

# **DELIVERING LONDON'S ENERGY FUTURE**

THE MAYOR'S CLIMATE CHANGE MITIGATION  
AND ENERGY STRATEGY

## **CONSULTATION REPORT**

OCTOBER 2011

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## 1. Introduction and background

This document summarises the main themes and issues raised by the public and stakeholders during the consultation process on Delivering London's Energy Future: The Mayor's Climate Change Mitigation and Energy Strategy ("the CCMES"). It provides a response to these issues from the Greater London Authority (GLA) and describes any resulting changes to the CCMES. This is the first CCMES to be produced.

This section summarises the statutory framework for the Mayor's climate change mitigation and energy powers and responsibilities, and the requirements for consultation associated with these. Section 2 provides details of the process undertaken by the Greater London Authority to ensure extensive and inclusive consultation during the strategy development process. Section 3 identifies the main findings from the various strands of consultation, and sets out how the GLA has responded to these, and whether any changes are proposed to the text of the final version of the CCMES submitted to the Mayor for his approval.

### 1.1. The Mayor's powers

The Mayor has a legal responsibility to prepare and keep up to date a London Climate Change Mitigation and Energy Strategy under s361B of the Greater London Authority Act 1999 ("the GLA Act", as amended)<sup>1</sup>. The GLA Act requires the Mayor to include in the CCMES his policies and proposals with respect to the contribution to be made in Greater London towards each of the following:

- (a) the mitigation of climate change
- (b) the achievement of any objectives specified or described in national policies relating to energy.

The strategy must include the Mayor's proposals and policies relating to each of the following:

- (a) minimising emissions of carbon dioxide and other significant greenhouse substances from the use of energy in Greater London for the purposes of surface transport
- (b) minimising emissions of carbon dioxide and other significant greenhouse substances from the use of energy in Greater London for purposes other than those of transportation
- (c) supporting innovation, and encouraging investment, in energy technologies in Greater London
- (d) promoting the efficient production and use of energy in Greater London.

The GLA Act contains a number of other requirements concerning the CCMES. The CCMES is also consistent with the Mayor's duties under the GLA Act to address climate change and to take action with a view to its mitigation.

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<sup>1</sup> When the Localism Bill (2011) becomes law, a new London Environment Strategy will replace this strategy and amalgamate it with the other statutory strategies and plans concerning the environment that the Mayor is required to publish under the GLA Act 1999.

## **1.2. Consultation requirements**

Under the GLA Act, in preparing or revising the CCMES, the Mayor must consult:

- the London Assembly and his four functional Bodies
- London boroughs and the City of London
- any other body or person whom he considers it appropriate to consult, including the general public.

The Mayor is required to consult the London Assembly and the functional bodies first, before going on to consult the other bodies and groups mentioned.

Beyond these mandatory requirements the GLA is committed to producing strategies and policies that are informed by, and responsive to, the views and needs of Londoners. The Mayor welcomes the views of stakeholders to ensure that his policies are more effective and have a greater impact on those who live, work and visit London.

## **2. Consultation process**

The CCMES consultation process had two stages, the first being from February 2010 to April 2010, when the Mayor consulted with the London Assembly members and functional bodies. Following this, on 8 October 2010 a formal consultation took place with other stakeholder organisations and the public, which ended on 14 January 2011.

Consultation was also undertaken directly with a variety of organisations throughout the strategy development process. The GLA emailed the details of the consultation to key stakeholders. These included:

- Government departments
- Non-governmental organisations (NGOs)
- Charities
- Environment and Transport Organisations
- Business Groups
- Health Organisations

Hard copies of the CCMES consultation documents were available at City Hall and upon request.

### **2.1. Consultation with the London Assembly and functional bodies**

On 9 February 2010, consultation on the first draft of the CCMES commenced with the London Assembly and functional bodies (“the Assembly draft strategy”). The deadline for responses was 1 April 2010.

Although there was no statutory obligation to consult organisations other than the Assembly and functional bodies at this stage, copies of the Assembly draft strategy were made available on the GLA website and an online questionnaire inviting comments on each chapter was available on the GLA website. In total 21 submissions were

received from stakeholders other than the London Assembly and the GLA group through these channels.

In addition, as part of the public consultation on the Mayor's Climate Change Adaptation Strategy ("the CCAS") a specific consultation website was set up where the public could suggest their ideas for the CCAS. A number of energy and climate change mitigation comments were received through this website. This allowed key organisations and the public the opportunity to input to the development of the strategy at an early stage, to give those with specific expertise in relevant policy areas an opportunity to comment on the strategy, and to raise its profile. Over 70 energy and transport related comments were made via this website. These responses were considered in the development of the CCMES and some were reflected in the final version of the strategy, including working with the data centre industry and London's research and development sector to develop high performing, energy efficient data centres, and developing an allowable solutions offsetting mechanism for new development.

The Assembly's response to the consultation was presented to the Mayor formally as a paper. In his response to the Assembly's comments, the Mayor outlined how he intended amending the CCMES and where the Assembly comments were not taken on board, reasons were provided. The Mayor published his formal response to the Assembly's comments in October 2010 alongside the revised draft of the CCMES published for the second stage of the consultation process.

## **2.2. Consultation with the public**

Between October 2010 and January 2011 statutory consultation took place with the public, with a final deadline for written responses of 14 January 2011. A link to a website with copies of the public consultation draft of the CCMES ("the Public Draft CCMES"), the Integrated Impact Assessment, and the Habitat Regulations Assessment Screening Report were sent to key stakeholders and made available on the GLA website, and wider dissemination of the document was carried out through email.

### *Consultation with the public and stakeholders on all policies*

An online questionnaire ("the CCMES policy questionnaire") was included on the consultation webpage at london.gov.uk for the duration of the public consultation, requesting comment on all policies in the Public Draft CCMES (see Appendix A for the questionnaire). Thirty-five responses were received via the CCMES policy questionnaire, which allowed responses to each policy in a structured way. In addition 37 written letters were received from stakeholders. As both of these forms of consultation received comments on all policy areas, they are dealt with together in this report.

### *Consultation with the public on homes and workplaces energy efficiency policy and programmes*

In addition to the CCMES policy questionnaire, in August 2010, the GLA undertook a telephone poll ("the telephone poll") of 1,002 Londoners which included questions on the policies in the Public Draft CCMES considered to be of most relevance to Londoners; those concerning the retrofitting of homes with energy efficiency measures and low carbon microgeneration technologies; and energy efficiency measures in workplaces (see Appendix B for a full list of questions).

A further online questionnaire ("the homes energy efficiency questionnaire") was also included on the consultation webpage for the duration of the public consultation which

aimed to build on the telephone poll, asking for qualitative information (see Appendix C for a full list of questions). One-hundred-and-eighty responses were received through this questionnaire.

The responses to these questions aimed to inform the models and lobbying strategies London is developing to deliver policies 6, 7 and 8 in the CCMES. As both of these forms of consultation asked specific questions on homes and workplaces energy efficiency, they are dealt with together in this report.

### **2.3. Integrated impact assessment**

The development of the strategy was subject to a full Integrated Impact Assessment (IIA). This covered the legal requirements to undertake a strategic environmental assessment ("SEA", including sustainability appraisal) and also considered health, equalities, and community safety. A report on the integrated impact assessment which conformed to SEA requirements was published on the GLA website on 8 October 2010 as part of the public consultation process.

