)

*What's happening near me?*  
 sustainable enfield  
[www.enfield.gov.uk/sustainable](http://www.enfield.gov.uk/sustainable)

*Keeping residents warm and well*  
 sustainable enfield  
[www.enfield.gov.uk/sustainable](http://www.enfield.gov.uk/sustainable)

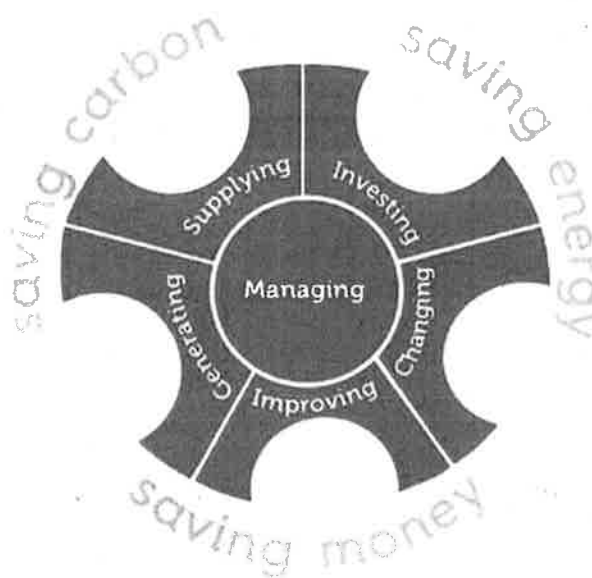
- 3.9.2 The jigsaw of themes which form the component pieces of Sustainable Enfield are the same as those which made up the Enfield 2020 sustainability programme. This again allows us to retain much of the

brand equity built up by Enfield 2020, minimising the costs associated with updating related marketing collateral.



3.9.3 Drilling down to the next level, the Energy theme is being delivered by the Council's Sustainability team. The aim is to save money, to save energy and to save carbon. As detailed in Appendix 1, there are 6 pieces in "Enfield's Energy Jigsaw:"

1. Generating
2. Supplying
3. Managing
4. Investing
5. Changing
6. Improving



### 3.10 Media Event

3.10.1 A media event is being arranged to announce the Council's carbon reduction achievement and launch the new carbon reduction targets for the Council and Borough, using energetik as an example of the Council's leadership on carbon delivery in Enfield.

### 3.11 New Carbon Targets

3.11.1 It is recommended that new stretching carbon reduction targets are set for the Council and Borough for a Sustainable Enfield:

- 1) 60% reduction in the Council's carbon footprint by 2025, compared to a 2009 baseline
- 2) 60% reduction in the Borough's carbon footprint by 2025, compared to a 2005 baseline

3.11.2 This means an additional 25% carbon reduction is required on the existing Enfield 2020 carbon reduction targets, which if delivered will put the Council and Borough on track to meet the Mayor of London's:

- Previous target of a 60% carbon reduction target by 2025
- New London-wide target to deliver a zero carbon London by 2050

3.11.3 2025 has been chosen on the basis that:

- It is far enough away to be achievable, as the 2020 targets were when Enfield 2020 was initiated in 2013
- It is not so far away that action can be delayed, helping maintain existing stakeholder buy-in and momentum
- A 60% reduction by 2025 will provide a significant step at a local authority level to delivering the Mayor of London's commitment to deliver a zero carbon London by 2050

3.11.4 If the existing downward trajectory for Enfield Borough's carbon footprint continues, a 40% reduction by 2020 and a 60% reduction by 2025 is possible:



#### **4. ALTERNATIVE OPTIONS CONSIDERED**

- 4.1 Do nothing: as we fast approach 2020 and the Council has already exceeded its 2020 carbon reduction target, this is not an option. The Enfield 2020 brand and targets require a refresh.
- 4.2 Other design options were considered for the campaign creative and have been fine-tuned through work with the Council's Communications team and the Deputy Leader. The recommended campaign creative is the outcome of this work.

#### **5. REASONS FOR RECOMMENDATIONS**

- 5.1 If Enfield is to continue to do its bit to make London a zero carbon city by 2020, it needs to continue to both lead by example and work with partners to deliver large-scale and innovative low carbon projects. A new sustainability brand and targets are key to driving this change and making it a reality.
- 5.2 This in turn will deliver economic, environmental and social benefits for Enfield: saving money; regenerating the borough; supporting jobs and businesses; reducing waste; improving the local environment; and improving public health.

#### **6. COMMENTS OF THE DIRECTOR OF FINANCE, RESOURCES AND CUSTOMER SERVICES, AND OTHER DEPARTMENTS**

##### **6.1 Financial Implications**

- 6.1.1 This report requests that the Cabinet Member for Economic Regeneration and Business Development approves the new carbon reduction targets the Council and Borough for a Sustainable Enfield and the campaign creative shown on pages 9 to 11 (Enfield 2020 rebrand).
- 6.1.2 The implementation of Enfield 2020 will bring significant economic benefits for Enfield's stakeholders. The programme has a particular focus on economic, environmental and social benefits for Enfield: saving money; regenerating the borough; supporting jobs and businesses; reducing waste; improving the local environment; and improving public health.
- 6.1.3 The report does not in itself commit the Council to additional expenditure. Any future proposals with cost implications would be subject to separate reports and full financial appraisal.
- 6.1.4 Any costs associated with the rebranding will be met from the Sustainability Service's budget.

