



THE ROYAL BOROUGH OF  
**KENSINGTON  
AND CHELSEA**

## **Energy Company Obligation: Help to Heat**

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

**Local authority:** The Royal Borough of Kensington and Chelsea

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**Version:** 1.0

**URL:** TBC

#### **1) Introduction**

The Royal Borough of Kensington and Chelsea (RBKC) welcomes the introduction of Flexible Eligibility (FE) and intends to utilise it for the purposes of reducing fuel poverty in the borough.

RBKC already undertakes extensive measures to tackle fuel poverty through its Healthier Homes project. We offer advice, support and grants to enable residents to live in warm, safe home to improve quality of life and reduce the burden on the NHS.

Healthier Homes works with health professionals and the third sector to identify residents who are in or at risk of fuel poverty. It intends to use this existing mechanism to identify vulnerable residents who would benefit from FE as part of a package of support.

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

In identifying households as eligible under flexible eligibility, RBKC is seeking to enable residents to benefit from funding and will seek the consent of households before including them in a Declaration. RBKC 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 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.

#### **2) How RBKC intends to identify eligible households**

RBKC will identify households that may benefit from Flexible Eligibility (FE) in a number of ways:

*a. Identifying fuel poverty*

The Healthier Homes will be the main means of identifying residents suitable for FE referrals.

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 The Department for Business, Energy & Industrial Strategy (BEIS) guidance on targeting, including:

- i. Those living in private sector and in receipt of the relevant means-tested benefits and/or on a low income
- ii. Those who are in need based on a cross-reference of data on income with data that we hold or can access on Energy Performance Certificates, prepayment meters, expenditure on fuel, housing type/age/condition, heating type
- 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. Residents referred to us through health, social services and third sector agencies under the Healthier Homes partnership.
- v. Residents who self-refer to Healthier Homes who meet the criteria listed above.

*b. Identifying low income and vulnerability to cold*

RBKC will target households containing people with the following characteristics, which reflects 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 (e.g. 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 (e.g. sickle cell disease, thalassaemia)
- xii. Severe learning disabilities

- xiii. Autoimmune and immunodeficiency diseases (e.g. lupus, MS, diabetes, HIV)

The above list is not exhaustive and we will give weight to referrals from Health or Social Services professionals who identify individuals with conditions or circumstances that put them particularly at risk from Fuel Poverty.

To identify low income households RBKC will have regard to national indicators such as the low income Lower Layer Super Output Area's (LSOA's) identified for ECO Carbon Savings Community Obligation (CSCO), deprived wards identified by the Healthier Homes project and the updated Low Income High Costs Indicator.

