

## **Energy Company Obligation**

### **Local Authority Flexible Eligibility Statement of Intent**

**Local authority:** London Borough of Islington

**Acting on behalf of:** London Borough of Croydon; Royal Borough of Greenwich; London Borough of Hackney; London Borough of Haringey; London Borough of Hounslow; Royal Borough of Kingston upon Thames; London Borough of Lambeth; London Borough of Wandsworth; London Borough of Richmond; London Borough of Camden

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**URL:** [www.energyadvice.islington.gov.uk/energy-grants](http://www.energyadvice.islington.gov.uk/energy-grants)

#### **1) Introduction**

The London Borough of Islington welcomes the introduction of Flexible Eligibility (FE) and intends to utilise it for the purposes of reducing fuel poverty in the borough. Addressing fuel poverty is a priority for our local authority and we have a range of programmes that we expect will be complimented by FE. We also have an extensive advice and referral programme that we will use to reach and assist residents in need.

We wish to make it clear that the final decision on whether any individual household can benefit from energy saving improvements rests with obligated energy suppliers or their contractors. Inclusion in a Declaration issued by us to a supplier will not guarantee installation of measures. The final decision will depend on i) the survey carried out by suppliers' contractors and installation costs calculated, ii) the energy savings that can be achieved for a property, and iii) whether suppliers have achieved their targets or require further measures to meet their Energy Company Obligation targets. Where funding is available from within the local authority to enable works to take place, for example through local carbon offset funds, this will be considered.

#### **2) How we intend to identify eligible households**

We will identify households that may benefit from FE in a number of ways:

##### *a. Identifying fuel poverty*

Due to the locally diverse nature of our population Islington does not have significant geographical clusters of those with certain socio-economic characteristics in private sector housing. Area-level data is therefore of limited value. We will therefore rely on targeted means of identifying those most in need.

- i. Where the legal use of data allows, we will identify those living in private sector and in receipt of the relevant means-tested benefits
- ii. We will cross-reference data on income with data that we can hold or access on Energy Performance Certificates and on the private rented sector

- iii. Low income households living in energy inefficient housing will be identified in the private rented sector through enforcement activity under the Housing Act 2004
- iv. Individuals in fuel poverty will be identified through our extensive fuel poverty referral network, SHINE (see Section 4)
- v. Particular efforts will be made to reach low income households in older dwellings
- vi. We will combine data on prepayment meters with tenure data
- vii. We will promote the scheme to low income council leaseholders

*b. Identifying low income and vulnerability to cold*

SHINE (see Section 4) provides an effective means of identifying vulnerable household through a large and well-established referral network. Through this network we intend to continue targeting those households containing people with the characteristics below. These have been established through our existing Warmth on Prescription programme and are aligned with the National Institute for Health and Care Excellence (NICE) 2015 guidance on excess winter deaths and illness caused by cold homes.

- i. Aged over 60, and particularly those over 75
- ii. Children under 5 and pregnant mothers
- iii. Respiratory disease (COPD, asthma)
- iv. Cardiovascular disease (e.g. ischaemic heart disease, cerebrovascular disease)
- v. Moderate to severe mental illness (e.g. schizophrenia, bipolar disorder)
- vi. Substance misusers
- vii. Dementia
- viii. Neurobiological and related diseases (e.g. fibromyalgia, ME)
- ix. Cancer
- x. Limited mobility
- xi. Haemoglobinopathies (sickle cell disease, thalassaemia)
- xii. Severe learning disabilities
- xiii. Autoimmune and immunodeficiency diseases (e.g. lupus, MS, diabetes, HIV)

The presence of some of these diseases will not in itself mean that someone is extremely vulnerable but a scoring matrix has been developed to weight certain characteristics and referrals from health and social care services will be given more weight. Health and social care teams working with the above groups will continue to be engaged.

*c. Solid wall insulation “in-fill” projects*

Our Energy Advice Service will support households to take advantage of “in-fill” projects where the minimum number of vulnerable households is met. This will involve contacting neighbouring properties to ascertain their eligibility

**3) Acting on behalf of another local authority**

We have agreed to sign declarations on behalf of the local authorities below:

- London Borough of Croydon
- Royal Borough of Greenwich
- London Borough of Hackney

- London Borough of Haringey
- London Borough of Hounslow
- Royal Borough of Kingston upon Thames
- London Borough of Lambeth
- London Borough of Wandsworth
- London Borough of Richmond
- London Borough of Camden

#### **4) Governance**

##### *a. Responsible officer*

The officers below will be responsible for signing Declarations.