## **6.2 Legal Implications**

Section 1 of the Localism Act 2011 contains a general power of competence. The recommendations contained within this report are within those powers.

## **6.3 Property Implications**

None

## **7. KEY RISKS**

7.1 As with any rebrand it is essential to gain stakeholder buy-in. This risk has been mitigated by building upon the successful Enfield 2020 brand and adding to the existing suite of 'Enfield' brands, which includes 'Improving Enfield.'

7.2 The new carbon reduction targets are challenging, so there is a risk that the Council and/or Borough might not meet them. However stretching carbon reduction targets are required if we're to mitigate the far bigger risk of climate change. Delivering challenging carbon reduction targets will help fight climate change and unlock economic, environmental and social benefits for Enfield. These include saving money; regenerating the borough; supporting jobs and businesses; reducing waste; improving the local environment; and improving public health.

7.3 It's also imperative for the Council to continue to lead by example if others are to be encouraged to do their bit.

## **8. IMPACT ON COUNCIL PRIORITIES**

### **8.1 Fairness for All**

Sustainable Enfield underpins the Council priority of Fairness for All. This is most evident under the 'Improving Public Health' theme, with the aim of adults and children being able to enjoy healthy lifestyles, with reduced health inequality across Enfield.

### **8.2 Growth and Sustainability**

Sustainable Enfield underpins the Council priority of Growth and Sustainability. For Growth, this is most evident under the 'Regenerating the Borough' and 'Supporting Jobs and Businesses' themes. Sustainability underpins all 6 themes.

### **8.3 Strong Communities**

Sustainable Enfield underpins the Council priority of Strong Communities. This is most evident under the 'Regenerating the Borough' and 'Improving Public Health' themes.

### **9. EQUALITY IMPACT IMPLICATIONS**

In accordance with current equalities legislation, predictive equality impact assessments/analyses will be undertaken of relevant and proportionate projects within the overall programme as and when required.

### **10. PERFORMANCE MANAGEMENT IMPLICATIONS**

A combination of Covalent and updated governance arrangements will be used to performance manage the development and delivery of Sustainable Enfield.

### **11. PUBLIC HEALTH IMPLICATIONS**

Sustainable Enfield will deliver significant economic, environmental and social benefits, which includes tackling fuel poverty. Climate change is a major threat to public health. Sustainable Enfield and its new carbon reduction targets will help to reduce its impact.

'Move More Enfield' is a Council led communications campaign to encourage people to become more physically active, forming part of a wider public health message around Moving, Eating, Drinking and Smoking. This is a public health intervention to create a Sustainable Enfield.

### **Background Papers**

None

## Appendix 1, Enfield's Energy Jigsaw

### Generating

#### *Ground Source Heat Pumps:*

- Generating renewable heat by installing ground-source heat pumps in the 4 tower blocks at Exeter Road in Ponders End. This energy efficient heating and hot water now saves 170 families an average of £600 a year in one of Enfield's most deprived wards, lifting many families out of fuel poverty. This project won 'Best large scale project in London Regional Energy Efficiency & Retrofit Awards 2016' and came second in the National Energy Efficiency and Retrofit Awards 2016; competing against nine other UK regions
- Ground source heat pumps will now be installed in a further 8 tower blocks at Kettering and Channel Isles, benefitting an additional 400 homes and 1,200 residents. This includes work to reclaim the government's Renewable Heat Incentive subsidy.

*Roof-mounted solar photovoltaic panels:* installation of PV panels on 5 corporate buildings in 2016/17, including Enfield Business Centre and Park Avenue Day Centre. This £65k investment generates a forecast £5k/year cashable savings for the Council.

*Large-scale solar farm:* work is underway to develop the outline business case for London's largest ground-mounted solar array, ultimately generating local green energy and income for the Council

### Supplying

*Energetik:* the Sustainability team established energetik as the Council's own energy company, with a vision to revolutionise the energy industry and be supplier to trust. Enfield Council is one of first UK local authorities to set up local energy company, and one of only ones to be planning a city-scale heat network. In January 2017 the Council approved a £58 million investment for energetik to supply low carbon heating and hot water to over 15,000 homes and businesses in Enfield. Energetik also has ambitions to become an electricity supplier.

