

## Cosy Homes in Lancashire (CHiL) Statement of Intent for ECO Flexible Eligibility

Version 4 – 28/09/2018

**Withdrawn – 03/01/2019**

### Overview

Cosy Homes in Lancashire (CHiL) is a brand established in 2014 to improve the energy efficiency of Lancashire homes, address health inequalities exacerbated by living in cold damp homes, reduce fuel poverty, tackle seasonal excess deaths and reduce carbon emissions from the domestic sector. It is supported by the 12 district and 2 unitary councils in Lancashire and the County Council. The CHiL Steering Group is led by Blackpool Public Health and reports to the three Directors of Public Health in Lancashire and the Public Health Consultant's Collaborative. There is a CHiL Operational Group made up of Energy Officers from the councils that oversee day to day activity and report to the Steering Group quarterly. Central to CHiL's success has been an administration hub that provides a single point of contact for residents providing the reassurance and certainty to apply for measures from a trustworthy source. The Hub processes all applications for CHiL initiatives whether they are via Government ECO (Energy Company Obligation) funding or other sources including coordinating local authority affordable warmth funding contributions to facilitate measures where ECO does not fully cover the entire cost. The Hub also works alongside the Operational Group to access new funding opportunities and negotiate contracts with utilities for Lancashire residents.

This Statement of Intent has been developed with the intention of supporting CHiL to participate in ECO flexible eligibility. It sets out the criteria participating Lancashire authorities will use in making declarations under Flexible Eligibility and the delivery arrangements in place, in line with the [guidance](#) to local authorities issued by the Department for Energy & Industrial strategy (BEIS).

### Participating Local Authorities

Blackpool Council	Pendle Borough Council
Blackburn with Darwen Council	Preston City Council
Burnley Borough Council	Ribble Valley Borough Council
Fylde Borough Council	Rosendale Borough Council
Lancaster City Council	West Lancashire Borough Council
Lancashire County Council	Wyre Council

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## 1. Introduction

Cosy Homes in Lancashire (CHiL) endeavours to deliver all the energy efficiency work by Local Authorities across the County. In 2015 Blackburn with Darwen Borough Council on behalf of CHiL secured £50,000 of funding from the DECC Health & Fuel Poverty Booster Fund as well as £2.24m from the DECC Central Heating Fund, both schemes were delivered successfully and in 2016 CHiL won a prestigious National [Ashden Award](#) in the sustainable homes category. From September 2014 to December 2016 CHiL has received 2,584 referrals from which it has installed 2,887 measures (not including advice) representing £5.1 m worth of investment in Lancashire housing stock. There is also a hospital in-reach scheme at Preston and Blackburn Hospitals as well as a 'Take Home and Settle' / in-reach scheme at the Blackpool Victoria Hospital making referrals to the scheme for vulnerable residents.

CHiL has developed a comprehensive website [www.chil.uk.com](http://www.chil.uk.com) that allows both professionals and residents to refer in for measures as well as a proactive social media campaign that generates referrals and important information.

CHiL maximises the number of energy efficiency measures that Lancashire residents access particularly those that are vulnerable to the effects of living in a cold home and / or are in fuel poverty or on a low income, by utilising local authority intelligence to target initiatives successfully. This includes proactive engagement in the lowest 25% Lower Super Output Areas for deprivation and those areas with high fuel poverty levels, particularly rural areas.

In 2016 (latest figures available) the Lancashire-14 area had 82,360 households in fuel poverty (12.9%), this is above the England average (11.1%) and an increase from 2015 when fuel poverty was 12.2%. Some areas of Lancashire have high levels of fuel poverty above 30. An interactive map of fuel poverty in Lancashire is available here:

<http://dashboards.instantatlas.com/viewer/report?appid=76dd5dc8c5b041458608752ffd11b67a&authid=EeUdmTVM2tQfwwHh>

The priorities for each council area are identified in their recent Home Energy Conservation Act (HECA) reports, all LAs will, however, be working under the CHiL brand to bring measures to residents who qualify under flexible eligibility.