## **3. Findings from the public consultation**

### **3.1. Responses received through the Public Draft CCMES policy questionnaire and written submissions**

In total 72 responses were received through the online CCMES policy questionnaire and through written submissions. As both of these forms of consultation asked questions on all policy areas, they are dealt with together here. The policy areas with the highest number of comments were homes and transport, with 55-60% of respondents commenting on these areas. Between 45% and 55% of respondents commented on the energy supply, workplaces and the low carbon economy policy areas. New development, the GLA group and evaluating and monitoring the CCMES received least comments (between 20% and 45% of respondents commented.)

#### *Top priorities for the strategy*

Respondents mentioned a range of issues as their top priority to deliver a low carbon London. The most popular were reducing CO<sub>2</sub> emissions to mitigate climate change (14% of respondents) and retrofitting buildings (also 14% of respondents). The next most mentioned priorities were decentralised energy (7% of respondents) and a secure energy supply (7% of respondents).

#### *Vision and objectives of the strategy*

Overall, there was support for the vision and objectives of the strategy. However, ten respondents disagreed with the vision and objectives of the strategy, with ten respondents raising the need for the vision and objectives to be supported by adequate action and funding.

#### *CO<sub>2</sub> emission reduction targets*

There were conflicting views on the CO<sub>2</sub> emission reduction targets proposed in the strategy. The targets were supported by 16 respondents with some respondents urging the targets, particularly interim targets, to be increased. Eleven respondents did not support the targets, with particular concerns across all respondents on the need for significant investment, particularly from the private sector, and government action, particularly on decarbonisation of the national grid, to reach the targets.

### *Making London a leading low carbon capital*

Policies 1 and 2 received 13 explicit mentions of support. Most comments received focused on support for skills provision. Although there was not consensus on which skills should be focussed on, there were a number of comments to support transferable skills. There was a positive response for supporting London's economic strengths, and alongside this, a number of respondents suggested additional support for small and medium enterprises (SMEs) to participate in the growing low carbon economy.

### *Securing a low carbon energy supply for London*

Policies 3, 4 and 5 received a high number of comments, many of which were detailed. Fifteen explicit mentions of support were provided. Six respondents (mainly London boroughs) mentioned support for DEMaP and the London Heat Map, but asked for clarification on how this support will be continued. Six respondents also highlighted the need for private sector funding to deliver the Mayor's target for 25% of London's energy to be supplied from decentralised sources by 2025. Other key issues were concerns around the potential negative impacts of some decentralised energy technologies on air quality, and further measures to encourage existing buildings to be connected to heat networks.

### *London's homes: Driving our energy future*

Policies 6 and 7 received 13 explicit mentions of support. Four respondents raised concerns on the future of Mayoral programmes following the announcement of the abolition of the LDA, and requested clarification on their future. A number of respondents also raised the issue of hard to treat homes in London, particularly the high number of properties with solid walls, those in flats and those in conservation areas. Other issues raised included existing and future funding levels coming into London for homes energy efficiency, including the Green Deal, behaviour change, and the availability of data on homes and fuel poverty.

### *Cutting costs and CO<sub>2</sub> in workplaces*

Policy 8 received seven explicit comments of support. The majority of comments from respondents highlighted a need for further support for SMEs to make their buildings more energy efficient, with suggestions that this could be supported through a RE:NEW-type model. Support for programmes that share best practice between all organisations, and reward those that are taking a leading in improving the energy efficiency of their buildings was also shown. Other comments highlighted the need to work with commercial landlords to improve the energy efficiency of buildings, and for sector-specific support.

### *Driving down emissions from transport*

Although a high number of comments were made on the policies 10, 11 and 12, there was no clear consensus on suggestions for where the Mayor could go further. Overall, respondents showed support for policies on modal shift, particularly cycling, and use of low emissions vehicles, including electric vehicles and hydrogen vehicles. Suggestions for improvements to policies included the Mayor investigating biofuels further and supporting bio-methane as an alternative fuel. Concerns on the prices of electric vehicles compared to conventional vehicles were also raised.

### *Building towards a zero carbon London*

Although few respondents commented on this area, policy 9 received eight explicit comments of support. The majority of comments in this policy area related to the

implementation of planning policies and the potential for further training of planning officers to implement CO<sub>2</sub> emissions reduction targets. Support was also shown for the proposal for an offsetting fund for new development, although caution was raised that it should ensure 'additionality' of CO<sub>2</sub> emission reductions.

#### *Setting an example through the GLA group*

Although few respondents commented on this area, the aim of the GLA group leading by example was explicitly supported by eight respondents. Most comments received in this area focussed on the GLA group using its procurement to drive markets for low carbon products and services.

#### *Evaluating and monitoring the success of the strategy*

Few respondents commented on this policy. However there were six expressions of support for proposals to measure London's scope 3 emissions. This was coupled with suggestions that this measurement should align with international reporting standards.

### **3.2. Incorporating responses into the final CCMES text from the CCMES policy questionnaire and written responses**

The following tables set out the general themed responses received through the CCMES policy questionnaire and written responses. It indicates where changes have been made to the strategy as a result, or if not, why this is the case.

#### **CO<sub>2</sub> emission reduction targets**

<b>Consultation comment</b>	<b>GLA officer response</b>	<b>Proposed change to final text of the Strategy</b>
There was concern that targets may not be achieved due to reliance on government action and funding from the private sector.	The GLA Act allows the Mayor to include in the CCMES measures which other bodies and persons are encouraged to take for the purpose of implementing the CCMES. Therefore the CCMES states that the targets will only be deliverable if government achieves its own targets, and if private sector finance is levered. The programmes funded by the Mayor aim to stimulate the private sector, de-risk projects, and demonstrate workable commercial models to achieve this.	None
The CCMES should not have targets/ targets should be reduced.	The targets are based on the contribution required according to the latest scientific consensus, and on London taking a leadership role.	None



<b>Consultation comment</b>	<b>GLA officer response</b>	<b>Proposed change to final text of the Strategy</b>
The CCMES should increase targets, particularly the 2020 target.	Revised modelling for the CCMES has shown that CO <sub>2</sub> emissions reductions of 42% of 1990 levels by 2020 are achievable. To reflect responses in the consultation, an interim target of 40% has been set. The introduction of this interim target for 2020 will provide a smoother and more realistic transition to the 2025 target of a 60% reduction in CO <sub>2</sub> emissions on 1990 levels.	Interim target increased to a 40% reduction on 1990 levels by 2020.

**Policy 1 – Combining London’s existing economic strengths with its influence and capacity to drive demand for, and attract inward investment in, the low carbon economy**

**Policy 2 – Helping Londoners to gain the skills and experience needed to participate in the low carbon economy**

<b>Consultation comment</b>	<b>GLA officer response</b>	<b>Proposed change to final text of the Strategy</b>
There should be increased support to help SMEs to enter low carbon markets	The GLA has released a new report The London Low Carbon Market Snapshot which identifies sectoral strengths in the low carbon economy by borough. This is being disseminated to boroughs to inform their policies and programmes to support SMEs. The work also includes recommendations for where the Mayor can provide further support which will inform future policies.	None
There should be support for ensuring skills programmes develop transferable skills	The CCMES sets out that the Mayor will adopt a demand-led approach to the development of skills programmes to ensure that Londoners are equipped with the skills required by businesses and other organisations. These are likely to include a mix of transferable and job-specific	None

<b>Consultation comment</b>	<b>GLA officer response</b>	<b>Proposed change to final text of the Strategy</b>
	skills.	
As well as working with employers, the Mayor should also work with higher education and schools.	With the transfer of skills responsibilities to the national level, the Mayor's resources to extend skills provision is limited. However, he will continue to work with universities and students through the Mayor's Low Carbon Prize.	More information provided on the Mayor's Low Carbon Prize.

