

# News *September 2004*



Creative Environmental Networks

Issue 1



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## Editorial

Welcome to the first of the new CEN quarterly newsletters.

60% by 2050! The challenge has been set so all that's left to do is deliver it!

From the outset we have prided ourselves as an agency for change, acknowledging the need for programs to have a direct impact on the ground. We believe in the importance of action following policy and look forward to the renewed vigour the White Paper targets have instilled in our sector.

With our team now numbering over 40 people, we are including just a selection of brief snapshots of the programmes we are

working on but we hope that this will give you a better idea about the work we do and a hint of the breadth of programmes and expertise at CEN.

I am particularly pleased that this first release of the newsletter has coincided with our award of the prestigious Investor in People accolade. It is great to have this as a public acknowledgement of our commitment to our staff and the strength of our commitment to continuously improving skills and procedures.



*Dominic Gooding, Chief Executive*

## Renewables Advice Service



The Renewable Energy Advisory Service is

continuing to meet and exceed targets in its core areas of: awareness raising, advice provision, installation,

facilitation, and Local Authority capacity development. The service will be continued until March 2005, and over the coming 9 months is being developed in the context of Sustainable Energy Centres.



*Photo courtesy: Youth Hostel Association*

*Youth Hostel Association, Rotherhithe, REAL Launch*

## The Solar Car Challenge



*Children from St Peter-in-Thamet CEJ School celebrating their success*



CEN are working with local authorities to raise the profile of energy efficiency and renewable energy within schools through a number of activities including energy assemblies and events that are designed to engage the interest of pupils and to enhance their learning experience.

An example of the methods used in profile raising is the 'Solar Car Challenge'. St. Peter-in-Thamet CEJ School recently hosted the Thanet Solar Car Challenge. Pfizer are sponsoring the challenge, which is to build a model solar car using a construction kit. Entries then compete to find the fastest and the best designed/best dressed cars.

The project targets 8-11 year olds and also their families, teachers and support staff. It aims to be a fun way for children to learn about the environment, as well as engineering, science and graphic design.

In the process the challenge also enables CEN to promote solar energy to schools and contributes towards meeting National Curriculum requirements on teaching sustainability, environmental education and design and technology.

Following a hard fought tussle St. Peter-in-Thamet School won the fastest car competition and the inaugural 2004 Solar Car Challenge Cup. Closely on their heels in second place was Chilton Primary School. Suggestions that they had the advantage to extensively test their car on the actual race surface prior to the event showed that there was a competitive element to the proceedings!

All the children involved in the cars construction received a special certificate for their efforts.

If additional funding can be secured it is planned that another competition will be run again next year with more schools becoming involved.

## Data Gathering Services



CEN are pleased to announce that, with the cessation of their EEAC Scanning Centre contract, they are still able to offer the same package of HECA Data Gathering services.

Our HECA reporting service has been taken up by so many local authorities that we have been able to further reduce our charges this year.

In addition to HECA reporting CEN also offer a complete suite of

strategy planning tools, including GIS mapping to enable Local Authorities to take proactive steps in order to meet their energy efficiency targets. For further details of CENs Data Services please contact Tom Galpin on 020 8683 6616 or [tom@cen.org.uk](mailto:tom@cen.org.uk)



## Mini Combined Heat & Power



CEN has recently launched a new service to grow the market for mini combined heat and power (CHP). This technology, which is well established in Europe, offers organisations:

*Environmental benefits; from significant carbon savings*

*Social benefits; contributing to affordable warmth strategies*

*Economic benefits; from reduced fuel consumption*

Sheltered housing and social housing properties, which have high heat requirements throughout the year, are key organisations to benefit from mini CHP.

CEN is working closely with local authorities and housing

associations across the region to:

*Provide free and impartial advice, surveys and technology appraisals*

*Facilitate installations through a network of installers and suppliers*

*Offer government funded loans, performance contracts and assist with grant applications*

CEN is currently supporting a number of organisations in progressing towards installation and we look forward to being able to update you on these sites in the next newsletter.

To find out if your site is suitable for CHP or how to work with CEN to gain CHP within your Borough contact the mini CHP team on tel 020 8683 6677 or email [chp@cen.org.uk](mailto:chp@cen.org.uk)

## Warm Home for James



James Smith, age 10 from Folkestone, was recently referred to the Kent Health through Warmth team by a 'Care & Repair' Surveyor. James suffers from severe mental health problems, which include Fragile X Syndrome, Global Development Delay and Autistic Spectrum Disorder. As such, it is very important that James' home has a reliable heating system and a continual supply of hot water. James lives with his mother Susan who is in receipt of Council Tax Benefit, Income Support and Disability Living Allowance.