Flexible Eligibility is a means for each local authority to make an application for a range of energy efficiency measures for qualifying residents through a declaration to an energy company on behalf of the resident. Lancashire will be utilising the CHiL brand for the purposes of this scheme. All ECO Flexible Eligibility declarations for participating authorities will be managed through the CHiL admin hub.

Each Local Authority anticipates that Flexible Eligibility will bring energy efficiency measures to residents that have traditionally not qualified for help in the past because they were not on an appropriate benefit. **When the local Authority makes a declaration on behalf of a resident this is not a guarantee that a measure will be installed.** The final decision will rest with the supplier who will take into account a number of factors including the savings that can be achieved by the resident as well as whether they have already reached their target. The CHiL hub will manage these declarations and approach individual local authorities for support if necessary.

## 2. How CHiL intends to identify eligible households

### A) Criteria for identifying households living in fuel poverty

The [CSE fuel poverty](#) calculator will be used to identify households living with a low income and high fuel costs and, therefore deemed to be fuel poor.

In considering a household's savings the first £6,000 of savings will be disregarded.<sup>1</sup>

For people under 60 every £250 of savings over £6,000 will be regarded as £1 per week of income.

For people over 60 every £500 of savings over £10,000 will be regarded as £1 per week of income.

Anyone with savings over £16,000 will **not** qualify for help

### B) Criteria for identifying households living on a low income and vulnerable to the effects of living in a cold home

Households will be eligible for funding if they meet at least one of the following vulnerabilities and have a \*low income.

#### Vulnerabilities:

- people with a diagnosed cardiovascular conditions
- people with a diagnosed respiratory conditions (in particular, chronic obstructive pulmonary disease and childhood asthma)
- people with diagnosed mental health conditions
- people with diagnosed disabilities
- older people (65 and older)
- households with young children (up to the age of 5)
- pregnant women
- people who are terminally ill
- people with suppressed immune systems (e.g. from cancer treatment or HIV)
- people who have mobility issues and have attended hospital due to a fall

The following vulnerable groups will be considered on referral from a professional organisation:

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<sup>1</sup> This approach is consistent with other grant schemes such as Disabled Facilities Grant

- people who move in and out of homelessness
- people with addictions
- Recent immigrants and refugees.

\*Low income

Low income will be determined by completion of the CSE Fuel Poverty calculator. £1,000 will be deducted from annual household income to take account of additional costs experienced by vulnerable households (e.g. medical treatments / equipment, higher energy use, transport to appointments etc.)

**C) Criteria for identifying “In-fill” properties for solid wall insulation**

The local authority intends to facilitate solid wall insulation schemes including households that are not in fuel poverty or vulnerable (‘in-fill’).

Where a household does not meet the criteria for fuel poverty (outlined at A) or living on a low income and vulnerable to the cold (outlined at B), the local authority can declare a household as “in-fill” where they are:

- in the same terrace as
- in an immediately adjacent building to, or
- are in the same building as a household that does meet those criteria

In-fill is only allowed where a minimum percentage of households for which the LA is providing declarations are fuel poor (FP) or on a low income and vulnerable to the cold (LIVC), as set out in Table 1.

**Table 1 – Summary of the requirements for property types under in-fill**

Property Type	LA declaration requirements	In-fill available
Project consisting of a pair of semi-detached houses or bungalows, or a building containing no more than two domestic premises	At least one of the two-properties must be declared by the LA as FP or LIVC (i.e. 50% of the properties are FP or LIVC).	The other property to which it is directly adjoined is eligible for solid wall insulation.
Project consisting of any premises that are contained in the same building (e.g. flats), immediately adjacent buildings (e.g. neighbouring detached properties) or in the same terrace	At least two in three properties on the list must be declared by the LA as Fuel Poor or LIVC (ie at least 66% of the properties are FP or LIVC)	The other (i.e. up to one third) of properties in the project are eligible for solid wall insulation, provided they are either in the same building, an immediately adjacent building or in the same terrace as the ones identified as FP or LIVC

### **3. Acting on behalf of another local authority**

In most circumstance the designated officer signing the declaration will be from the local authority of the resident applying. However where that officer is unavailable all nominated officers from each of the local authorities that are signatory under this declaration will be granted permission to sign a declaration on behalf of any of the other authorities unless a local authority opts out of this process. If a local authority decides that all declarations from their area must be signed by an officer from that Council then they will nominate at least two.

