Kingston upon Hull
Affordable Warmth Strategy
2010-2016
PART 1

1. About Hull’s partnership working on tackling fuel poverty

1.1 In line with the government’s UK Fuel Poverty Strategy - 2001, Hull has been working to achieve the key aims; with the primary aim being to tackle the growing numbers of households who cannot afford to heat the whole of their homes to a comfortable level.

1.2 In 2001 the government originally set out 2 targets:
   1. To eliminate fuel poverty in vulnerable households by 2010
   2. To eradicate fuel poverty in all households by 2016

1.3 In 2008 the government acknowledged that the first milestone could not be achieved. Hull is working to achieve the second milestone but will be focussing on the most vulnerable households as a key priority.

1.4 Since 2001 there have been a number of organisations involved in ensuring that Hull meets the challenges faced by fuel poverty. The government recognises local authorities as key agencies for the eradication of fuel poverty. This is a cross-cutting issue that covers areas such as health and well-being, economic regeneration and housing regeneration and renewal as well as having a large part to play in carbon reduction. It is therefore essential that a broad partnership base is established with real, time bound and measurable commitment from the public, private and third sector to eradicate fuel poverty in Hull.

1.5 In November 2008 over 60 people attended a workshop to review Hull’s Affordable Warmth Strategy 2005-08 and to look at how the challenge to eradicate fuel poverty in all households by 2016 was going to be achieved. Since then a Hull Affordable Warmth Task Group has been formed to take this forward.

1.6 The Affordable Warmth Strategy 2010-16 provides background information on affordable warmth and related issues such as income levels and health conditions. It sets out the four key objectives to
eradicate fuel poverty in the city. The Affordable Warmth task group decided rather than forward plan for a number of years, an annual action plan would be produced. This annual plan of activity will be reviewed and monitored on an ongoing basis and will reflect ‘real time’ opportunities and situations. The Action Plan will be published annually on the Council’s website.

2. So what is fuel poverty and affordable warmth?

2.1 A household is said to be in fuel poverty if, in order to maintain a satisfactory heating regime, it would be required to spend more than 10% of its income on all domestic fuel use.

2.2 Fuel poverty is different from general poverty in that within fairly narrow parameters, householders’ need for food, clothing and other goods and services is similar. In the case of fuel, householders have different needs depending on:
  • where they live.
  • how much income they have.
  • if they are in debt.
  • the economy and efficiency of their heating systems and the fuel used.
  • whether they can access affordable fuel.
  • how well the property is insulated.
  • the age and health of household occupants.

2.3 Household income is not always a reliable indicator of the likelihood of a household being fuel poor and these other factors have to be taken into consideration. In many cases households may be forced to choose between spending money on fuel, other essential items and/or debt repayments. Faced with such difficult choices many households may ration their fuel consumption and in doing so put themselves at increased risk of cold-related illness or even death.

2.4 Since their 2003 levels, on average gas prices have risen by 147% and electricity by 95% (source: National Energy Action).

