

Reducing Energy Consumption on World's End Estate

Analysis of stakeholder consultation

June 2023



Introduction

Background

With the cost of living crisis we know that many people are facing difficult times and we want to work with residents to support them. The price of energy has gone up over the last year and we're looking at ways to help reduce energy consumption on Council housing estates. One way to do this is to look at how the communal heating system on World's End Estate is used.

The increase in energy prices affects everyone across the country. We buy the energy for heating and hot water in bulk from suppliers to keep the costs down. But regrettably, even with this advantage, the energy costs residents pay this year will go up; the estimated unit cost for gas has risen by 229 per cent and electricity by 125 per cent.

How can the Council help?

We can make changes to the way heating systems are managed which will reduce the energy used in the building without compromising comfort; this could reduce the amount of energy tenants and leaseholders pay for. It will also have environmental benefits, reducing the carbon footprint of buildings.

Recommended changes on World's End Estate

Heating season

The heating service is currently active between the start of October and the end of May. We recommend changing the settings so that the heating is active from mid October until the end of April. This will help save energy consumption over the course of the year. We can override the settings if there's an unusual cold snap outside the proposed heating season.

Heating hours

The heating currently operates 24 hours a day. We recommend changing the setting so the heating is turned off between 11pm and 5am. This will save energy consumption over the course of the year.



Introduction

Heating temperature

The water flowing through radiators is programmed to react to the temperature outside. It will start heating the water in the radiators when the outside temperature drops below 18°C and get hotter as the temperature outside drops. For example if it is 14°C outside, the water in your pipes will be heated to 51°C ; if it's 12°C outside the water will be hotter at 64°C .

We recommend adjusting the system so it starts heating when it's below 17°C outside. The system would still react to external temperatures but heat to a slightly lower level to reduce the amount of energy used.

Consultation methodology

A letter explaining the proposals accompanied a paper survey sent to all tenants and leaseholders on World's End Estate. An online version of the survey was also available for those that wished to complete in this way. The exercise opened on 24 April 2023 and closed on 4 June 2023.

Report

A total of 115 surveys were returned by the deadline, a response rate of 15 per cent (there are 742 properties on the estate). Quality assurance was undertaken on submissions to ensure that only responses from those connected to World's End Estate were counted and that only one response per household was received. This resulted in a small number of submissions being removed.

This report contains an analysis of survey responses. Where graphs do not total 100 per cent, this may be due to computer rounding or where respondents have chosen not to respond to a question.

A separate appendix report is available on request, which details all comments made by respondents to the questions within the survey and full details of emails received.

Acknowledgements

The Council would like to thank all residents and stakeholders that took the time to feedback their views.



Results at a glance – survey responses

Heating season

- Almost two-thirds (63 per cent) agreed with the recommendation to set the heating to operate from mid October until the end of April.
- However, a significant minority (34 per cent) disagreed with this recommendation.
- When asked, the most popular reasons for disagreeing were: *'Can still be cold in these periods/temperature is unpredictable'* and *'older/vulnerable/young people are more affected'*.

Heating operating hours

- Over half (57 per cent) agreed with the recommendation to turn the heating off between 11pm and 5am
- However, four in ten (40 per cent) did not agree.
- Most common reasons for disagreeing were: *'Too cold at night'* and *'older/vulnerable/young people more affected'*.

Reducing the heating water temperature

- Over two-thirds (68 per cent) agreed with the recommendation to reduce the heating water temperature relative to the outside temperature.
- However, over a quarter (28 per cent) did not agree.
- Most common reasons for disagreeing included: *'Against the proposal'* and *'17C is too low a temperature'*.

Possible negative impacts

- Over a third (37 per cent) felt the recommendations would have a negative impact on them or their household.
- A similar percentage (35 per cent) did not feel they would have a negative impact.
- Just over a fifth (22 per cent) did not know if there would be a negative impact.
- The most common negative impacts identified by respondents were: *'feeling cold/impact on older/young/vulnerable residents'*.



Analysis of survey responses



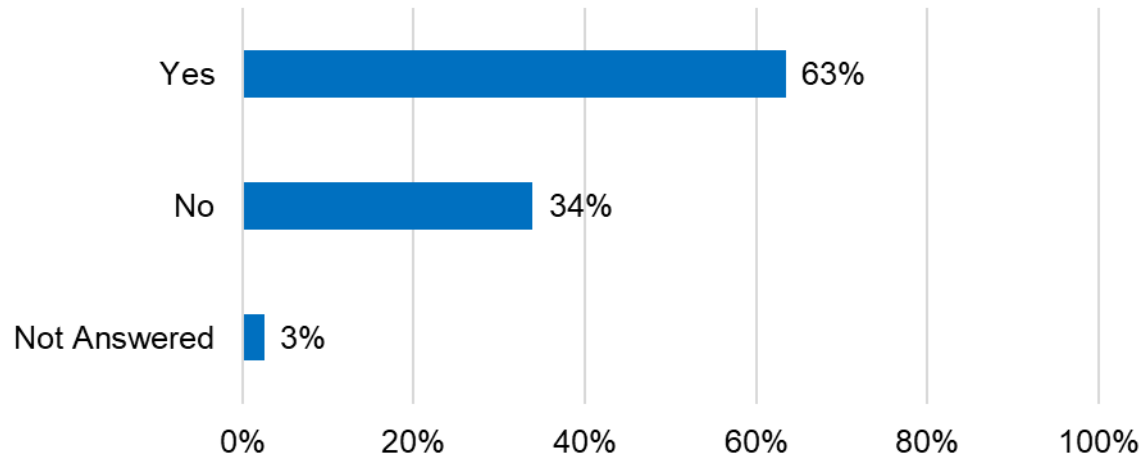
The heating season

The heating service is currently active between early October and the end of May. Respondents were asked if they agreed with the Council's recommendation to set the heating to operate from mid October until the end of April.