### **4. Joint Statement of Intent**

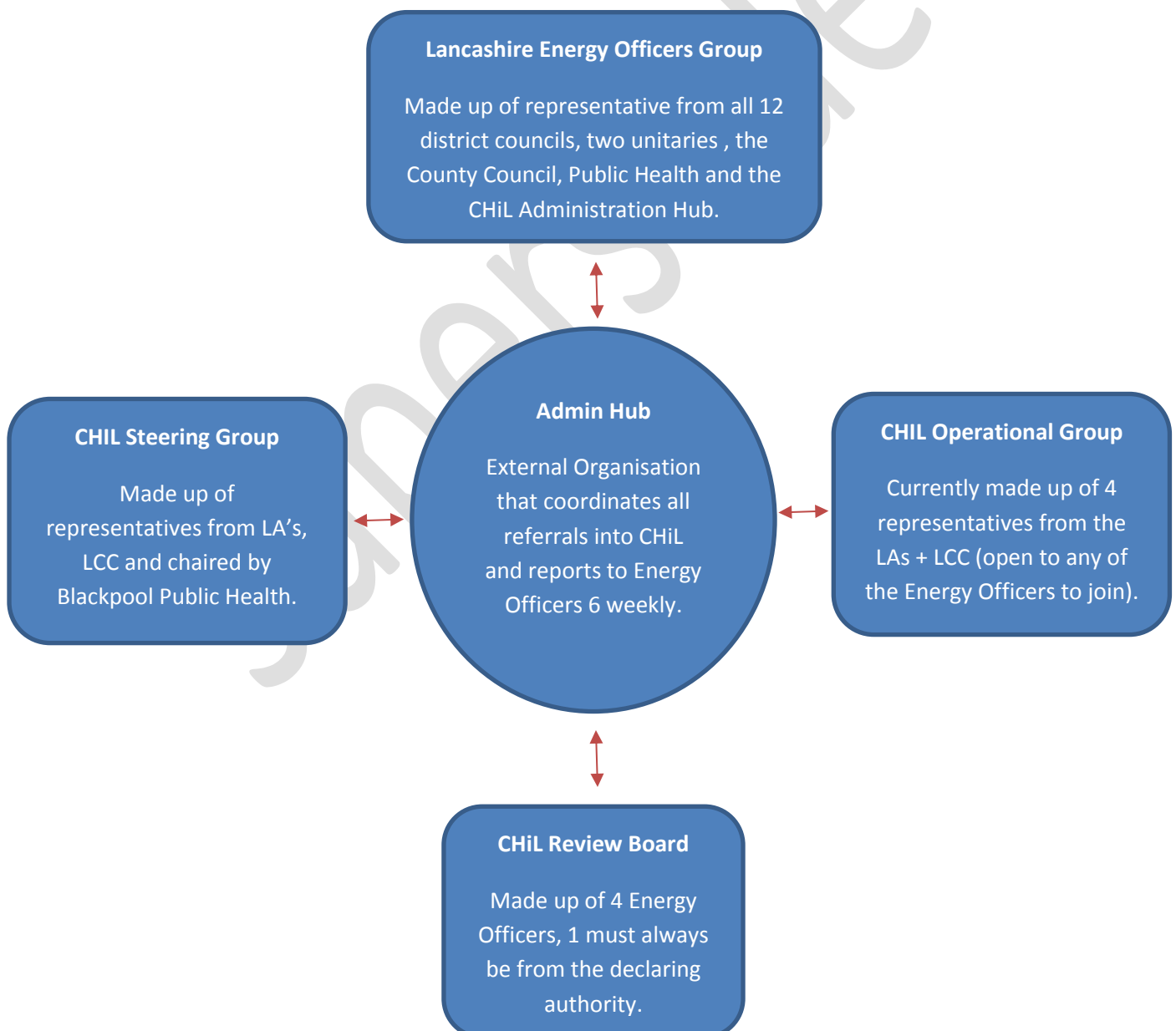
The local authorities listed below will be using common criteria and will be signatories to this SOI