3. How this strategy fits into the challenge to eradicate fuel poverty

Fuel poverty in Hull

3.1 The mid 2009 population estimate for Hull is now 262,400. More and more households are finding themselves in fuel poverty. The following tables show these increases on a regional basis and then local basis (data provided by National Energy Action). Yorkshire & the Humber have the second highest figures in the country and Hull is the highest within the region.
<table>
<thead>
<tr>
<th>Region</th>
<th>Number of fuel poor households in 2003</th>
<th>% households in fuel poverty 2003</th>
<th>Number of fuel poor households in 2009</th>
<th>% households in fuel poverty in 2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>North East</td>
<td>95,000</td>
<td>8.7</td>
<td>297,000</td>
<td>27</td>
</tr>
<tr>
<td>North West</td>
<td>178,000</td>
<td>6.3</td>
<td>594,000</td>
<td>20.8</td>
</tr>
<tr>
<td>Yorkshire &amp; the Humber</td>
<td>180,000</td>
<td>8.6</td>
<td>519,750</td>
<td>24.6</td>
</tr>
<tr>
<td>East Midlands</td>
<td>112,000</td>
<td>6.3</td>
<td>368,200</td>
<td>21</td>
</tr>
<tr>
<td>West Midlands</td>
<td>146,000</td>
<td>6.7</td>
<td>445,500</td>
<td>20.3</td>
</tr>
<tr>
<td>Eastern</td>
<td>115,000</td>
<td>5.1</td>
<td>371,250</td>
<td>16.2</td>
</tr>
<tr>
<td>London</td>
<td>108,000</td>
<td>3.6</td>
<td>337,840</td>
<td>11.1</td>
</tr>
<tr>
<td>South East</td>
<td>149,000</td>
<td>4.4</td>
<td>408,500</td>
<td>12</td>
</tr>
<tr>
<td>South West</td>
<td>139,000</td>
<td>6.5</td>
<td>403,500</td>
<td>18.7</td>
</tr>
<tr>
<td>Total</td>
<td>1,220,000</td>
<td>5.9</td>
<td>3,745,540</td>
<td>17.9</td>
</tr>
<tr>
<td>Source: NEA Research 2010</td>
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<table>
<thead>
<tr>
<th>Local Authority</th>
<th>% FP Households 2005</th>
<th>No. FP Households 2005</th>
<th>% FP households comparator figures 2009</th>
<th>No. FP Households 2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kingston upon Hull, City</td>
<td>22.1</td>
<td>22,946</td>
<td>37%</td>
<td>38,090</td>
</tr>
<tr>
<td>East Riding of Yorkshire</td>
<td>10.4</td>
<td>13,864</td>
<td>19.3%</td>
<td>27,866</td>
</tr>
<tr>
<td>North East Lincolnshire</td>
<td>16.5</td>
<td>10,875</td>
<td>27%</td>
<td>18,052</td>
</tr>
<tr>
<td>North Lincolnshire</td>
<td>12.7</td>
<td>8,019</td>
<td>21%</td>
<td>13,311</td>
</tr>
</tbody>
</table>
3.2 A high proportion of householders experience fuel poverty as a result of homes which are expensive to heat and low incomes which may then have a detrimental effect on their health.

3.3 Hull’s Affordable Warmth Strategy proposes to reduce fuel poverty in Hull by:

Objective 1: Ensure effective partnership working to alleviate fuel poverty in Hull.

Objective 2: Increase household income of fuel poor households – provide financial advice.

Objective 3: Assist fuel poor households to decrease their domestic fuel costs – provide energy efficiency advice.

Objective 4: Improve the energy efficiency of homes.

Hull’s Economic Picture

3.6 The structure of Hull’s economy and the characteristics of its labour force have meant that Hull is identified as being particularly vulnerable to the impacts of the current recession. Hull has seen high levels of job losses in the last 12-18 months, reflected in elevated levels of unemployment, an important factor which impacts on the ability of households to adequately heat their homes. In addition, household income in Hull is lower than the regional average.

The Hull Benefits and Ability to Pay Picture

- In May 2002 the total number of working age people in Hull in receipt of a supporting financial benefit was 34,285 of which 7,645 were receiving an entitlement to Job Seekers Allowance. By February 2009 the total number of working age recipients had increased to 39,690 of which 13,455 were in receipt of a Job Seekers Allowance entitlement.

- For those over 60, the introduction of Pensions Credit for November 2003 saw 13,535 recipients of this entitlement, rising to 17,370 by February of 2009.

Hull’s Housing

3.4 There is a Government Standard for home energy rating which is known as the Standard Assessment Procedure (SAP). SAP ratings provide a simple indicator of the efficiency of energy use to heat the space and water in the home. SAP ratings are expressed on a scale of 1 (poor) to 100 (excellent) with an individual property rating of 35 or less likely to have an impact on health. Ratings were assessed in March 2009 at 61.14 average for the city as a whole, with an estimated SAP rating of 58 for the private sector, 68.1 for housing association homes and council homes had an average rating of 66.24 (this has subsequently risen to an average of 61 for private housing and average 71 for council homes in 2010).