**Policy 3 – Enabling the identification and development of decentralised energy opportunities, and building capacity to deliver decentralised energy projects**

**Policy 4 – Delivering decentralised energy through the planning system**

**Policy 5 – Enabling the commercialisation of the decentralised energy market**

<b>Consultation comment</b>	<b>GLA officer response</b>	<b>Proposed change to final text of the Strategy</b>
There was concern on how private funding will be attracted to deliver the Mayor's target to supply 25% of London's energy from decentralised sources by 2025.	Since the public consultation on this strategy, the Mayor has undertaken a Decentralised Energy Capacity Study to understand the potential for decentralised energy in London. This included financing constraints. Policy 5 is focussed on how the Mayor will commercialise decentralised energy, working to attract private sector funding. Since the public consultation draft of this strategy, the Mayor has secured funding to support a Decentralised Energy Project Delivery Unit that will help to commercialise decentralised energy projects.	Text in chapter 4 updated with results of the Decentralised Energy Capacity Study and with detail on the Decentralised Energy Project Delivery Unit (action 5.3).
There was support for DEMaP and the London Heat Map, and support for continuation of these.	Since the public consultation draft of this strategy, the Mayor has secured funding to support a Decentralised Energy Project Delivery Unit to commercialise decentralised energy projects, including those identified under DEMaP.	Text updated in chapter 4 – actions 3.1 and 5.3.

<b>Consultation comment</b>	<b>GLA officer response</b>	<b>Proposed change to final text of the Strategy</b>
	The Mayor has also committed to continually update the London Heat Map.	
Concern was raised on the potential for the negative impact on air quality from use of biomass in combined heat and power.	The Mayor's Air Quality Strategy has committed to keep the emission limits for biomass boilers and CHP systems under review and amend them as abatement technology develops and new evidence becomes available. The emission limits will be published on the GLA website following further consideration of available abatement equipment and will be given statutory planning status by being included in the London Plan Minor Alterations.	None
There was encouragement for existing buildings to commit to heat networks	The London Heat Map identifies potential for connecting existing heat loads to heat networks, and action 5.4 commits to explore opportunities across publicly-owned land and waste facilities to install decentralised energy generation and commit public sector buildings and housing as energy loads.	None

## **Policy 6 – Retrofitting existing homes with energy efficiency measures, water efficiency measures, and low and zero carbon microgeneration technologies**

### **Policy 7 - Tackling fuel poverty in London**

<b>Consultation comment</b>	<b>GLA officer response</b>	<b>Proposed change to final text of the Strategy</b>
Clarification was sought on the future of the RE:NEW programme and the Mayor's ability to deliver RE:NEW targets.	The Mayor has committed to support the RE:NEW programme with £7.8 million committed to 2012.	Text updated with new funding levels and expected number of homes reached.
There was concern that London does not receive an equitable share of national funding for homes energy	CCMES commits to encourage government to set regional targets for CERT and going forward, for the Energy	Text updated on the Energy Company Obligation – chapter 5 and in action 6.4.

<b>Consultation comment</b>	<b>GLA officer response</b>	<b>Proposed change to final text of the Strategy</b>
efficiency.	Company Obligation. The Mayor is also working with boroughs to understand potential models for local authority involvement in the Green Deal.	
There was concern that current schemes and funding do not support the retrofitting of hard-to-treat properties, including solid walled properties, flats and properties in conservation areas.	The Mayor recognises the importance of retrofitting hard to treat properties in London and is working with partners and encouraging government to ensure the right framework to allow this, whilst preserving buildings in conservation areas.	Text updated in action 6.2, chapter 5 on how Mayor proposes to support more expensive energy efficiency measures in homes through working with boroughs, energy companies and government. Included the word “appropriate” in supporting text to policy 6 to ensure that conservation properties are protected.
The importance of collecting data on homes and fuel poor households to target homes energy efficiency programmes and support was highlighted.	CCMES sets out how the Mayor will work with boroughs, energy suppliers and government to encourage the sharing and collation of this data.	None
Behaviour change should be included in homes energy efficiency programmes.	Behaviour change advice is integral to RE:NEW and RE:CONNECT and is provided when energy assessors visit homes.	None

#### **Policy 8 - Retrofitting London’s existing workplaces with energy efficiency measures and low and zero carbon microgeneration technologies**

<b>Consultation comment</b>	<b>GLA officer response</b>	<b>Proposed change to final text of the Strategy</b>
Further energy efficiency support could be provided to SMEs, potentially through a RE:NEW-type model.	The Mayor has committed to support SMEs through ERDF-funded programmes, as well as a commitment to review support to SMEs.	Text updated in policy 8, action 8.5.
Best practice sharing, case studies, sector-specific advice,	The Green500 is becoming a member-led scheme with	Text updated in policy 8, action 8.4.

and rewarding leading organisations can be useful tools for encouraging workplaces to reduce their energy use.	leading organisations supporting other organisations to reduce their energy use. The Green Awards will also continue.	
Concerns were raised on the issue of commercial landlords and split incentives between this group and their tenants to improve energy efficiency.	The Mayor is supporting the Better Buildings Partnership to address these issues in London. The CCMES sets this out in actions 8.2 and 8.3.	None

### **Policy 9 – Minimising CO<sub>2</sub> emissions from London’s new buildings**

<b>Consultation comment</b>	<b>GLA officer response</b>	<b>Proposed change to final text of the Strategy</b>
Further training should be provided for borough planning officers on achieving London Plan targets.	The Mayor has committed to produce an SPG on sustainable design and construction for borough planning officers and developers. Support and training is also being provided to London borough planning officers on decentralised energy through DEMaP, the Decentralised Energy Project Delivery Unit, and will be provided through guidance on borough offsetting funds.	None
It should be ensured that the offsetting fund leads to CO <sub>2</sub> emissions reductions which are additional.	Information on the framework for offsetting funds will be included in an updated Sustainable Design and Construction SPG. ‘Additionality’ will be a consideration in this SPG.	Further detail on the offsetting fund, and its ‘additionality’ included in chapter 7.