Blackpool Council	Pendle Borough Council
Blackburn with Darwen Council	Preston City Council
Burnley Borough Council	Ribble Valley Borough Council
Fylde Borough Council	Rosendale Borough Council
Lancaster City Council	West Lancashire Borough Council
Lancashire County Council	Wyre Council

## 5. Governance

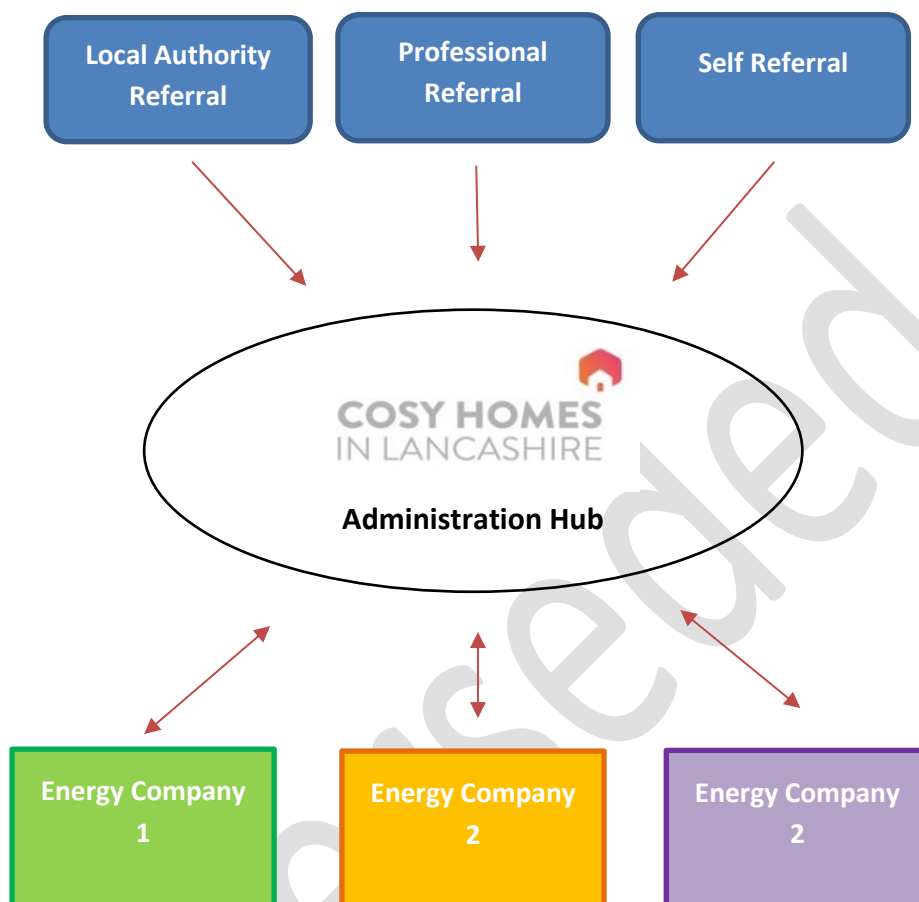
The Energy Officer from each participating local authority will be responsible for signing declarations on behalf of their authority or will delegate to another participating authority. In the event that the nominated officer is unavailable then any one of the other energy officers can sign the declaration on their behalf providing that local authority has agreed to that process, if not then the local authority will identify at least two officer posts within the local authority that can sign the declaration. Where an individual local authority does not want to endorse a certain measure in their area it will be their responsibility to inform the CHiL Steering Group and Administration Hub so that no declaration is signed for that measure.