3.5 Hull’s Private Sector Stock Condition Survey undertaken in 2009 showed that of the total number of households living in fuel poverty in the private sector in the city, 13,328 of those households are classed as vulnerable. Poor housing conditions have been associated with poor health, in particular in relation to cold, damp housing. During the survey, ‘Excess Cold’ was one of the most common Category 1 hazards found under the Housing, Health & Safety Rating System. The council has a statutory duty to deal with Category 1 hazards.
Number of people claiming benefits in Hull – May 2002, November 2003 and February 2009

<table>
<thead>
<tr>
<th>WORKING AGE</th>
<th>OVER 60</th>
</tr>
</thead>
<tbody>
<tr>
<td>JOB SEEKERS ALLOWANCES</td>
<td>INCAPACITY BENEFITS</td>
</tr>
<tr>
<td>May-02</td>
<td>7645</td>
</tr>
<tr>
<td>Nov-03</td>
<td>7100</td>
</tr>
<tr>
<td>Feb-09</td>
<td>13455</td>
</tr>
</tbody>
</table>

Source - Office for National Statistics (ONS)

4. The Hull Health Picture

4.1 There is evidence of the negative impact on health of poor housing, poverty and low-income. The health impact of living in cold, damp homes and the importance of affordable warmth initiatives to address socio-economic health inequalities are now recognised by national policymakers. Living in a cold or damp home is known to aggravate respiratory and cardiovascular illnesses, and may result in injuries and hospitalisations due to slips, trips and falls.

4.2 Houses that are energy inefficient particularly affect the health of the young, older people, those with long-term illnesses and disabled people. In colder temperatures blood pressure increases and the risk of heart attacks and strokes rise. Respiratory illnesses such as asthma and bronchitis are also made worse by cold and damp living conditions. In addition, the financial burden of trying to keep warm reduces household resources available to protect health in other ways, through a healthy diet for example. Poor living conditions, coupled with the financial burden, may also cause emotional distress and have a detrimental effect on an individual’s mental health.

Excess Winter Deaths

4.5 Each year, figures are produced for Excess Winter Deaths (December to March compared to April to November) and it is likely that a proportion of these are due to people being unable to heat their homes adequately.

The Table below illustrates Excess Winter Deaths in Hull for the period 2006-2008.
EXCESS WINTER DEATHS IN HULL 2006 – 2008

The graph below shows the excess winter mortality rates in Hull (source NHS Hull)

Average number of under 75 deaths, 2006-2008

<table>
<thead>
<tr>
<th></th>
<th>Males</th>
<th>Females</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Winter deaths per month</td>
<td>56</td>
<td>37</td>
<td>93</td>
</tr>
<tr>
<td>Non-Winter deaths per month</td>
<td>47</td>
<td>31</td>
<td>78</td>
</tr>
<tr>
<td>Excess Winter deaths per month</td>
<td>9</td>
<td>6</td>
<td>15</td>
</tr>
<tr>
<td>Excess deaths for all 4 Winter months</td>
<td>36</td>
<td>24</td>
<td>60</td>
</tr>
</tbody>
</table>
5. Hull’s Achievements

During the course of the 2005/2008 Affordable Warmth Strategy the following has been achieved:

- Hull Warm Zone completed 18,579 assessments in the city which resulted in the following:
  - > 9,573 insulation measures
  - > 1,289 homes received a central heating system
  - > 334 properties received draught proofing
  - > 943 homes received a replacement boiler
  - > £8,376,484.00 of funding has been drawn into Hull to implement energy efficiency measures

- Hull City Council provided funding to enable:
  - 415 discounted central heating installations to private households
  - Contribution to deliver 3,500 insulation measures in private housing 166 Warm front ‘top up grants’ to vulnerable households.
  - Loans for private landlords to help bring rented properties up to the Decent Homes Standard.
  - £21 million spent on heating and insulation measures in council housing

- Gateway, the Housing Market Renewal Pathfinder delivered:
  - 166 new, energy efficient homes completed and a further 424 due on site in 2010/11.
  - 1,010 properties acquired and 486 (majority non-decent) demolished.

- Partners from a wide variety of organisations have been working together to share information and resources.

For 2010-16

We need to build on previous successes, learn from experience, and involve as many partners and customers as possible to do even more…!