### **Policy 10 - Minimising CO<sub>2</sub> emissions through a shift to more carbon efficient modes of transport**

### **Policy 11 - Minimising CO<sub>2</sub> emissions through more efficient operation of transport**

### **Policy 12 - Minimising CO<sub>2</sub> emissions from transport through the use of low carbon vehicles, technologies and fuels**

<b>Consultation comment</b>	<b>GLA officer response</b>	<b>Proposed change to final text of the Strategy</b>
More work should be undertaken into biofuels, particularly ensuring they are	Biofuels are likely to play a part in future transport fuels. However, the GLA’s position	Action 12.13 and accompanying text in chapter 10 updated

'sustainable', and particular support should be given to the potential for biomethane.	supports that of the Committee on Climate Change, that biofuels are likely to play a residual role, fuelling those vehicles not suited to electric or hydrogen fuels. The Mayor's position is to support sustainable biofuels, and is also supporting trials of biofuels, including for biomethane.	with Mayor's position.
Consumers require a purchasing subsidy for electric vehicles to bring costs down to within the range of conventional vehicles.	The Mayor supports subsidies for low emission vehicles to bring costs down to within the range of conventional vehicles. A commitment to encourage government and other stakeholders to do this is included in section 8.7 of the chapter.	None

**Policy 13 - Setting challenging CO<sub>2</sub> emissions reduction targets, and measuring and publicly reporting CO<sub>2</sub> emissions**

**Policy 14 - Minimising energy use and CO<sub>2</sub> emissions from GLA group buildings**

**Policy 15 - Minimising CO<sub>2</sub> emissions from transport in the GLA group**

**Policy 16 - Minimising indirect emissions and stimulating markets for low carbon goods and services**

<b>Consultation comment</b>	<b>GLA officer response</b>	<b>Proposed change to final text of the Strategy</b>
The GLA group should use its procurement to contribute to markets for low carbon products and services.	The actions in policy 16 commit the Mayor to using procurement, where appropriate, to stimulate markets for low carbon products and services.	None

**Policy 17 - Measuring London's CO<sub>2</sub> emissions**

<b>Consultation comment</b>	<b>GLA response</b>	<b>Strategy change</b>
Measurement of London's scope 3 emissions should align with international reporting standards.	When developing the methodology for measuring London's scope 3 emissions, international reporting standards will be taken into account.	None

## General Comments

Consultation comment	GLA officer response	Proposed change to final text of the Strategy
Clarification is required on the future of programmes delivered by the LDA, following the Comprehensive Spending Review (CSR) in 2010 and the abolition of the London Development Agency (LDA) in March 2012.	Following the Comprehensive Spending Review and announcement of the abolition of the LDA, some programmes, particularly around skills and transport, have been reduced. However, the Mayor has continued to commit and attract funding for the majority of the programmes referenced in the CCMES which contribute to the Mayor's aim to reduce CO <sub>2</sub> emissions, including RE:NEW, RE:FIT, RE:CONNECT and decentralised energy.	Actions and text updated to reflect current funding levels, the impact of the CSR and the impact of the abolition of the LDA on programmes.
A significant proportion of CO <sub>2</sub> emission reductions contributing towards the achievements of targets in the CCMES are reliant upon government action, particularly decarbonisation of the national grid.	Due to the reliance of the UK and London on the national grid, further decarbonisation of the national grid will be vital to meeting the Mayor's targets. The CCMES sets this out in the introduction and in all relevant chapters.	None
To deliver the targets in the CCMES will require private sector funding. The strategy should set out the levels of this funding and the sources it will come from.	The CCMES sets out that private sector funding will be required to deliver the targets. Although the Mayor has powers to require CO <sub>2</sub> emissions standards and programmes in new development and some modes of transport, these powers do not extend to existing buildings. Therefore the Mayor's role is to stimulate markets through his programmes. The level of investment that the Mayor can account for is therefore included in the CCMES, and estimates are provided of the private funding required.	None
Behaviour change across all sectors will be an important	The CCMES sets out where behaviour change is being	None

Consultation comment	GLA officer response	Proposed change to final text of the Strategy
part of reducing CO <sub>2</sub> emissions in London.	encouraged to reduce CO <sub>2</sub> emissions, including through RE:CONNECT, RE:NEW and modal shift policies in chapter 8.	

### 3.3. Responses from the telephone poll

As 36% of London's CO<sub>2</sub> emissions are from homes, and activity to retrofit homes involves activity by all Londoners, a telephone poll was designed to gather a greater understanding of the opportunities of, and challenges to, installing energy efficiency measures and low and zero carbon microgeneration measures in London's homes. It asked what measures were preferred by Londoners, how they would prefer to have them financed, how they would prefer to have them installed, and by whom. The poll also asked questions on the perception of employees about the environmental performance of their workplaces. A full copy of the questionnaire is included in Appendix B. The following is a summary of the headline results of that questionnaire:

#### *Interest in energy saving measures*

In general there was a relatively high level of Londoners that had either undertaken energy saving measures in their homes or had an interest in installing them. For example around 9 in 10 had either installed or were interested in installing energy saving light bulbs and double glazing and around 8 in 10 had either blocked gaps, or were interested in doing this, the same number that had upgraded their boiler or were interested in doing so. Table 1 shows the relative interest in each measure.

**Table 1**

		Already done it	Interested in doing it	Not interested in doing it	Net (interest – disinterest)
Installing low energy light bulbs	%	82	9	7	+2
Installing an energy monitor	%	13	46	37	+9
Blocking gaps to reduce heat loss	%	49	32	11	+21
Installing a hot water tank jacket	%	40	16	17	-1
Fitting radiator panels	%	26	24	33	-9
Topping up or replacing loft insulation	%	40	25	15	+10
Putting in cavity wall insulation	%	25	22	27	-5
Putting in solid wall insulation	%	11	24	37	-13
Installing double glazing	%	73	14	9	+5
Replacing a boiler with a more efficient one	%	52	26	16	+10
Installing solar panels	%	1	37	47	-10
Installing a ground source heat pump	%	1	22	49	-27

The top three measures with the highest level of interest were installing an energy monitor (46%), installing solar panels (37%) and blocking gaps to reduce heat loss (32%). However, for all measure there were generally almost as many or even more people that said they were not very interested or had no interest at all in taking these measures. For example, 23% of those polled said they were interested in solid wall



insulation, whereas 37% said they not interested in this measure. This may, however, also reflect the potential for a building to take that measure.

Younger groups and those who live in privately rented accommodation were the least likely to have installed energy saving devices in their homes.

#### *Installing energy saving measures*

An 'official face' was seen as important for a programme of installing energy saving measures:

- Around a third of people said they would most like either their local council or a government-approved tradesman to install energy efficiency measures if they were considering them
- 15% said a private company
- 9% said an energy supplier.

The 'top' social class (ABs) were more receptive to the private sector, and less so towards the public sector:

- 22% of ABs mentioned private sector, 12% of all other classes
- 19% of ABs mentioned their council, 39% of all other social classes.

Council renters were overwhelmingly in favour of installation by their local council, perhaps highlighting the good relationship they have with their landlords:

- 71% of council renters mentioned their local council compared with 26% of the rest of the tenure types.

#### *Getting information about energy saving measures*

Online information was the most popular source of information, however other sources were still considered important:

- almost 4 in 10 (39%) of Londoners favoured getting information from online sources
- around a quarter of Londoners favoured local magazines and newspapers (29%), local television (26%) and leaflets (23%).

Marketing/information provision needs to be sensitive to the information source preferences of different age groups and social classes to be effective:

- older people were much less likely to favour online information (44% of 18-54 year olds mentioned this compared with 20% of those aged 55+)
- AB social classes were more likely to favour online communications (55% compared with 30% of all other classes)
- DE classes were less likely than all classes to prefer online information (18% compared with 43% of their counterparts).

### *Information needs*

Financial considerations were the key to helping people make decisions about installing energy saving devices in their homes:

- 8 in 10 people (77%) mentioned cost as something they would need to know about when making a decision. Next most popular was the amount of money that would be saved, with 43%.

