

Local Authority Flexible Eligibility Statement of Intent Energy Company Obligation: Help to Heat

Local authority: Havant Borough Council

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1. Introduction

In 2013, the Government launched the Energy Company Obligation (ECO), as an obligation on energy suppliers to help households reduce carbon emissions and to tackle fuel poverty by installing energy saving measures

In line with the guidance from the Department of Business, Energy and Industrial Strategy (BEIS), Havant Borough Council (HBC) will use the Statement of Intent to declare eligible for ECO support the households who do not qualify under the ECO eligibility criteria but who are at risk of fuel poverty and vulnerable to cold.

a. Havant Borough Council and Context

The Council is mainly urban (98.5%) with most of the population living around Havant and the A3 axis. There are around 53,900 dwellings set to increase by 6.7% by 2022 (*data from Small Area Population Forecasts (SAPF) 2015*).

In 2015, the 2017 Sub-Regional LIHC figures show that 6.8% of the households in the District were considered in fuel poverty. This figure is lower than the national average (11.4%) but means that there are still a significant number of residents in great need of support.

The Council has worked for many years on projects working to improve the energy efficiency of our residents' homes and reduce fuel poverty through work on area-based projects and county-wide projects, like the Green Deal Communities Fund, and through partnership working with organisations like the Environment Agency (tEC). The Council is now working primarily to support residents in fuel poverty or at risk of fuel poverty, focusing its work on the residents identified using the LIHC calculation method.

In identifying households as eligible under FLEXI, the Council is seeking to enable residents to benefit from funding and will seek the consent of households to including them in a Declaration. The Council expects any obligated energy supplier, or contractor working on their behalf, comply with the Data Protection Act, to fully follow Ofgem requirements for the Energy Company Obligation 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.

The Council welcomes the introduction of FLEXI and intends to utilise it for the purposes of reducing fuel poverty in the district.

2. How the Council intends to identify eligible households

The Council will declare eligible households that will benefit from the installation of energy saving measures under FLEXI as either those that are living in fuel poverty, and/or vulnerable to the effects of living in a cold home, and those living in the Wecock Farm area.

HBC will declare households eligible based on the following criteria:

- In receipt of eligible benefits
- Energy Performance Certificate (EPC) rating D or below
- Listed on the Energy Companies' priorities register
- Has a long-term health condition such as: chronic respiratory and cardiovascular disease; obstructive pulmonary disease; mental health conditions; learning disabilities; suppressed immune systems

- Aged over 60, and particularly those over 75
- Children under 5 and pregnant mothers
- Any other illness exacerbated or which could be exacerbated by cold and confirmed by GP.
- Lives in a park homes site
- Lives in the Wecock Farm area

Additional factors for consideration will include residents who have confirmed they stay in their home during the day and who have declared that they under-heat their properties as they are worried about their energy bills.

The Council will reserve the right to flexibility when determining eligibility around the above criteria, when the residents are found to be struggling under unforeseen circumstances not covered in the existing guidance.

i. Park homes

Park homes are renowned for being difficult and costly to heat, with their occupants likely to be in fuel poverty. The Council intends to support projects which improve the energy efficiency of residential park homes and which will benefit the wellbeing of residents living in park homes.

ii. Wecock Farm

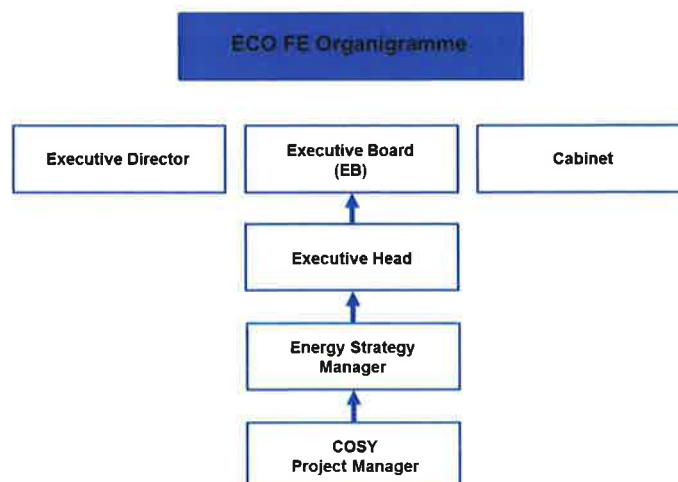
Wecock Farm, located to the North West of Waterlooville in Havant Borough, is a 1970s council estate which was originally built by Portsmouth City Council as part of their social housing estates. The housing estate has been identified by the Council as a priority area.

The support provided through FLEXI will complement work already happening in Wecock Farm. Delivering Differently programme is a Council project which aims to target all areas of society, such as health, crime and education and make lasting positive changes to benefit communities. This programme includes linking with health and reduction of fuel poverty. Additionally, the Council is working with LEAP (Local Energy Advice Programme) to offer a free service, providing important advice, support and energy saving measures to fuel poor and vulnerable households.

3. Governance

The governing structure will be similar to the one developed to deliver the Green Deal Communities Fund.

The Council has a dedicated team, the COSY team, to deliver FLEXI, and will engage with expert teams, for example Revenues and Benefits, to deliver the project effectively.



The COSY Project Manager reports to the Regeneration Manager (Sustainability) who leads up the Energy Team for the Council.

They both report to the Executive Director whom they keep informed of the fund progress.

The Executive Board (EB) is attended by Senior Executive Officers of the Council, including the CEO. EB's role is to discuss, advise and lead on the Council's activities and the delivery of the Corporate Strategy and Business Plans. They report findings to the Cabinet and both Councils.

The Regeneration Manager (Sustainability) is the officer responsible for signing Declarations on behalf of the local authority:

Job Title	Regeneration Manager (Sustainability)
Telephone	01730 234 329
Email	cosy@havant.gov.uk

4. Referrals

The Council will identify eligible households through the COSY home improvement scheme and its dedicated team. This may result from households engaging with the COSY team directly following marketing activities or following referrals from internal teams, like the Revenues and Benefits team and Community Teams.

Marketing activities will include:

- i. A brief on the Council's COSY webpage
- ii. Update its online registration form for direct referral
- iii. Publish article in local newspapers and newsletters
- iv. Develop mailouts to be sent by the Revenues and Benefits team directly to households
- v. Send tweets and facebook feeds from the Council
- vi. Direct contact with households on the COSY waiting list
- vii. Canvassing from installers to properties close to where installations are being carried out.

To disseminate the scheme and to ensure that the right households are targeted, the COSY team will:

- viii. Work closely with the Revenues and Benefits and Private Sector Housing teams
- ix. Carry out briefings to the Council's frontline staff and internal teams
- x. Carry out briefings to external agencies and local groups like the Citizen Advice Bureau

5. Evidence, monitoring and reporting

Personal data gathered during the FLEXI activities will be logged onto an Excel based database which will be accessible only by the COSY team, based at the Council.


The database will include personal information as well as information relating to the progress of the FLEXI referrals.

The database will be used to monitor and report on the number of Declaration cases, number of installations awarded to the Council and the types of measures installed.

Monitoring report will be provided to the Regeneration Manager (Sustainability) on a monthly basis and to the Council on a quarterly basis, in line with internal reporting practices.

In addition, the properties who receive support under FLEXI will be subject to a post-installation follow-up by the COSY team to verify that the approved measures have been installed and to gather feedback from the householder.

6. Signature

This document forms Havant Borough Council ECO Flexible Eligibility Statement of Intent as require by the Energy Company Obligation.	
Name	James Hassett, Executive Director (Operations)
Signature	
Date	27/11/18