PART 2

6. Going Forward

6.1 A cross partnership Affordable Warmth Task group has been established that reports to the Health & Wellbeing Strategic Delivery partnership of ONE HULL. This ensures that fuel poverty is being considered at a strategic level.

6.2 ‘Communities for Health’ funding has been provided by the Department of Health for joint working between NHS Hull and Hull City Council, to tackle health issues at a local level. Funding has been secured to initiate and implement a new referral scheme called Hull Hotspots which was launched in January 2010.

6.3 The Task Group - utilising an assessment tool provided by National Energy Action (NEA) the leading fuel poverty charity – ranked where Hull sees its activity to tackle fuel poverty using a defined set of criteria. The grading ranked from ‘weak’ to ‘excellent’.

6.4 The Task Group agreed that it will aim to move all rankings into the ‘excellent’ category by 2016. This will involve working at a high level to ensure that there is a clear strategic focus on fuel poverty across all related agencies and that there is effective cross-agency commitment and funding available. In order to build upon the current status and ultimately attain the ‘gold standard’ in terms of eliminating fuel poverty by 2016 a systematic approach is required and the table at appendix 1 below lists the next target to be achieved for each element.

6.5 One of the key elements of the first year Affordable Warmth Action Plan for Hull will be to monitor funding, seek further funding opportunities and link investment to reductions in fuel poverty levels.
7. Devising a one year action plan – input into what is required

7.1 The workshop yielded many ideas for what is needed to make affordable warmth a realistic objective for Hull to achieve by 2016. The most common ‘asks’ were:

- Include a more obvious ‘people’ message i.e. that the focus is on working to achieve warm homes for all residents of Hull.
- Secure funding for a dedicated officer to work to secure funding, support and generally make sure that the action plan for affordable warmth is delivered across all agencies and partners.
- Improve information sharing, communication in general and let people know what is happening be they residents or professionals working to alleviate fuel poverty.
- Ensure that the group responsible for delivering affordable warmth activity and measures includes all available partners and resources.
- Improve monitoring and evaluation of what’s happening to reduce fuel poverty.
- Include area level activity.
- Improve on ability of reaching those vulnerable households that are currently ‘hard to reach’.
- Implement a local referral scheme which all frontline workers are aware of and trained and supported to implement.
- Raise profile of affordable warmth and activity related to Warm Zone.
- Establish a small fund for those in hardship but unable to meet current qualifying criteria for government or local grants.
- Establish partnership responsibility scheme whereby all senior management in partner organisations sign up to a statement of delivery.

Where possible these have been included in the 2010-11 Action Plan.

Hull’s Affordable Warmth Strategy

Action Plan

7.2 It is accepted that the ultimate goal of eradicating fuel poverty in Hull requires a long term approach, so in addition to the actions indicated at appendix 1 a shorter term one year action plan has been developed and will be delivered and reviewed on an annual basis. The following strategy objectives will be worked towards and some actions are ongoing.

Objective 1: Ensure effective partnership working to alleviate fuel poverty in Hull.

Objective 2: Increase household income of fuel poor households – provide financial advice.

Objective 3: Assist fuel poor households to decrease their domestic fuel costs – provide energy efficiency advice.

Objective 4: Improve the energy efficiency of homes.
Glossary and Definitions

Affordable Warmth
The ability to afford sufficient warmth for health and comfort within 10% of household income.

Affordable Warmth Task Group
The multi-sector group of people who manage the development and implementation of an Affordable Warmth Strategy.

Affordable Warmth Strategy
A multi-agency, co-ordinated strategic approach to tackling fuel poverty.

Category 1 Hazard
Housing Health & Safety Rating System evaluates potential risk to health and safety in dwellings. Hazards are scored and grouped into Category 1 and 2. Category 1 hazards include excess cold and dampness/mould.

Comprehensive Area Assessment
Comprehensive Area Assessment (CAA) looks at how well local services are working together to improve the quality of life for local people. Combining the perspectives of the seven partner inspectorates, CAA will provide a joint assessment of outcomes for people in an area and a forward look at prospects for sustainable improvement.

Decent Homes Standard
A Decent Homes Standard (DHS) set by Government to ensure that all social housing meets set standards of decency by 2010. A decent home is one, which is wind and weather tight, warm and has modern facilities.