Social class played what might be considered an unintuitive role with relation to value of monetary considerations:

- ABs were more likely than their counterparts to mention cost (85% compared with 73%)
- DE groups were less likely to mention savings (30% compared with 46% of their counterpart social classes).

### *Financing energy saving measures*

Paying upfront was the most popular way of paying for energy saving measures, followed by a loan from the local council, but social class played a strong role:

- 38% of ABs said they would pay up-front compared with 24% of all other classes
- 18% of ABs said they would take a loan from their local council, 29% of other classes said the same.

Accessibility and convenience were seen as the top issues in terms of preference for different financiers:

- 82% mentioned accessibility as why they would choose one financier over another
- 74% mentioned convenience
- 68% mentioned trust
- 65% mentioned fairness.

Banks were preferred for their accessibility and convenience, councils were preferred for their fairness and trust:

- 87% of people mentioned that banks were accessible, 82% mentioned that they were convenient (compared with 79% each and 74% and 68% respectively for energy suppliers and local councils)
- 74% of people mentioned councils would be fair, 72% said they trust them (compared with 53% and 60% for energy suppliers, and 55% and 68% for banks).

The high scores in different areas for those that prefer banks and those that prefer local authorities imply that higher social classes place more value on accessibility and convenience and lower social classes favour trust and fairness.

### *Energy use at work*

Employers in general were seen to be taking simple measures in the office to reduce energy use. For example, 62% of Londoners said that their employers are doing enough to reduce energy use, 86% said their employers turn off office lights at night and three quarters said they encourage employers to turn off PCs.

### **3.4. Responses from the homes energy efficiency questionnaire**

The homes energy efficiency questionnaire built on the responses from the telephone poll carried out in August 2010, aiming to gather more qualitative data. The full questionnaire is included in Appendix C. One-hundred-and-eighty responses were received via the public online questionnaire. The results of this questionnaire are summarised below:

#### *Overall*

Of those that responded to the questionnaire, 97% thought that saving energy in their home was either fairly important or very important.

#### *Inexpensive measures*

##### *Tenure*

Many people expressed the difficulty they face because they are in rented properties. By their very nature they tend to have a short-term interest in their property. As such they are generally unsure about taking on the cost themselves when they are unlikely to see the financial gains back in their tenancy. For those willing to undertake the work themselves there is also the additional difficulty of getting permission from a landlord to retrofit a property.

Tenants suggested that the Mayor might be able to develop an incentive scheme, or at least put pressure on landlords to install these measures in the homes they rent out. Incentives were felt important as the landlords don't pay the bills in general so would not be getting the cost pay back of any installation.

#### *Energy saving light bulbs*

Although many people have energy saving light bulbs (84% had already installed) there was considerable discussion about their effectiveness. Many people consider the bulbs to be too dull for day-to-day use, which could be a particular issue for older people or people with poor sight. In addition to these concerns people also had reservations about safe disposal of the light bulbs.

#### *Energy monitors*

There was a mixed reception for the idea of energy monitors. Firstly there were a group of respondents who said that knowing what they use will make no difference – they already try to limit their energy use and are still going to use the appliances they use regardless.

However, over 50% were either fairly interested or very interested in using energy monitors and suggested that it would be both interesting and useful in terms of helping them direct their efforts to saving energy and money more effectively.

### Radiator panels

The overriding thought about radiator panels was “what are they?” Given this, and the relatively low rate of installation at present (22% currently have radiator panels) there may be room for further promotion of these.

### Blocking gaps

There was some confusion around blocking gaps in that some respondents were unsure as to what gaps they are meant to be blocking. Furthermore there were some concerns raised around blocking gaps and the fact that it could reduce the ventilation in a home.

### Hot water tank jackets

There was general surprise at the low number of Londoners that said they have jackets on their hot water tanks. Some thought that hot water tanks only come with jackets. Those that have them said that they are very effective in reducing energy costs, and a cheap way of doing so too.

### Loft insulation and cavity wall insulation

A relatively high number of respondents had already installed some form of loft insulation (42%) with a further 25% interested in installing it. Less respondents had installed cavity wall insulation (18%). However, over half respondents said their homes were not suitable for cavity wall insulation, and over 20% said they would be interested in installing it.

### *More expensive measures*

#### Solid wall insulation

There was considerable interest in solid wall insulation as a solution to making terraced and older housing more energy efficient and warmer, with 25% of respondents saying they were very interested or fairly interested in installing it. However there was some confusion around it and respondents often wanted more information about it.

Concerns included that it makes internal rooms smaller, that it would be a lot of work and cause disruption, particularly with redecorating. Respondents made mention of the merits of external solid wall insulation in terms of not eating internal space but were concerned that it was both expensive and often not practical for many people to undertake on their homes.

### Double glazing

There were a lot of respondents that considered double glazing to be a very expensive upgrade to their home, but recognition that it can make an impact on reducing energy usage.

### Solar panels and ground source heat pumps

Over 50% of respondents were interested in installing solar panels on their properties and 35% interested in ground source heat pumps. Cost was seen a major barrier to installing these measures, as was installing measures in rented properties and in leasehold properties. A number of respondents were unclear on what a ground source heat pump was.

### *What more could the Mayor do to help people take up these measures in their homes?*

#### Information

Respondents thought that the Mayor was in a good position to provide practical and environmental information about measures. In particular, respondents mentioned the value of information on which measures are appropriate for which homes, what is involved in installing and maintaining each measure, what the level of savings each measure will achieve, the costs of each measure, and where financial support/grants are available and for who. It was suggested that this should be linked closely with the savings information so people can make logical, informed choices about what they should do, as well as information on whether fitting measures has any impact on the value of a property where they are installed.

There were also a number of concerns with tradesmen and potential for poor quality work. As such respondents were keen for the Mayor to provide information around credible installation companies that have been vetted and approved, and are also affordable.

#### Communications

There was a feeling that a step change in attitudes towards energy use in the capital should be encouraged. Communications need to be simple so people can understand the reasons for changing behaviour. The usual suspects in terms of channels for this were cited – TV, newspapers, posters, internet and direct email.

Community-level work was also seen to play a role in promoting and encouraging behaviour change. Community groups and buildings could be used to deliver events and also action days where people are shown how to fit devices themselves thus not only informing people but empowering them to take action and spread these skills themselves.

#### Funding/incentives

Costs seemed to be an issue for a number of respondents, particularly for more expensive measures. Respondents felt that less wealthy people should have these measures provided to them for free otherwise they are unlikely to take action for themselves. This wasn't seen as solely the Mayor's responsibility; it was also suggested that he should be working with London boroughs and central government to ensure funding for this provision.

A number of incentives were suggested. These included offering interest-free loans to poorer groups to reduce the impact of up-front costs. Also tax incentives were suggested including reductions in council tax and VAT relief on energy saving products.

#### Promoting low energy options

The Mayor was seen as playing a key role in getting organisational-level buy-in from landlords on installing energy saving measures. Roles mentioned included promoting the benefits of energy saving measures to private landlords and providing incentives, and lobbying local authorities as landlords to deliver more energy saving measures in their homes, particularly as those resident in their homes are often the less wealthy Londoners.