- Almost two-thirds (63 per cent) agreed with the recommendation.
- However, more than a third (34 per cent) did not agree.

Respondents that did not agree, were asked to explain why, which is explored on subsequent pages.

Do you agree with our recommendation to set the heating to operate only from mid October until the end of April?



Base: All respondents (115)



The heating season – demographic differences

The below explores differences of opinion for different demographic groups. Comparisons are made for demographic groups where there is sufficient numbers to make a comparison and where there is a reasonable difference between results.

- Leaseholders were more likely to support the proposal (72 per cent) than tenants (63 per cent).
- Respondents 65 or older were more likely to support the proposals (70 per cent) compared to those under 65 (60 per cent).
- White respondents were more likely to support the proposals (75 per cent) than those from an ethnically diverse background (55 per cent).
- Respondents without a physical, mental health condition or illness were more likely to support the proposals (72 per cent), than those with one (57 per cent).



The heating season - comments

Those that disagreed with the recommendation to reduce the heating season were asked to explain why.

Comments made have been themed and themes with two or more comments are summarised in the table below. Examples of comments can also be seen on the next page, with the full list of themes and comments found in the appendices.

Theme	Count
Can still be cold in these periods/temperature unpredictable	28
Older/vulnerable/young people more affected	8
Will result in using other heat sources instead (e.g. electric heaters)	3
As long as can be turned on in cold spells	2
Policy needed	2
Residents can switch off individually	2



The heating season - comments

“It is not warm enough to turn the heating off earlier, additionally living on the 6th floor means it is a lot colder than the lower floors. Plus I have arthritis which causes pain in my knees.”

Can still be cold in these periods/temperature unpredictable

“It's very often still cold in October and May.”

Can still be cold in these periods/temperature unpredictable



“Too early, make it mid May unless major warm spell.”

Can still be cold in these periods/temperature unpredictable

“I agree as long as [option to] over ride the setting when there is an unusual cold weather outside the proposed heating.”

As long as can be turned on in cold spells

“Disagree because I've got long term lung illness and get cold all the time and immune system very low because of my illness.”

Older/vulnerable/young people more affected

“Some vulnerable residents will benefit from heating on cold days during September and May.”

Older/vulnerable/young people more affected

“It can be cold in May and September, you can't base this on a 'date'. This will cost us more as we already have to use an electric heater when its turned off.”

Will result in using other heat sources instead (e.g. electric heaters)

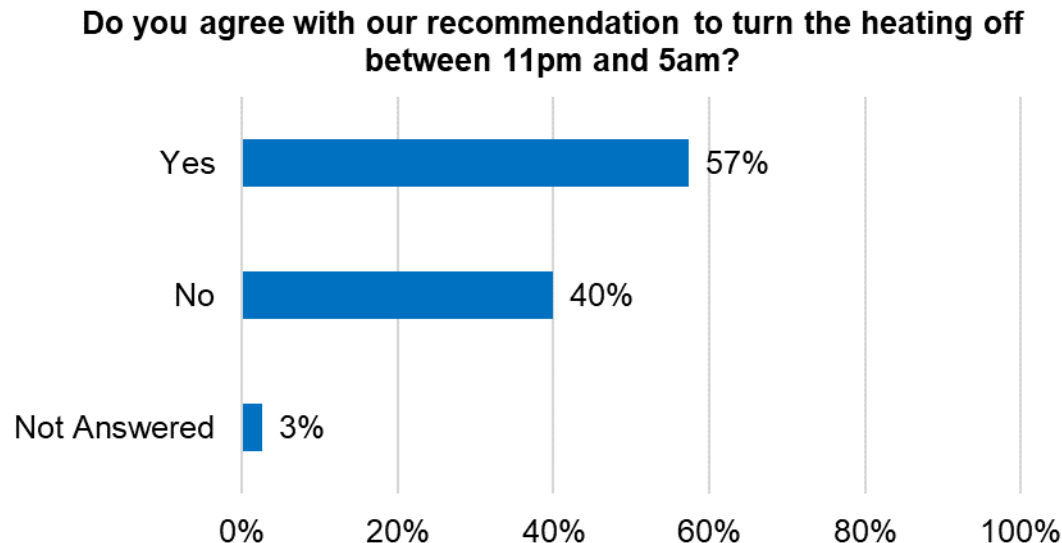


Heating operating hours

The heating is currently set to operate 24 hours a day. Respondents were asked if they agreed with the recommendation to turn off the heating between 11pm and 5am.

- Over half (57 per cent) agreed with the recommendation to turn the heating off between 11pm and 5am
- However, four in ten (40 per cent) did not agree

Respondents that did not agree, were asked to explain why, which is explored on subsequent pages.



Base: All respondents (115)



Heating operating hours – demographic differences

The below explores differences of opinion for different demographic groups. Comparisons are made for demographic groups where there is sufficient numbers to make a comparison and where there is a reasonable difference between results.