In addition to the above a review board will be established that can be made up of any 4 members of the Lancashire Energy Officers Group. Their role will be to assess individual cases where the applicant either falls just outside the qualifying criteria but there is still a clear need or where the applicant disputes the decision of the local authority in respect of them not qualifying under Flexible Eligibility. This board's decision will be final.



## 6. Referrals

All referrals will be coordinated through the CHiL Administration Hub. A local authority can take referral directly, however they will then pass them to the Hub.



## 7. Evidence, Monitoring and Reporting

- The information to be collected can be seen on the application form (Annex 1).
- All applications will be recorded on a secure CRM system by the Administration hub.
- All LAs will have access to the data relating to their area.
- The CHiL Operational Group will review 10% of applications for accuracy and compliance with the qualifying criteria.
- CHiL will have a Service Level Agreement in place with each energy supplier it enters into an arrangement with that will detail acceptable time scales and processes
- The Admin Hub will hold paper and electronic copies of all documents relating to each application including any evidence supplied by the applicant.
- Every applicant will be required to sign a declaration stating that the information they have supplied is truthful and accurate.

**8. Signatures**

Local Authority	Signed by		Date
Blackpool Council	Dr Arif Rajpura Director of Public Health		29 June 2017
Blackburn with Darwen Council	Sayyed Osman Director of Localities and Prevention		22 June 2017
Burnley Borough Council	Paul Gatrell Head of Housing & Development Control Unit		18 September 2017
Fylde Borough Council	Paul Walker Director of Development Services		14 June 2017
Lancaster City Council	Suzanne Lodge Chief Officer for Health and Housing		10 September 2018
Lancashire County Council	Dr Sakthi Karunanithi Director of Public Health and Wellbeing		22 June 2017
Pendle Borough Council	Julie Whittaker Housing, Health and Economic Development Manager		17 July 2017
Preston City Council	Adrian Phillips Director of Environment		30 June 2017
Ribble Valley Borough Council	Colin Hirst Head of Regeneration and Housing		30 June 2017
Rossendale Borough Council	Sam Plum Director of Communities		15 June 2017
West Lancashire Borough Council	David Tilleray Director of Leisure & Wellbeing		15 June 2017
Wyre Council	Mark Broadhurst Service Director Health and Wellbeing		23 June 2017



**Document Control**

<b>Version</b>	<b>Revision date</b>	<b>Summary of changes</b>
CHiL / V1 / 25.07.2017	<b>18<sup>th</sup> September 2017</b>	<ul style="list-style-type: none"> <li>• Burnley Borough Council added to list of participating authorities on page 1 and to list of signatories, section 4, Page 5.</li> <li>• Burnley Borough Council signature added to page 8.</li> <li>• CHiL application form added at Annex 1.</li> </ul>
CHiL / V2 / 18.09.2017	<b>17<sup>th</sup> September 2018</b>	<ul style="list-style-type: none"> <li>• Lancaster City Council added to list of participating authorities on page 1 and to list of signatories, section 4, Page 5.</li> <li>• Fuel poverty figures updated on Page 2 to reflect 2016 latest data.</li> <li>• Lancaster City Council signature added to page 8.</li> </ul>
CHiL / V3 / 17.09.18	<b>28<sup>th</sup> September 2018</b>	<ul style="list-style-type: none"> <li>• Amended second paragraph on page 1 to remove reference to the ECO2t delivery period.</li> </ul>
CHiL / V4 / 28.09.18		

**Cosy Homes in Lancashire - Enquiry & Referral Form**

Cosy Homes in Lancashire (CHiL) is a scheme to help households access funds to provide free or subsidised insulation and heating systems. It has been set up by local authorities in Lancashire and is being administered and delivered on their behalf by Firefly Energi.