#### The Mayor as a lobbyist:

A number of options were mentioned including:

- the Mayor should work with energy companies to encourage them to provide access to energy saving measures and to incentivise people to reduce their energy bills
- the Mayor should ensure all social housing has energy saving measures installed
- there should be pressure on landlords to install energy efficiency measures
- the Mayor should encourage London boroughs to relax planning regulations that make it difficult to install double glazing.

*What else, if anything, do you think your employer (or self, if self-employed) could do to help reduce your energy use and CO<sub>2</sub> emissions at work? How do you think the Mayor might help?*

There was a 50:50 split between respondents that felt their workplaces were doing enough to reduce CO<sub>2</sub> emissions and energy use, and those that did not. There were a number of changes respondents suggested their employers could make to reduce their energy use. The comments were broadly grouped around strategic actions, behaviour change actions, and building actions.

Strategic actions included introducing CO<sub>2</sub> targets for workplace buildings and enforcing them through penalties/fines, introducing an element of commercial rates based on energy/thermal efficiency, requiring all office landlords to have a CO<sub>2</sub> reduction plan in place, and introducing more cycle-to-work schemes.

Behaviour change action included ensuring staff turn PCs off at night, more flexible working so people could accumulate leave and reduce travelling, and turning off lights when not in use

Building actions included purchasing low energy equipment or equipment that can turn itself off, using plants for shading buildings to reduce thermal gain in the summer, and encouraging the use of solar panels and timed heating and lighting systems.

### **3.5. Incorporating responses from the telephone poll and homes energy efficiency questionnaire**

The following tables set out the general themed responses received through the telephone poll and homes energy efficiency questionnaire. They indicate where changes have been made to the strategy as a result, or if not, why this is the case.

<b>Consultation finding</b>	<b>GLA officer response</b>	<b>Proposed change to final text of the Strategy</b>
The private rented sector could pose particular challenges due to the split incentive between landlords and tenants. Incentives or requirements for private landlords to install energy efficiency measures may therefore be required.	The GLA supports requirements to improve the energy efficiency of private rented accommodation.	None
Local authorities are seen as a trusted organisation for Londoners, particularly those	The GLA is working with London boroughs to develop potential roles and models for	Text updated in chapter 5 to reflect the Mayor's work in

<b>Consultation finding</b>	<b>GLA officer response</b>	<b>Proposed change to final text of the Strategy</b>
in social-rented properties. They could therefore play a delivery, financing or promotional role in future energy efficiency programmes.	local authority involvement in the delivery of the Green Deal and the Energy Company Obligation.	these areas.
Concerns were raised around lighting levels and practicality of energy saving light bulbs.	Best practice guidance for the delivery of RE:NEW has been updated to include suggestions to provide information to households on the range of low energy light bulbs available.	None
The Mayor should provide information on what measures are appropriate in which homes, costs of measures, payback of measures, and financial savings of measures.	Under government proposals, it is expected that homes energy efficiency measures (including more expensive measures) will become available to London's homes on a wide scale with the introduction of the Green Deal at the end of 2012. The Mayor is currently investigating the role he could play in promoting the Green Deal. The provision of information will be considered as part of the development of this role.	None
Incentives such as tax relief and council tax reductions should be offered when installing energy efficiency measures into homes.	Incentives may be required to increase the likelihood of uptake of more expensive measures in homes. The Mayor is encouraging government to consider this.	Text updated in chapter 5 to include a point to encourage government to ensure that the Green Deal includes an incentive such as increasing the value of buildings through reductions on stamp duty.
There is interest in solid wall insulation. However there appears to be confusion on what properties in can be used on.	Insulating solid walls will be important in reaching the Mayor's CO <sub>2</sub> emissions reduction targets. Government's Green Deal aims to insulate solid walls, and the Mayor is encouraging government to ensure that London receives an equitable share of funding to insulate solid walls. This is addressed	None

<b>Consultation finding</b>	<b>GLA officer response</b>	<b>Proposed change to final text of the Strategy</b>
	in action 6.4.	
Grants and low cost loans should be provided to the least wealthy to pay for energy efficiency measures.	The Mayor supports government's proposals for the Energy Company Obligation to include an obligation to install subsidised and free energy efficiency measures in fuel poor homes.	Text updated in chapter 5 to reflect Mayor's position.
Although employees perceive their employers to have undertaken the 'quick win' energy reduction measures, they still believe they could do more. Therefore 'harder' measures may now be required in these buildings.	The Green500 is becoming member-led, sharing best practice between organisations. RE:FIT is addressing the 'harder' measures in public sector buildings.	Text updated on Green500 in policy 8, action 8.4.



## Appendix A – CCMES policy questionnaire

We would like to hear your views on the themes and issues the Mayor has identified and the policies that he will implement to support a future for London as a leading low carbon city, with significant improvements in energy efficiency and reductions in energy use. Please provide as full a response as you are able, including reasons for your answers and additional evidence if possible.

### The Mayor's Vision

The Mayor's vision is that by 2025 London is one of the world's leading low carbon cities, with a thriving low carbon economy, some of the world's most energy efficient buildings, a secure and efficient energy supply, and world class low carbon transport.

The strategy identifies four strategic objectives:

- To reduce carbon dioxide (CO<sub>2</sub>) emissions to mitigate climate change
- To maximise economic opportunities from the transition to a low carbon capital
- To ensure a secure and reliable energy supply for London
- To meet, and where possible exceed, national climate change and energy objectives

### 1. What would be your top priority to deliver a low carbon London?

### Carbon dioxide (CO<sub>2</sub>) emission reduction targets

The strategy identifies a progressive structure of targets over time for CO<sub>2</sub> emission reductions:

- 20% of 1990 levels by 2015
- 38% of 1990 levels by 2020
- 60% of 1990 levels by 2025
- At least 80% of 1990 levels by 2050

In 2008, London operated at approximately the same CO<sub>2</sub> emission levels as in 1990, having fallen by 11% since its peak in 2000. If no further action were taken CO<sub>2</sub> emissions are predicted to fall 10% below 1990 levels by 2025 due to various savings and efficiencies already in motion.

**2. Given this, do you think that the Mayor's targets are achievable? What do you think are the key challenges the Mayor will face in delivering these reductions?**

### The Policies

The Mayor has identified 17 policies (within the eight themes listed below), to improve energy efficiency and reduce energy use. We'd like to find out a bit more about your views on the specific work that the Mayor will have to undertake to deliver his vision through these policies. Please select the sections that you're most interested in commenting on from the list below and some brief information about the aims and policies will appear.

For further detail about what the Mayor is doing to deliver each policy please download the full strategy from our website before commenting.

## **Making the most of the economic opportunities of moving to a low carbon economy.**

Aim:

By 2025 London will be one of the world's leading Low Carbon Capitals and the world's leader in low carbon finance. It will produce opportunities for businesses, inward investors and Londoners to participate in the global low carbon economy, and generate jobs and create wealth for London and the UK economy.

1. Combining London's existing economic strengths and institutions with its influence and capacity to drive demand and attract investment in the low carbon economy

- Securing London's low carbon prosperity
- Showing the way and setting the standard
- Making London's size count
- Establishing London as a low carbon innovator and exporter of low carbon solutions
- Attracting the green pound
- Leading by example

2. Helping Londoners gain the skills and experience needed to participate in the low carbon economy

- Establishing a robust evidence base on the employment sector and skills activity needed to support the low carbon sector
- Creating jobs and training opportunities through the Mayor's climate change programmes
- Working with partners to coordinate and identify the requirements for low carbon skills training and employment support

**We are interested in knowing:**

- **Whether you think these policies will achieve their aim.**
- **What you think the key challenges are in achieving this that the Mayor should be aware of.**
- **If there is anything else you think the Mayor should be doing.**

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### Securing a low carbon energy supply for London

Aim:

To meet the energy demands of London's homes, businesses and infrastructure through the provision of an efficient, affordable and secure supply of low and zero carbon energy, including 25 per cent from decentralised energy by 2025.

