

**London Borough of Waltham Forest
Energy Company Obligation (ECO): Help to Heat
Flexible Eligibility Statement of Intent (no delegation of declarations)**

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www.walthamforest.gov.uk/save-energy

1. Introduction

London Borough of Waltham Forest welcomes the introduction of Flexible Eligibility (FE) and intends to utilise it for the purposes of reducing fuel poverty in the borough. The Council is committed to reducing fuel poverty in the borough and supporting vulnerable residents. This is outlined in the Fuel Poverty Strategy 'Keeping warm in Waltham Forest: How we will work together to reduce fuel poverty' 2015-16 – 2017-18' which can be found at the URL noted above. The Council currently (2017-18) contracts a local third sector organisation to act as the Reducing Fuel Poverty Provider (the "Provider"). The Provider offers a home visit and support service to local and vulnerable residents who meet certain eligibility criteria. The Provider can offer energy saving advice, income maximisation support and carry out energy efficiency improvement works including installing insulation measures, depending on available funding.

Under ECO Help to Heat, it should be noted that the final decision on whether any individual household will benefit from energy saving improvements rests with obligated energy suppliers or their contractors. Inclusion in a Declaration of Eligibility issued by the Council to a supplier will not guarantee installation of measures. The final decision will depend on:

- identification of measures eligible under Help to Heat
- the supplier's assessment of the cost-effectiveness of installing measures in relation to achieving its obligation, and
- whether the supplier has achieved their targets or requires further measures to meet their Energy Company Obligation targets.

In identifying households as eligible under flexible eligibility London Borough of Waltham Forest is seeking to enable residents to benefit from funding and will seek the consent of households to including them in a Declaration. London Borough of Waltham Forest expects any obligated energy supplier, or contractor working on their behalf, to comply with the Data Protection Act, to fully follow Ofgem requirements for the ECO Help to Heat, and to act in accordance with industry best practice in relation to consumer care and quality standards of any works that may take place. These are covered in a separate memorandum of understanding between the Council and the obligated party.

2. How London Borough of Waltham Forest intends to identify eligible households

London Borough of Waltham Forest will identify households that may benefit from flexible eligibility in a number of ways:

2.1. Identifying fuel poverty

Subject to availability of resources within the Council and the legal use of data, the Council will target those most in need having regard to BEIS guidance on targeting, including:

Households who are owner occupiers living in energy inefficient housing with high energy costs	OR	Households living in an energy inefficient property with high energy costs in the private rented sector where no enforcement action is being taken against the landlord
Households with a gross household income less than or equal to £16,010 per annum	OR	Households in receipt of Universal Credit and not be employed or self-employed OR one of the following income-related benefits: Income Support and Employment and Support Allowance (income-related); Jobseeker's Allowance (income-based); or Pension Credit

In addition, households living in a block where a Declaration(s) is being submitted for their neighbours' properties but the household falls just outside the other targeting criteria.

2.2. Identifying low income and vulnerability to cold

London Borough of Waltham Forest will target households containing people with the following diagnosed long-term health and wellbeing conditions which reflect the National Institute for Health and Care Excellence (NICE) 2015 guidance on excess winter deaths and illness caused by cold homes:

- Cardiovascular conditions (including coronary heart disease, stroke, high blood pressure, transient ischemic attack etc.)
- Respiratory conditions (including COPD, childhood asthma etc.)
- Neurological conditions (including Dementia, Parkinson's Disease, Multiple Sclerosis, epilepsy etc.)
- Musculoskeletal conditions (including Osteoarthritis, Rheumatoid Arthritis etc.)
- Blood conditions (including Sickle Cell Disease, Thalassaemia etc.)
- Cancer
- Diabetes
- Mental health condition
- Diagnosed disability that is the consequence of an impairment that is physical, cognitive, mental, sensory, emotional, developmental, or a combination of these

2.3. Solid wall insulation "in-fill" projects

Where potential works have been identified households will be supported to take advantage of "in-fill" projects where the minimum number of vulnerable households is met.

3. Governance

The officer below will be responsible for signing Declarations on behalf of the local authority:

Job Title: Housing Strategy Officer
Address: Cedar Wood House, 2d Fulbourne Road, London E17 4GG
Email: HousingStrategy@walthamforest.gov.uk

4. Referrals

The referral process will be as follows:

- The Council's contracted Reducing Fuel Poverty Provider (the "Provider") identifies a household that meets the eligibility criteria for ECO Help to Heat from their existing referral network. The household must evidence that they currently receive the qualifying benefit(s) or provide proof of income; and provide proof of residence (home owner or renter)
- The Provider obtains consent from the household (and landlord if property is in the Private Rented Sector) to refer them to the scheme. This does not guarantee works
- The Provider completes a Declaration application for the household and sends to the Housing Strategy Officer
- The Housing Strategy Officer submits the Declaration to the obligated supplier or their agents or contractors
- The property will be assessed and the Housing Strategy Officer and Provider will be consulted on recommendations
- Works will either be completed or not
- The obligated supplier reports the outcome to the Housing Strategy Officer and Provider

5. Evidence, monitoring and reporting

Anonymised data on the characteristics of households reached through FE will be reviewed. This data will include details of households assessed, how many were deemed eligible and ineligible, and how many received heating and insulation improvements. All households for whom Declarations were made will be contacted within three months by the Provider or Housing Strategy Officer.

6. Signature



Martin Esom
Chief Executive of London Borough of Waltham Forest