Job title: Senior Energy Advice Officer

Telephone: 020 7527 2121

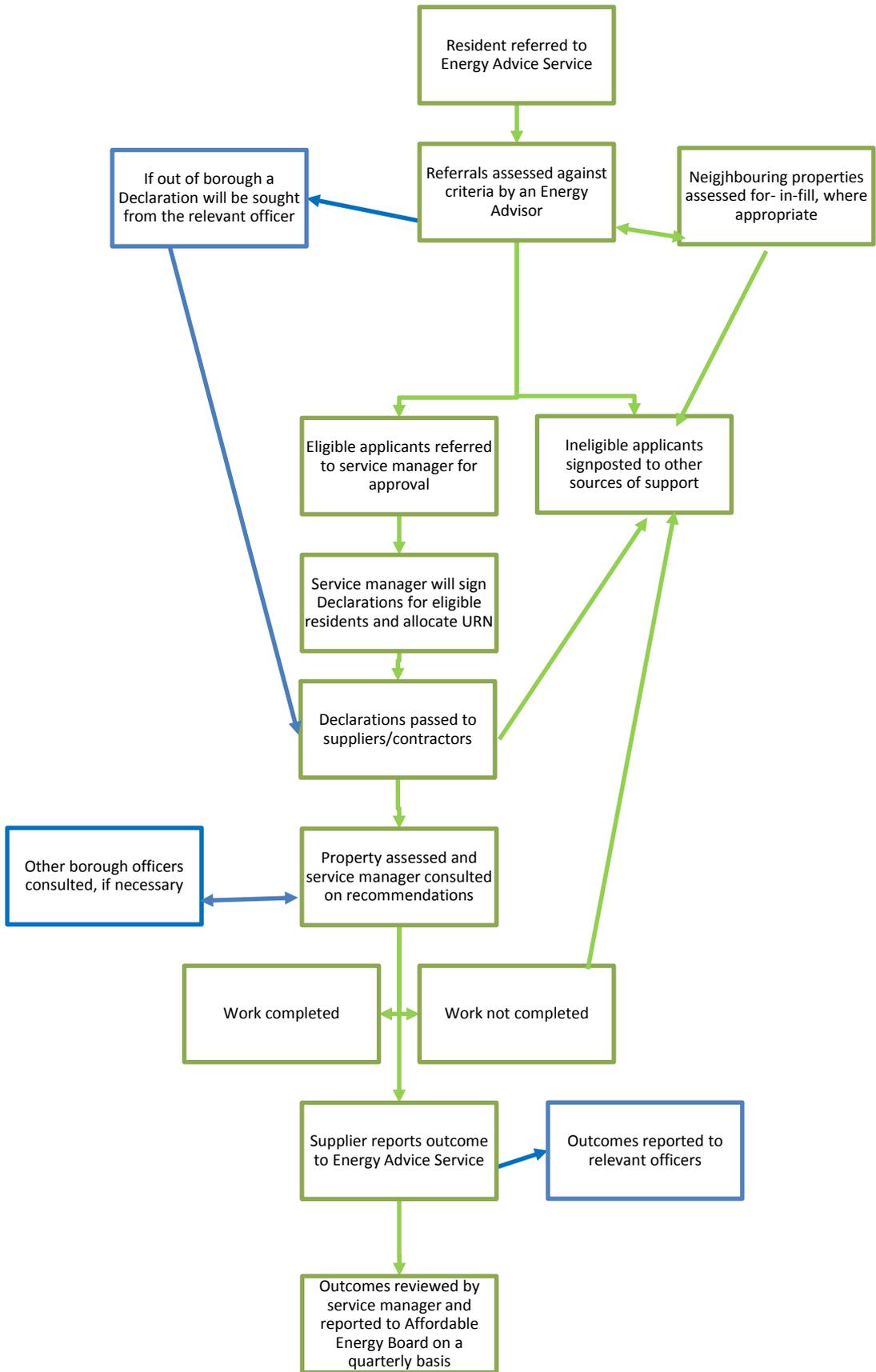
Email: [energy.advice@islington.gov.uk](mailto:energy.advice@islington.gov.uk)

##### *b. Process*

Overleaf

*NB: Sections in blue indicate additional processes where we provide energy advice services in another borough or have been delegated the authority to issue Declarations on their behalf.*





## 5) Referrals

### a. Referral network

Islington's Seasonal Health Interventions Network (SHINE) was established in 2010 and expanded to Hackney in 2012 and to all of London in 2017. By September 2017 it has assisted 17,500 households. Residents are either referred by third parties such as local health, social care, housing services and voluntary sector organisations or can refer themselves. Over 150 organisations are members of this network and details of how to refer are given below.

Telephone: 0300 555 0195

Email: [shine@islington.gov.uk](mailto:shine@islington.gov.uk) and [contact@shine-london.org.uk](mailto:contact@shine-london.org.uk)

Online: [www.shine-london.org.uk](http://www.shine-london.org.uk) and [www.islington.gov.uk/shine](http://www.islington.gov.uk/shine)

Where a borough has a Statement of Intent but has not delegated to us we will seek signed declarations from the relevant officer in that borough.

### b. Information flows with suppliers/contractors

Declarations will be passed to suppliers/contractors through secure data transfer. In turn they will be expected to provide information on the outcomes of these, including the nature and date of works completed.

## 6) Evidence, monitoring and reporting

- a. Anonymised data on the characteristics of households reached through FE will be reviewed and reported to the Affordable Energy Board on a quarterly basis
- b. The data above will include details of households assessed, how many were deemed eligible and ineligible, and how many received heating and insulation improvements
- c. All households for whom Declarations were made will be contacted by the Energy Advice Service after three months to review their experience of the process
- d. The two-stage approval process for Declarations, case review process and quarterly board review will act to deter, prevent and detect fraud.

## 7) Signature



Lesley Seary

Chief Executive, London Borough of Islington