- Leaseholders were more likely to support the proposal (68 per cent) than tenants (56 per cent).
- Male respondents were more supportive of the proposal (62 per cent) compared to female respondents (56 per cent).
- Respondents 65 or older were more likely to be supportive of the proposal (65 per cent) than those under 65 (56 per cent).
- White respondents were more likely to be supportive of the proposal (72 per cent) than those from an ethnically diverse background (52 per cent)
- Respondents without a physical, mental health condition or illness were more likely to support the proposal (70 per cent), than those with one (54 per cent).



Heating operating hours - comments

Those that disagreed with the recommendation to turn off the heating between 11pm and 5am were asked to explain why.

Comments made have been themed and themes with two or more comments are summarised in the table below. Examples of comments can also be seen on the next page, with the full list of themes and comments found in the appendices.

Theme	Count
Too cold at night	22
Older/vulnerable/young people more affected	13
Alternative times suggested in the night	3
Concern would lead to illnesses or sickness	3
Lower temperature at night instead	3
Turn off during the day instead	3
More information needed/might use more energy	2



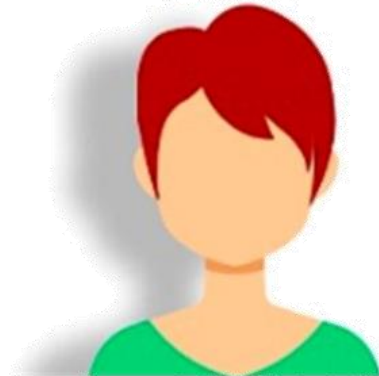
Heating operating hours - comments

“During the winter on the 6th floor it gets exceptionally cold, plus turning it off will flare up mine and my husband's issues.”

Too cold at night

“My partner goes to bed later than 11pm and neither of us sleep well, so we often get out of bed during the night and read/watch TV in the sitting room. If the heating is turned off at 11pm etc. it will cost us more money as we'll have to use an electric heater.”

Too cold at night



“I recommend midnight to 5am.”

Alternative times suggested in the night

“I agree to turn the heating down but not off completely as it can be cold in this flat at night, better to turn a bit down.”

Lower temperature at night instead

“I am disabled and can't sleep very well and have to stay up in my armchair at night.”

Older/vulnerable/young people more affected

“When the heating is off it takes about 1 hour for the flat to be cold. This means that for the rest of the night we will be breathing cold air. This can be a problem for elderly tenants on those suffering from asthma.”

Older/vulnerable/young people more affected

“Getting cold at night for old people. You can turn it for two hours at night and two hours at midday.”

Turn off during the day instead

“For frail and elderly people having people having heating in high rise flats is imperative as the weather gets cold especially at night. Keeping it off would cause heart issues and leave people very cold.”

Concern would lead to illnesses or sickness



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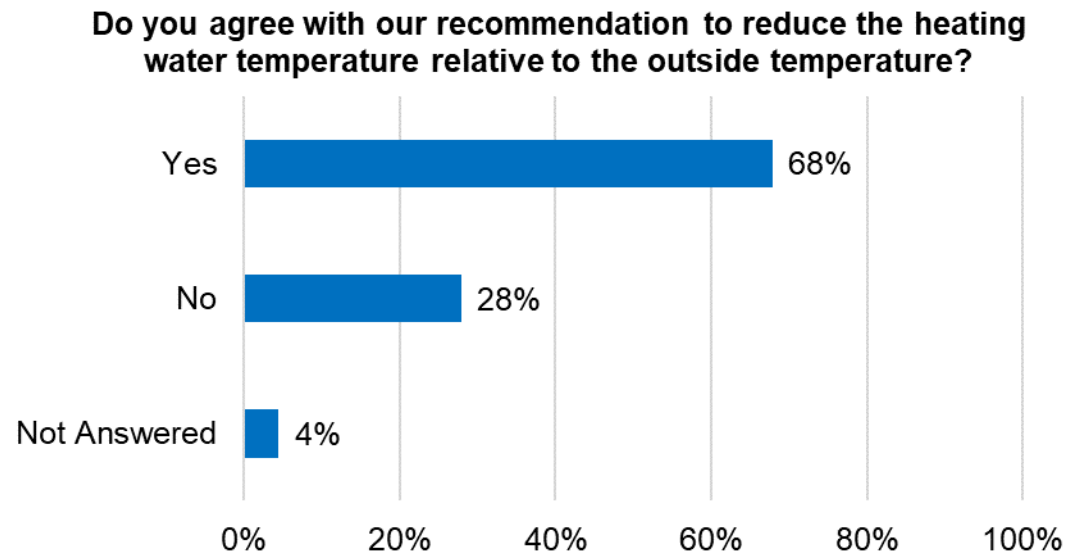
Reducing the heating water temperature

The water flowing through radiators is programmed to react to the temperature outside. It will start heating the water in the radiators when the outside temperature drops below 18°C and get hotter as the temperature outside drops. For example if it is 14°C outside, the water in pipes will be heated to 51°C ; if it's 12°C outside the water will be hotter at 64°C .

The Council recommends adjusting the system so it starts heating when it's below 17°C outside. The system would still react to external temperatures but heat to a slightly lower level to reduce the amount of energy used. Respondents were asked if they agreed with this proposal.

- Over two-thirds (68 per cent) agreed with the recommendation
- However, over a quarter (28 per cent) did not agree

Respondents that did not agree, were asked to explain why, which is explored on subsequent pages.



Base: All respondents (115)

Reducing the heating water temperature – demographic differences

The below explores differences of opinion for different demographic groups. Comparisons are made for demographic groups where there is sufficient numbers to make a comparison and where there is a reasonable difference between results.