In October 2003, James was admitted to hospital being seriously ill with Aspiration Pneumonia. Due to the seriousness of his illness he had to undergo an Emergency Tracheostomy (artificial airway). He made slow but steady progress, though unfortunately his airway was not strong enough for the tracheostomy to be removed and he therefore has it indefinitely.

In November, whilst James' return home from hospital was being planned, the 30-year-old gas boiler at his home broke down, leaving the house without heating or hot water. The hospital was informed of this and as a result they were unable to allow James to return home. James' chest is very weak and due to the

opening in his neck he is prone to infection and cannot be looked after in a damp and cold environment.

It was unacceptable for James to be discharged until a new central heating system had been installed. This was an urgent matter, as James' steady progress would have been hampered if his stay in hospital were lengthened.

'Care and Repair' were consequently contacted and they referred James and his case to Creative Environmental Networks (CEN), the managers of Kent Health through Warmth. After investigations, James and Susan received funding of £3,125 from the npower crisis fund for a full central heating system to include the complete removal of their old central heating system, the fitting of a new condensing combination boiler, 8 new radiators with thermostatic radiator valves, digital programmer, wireless digital room stat and a years guarantee on the boiler and parts.

James was then of course allowed to return home and is making excellent progress.

Kent Health through Warmth has received 106 referrals so far this year, and with many more community workers on schedule to be trained as referrers before the winter months, this success is sure to be built upon.

## Energy Advice Update

### Climate Change Movie Launch



As the Hollywood blockbuster *The Day After Tomorrow* hit cinemas nationwide, Creative Environmental Networks showed Croydon cinemagoers that they can make a difference. The film portrays a scenario where the Gulf Stream shuts down, causing the Earth's climate to abruptly change and plunging the world into a new ice age, but help is at hand now. A team from CEN were at

Vue cinema (formerly Croydon Warner Grant's) for the advance screening on Thursday 27th May with free information and advice on how to save energy and the environment. Scott Burrows of Creative Environmental Networks said: "We hope that the film will sound a few bells, prompting people to make the link between climate change and their energy use. We can help them take action on climate change today."



Scott Burrows providing energy advice to householders at London Science Week

### National Science Week at Greenwich



To help mark 2004 National Science Week, CEN took a solar power display to the National Maritime Museum. The museum is presently installing solar power with CEN's renewables team.

"Our Green Energy Centre has been helping Londoners find out more

about renewable energy for nearly two years now and we have seen a lot of interest from all quarters about various types of renewable energy", said Tracey Mills, CEN's energy Advice Manager. "Solar energy seems to have a particular appeal in London as it is ideally suited to the urban environment".

## Hot Spots in London

Many households in London are in need of assistance to improve the conditions of their homes. Local Authorities have worked in partnership with CEN to develop schemes that offer discounted energy efficiency measures to householders. CEN are now working with local authorities in London to identify where the assistance is most needed. GIS technology will be used to correlate data from Home Energy Checks, the census 2001 and Local Authority databases in order to identify neighbourhoods where discount schemes will be most effective. The initiative is called 'HotSpots' and is funded by the EST's Innovation Programme.

Data produced will be analysed and fed into local authority strategies to help develop energy efficiency policies and marketing strategies.

The results of the data analysis will add local relevance to marketing activities; will bring in support from Local Councillors, MPs and newspapers; and will design locally tailored

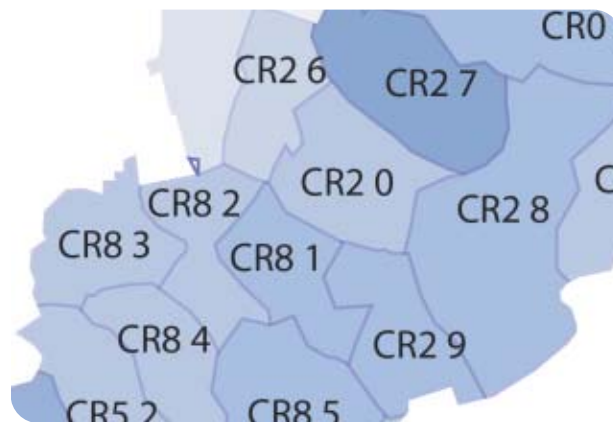
marketing - such as "30 uninsulated lofts in this street" type posters.