3. Enabling the identification and development of decentralised energy opportunities
  - Knowing where London's decentralised energy opportunities are
  - Building the capacity of stakeholders to develop decentralised energy projects
4. Delivering decentralised energy through the planning system
  - Using the Mayor's planning powers to identify and support opportunities for the development of decentralised energy
5. Enabling the commercialisation of the decentralised energy market
  - Facilitation and delivery of exemplar projects with public sector partners
  - Investment in and commercialisation of the decentralised energy market
  - Stimulation of the market for renewable and indigenous fuels
  - Working with government to support decentralised energy

**We are interested in knowing:**

- **Whether you think these policies will achieve their aim.**
- **What you think the key challenges are in achieving this that the Mayor should be aware of.**
- **If there is anything else you think the Mayor should be doing.**

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## Reducing CO<sub>2</sub> emissions across London's sectors:

### London's homes: driving our energy future.

Aim:

By 2030 London's existing homes are retrofitted with energy efficiency measures and can generate low and zero carbon energy; Londoners use energy more efficiently and fuel poverty is eradicated.

6. Retrofitting existing homes with energy efficient measures and renewables
  - Working with boroughs, energy suppliers, government and partners, to install easy energy efficiency measures into 1.2 million homes and loft and cavity wall insulation into those where appropriate by 2015
  - Maximising uptake of more expensive measures
  - Develop effective community based approaches to delivering home energy efficiency measures
7. Tackling fuel poverty in London
  - Working to increase the energy efficiency of homes through retrofitting programmes
  - Increasing the provision of energy efficient affordable housing
  - Increasing the uptake of benefits and energy efficiency measures

### **We are interested in knowing:**

- **Whether you think these policies will achieve their aim.**
- **What you think the key challenges are in achieving this that the Mayor should be aware of.**
- **If there is anything else you think the Mayor should be doing.**

### Cutting costs and CO<sub>2</sub> in London's workplaces.

Aim:

By 2025, London's workplaces will be some of the most energy efficient of any major city in the world.

Minimising CO<sub>2</sub> emissions from London's existing workplaces

- Retrofitting London's existing workplace building stock with energy efficiency measures
- Provide energy efficiency support and advice
- Encourage those organisations already taking a lead on CO<sub>2</sub> reduction activities to share best practice, and cascade through their supply chains.

**We are interested in knowing:**

- **Whether you think these policies will achieve their aim.**
- **What you think the key challenges are in achieving this that the Mayor should be aware of.**
- **If there is anything else you think the Mayor should be doing.**

### Building towards a zero carbon London.

Aim:

By 2025 all new buildings are built to the highest energy efficiency standards and supplied in part by low and zero carbon decentralised energy.

9. Minimising CO<sub>2</sub> emissions and energy use from London's new buildings
- Implement climate change mitigation and energy policies set out in the draft replacement London Plan
  - Provide further guidance and best practice support to maximise energy efficiency, ensure efficient energy supply and minimise energy consumption
  - Work to deliver exemplar new build developments

**We are interested in knowing:**

- **Whether you think these policies will achieve their aim.**
- **What you think the key challenges are in achieving this that the Mayor should be aware of.**
- **If there is anything else you think the Mayor should be doing.**

**Moving towards zero emission transport in London**

Aim:

By 2025 London's transport system will excel amongst global cities, with low carbon infrastructure and access to ever more low carbon transport options.

10. Minimising CO<sub>2</sub> emissions through a shift to more carbon efficient modes of transport
  - Empower individuals to use public transport
  - Create a cycling revolution and make walking count
  - Enable and encourage a modal shift of freight from road to rail and water
  - Support provision of alternatives to aviation
11. Minimising CO<sub>2</sub> emissions through more efficient transport operation
  - Roll out eco driving techniques on public transport
  - Reduce fuel consumption by raising awareness of the impact of driving style and vehicle maintenance
  - Share best practice on fuel-efficient freight operations, driving style and maintenance
  - Smooth traffic flow
12. Minimising CO<sub>2</sub> emissions from transport through the use of low carbon vehicles, technologies and fuels
  - Support and encourage the uptake of low carbon vehicles in London
  - Use low carbon technologies to reduce CO<sub>2</sub> emissions from transport infrastructure
  - Promote the use of sustainable biofuels

**We are interested in knowing:**

- **Whether you think these policies will achieve their aim.**
- **What you think the key challenges are in achieving this that the Mayor should be aware of.**
- **If there is anything else you think the Mayor should be doing.**



### Setting an example through the GLA group

Aim:

The GLA group will take the lead on reducing CO<sub>2</sub> emissions. It will set an example for the rest of London's public sector, with energy efficient buildings, using low carbon transport options and stimulating demand for low carbon products and services through its purchasing decisions.

- 13. Setting challenging targets and measuring and publicly reporting CO<sub>2</sub> emissions.
- 14. Reducing energy use and CO<sub>2</sub> emissions from GLA group buildings
- 15. Driving down CO<sub>2</sub> emissions from transport in the GLA group
- 16. Demonstrating what can be achieved through demanding low carbon goods and services

**We are interested in knowing:**

- **Whether you think these policies will achieve their aim.**
- **What you think the key challenges are in achieving this that the Mayor should be aware of.**
- **If there is anything else you think the Mayor should be doing.**

## Evaluating and monitoring the success of the Strategy

Aim:

London will be able to measure and report those CO<sub>2</sub> emissions for which it is responsible, and assess the progress of this Strategy on an annual basis.

17. Monitoring London's CO<sub>2</sub> emissions

- Measuring London's CO<sub>2</sub> emissions
- Reporting London's CO<sub>2</sub> emissions

**We are interested in knowing:**

- **What you think the key challenges are in achieving this that the Mayor should be aware of.**
- **If there is anything else you think the Mayor should be doing.**

## Appendix B: - Public telephone poll

**Q13. I am now going to read out a number of measures designed to improve energy efficiency in your home. For each, please tell me whether you are.....**

	Already done it	Interested in doing it	Not interested in doing it
Installing low energy light bulbs			
Installing an energy monitor			
Blocking gaps to reduce heat loss			
Installing a hot water tank jacket			
Fitting radiator panels			
Topping up or replacing loft insulation			
Putting in cavity wall insulation			
Putting in solid wall insulation			
Installing double glazing			
Upgrading your boiler for a more efficient one			
Installing solar panels			
Installing a ground source heat pump			

**Q14. If you were considering taking any of the measures just mentioned, to improve energy efficiency in your home, which, if any, of the following, would you most like to carry out the installation?**

Your local council

A Government-approved tradesman

A private company (for example a building firm)

An energy supplier

None of these

Don't know

**Q15. From which information sources, if any, would you most like to hear about measures to improve energy efficiency in your home?**

- Online
- Local magazines and newspapers
- Local television
- Leaflet
- Word of mouth
- Direct mail
- Face- to-face at your home
- Posters