<b>Main Applicant</b>		<b>Telephone number(s)</b>	
<b>Address</b>		<b>Post Code</b>	
<b>Email Address</b>			

**Household Information**  
 Funding is obtained from several sources and we can often access additional funding if any member of the household has a long-term health condition, in receipt of benefits or on a low income. Please provide as much information as possible to assist your application.

**Please list all Members of the Household, including children, starting with the main applicant.**

Name	Date of Birth	Benefits and Income (list all)	Health Condition(s) (list all)	Hospital visits (last 12 months)	GP Visit (last 12 months)

<b>Name of GP Surgery</b>	
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**Property Details**

<p><b>How is your home currently heated?</b> (tick all that apply)</p> <p>Gas Boiler with Radiators <input type="checkbox"/>      Gas Fires <input type="checkbox"/></p> <p>Oil Boiler with Radiators <input type="checkbox"/>      Electric Fire(s) <input type="checkbox"/></p> <p>Electric Wall Heaters <input type="checkbox"/>      Storage Heaters <input type="checkbox"/></p> <p>Other (please List) <input type="text"/></p> <p>Does your heating work?      Yes <input type="checkbox"/>      No <input type="checkbox"/></p> <p>What heating upgrades do you require?</p> <p>Replacement only      Yes <input type="checkbox"/>      No <input type="checkbox"/></p> <p>Installation of a new system      Yes <input type="checkbox"/>      No <input type="checkbox"/></p>	<p><b>Does your home have:</b></p> <table border="0"> <tr> <td></td> <td style="text-align: center;"><b>Yes</b></td> <td style="text-align: center;"><b>No</b></td> <td style="text-align: center;"><b>Not sure</b></td> </tr> <tr> <td>Cavity Wall Insulation</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Loft Insulation</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>A Room in the Roof</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table> <p><b>Are you interested in having:</b></p> <p>Loft Insulation      Yes <input type="checkbox"/>      No <input type="checkbox"/></p> <p>Cavity Wall Insulation      Yes <input type="checkbox"/>      No <input type="checkbox"/></p> <p>Solid Wall Insulation      Yes <input type="checkbox"/>      No <input type="checkbox"/></p> <p>Room in Roof Insulation      Yes <input type="checkbox"/>      No <input type="checkbox"/></p>		<b>Yes</b>	<b>No</b>	<b>Not sure</b>	Cavity Wall Insulation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Loft Insulation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A Room in the Roof	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Yes</b>	<b>No</b>	<b>Not sure</b>														
Cavity Wall Insulation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>														
Loft Insulation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>														
A Room in the Roof	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>														

**What type of property is your home**Mid Terrace  End Terraced House  Semi Detached House  Detached House  Flat  Bungalow 

Other (please specify)

Number of bedrooms

What year was your house built (approximately)?

**Do you own or rent your home?**Owner Occupier  Private Tenant  Council /Housing Association  Other

If rented, please provide contact details for your:

Landlord Letting Agent 

Name

Telephone Number

Address (if known)

Email address (if known)

**How do you pay your energy bills?**Direct Debit  On receipt of bill  Pre payment meter **Declaration** (to be signed by main applicant)

To the best of my knowledge, the information that I have provided on this form is correct. I consent to my details being shared with partner agencies for the sole purpose of accessing energy efficiency measures and other relevant advice and support available to me.

Client Signature:

Date:

**Third Party Referral**

To the best of my knowledge, the information that has been entered on this form is correct. I can confirm the consent of the client to their details being shared with partner agencies for the sole purpose of accessing energy efficiency measures and other relevant advice and support available.

Referred By:

Contact Information:

Role/Relationship

Date

**Please tell us how you heard about CHIL**Flyer  Friend/Neighbour Mailshot  Council Newspaper  Other.....Website Radio Please return this form to**Firefly Energi,  
32 Winckley Square, Preston, PR1 3JJ**Or email it as an attachment to: [info@chil.uk.com](mailto:info@chil.uk.com)For further information call **03306 061 488** or e-mail [info@chil.uk.com](mailto:info@chil.uk.com)