- Tenants were more likely to support the proposal (72 per cent) than leaseholders (64 per cent). A total of 30 per cent of leaseholders being against the proposal, compared to nine per cent of tenants.
- Those aged 65 or older were more likely to support the proposals (77 per cent) than those aged under 65 (62 per cent).
- White respondents were more likely to support the proposal (75 per cent) than respondents from an ethnically diverse background (70 per cent).



Reducing the heating water temperature - comments

Those that disagreed with the recommendation to reduce the heating water temperature relative to the outside temperature were asked to explain why.

Comments made have been themed and themes with two or more comments are summarised in the table below. Examples of comments can also be seen on the next page, with the full list of themes and comments found in the appendices.

Theme	Count
Against the proposal	9
17C is too low a temperature	4
As long as hot water is available	4
Older/vulnerable/young people more affected	3
Cold at night	2
Outside temperature different on different floors	2
Thermostatic valves	2



Reducing the heating water temperature - comments

“Definitely not. Are you going to cut everything and then charge us the £32 a week. You’re having a laugh.”

Against the proposal

“We need to have the heat available as is now.”

Against the proposal



“With the reduced hours of heat, I do not see why reducing temperature is necessary.”

Against the proposal

“I don’t agree to you reducing the heating water temperature because there are lots of elderly people living on this estate.”

Older/vulnerable/young people more affected

“WHO, Age UK recommend 18-21 degrees. 17C too low for many elderly and sick.”

17C is too low a temperature

“17 C is too low.”

17C is too low a temperature

“As long as we always have hot water in house for bath.”

As long as hot water is available

“How would you heat 17 floors to different temperatures, it would be different based on which floor you live on.”

Outside temperature different on different floors



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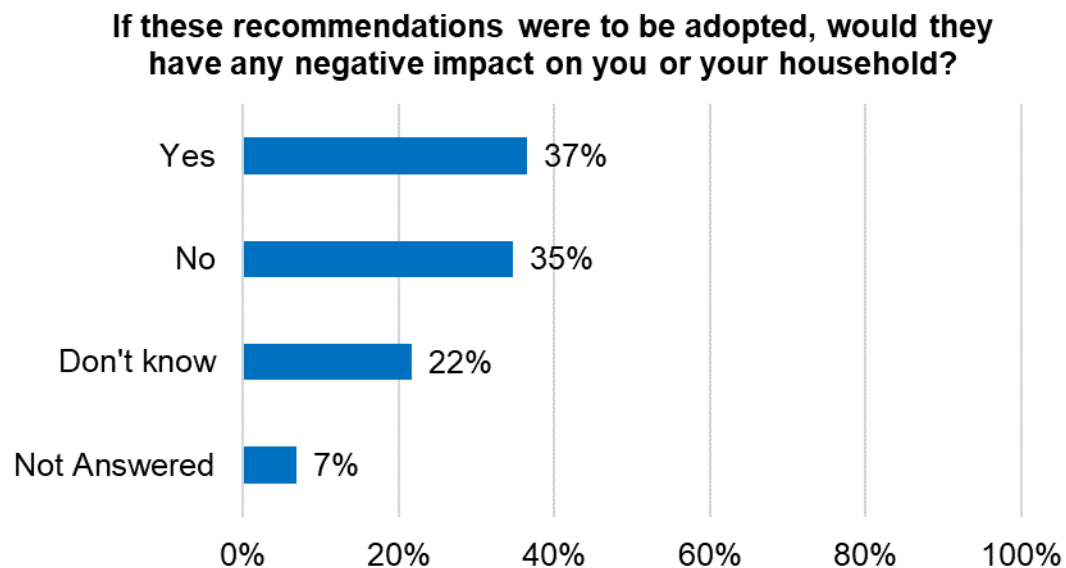
Possible negative impact

Respondents were asked, should the recommendations be introduced, whether they would have any negative impact on them, or their household

Responses to this question were fairly even.

- Over a third (37 per cent) felt the recommendations would have a negative impact.
- Slightly less (35 per cent) did not feel they would have a negative impact.
- Just over a fifth (22 per cent) did not know if there would be a negative impact.

Respondents that felt there would be a negative impact were asked to explain, which is explored on subsequent pages.



Base: All respondents (115)



Possible negative impact – demographic differences

The below explores differences of opinion for different demographic groups. Comparisons are made for demographic groups where there is sufficient numbers to make a comparison and where there is a reasonable difference between results.

- Leaseholders were more likely to indicate the proposals would not have a negative impact (56 per cent), compared to tenants (30 per cent).
- Respondents under 65 were more likely to indicate that the proposals would have a negative impact (40 per cent), than those 65 or older (32 per cent)
- White respondents were more likely to indicate the proposals would not have a negative impact (51 per cent), compared to respondents from an ethnically diverse background (24 per cent).



Possible negative impact - comments

Those that felt the recommendations would have a negative impact were asked to explain what impact it would have.

Comments made have been themed and themes with two or more comments are summarised in the table below. Examples of comments can also be seen on the next page, with the full list of themes and comments found in the appendices.

Theme	Count
Feeling cold/impact on older/young/vulnerable residents	28
Impact on hot water/baths	4
Increased costs (alternative heating options)	4
Against proposals	3
No negative impact	2



Possible negative impact - comments

“I don't like to feel cold and even now I have a blanket over me in the afternoons to keep warm.”

Feeling cold/impact on older/young/vulnerable residents

“I have kidney and stomach diseases and whenever my home is cold, it effects my diseases. I also have arthritis and make it worse.”

