



Energy Company Obligation

Local Authority Flexible Eligibility Statement of Intent

Local Authority: London Borough of Sutton

URL: www.sutton.gov.uk/energyefficiency

Version: 1

1. Introduction

The London Borough of Sutton welcomes the introduction of Flexible Eligibility (FE) and intends to use it to support delivery of the borough's sustainability strategy, in particular addressing fuel poverty.

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 by the council 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.

This statement of intent is intended to support a partnership with the London Borough of Islington who will sign declarations on behalf of the London Borough of Sutton.

2. How we intend to identify eligible households

a) Identifying households in fuel poverty

We will rely on targeted means to identify those most in need.

- Where the legal use of data allows, we will target those living in private sector properties and in receipt of the relevant means tested benefits.
- We will cross-reference data on income with data that we hold or can access on Energy Performance Certificates and on the private rented sector.
- Low income households living in energy inefficient housing in the private rented sector will be identified through enforcement activity under the Housing Act 2004.
- Individuals in fuel poverty will be identified through the extensive fuel poverty referral network, SHINE London (see section 4).
- Particular efforts will be made to reach low income households in older dwellings.
- We will combine data on prepayment meters with tenure data.
- We will promote the scheme to low income council leaseholders.

b) Identifying people who have low incomes and are vulnerable to the cold

SHINE London (see section 4) provides an effective means of identifying vulnerable households through a large and well-established referral network. Through this network we intend to target those households lived in by people with the characteristics below. These are aligned with the National Institute for Health and Care Excellence (NICE) 2015 guidance on excess winter deaths and illness caused by cold homes.

- People aged over 60, and particularly those aged over 75;
- Children under 5 and pregnant mothers;
- Respiratory disease (COPD, asthma);
- Cardiovascular disease (e.g. ischaemic heart disease, cerebrovascular disease);
- Moderate to severe illness (e.g. schizophrenia, bipolar disorder);
- Substance misusers;
- Neurobiological illness and related diseases (e.g. Fibromyalgia, ME);
- Cancer;
- Limited mobility;
- Haemoglobinopathies (e.g. sickle cell disease, thalassaemia);
- Severe learning disabilities;
- Autoimmune and immunodeficiency diseases (e.g. lupus, MS, diabetes, HIV).

The presence 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) Details of scheme requirements for Solid Wall Insulation (SWI) “in-fill” projects

SHINE London will support households to take advantage of “in-fill” projects where the minimum number of vulnerable households is met.

3. Governance

The officers below will be responsible for signing declarations of behalf of the London Borough of Sutton:

Energy Policy & Advice Manager, London Borough of Islington

Telephone: 020 7527 2121

Email: contact@shine-london.org.uk

4. Referrals

a) What data will be collected and the mechanisms in place for monitoring the effective targeting of relevant households;

The Seasonal Health Interventions Network London (SHINE London) was established in January 2017 and had assisted over 1,000 vulnerable households across London by May 2017. Residents can either be referred by third parties, for example local health, social care, housing services and the voluntary sector, or they can refer themselves.

Contact details for SHINE London are:

Website: www.shine-london.org.uk

Telephone: 0300 555 0195

Email: contact@shine-london.org.uk

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

5. Evidence, monitoring and reporting

- a) Anonymised data on the characteristics of households reached through Flexible Eligibility will be reviewed and reported to an appointed London Borough of Sutton officer 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 SHINE London after three months to review their experience of the process.
- d) The implementation of a two-stage approval process for declarations undertaken by SHINE London, case review process and periodic auditing by the London Borough of Sutton will act to deter, prevent and detect fraud.

The Council expects any obligated energy supplier, or contractor working on their behalf, to comply with the General Data Protection Regulations, 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.

6. Signature



Niall Bolger
Chief Executive, London Borough of Sutton