Energy efficiency
The use of as little energy as possible to achieve heat and power. Minimising wasted energy and money through the use of measures, which reduce the amount of electricity and/or gas, required to heat and power a home.

Fuel Poverty
Where a combination of poor housing conditions and low income mean that the household cannot afford sufficient warmth for health and comfort. The widely accepted definition of fuel poverty is where a household needs to spend 10% or more of income to meet fuel costs.

Hard-to-treat properties
Homes which are not connected to a mains gas supply, have solid walls or are of non-traditional construction and so are unable to benefit from conventional energy efficiency measures such as cavity wall insulation.

Housing Health & Safety Rating System (HHSRS)
This is a more comprehensive survey of household standards and hazards than the fitness standard it replaced. Excessive cold and dampness are recognised as extremely serious health hazards. The HHSRS provides local authorities with a more flexible approach to private sector housing renewal in addition to enforcement action on properties that pose a significant threat to the health of the occupants.

Local Strategic Partnerships
A local strategic partnership (LSP) is a non-statutory body that brings together the different parts of the public, private, voluntary and community sectors working at a local level. The lead player in the LSP is the local authority and other players will include the police and the primary care trust. The LSP ensures the different organisations work together to deliver services more effectively. The LSP in Hull is called ONE HULL.

Standard Assessment Procedure (SAP)
The Government’s standard for home energy rating. SAP ratings provide a simple indicator of the efficiency of energy use for space and water heating in new and existing dwellings. SAP ratings 27 are expressed on a scale of 1 (poor) to 100 (excellent).
Single Assessment Process
A co-ordinated client assessment system which is to be used by health and social services staff to identify client needs and to trigger referrals to appropriate schemes/services.

Tackling Health Inequalities
Addressing the unequal distribution of health determinant within the population to ensure a fairer and more equal society, where people with the least access to resources and opportunities are able to enjoy the standard of living and the opportunities that many take for granted.

Warm Front
A government funded grant scheme targeted at benefit claimants in the private sector (owner occupiers and those renting from a private landlord) which provides a package of insulation, draught proofing and central heating.
Kingston upon Hull Affordable Warmth Strategy  2010-2016