The scheme will also link with Local Authority strategy at many levels, including Community Plans, HECA strategies, Climate Change strategies, Affordable Warmth strategies and Fuel Poverty strategies in particular.

In addition to providing the backbone of this project, the targeting strategies will provide an effective mechanism for promoting partnership working, and to complement existing Local Authority projects.

The HotSpots scheme is also being run in partnership with EST's HEED (Home Energy Efficiency Database). It is the first pilot for the use of HEED derived data for the targeting of measures, and it is a key aim of the project to provide a piece of work that will assist with similar future initiatives across the country, as the mapping component of HEED comes online.

For more information contact David Shewan on 020 8683 6649.



## Health Through Warmth for Hounslow Primary Care Trust



Hounslow PCT have given their support to include energy and affordable warmth awareness training to their staff.

The new training will be offered as part of the PCT's induction process for all new staff. The training is part of a national scheme, Health through Warmth, which aims to develop a network of health referrers to put vulnerable members of the community in touch with assistance that will improve their living conditions.

Health through Warmth succeeds by working with key health, social care and community involvement workers in order to effectively reach the vulnerable and marginalized.

Creative Environmental Networks have played a key role in delivering this scheme that is offered by

npower and partners.

Creative Environmental Networks (CEN) will provide training sessions and referral packs to up to 150 Hounslow Primary Care Trust staff in the coming months.

Trained referrers will be able to refer anybody they encounter through their day-to-day work to the scheme. The training is free, interactive and designed to fit in with busy schedules.

The scheme, supported by the NHS, National Energy Action and npower, operates in 20 sub-regional areas across the UK. Activities in London and Kent are managed by CEN. Health through Warmth is also a part of the local Council's strategy for delivering affordable warmth to all.

For more information about Health Through Warmth please contact Yvonne Tridgell at CEN on 020 8683 6651 or [yvonne@cen.org.uk](mailto:yvonne@cen.org.uk)

## CEN Receives IIP Accolade



### INVESTOR IN PEOPLE



CEN was recently awarded the Investors in People Standard.

We believe that our people are our strongest asset and are proud to have the work we do on developing and improving our team recognised in this way.

The Investors in People Standard is based on four key principles:

**Commitment**  
Commitment to invest in people to achieve business goals.

**Evaluating**  
Evaluating outcomes of training and development for individuals' progress towards goals, the value achieved and future needs.

**Action**  
Taking action to develop and use necessary skills in a well defined and continuing programme directly tied to business objectives.

**Planning**  
Planning how skills, individuals and teams are to be developed to achieve these goals.

The Standard provides a national framework for improving business performance and competitiveness, through a planned approach to setting and communicating business objectives and developing people to meet these objectives.

It also ensures organisations have set procedures in place for training and development and that staff are aware of these procedures.



## Business Sense



Business Sense is our business support service, which provides impartial advice on sustainable energy, enabling companies to reduce their fuel costs and help protect the environment.

CEN offers companies a free and impartial Business Energy Check, an energy survey completed over the telephone or through our self-completion form, followed by a tailored energy report highlighting opportunities for energy consumption and fuel bill savings.

### Site energy review

The free half-day site energy review for larger firms, considers how energy is managed, whether the business is with the most competitive supplier and outlines sustainable energy measures. Measures range from better insulation, heating systems and controls, to variable speed drives and low energy lighting.

Supporting businesses in taking action to implement energy efficiency improvements is easy with Business Sense. CEN provides a referral network of qualified installers that provides competitive quotes on sustainable energy measures. The installers work to stringent quality standards ensuring businesses receive the best workmanship and most effective energy saving technologies.



Over 20 on-site energy reviews have been carried out for SMEs, since Business Sense was launched.

Our presentation at Brunel University, 'Greening your Business', part of London Sustainability Weeks, was attended by around 25 SMEs.

CEN have been asked to be one of the judges for the Kent Sustainable Business Awards.



Business Sense are working with Croydon Council (LBC) to reduce carbon emissions and save money across the borough. A number of their sites including Libraries, Sports Centres and Social Services have been reviewed to identify energy saving measures. The next stage will be to focus on sites that offer the best potential for carbon savings and a short payback period. LBC will be taking advantage of CEN's installer network to install measures such as high efficiency fluorescent tubes, upgraded heating controls and staff energy awareness training.