**Q16. If there was a programme of support to help you install energy saving measures in your home, what kind of things would you want to know about in order to make a decision about whether to install such measures?**

- The cost of the measure
- The amount of money the measure could save you
- How easy the measure was to install and the amount of disruption it would cause
- The criteria you would have to fulfil to get support
- Whether the measure would impact on your lifestyle
- Who was administering the programme
- Not applicable - wouldn't consider

**Q17. Fitting your home with energy saving measures costs money, but over time can save you money on your energy bills. If you were to take measures to improve energy efficiency in your home, and needed to take out a loan to do so, who would you most like to receive finance from?**

- I would pay the full amount up-front
- Your local council
- A high street bank
- Direct from your energy suppliers
- Loan from relative/ parent
- Other
- Not Applicable

None of these  
Don't know

**Q18. Why would you prefer X as opposed to another option?**

	Direct from energy suppliers	Local council	A high street bank
They're accessible			
I think they'd be the most convenient			
They provide me with good, clear information			
I think I'd get a better service from them			
I trust them more than the others			
I think they'd be fairer than the others			
Have used them before			
Low interest rates			

**Q19. As far as you are aware, which, if any, of the following measures has your employer already taken to reduce energy use and CO<sub>2</sub> emissions? Or, if you are self-employed, which measures have you taken?**

Turn off the office lights at night  
Encourage employees to turn off their PCs when not in use  
Minimise the amount of printing and photocopying done  
Ensure the building is energy efficient e.g. is double glazed, insulated  
and has windows that open  
Install energy saving appliances where possible  
Install devices such as solar panels, wind turbines or ground source  
heat pumps in the building  
Recycling

**Q20. Do you think your employer is doing enough to reduce energy use and CO<sub>2</sub> emissions? Or, if you are self-employed, do you think you are doing enough to reduce energy use and CO<sub>2</sub> emissions at your place of work?**

Yes  
No

## Appendix C – Homes energy efficiency questionnaire

### Saving energy at home

Installing energy saving measures in your homes can help you save money over time. There are many different measures you can take, ranging in cost from just a few pounds through to thousands of pounds. Tell us how you feel about the measures you can take by answering the questions below.

**1. How important do you think it is that you save energy at home?**

- Very important
- Fairly important
- Not very important
- Not important at all

Installing energy saving measures in your homes can help you save money over time. There are many different measures you can take, ranging in cost from just a few pounds through to thousands of pounds. In our survey we asked people about some of these - whether they've done any of them already, whether they would like to do any, or whether they're simply not interested - tell us how you feel about different measures in the questions below.

### Cheap energy saving measures

**2. Tell us what you've done in your home or would like to do and see how the rest of London answered the questions**

	Have already done it	Very interested in doing it	Fairly interested in doing it	Not very interested in doing it	Not at all interested in doing it	Not applicable to my home
Installing low energy light bulbs						
Installing a monitor to you how much energy your appliances are using						
Blocking gaps to reduce heat loss						

Installing a hot water tank jacket						
Fitting radiator panels						

3. **Why are some of the measures of more or less interest to you? Is there anything in the survey results that surprised you or you find interesting?**

4. **What do you think the Mayor can do to help people take more of these measures up in their homes?**

#### **Moderately expensive energy saving measures**

5. **Tell us what you've done in your home or would like to and see how the rest of London answered the questions**

	Have already done it	Very interested in doing it	Fairly interested in doing it	Not very interested in doing it	Not at all interested in doing it	Not applicable to my home
Topping up or replacing loft insulation						
Putting in cavity wall insulation						
Putting in solid wall insulation						
Installing double glazing						
Upgrading your boiler for a more efficient one						

6. **Why are some of the measures of more or less interest to you? Is there anything in the survey results that surprised you or you find interesting?**

7. **What do you think the Mayor could do to help people take more of these measures up in their homes?**

#### More expensive measures

8. **Tell us what you've done in your home or would like to and see how the rest of London answered the questions**

	Have already done it	Very interested in doing it	Fairly interested in doing it	Not very interested in doing it	Not at all interested in doing it	Not applicable to my home
Installing solar panels						
Installing a ground source heat pump						

9. **Why are some of the measures of more or less interest to you? Is there anything in the survey results that surprised you or you find interesting?**

10. **What do you think the Mayor could do to help people take more of these types of measures up in their homes?**



## Costs

Money is a big consideration in everyone's life, and in our survey cost was the thing we found people are most likely to want to know about energy saving measures, followed by how much money they would save.

Saving energy can help people save money on their bills, and as a result some measures may add value to a home too. Despite this, energy saving measures can in reality sometimes take years to 'pay for themselves'.

### 11. If you were going to spend the following amounts of money for an energy saving measure for your home how quickly would you expect the measure to pay for itself?

	Less than a year	1-2 years	2-5 years	5-10 years	10-20 years	20+ years	I don't mind - it's more about the environmental benefit for me
£0-100							
£100-500							
£500-1000							
£1000-2500							
£2500-5000							
£5000+							

### 12. Can you tell us how you would like to pay for the following types of measures:

	Up-front myself	With a loan from my local council	With a loan from my high-street bank	I wouldn't get it
A measure that costs around £50 and pays for itself in around 2 years				
A measure that costs around £500 and pays for itself in around 4-5 years				
A measure that costs around £5000 and pays for itself in more than 10 years				

- 13. What things would you want to know about if you were thinking about installing energy saving measures in your home?**

### Energy use at work

We also asked people about what was being done in their workplace to help reduce energy use. Just over 6 in 10 people say that they think their employer is doing enough to reduce energy use. What do you think?

- 14. Do you think your employer is doing enough to reduce energy use and CO<sub>2</sub> emissions? Or, if you are self-employed, do you think you are doing enough to reduce energy use and CO<sub>2</sub> emissions at your place of work?**

- 15. What else, if anything do you think your employer (or self, if self-employed) could do to help reduce your energy use and CO<sub>2</sub> emissions at work? How do you think the Mayor might help?**

Thanks for your help - if you'd like to read the full strategy and comment on that please go to our consultation pages and take a look, otherwise look out for the final strategy early next year!

- 16. We are developing an online panel of Londoners where we will bring together a large cohort of Londoners to discuss what they consider the important issues in continuing to improve our great city. The idea is that we keep you involved in the decision making process and make sure we get a public view early on in important policy developments here at City Hall. This is a chance for you to make your voice heard.**

**Would you like to be part of our online panel? Your details will be kept confidential, no information will be shared with any third parties.**

Yes

No

- 17. What is your name?**

- 18. What is your email address?**

To help us understand the answers we get in this survey better please tell us a bit more about yourself

- 19. Are you?**

Male

Female

- 20. What age are you?**

Under 18

18-24

25-34

35-44

45-54

55-65

65+

**21. What is your ethnic background?**

White British

White Irish

White – any other background

Mixed White and Black Caribbean

Mixed White and Black African

Mixed White and Asian

Mixed – any other mixed background

Asian or Asian British Indian

Asian or Asian British Pakistani

If other, please state

Asian or Asian British Bangladeshi

Asian any other background

Black or Black British Caribbean

Black or Black British African

Black or Black British – any other background

Chinese

Latin American/Ibero American

Any other background

**22. Do you consider yourself to be a disabled person?**

Yes

No

Thank you for your time.