Feeling cold/impact on older/young/vulnerable residents



“In any household where you have elderly or disabled people they are much more sensitive to the cold. High rise flats get cold reducing heating would be devastating and have severe health consequences especially for the elderly.”

Feeling cold/impact on older/young/vulnerable residents

“Bath time, not enough hot water and to wash dishes.”

Impact on hot water/baths

“My mum is very old and sensitive to the cold so these changes would mean I have to use portable heaters which are not cost efficient.”

Increased costs (alternative heating options)

“I will have to buy heaters and pay for the electricity to run them. Why 17C outside survival rate for babies and old is 18C inside.”

Increased costs (alternative heating options)

“The World's End communal heating service is perfect. World's End is a great estate, but few people use the word 'perfect' about it. Why ruin it?”

Against proposals

“Cannot think of negative impact.”

No negative impact



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Other comments

Respondents were given an opportunity to make any other comments they wished on the proposals.

Comments made have been themed and themes with two or more comments are summarised in the table below. Examples of comments can also be seen on the next page, with the full list of themes and comments found in the appendices.

Theme	Count
In favour of proposals	11
Too hot currently	9
Individual control/meters/thermostatic valves	8
Against proposals	5
Lower temperature at night	4
Suggested heating times	4
Communal lighting savings	3
Concerns for older/younger/vulnerable residents	3
Temperature suggestions	2



Other comments

"I endorse these changes."

In favour of proposals

"It is a good idea."

In favour of proposals

"Thermostatic valves to all radiators we are adults. We can turn the heating down."

Individual control/
meters/thermostatic valves

"The flats are always overly heated and looking around the estate there are many windows open when the heating is on."

Too hot currently

"Please note not all elderly tenants and leaseholders may reply as they may struggle. Also they are the ones at home all day and would hence be impacted by the changes. Not those out all day working, etc. Thank You."

Concerns for older/younger/vulnerable residents



"The heating is paid for by the occupants. There is no requirement for the council to DICTATE when we should or should not "heat our homes."

Against proposals

"Turn this temperature down a little during the night for a few hours only, e.g. from 11pm to 4am."

Lower temperature at night

"It would be more economical to turn heating temperature down during the day when many people are out and about at work or at school e.g. between 9-5. Energy wasted in heating empty homes."

Suggested heating times

"The council could further reduce electricity consumption and energy bills by switching off the lights on the stairwells and floor landings in the tower blocks during the daytime when there is plenty of natural light as lighting is not required."