## Hydropower for South East



Creative Environmental Networks Hydropower Scheme aims to generate renewable electricity by facilitating installation of hydroelectric turbines at existing sites of old watermills.

"Many of our communities have grown up around watercourses and this offers the potential to harness a cheap and sustainable source of clean energy across Kent utilising 21st Century water mills." said Tony Harwood, Chairman of Environment and Transportation Overview and Scrutiny Committee, Maidstone Borough Council.

Small-scale hydropower is a proven and mature technology with reliable, efficient equipment. Furthermore, installations at these sites are cost-effective as it sidesteps the high construction costs of preparing a new site. Installations can also have a community focus with knock on benefits, as old watermill sites are typically in the ownership of local community members.

We are currently identifying feasible sites, approaching owners and then providing them with the information and support necessary to overcome any development barriers that are confronted.

So far, the river Dour (Dover), the Great Stour (Ashford and Canterbury) and the Len (Maidstone) all look like they may have favourable sites. There is also an old mill museum on the Dour, which would be an excellent location to display the many benefits of hydro power.



CEN's, Neil Turner, investigating the feasibility for hydropower



Working in partnership with Kent County Council

## Jean Lambert MEP visits community solar installation



Green Party members, Jean Lambert MEP and Shasha Khan, were given a tour of the new solar water heating system at the Octagon Cyber Café in New Addington. The Green Party offered their support to Renewable Energy Action for London, a local project that supports the installation of community scale renewable energy systems across London.

The Green Party has pledged to prioritise assisting Londoners to use less energy in their homes. Jean Lambert said: "We must drastically cut down the CO2 emissions in London and switch over to clean and green renewable energy. Initiatives such as REAL deserve the full support of the Mayor and the Greater London Assembly."

The REAL project team worked with the London Borough of Croydon to install a 4m<sup>2</sup> solar hot



Shasha Khan, Tunde Awofolaju, Kirsten Chambers and Jean Lambert MEP at the Cyber Cafe

water system on the Octagon Cyber Café.

The Octagon Cyber Café provides discounted Internet Access to residents of New Addington as well as training sessions in Information Technology, and is well used by members of the local community, especially young families and people from a disadvantaged background. The Cyber Café has proven an excellent platform for the dissemination of sustainable energy messages.



Youth Hostel Association, Rotherhithe. An installation carried out through the REAL initiative

## Local Authority Support



The Local Authority Support Programme for Kent has seen a very fruitful year developing many excellent initiatives that will continue to offer crucial support to local authorities to help raise the profile of sustainable energy at a strategic level within their boroughs.

Over the last year the programme has made great achievements in partnership with local authorities.

We have attracted in excess of £500,000 investment into sustainable energy projects in Kent.

We have influenced 44 strategies and policies including 12 of the county's 14 community strategies with targets for energy efficiency, affordable warmth, renewable energy and sustainability.

We have raised the profile of sustainable energy with 31 profile raising events and presentations with the support of 3 local MPs and other strategic stakeholders.

We have increased media attention with television coverage for fuel poverty, renewable energy, the Kent Renewable Energy Network and "earth homes".



Partnership development is key to the success of the Local Authority Support Programme

We have collected 132 personal pledges for sustainable energy made from a range of senior officers and councillors.

We have created an active renewable energy network of over 70 organisations with an action plan for the facilitation of installations.

The programme will continue to assist local authorities and partners in understanding their duties and obligations for delivering the Energy White Paper.

Further information on the activities carried out by the Programme are available on the new website [www.cen.org.uk](http://www.cen.org.uk)

## Advice Services Team



The key to delivery of most of CENs projects is our team of Energy Awareness City & Guilds trained advice coordinators. The Advice Services Team provides a one-stop shop for the management of grant and discount schemes, from initial enquiry, through deployment, to monitoring customer satisfaction. The team provide a myriad of energy advice services and schemes including

advice on home heating, lighting, insulation, solar power and other renewable energy technologies. A range of services including personalised mailings, the handling of high volume literature mail-outs, and the provision of coupons are also catered for. A complex telephone switchboard backed up by a bespoke suite of call-handling applications supports customer tracking and quick response to enquiries;

these systems are flexible and can be deployed rapidly. Scheme monitoring is

delivered via the call-handling suite to meet CENs' and scheme sponsors' needs.



*Advice Team member Chris Taylor in action*

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