*c. 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**

*a. Responsible officer*

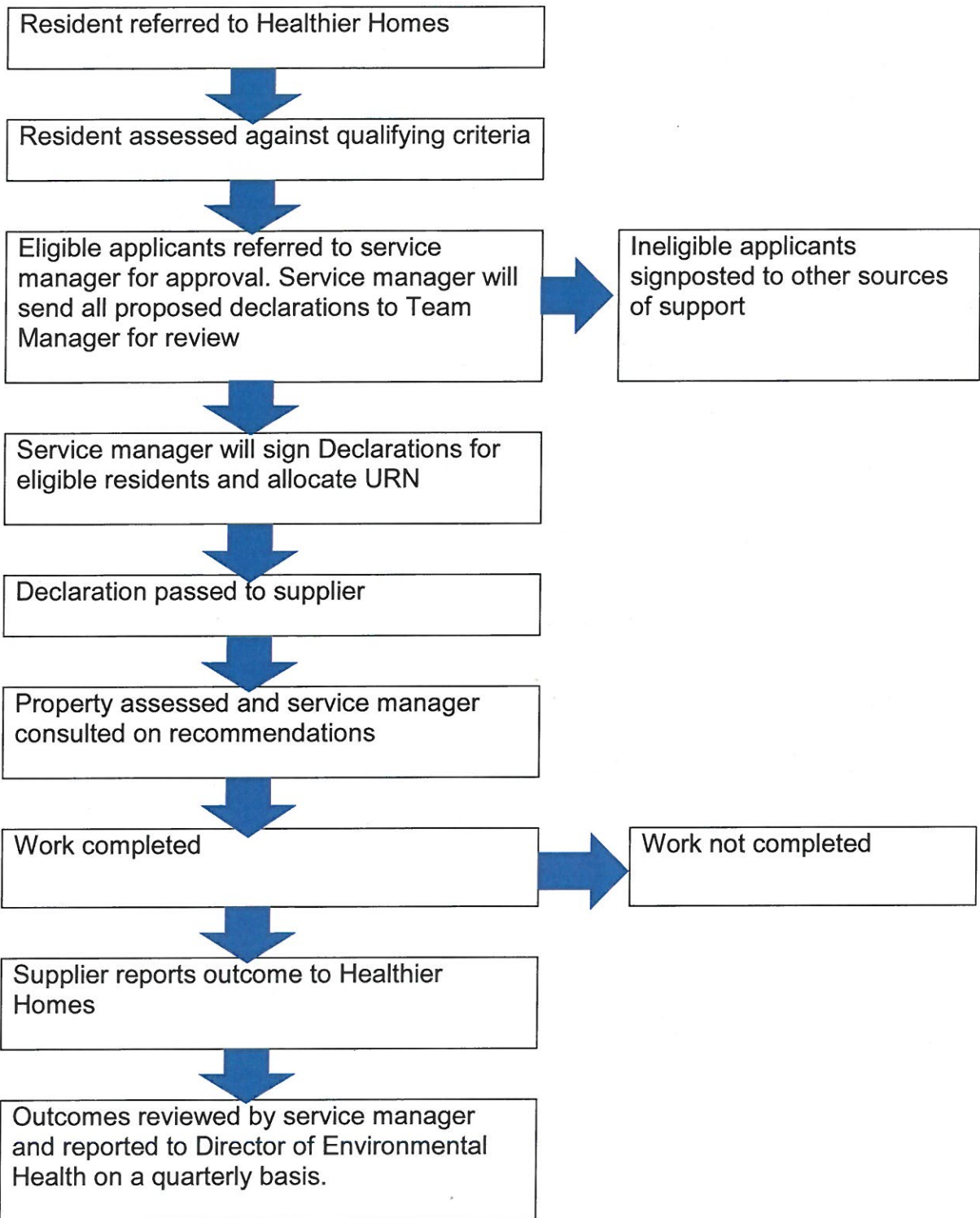
The officer below will be responsible for signing Declarations on behalf of the local authority.

Job title: Private Sector Housing and Energy Officer

Telephone: 0808 202 6204

Email: [Healthierhomes@rbkc.gov.uk](mailto:Healthierhomes@rbkc.gov.uk)

*b. Process*



#### 4) Referrals

Referrals will normally be made through the Healthier Home project. Referrals are made by our partners in Health and Social Care, third sector agencies such as Age UK and Citizens Advice or through other council departments such as Environmental Health. Residents can also self-refer. The Healthier Homes project can be reached and referrals can be made using the telephone number or e-mail address given below

Telephone: 0808 202 6204

Email: [Healthierhomes@rbkc.gov.uk](mailto:Healthierhomes@rbkc.gov.uk)

Data Protection and exchange of information

Declarations of Eligibility will be passed from the Healthier Homes project 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 back to the Council.

#### 5) Evidence, monitoring and reporting

- a. Anonymised data on the characteristics of households reached through FE will be reviewed
- 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 within four months to review their experience of the process and to determine if any additional assistance is required.
- d. The two tier approval, case review process and quarterly report to the Director of Environmental Health are intended to deter, prevent and detect fraud.

#### 6) Signature



Nick Austin

Director for Environmental Health

Royal Borough of Kensington and Chelsea



