

APPENDIX 1: CASE STUDIES

Case 1

Mr and Mrs X live in an end terraced property which they own. Both are retired and receive State Pension Credit. They have only a small amount of savings. Mr X suffers from Spondylitis and COPD. Mrs X has anxiety.

The boiler in the property has broken down and is uneconomical to repair, due to its age, the parts are no longer available. The boiler is also no longer energy efficient.

Mr X has already been admitted to hospital twice in the last year and there is a strong possibility that without heating and no hot water his COPD will be exacerbated and he would need to be re-admitted to hospital

Mr and Mrs X do not meet the criteria for ECO funding as they are not in receipt of the relevant means tested benefits. However as they have low income, receive Council Tax discount and have a diagnosed Health Condition they would qualify for the ECO Flexibility funding.

Client has already had a survey of the property and the shortfall in funding (due to the low levels of ECO funding) is £1600 including VAT. Mr and Mrs X cannot afford this shortfall.

Case 2

Mrs Y lives on her own in a mid-terraced property. She is on a means tested benefit, Employment Support Allowance. Mrs Y has no savings. Mrs Y has severe arthritis, mobility problems and has had Cancer. She has regular outpatient health care. Without heating and hot water it is likely that Mrs Y's health conditions will be exacerbated.

Mrs Y had a boiler fitted approximately 7 years ago under the Government's Warm Front Scheme. This has now broken down. Mrs Y has had qualified boiler engineers to look at the boiler and all have said that it is uneconomical to repair.

Mrs Y cannot access ECO funding because of the recent Warm Front installation. ECO funding policy does not allow for boiler replacement funding if the boiler is less than 10 years old. The cost of a new installation would be £1,950 + VAT. Mrs Y cannot afford to pay for the replacement boiler.

APPENDIX 2: ELIGIBILITY

Eligibility is in line with that recently agreed for the Lancashire Statement of Intent for ECO Flexible Eligibility.

Households will be eligible for funding if they meet at least one of the following vulnerabilities and have a low income, defined as follows.

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

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

Low income

Low income can be confirmed in one of the following three ways:

- Someone being in receipt of means tested benefits
- The CSE fuel poverty calculator being completed – £1,000 can 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.)

NB – the fuel poverty calculator should be completed where an individual household is receiving an award of more than £1,000. This is to provide additional assurance that the individual is in need.

- A 'declaration' by the Local Authority or health / social care professional that affordability issues are present.

Local Authorities will be expected to provide interventions for all groups listed above where an affordable warmth need has been identified. Local Authorities will need to manage demand to direct the resource at those most in need. Local Authorities may choose not to open up all categories to self-referrals, instead restricting interventions for some groups to referrals from social care, and health partners or where their own service has identified a health and affordability vulnerability.

Where possible Local Authorities are expected to be flexible with regards to responding to referrals from health and social care.

Confirmation of what the health and affordability need is should be recorded in the monitoring returns, any evidence should be retained locally.

Interventions

The funding available is directed at interventions that make a long term contribution to helping people keep their homes warm through physical improvements in the home that help improve thermal comfort and efficiency.

This includes:

- Servicing, repairs and replacement boilers and heating systems and associated works, including controls
- Repairs to and new radiators and radiator reflectors
- Gas fire services and repairs
- Draught proofing measures – windows, doors, loft hatches, electrical fittings on walls and ceilings, suspended floorboards, pipework leading outside, ceiling-to-wall joints. Thermal blinds and carpets may be included as draught proofing measures in appropriate circumstances where other long-term measures have been considered and the thermal benefit can be demonstrated – details for inclusion must be provided in the monitoring.
- Glazing improvements if there are severe draught issues

The most appropriate funding sources for all interventions should be considered, it is expected that additional or alternative sources of funding are sought wherever possible, including any available ECO (standard ECO or ECO Flex) funding, to ensure this fund can go as far as possible. It can also be matched with any other funding sources secured by the Lancashire Energy

Officers Group for Lancashire-wide schemes or funding secured locally by delivery partners.

An award limit per household has not been set to allow discretion based on need. Measures can be fully funded (in the case of any match funding not being available) or a contribution towards costs made at a level deemed appropriate.

Tenure

Targeting is focused on owner occupied housing. In the case of private rented and social housing, interventions / contributions from the landlord / other partners should be sought in the first instance but funding may be considered if there is a professional referral or in exceptional circumstances.