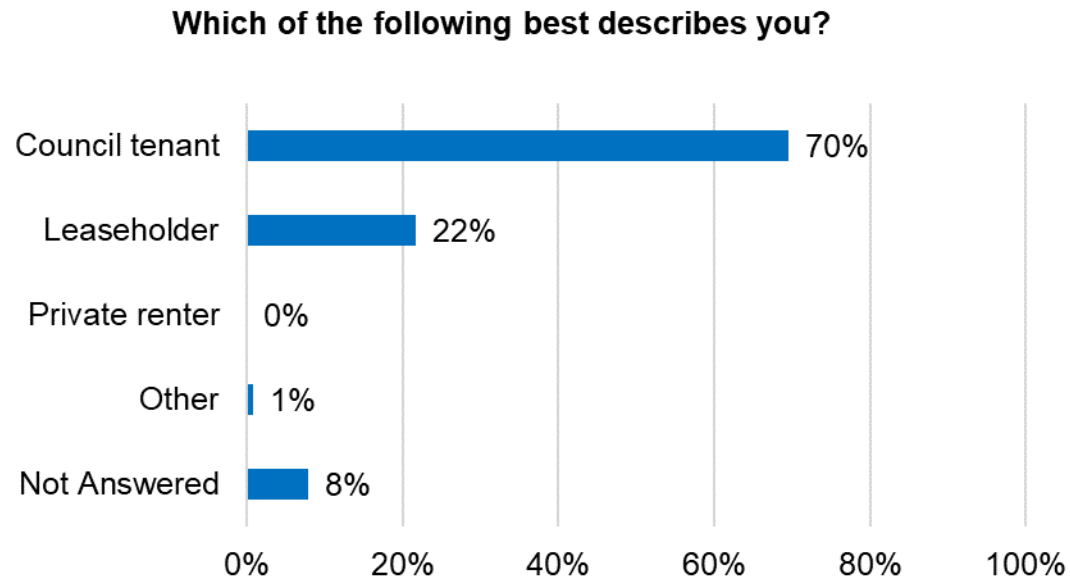
Communal lighting savings



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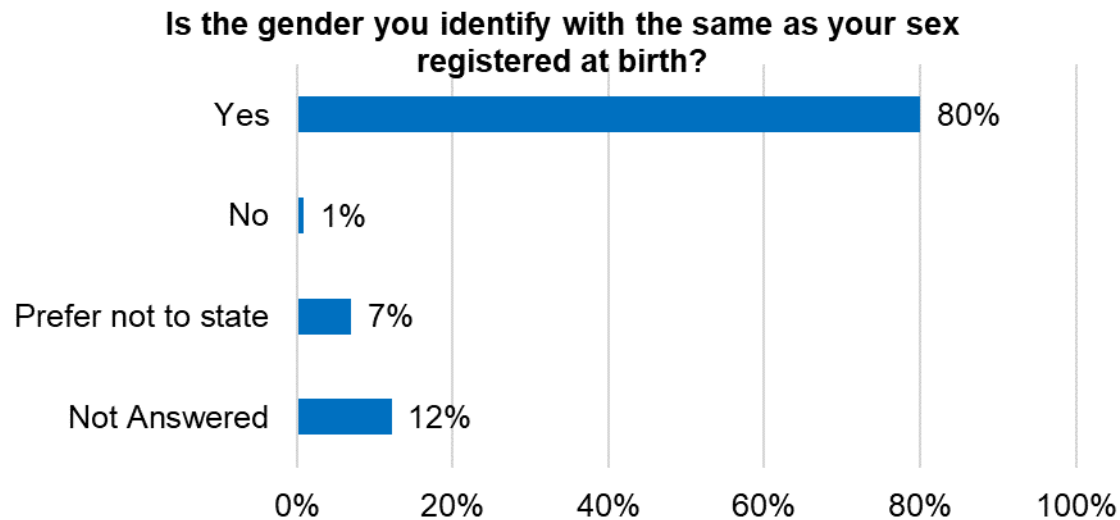
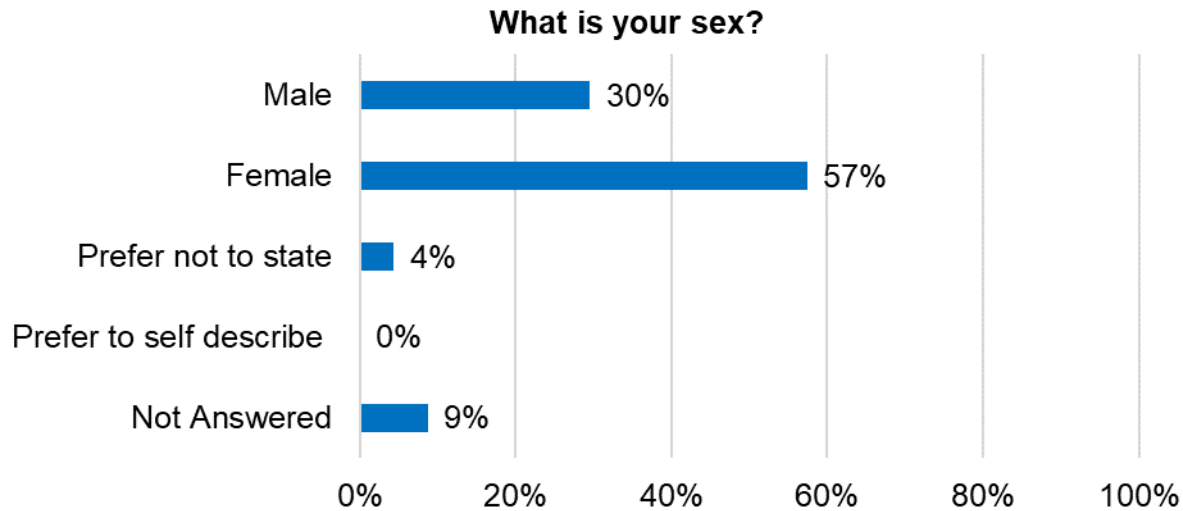
Profile of respondents

Respondents were asked a series of questions about themselves, to understand who had responded to the consultation.



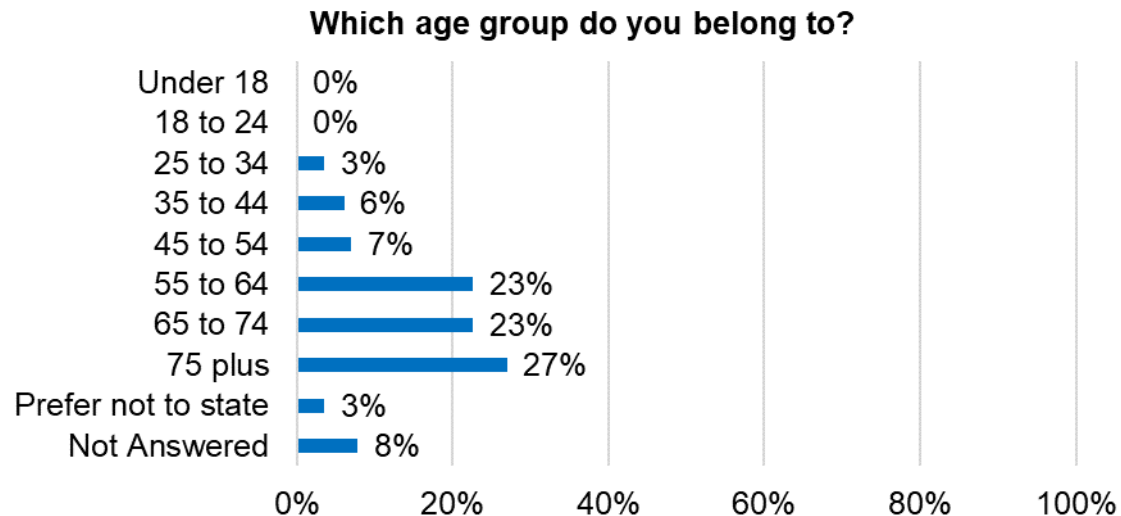
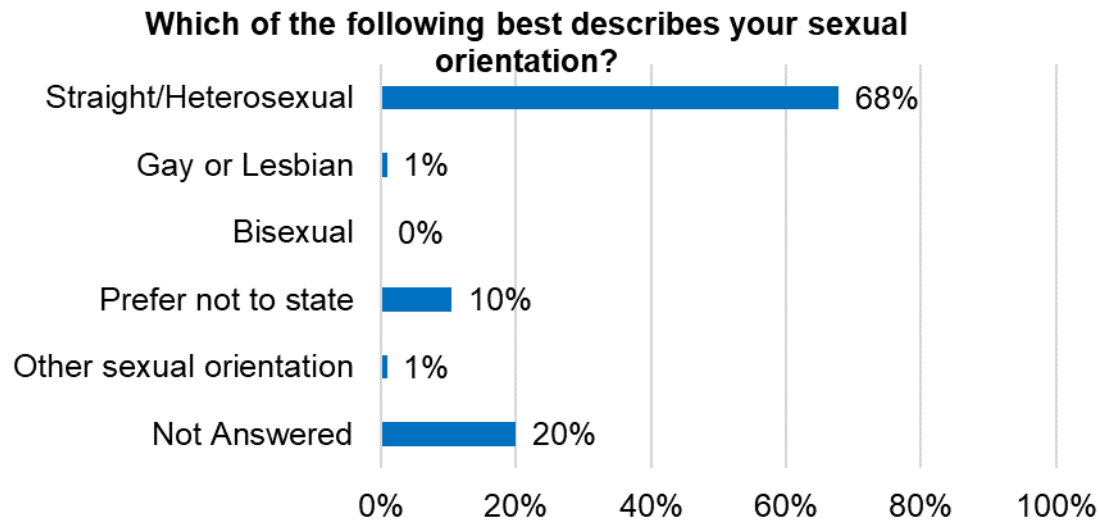
Base: All respondents (115)