### Investing

The Council is saving money, energy and carbon by investing in its corporate buildings:

1. *RE:FIT:* £1.7 million investment in 11 schools and 3 corporate buildings, with 45 energy saving projects that include LED lighting, solar PV, a new chiller for the Civic Centre and a swimming pool cover. This has generated over £240k annual energy bill savings with a pay back of just 7 years.
2. *Salix Recycling Fund:* initial £600k 'invest to save' programme to reduce electricity and gas consumption, with savings reinvested once



the initial investment has paid back. Since 2010 over £1 million has been invested in more than 90 energy saving projects at 46 different sites across Enfield, generating over £225,000 of annual energy savings

3. *'Trimming and Dimming' of Enfield's Street lights*: £4.2 million project to using install a central management system to monitor and adjust street light levels across the borough, saving £8 million over the life of the PFI.
4. *AquaFund*: shared saving scheme to reduce Council's water consumption and costs, which delivered £35k of Council savings in 2016/17 from the installation of water saving devices (46 cistern bags & 37 urinal controls across 20 buildings) and the identification of water leaks at Whitewebbs Park; Forty Hall; Tottenham Sports Ground; Jubilee Park and Falcon Fields
5. *New invest to save project*: energy surveys of the Council's 21 buildings with the highest energy consumption has identified up to £1 million additional energy saving opportunities, including up to £0.5 million additional roof-mounted PV installations on 16 corporate buildings, subject to the Strategic Property Review

The Council has also helped residents in Council homes and the private-sector to invest in their properties, again to save money, energy and carbon:

1. *Smart Homes*: £6.5 million energy retrofit across six north London Boroughs, providing 75% grants to install solid wall insulation on owner occupied and private-rented homes. The Sustainability Team led delivery of the highest number of residents taking up the grants in the six boroughs, with 343 Enfield households benefitting from solid wall insulation installations. The extra insulation around people's homes will make significant difference to their lives, reducing their energy usage and fuel bills.

The Sustainability team went one step further, ensuring Smart Homes supported local jobs and businesses. Working closely with the Council's Economic Development Team, Enfield's retrofit supply chain took advantage of the installation work. For example, Ecologic Energy saw £1.7 million of extra sales and 5 jobs created. They have also been added to GLA's framework for retrofit work across London, making it onto a regional platform. Ecologic Energy have also been also selected to deliver the Mayor of London's £1 million Better Boiler Scheme, helping 500 residents across London to access funding to upgrade their boilers to a more efficient one.

2. *Energy Company Obligation (ECO) funding and Council homes*: the Sustainability team helped residents at Scott House, a block of 101 flats, benefit from British Gas funded wall and roof insulation, double

glazing and a switch from an oil fired boiler to a more efficient gas boiler. This has reduced resident's fuel bills by around 40%.

### Managing

**Energy Management:** underpins the Sustainability team's activities, monitoring and managing over 1,600 electricity, gas and water supplies in Council buildings and Council Homes' communal areas. This includes managing the Council's statutory commitment to pay carbon tax on its energy consumption. Effective energy management has enabled improved account monitoring, supplier challenge, query resolution and amended billing, avoiding £555k costs for the Council since April 2013.

### Improving

**Warmer Homes: Enfield's Action Plan for Fuel Poverty:** the Sustainability team brought together over 15 partners from across Enfield to initiate a co-ordinated programme to reduce the 13,000 Enfield households living in fuel poverty. Prior to 2014, Council had no coordinated plan to help 10% of Enfield's households suffering from fuel poverty. That is a staggering 13,000 households unable to afford to properly heat their homes.

The Sustainability team gained £130k from British Gas to kick-start the Council's strategy with fuel poverty charity National Energy Action. A series of fuel poverty projects are now being delivered by the team, reducing fuel poverty to improve residents' standard of living, wellbeing and economic outlook:

- **Warm and Healthy Homes project:** improved the energy performance of 59 Enfield homes in the first quarter of 2017, focussing on residents suffering from both low income and long-term illnesses. The Council exceeded National Energy Action's 45 home target, successfully helping the highest number of fuel poor households of the four participating London Boroughs. This included debt advice and brought £190k of grant funding for energy efficiency improvements into the borough. 59 private-sector households suffering from fuel poverty now save £200-£300 per year per property over the life of the installed energy efficiency measures.
- **Local Energy Assistance Programme (LEAP):** in November 2016 the team secured a partnership with Agility Eco, who worked on the Exeter Road Retrofitting Scheme. LEAP is a new FREE service providing visits, advice, support, energy switching and energy saving measures to around 500 fuel poor and vulnerable households. 130 leads have already been generated, with 73 visits completed and typical savings of at least £200 per year per household. This equates to around £125k of additional funding being spent in Enfield.

## Changing

The Sustainability team has been helping to change behaviour to help residents save money, save carbon and save energy. For example:

***Big London Energy Switch:*** this collective energy switching uses a third party 'switching provider' to help residents club together to save money on their energy bills. Enfield has taken part in all 15 auctions since April 2013. Results of the first 12 auctions reveal 1,984 households registered in Enfield with £259 average savings.

***Energetik:*** putting the customer first, in contrast to many other UK heat networks that focus on the hardware and network. Every home supplied with low carbon heating and hot water will benefit from a smart meter, helping energetik customers manage their energy use.