Profile of respondents



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Profile of respondents

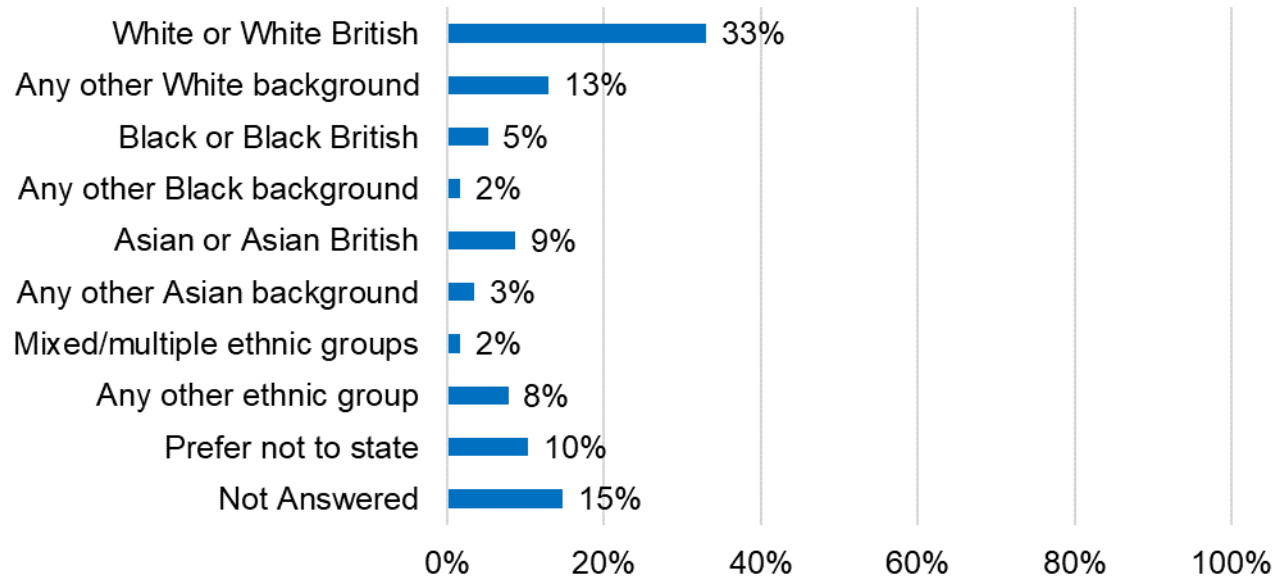


Base: All respondents (115)

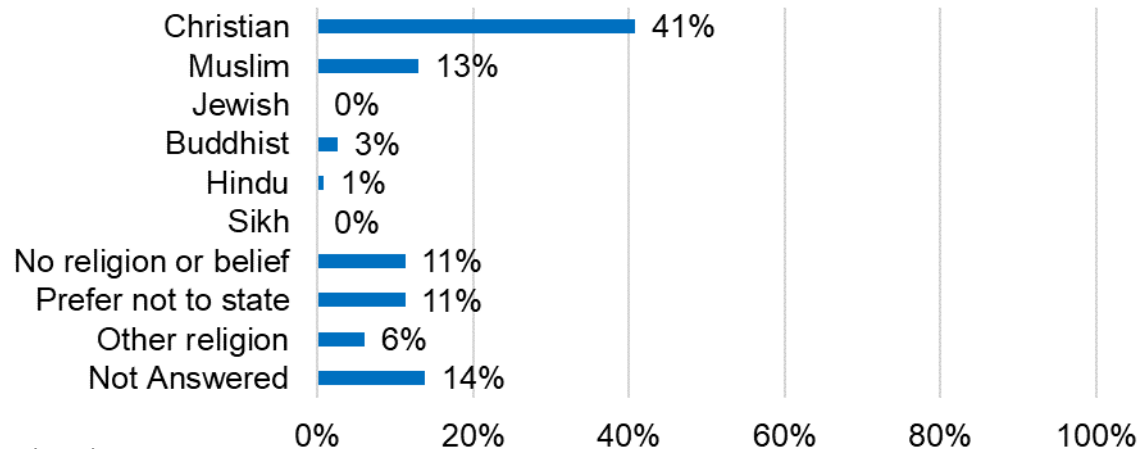


Profile of respondents

How do you describe your ethnic origin?



What is your religion or belief?



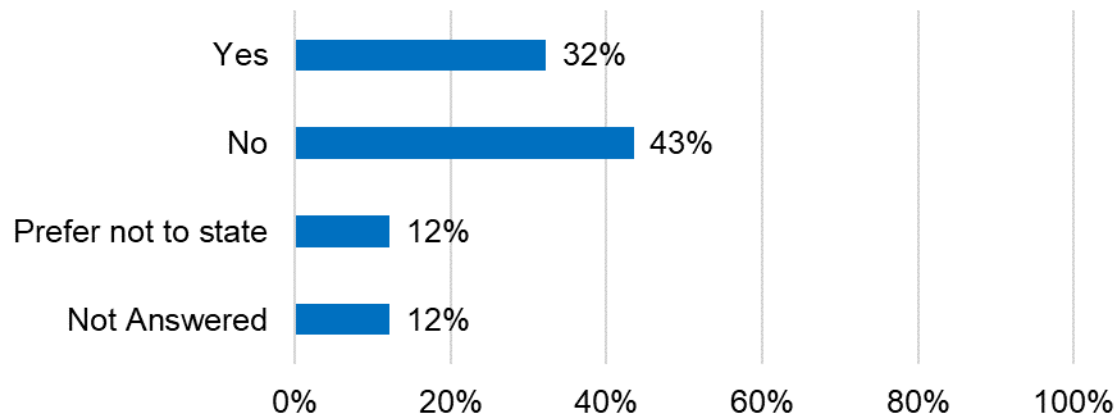
Base: All respondents (115)



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Profile of respondents

Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?

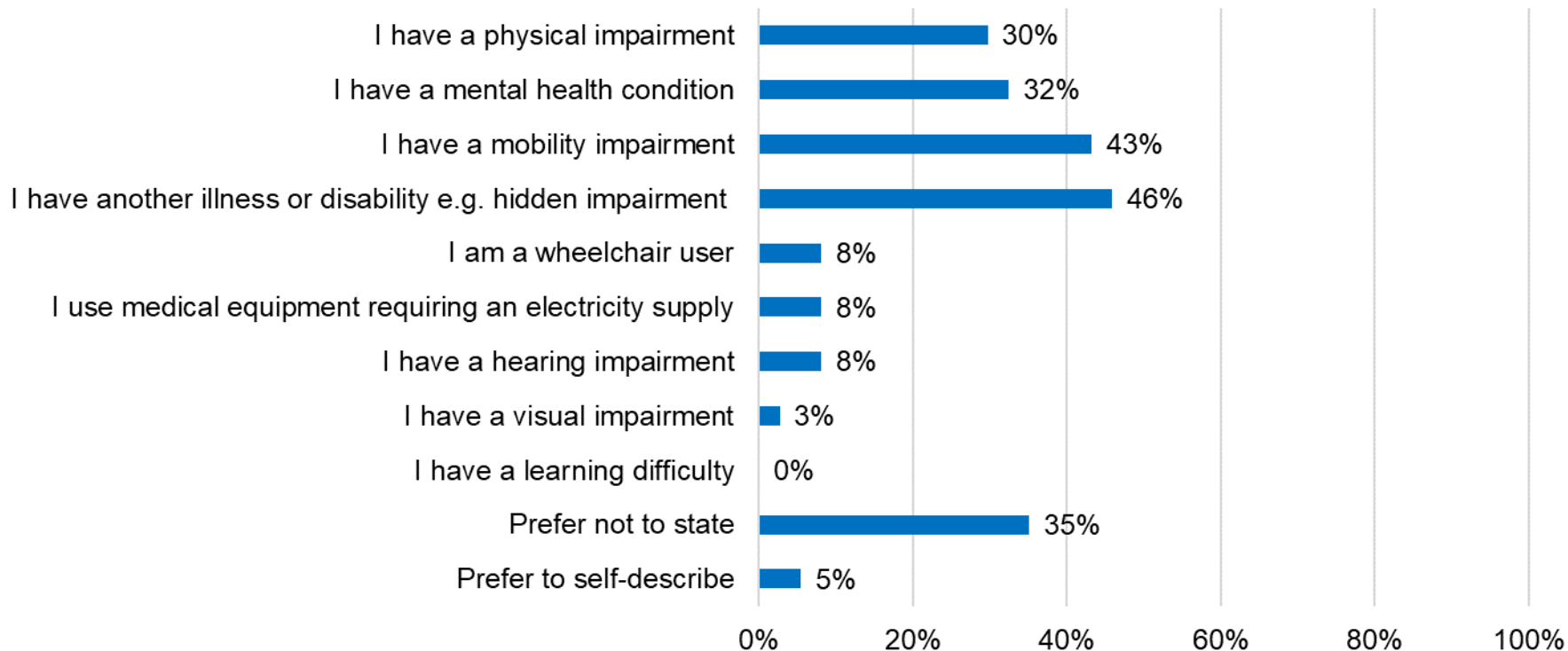


Base: All respondents (115)



Profile of respondents

If yes, what is the nature of your physical or mental health condition or illness?



Base: Those indicating they had a mental or physical condition or long term illness (37)