Appendix 1

<table>
<thead>
<tr>
<th>Area of Work</th>
<th>Self Assessment Score</th>
<th>Target to achieve excellent self assessment score</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Strategic Approach</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Overall Approach</td>
<td>Good</td>
<td>• Ensure senior strategic and political engagement to highlight fuel poverty issues with particular reference to resources.</td>
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<tr>
<td></td>
<td></td>
<td>• Appointment of ‘Champion’ with power to act and effect internal and external partnerships.</td>
</tr>
<tr>
<td>2. Strategic Engagement</td>
<td>Good</td>
<td>• Maintain a clear strategic focus on fuel poverty with resources programme for achieving targets.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Affordable Warmth Strategy developed that is also a feature of Community Strategy and Local Strategic Partnership activity, with measurable targets for achievement.</td>
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<tr>
<td></td>
<td></td>
<td>• Develop an understanding and use of a range of powers that can be used to address fuel poverty and ensure they are incorporated into all relevant strategies and programmes e.g. Private Sector Strategy (PSS), Decent Homes Standard (DHS).</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Clear plan for achieving UK Fuel Poverty Strategy targets for eradicating fuel poverty by 2016.</td>
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<tr>
<td></td>
<td></td>
<td>• Action Plan for Preventable Excess Seasonal Deaths linked to health inequalities.</td>
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<td></td>
<td></td>
<td>• Fuel poverty data (through high quality survey or Warm Zone assessment process) reported and disseminated.</td>
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<tr>
<td></td>
<td></td>
<td>• Obtain and use toolkits to identify target areas for fuel poverty.</td>
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<tr>
<td></td>
<td></td>
<td>• Establish targeting and monitoring systems and share information with relevant stakeholders including non Council agencies.</td>
</tr>
<tr>
<td>4. Local Area Agreements (LAA)</td>
<td>Fair</td>
<td>• Affordable warmth strategic objectives integrated in LAA’s. NI 187 (percentage of people receiving income based benefits living in homes with a low energy efficiency rating).</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Targets set and monitored by Affordable Warmth Task Group. Action Plan reported to Health &amp; Wellbeing Strategic Delivery Partnership.</td>
</tr>
<tr>
<td>5. Planning Policy</td>
<td>Weak</td>
<td>• Planning for social and private sector housing should encourage or even require the provision of integrated renewable energy sources, and high standards of insulation, for all affordable housing.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• By definition affordable housing should be affordable to run, as well as purchase/rent. Measures established for the impact of planning policy on affordable warmth.</td>
</tr>
<tr>
<td>Area of Work</td>
<td>Self Assessment Score</td>
<td>Target</td>
</tr>
<tr>
<td>-------------</td>
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<td>--------</td>
</tr>
<tr>
<td>Housing Improvements</td>
<td></td>
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</tbody>
</table>
| 6. Housing Own Stock Management | Good | - To make homes as thermally efficient as possible for future tenants with an improvement plan based on Standard Assessment Procedure (SAP).  
- Funding strategy in place including full provision for Hard to Treat homes.  
- Plan integrated with Private Sector Strategy. |
| 7. Housing Stock Transfer Activity | Good | - Comprehensive, funded programme to eliminate fuel poverty in the housing stock and improve the thermal efficiency of stock for all future tenants.  
- Ensure ongoing commitment to provide support and advice to tenants. |
| 8. Registered Social Landlord Housing - Decent Homes | Fair | - Set clear affordable warmth standards that considerably exceed Decent Homes Standard, with clear programme for achievement and spending prioritised accordingly.  
- RSL’s integrated into local strategy for improving social housing including provision of information on progress.  
- Investigate and utilise EcoHomes XB to assess energy status on an ongoing basis. |
- Specific grants and loans allocated for energy efficiency improvements. Programme for achieving Decent Homes Standard (DHS) for vulnerable households exceed target dates.  
- Plan work with social landlords in mixed tenure area to achieve area improvements.  
- Integration of Strategy with social housing programme (common contractors etc). |
| 10. Private Sector Housing - HHSRS | Good | - Clear Enforcement policy which includes strong partnership working with private landlords to achieve increased Standard Assessment Procedure (SAP) ratings and reduction in excess cold hazard under the Housing, Health & Safety Rating System (HHSRS). |
- Regeneration programmes to maximise use of strategic funding sources e.g. CERT, CESP, ERDF.  
- Opportunistic use of regeneration funds used for some affordable warmth improvement works (e.g. end of year under-funds). |
## Area of Work

<table>
<thead>
<tr>
<th>Area of Work</th>
<th>Self Assessment Score</th>
<th>Target</th>
</tr>
</thead>
</table>
| **Housing Improvements (continued)** |                       | - Integrated social and private sector property database with SAP data and active use of database for tracking progress.  
- Good quality house condition survey, including fuel poverty information; allows comparison with English House Condition Survey fuel poverty data within reasonable confidence levels.  
- Social housing data supplied to National Register of Social Housing to full specification.  
- Regular cross reference of housing and health indicators.  
- Robust Performance Indicators for monitoring progress on non housing elements of Affordable Warmth Strategy (AWS). Monitoring information used extensively to track progress and inform regular evaluation of AWS.  
- Review database and identify areas likely to be hard to treat or to contain high numbers of fuel poor.  
- Ensure database methodology allows regular updating from ongoing work. |
| **Advice and Awareness Raising**      |                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 12. Monitoring and Reporting      | Good                  | - Consistent support and engagement with local Energy Savings Trust advice centre (ESTac) including funding, joint promotions, own staff training.  
- Establish effective referral systems throughout partner organisations.  
- Find resources for home visits to householders where required.  
- Clear policy of training and supporting front-line staff in energy efficiency advice and signposting.  
- Energy advice provided to householders in the home where necessary. |
| 13. Energy Advice Provision       | Excellent             | - Wide range of mechanisms to promote take-up of Warm Front (WF) grant assistance, including promotion to Housing Benefit/Council Tax Benefit recipients.  
- Referral through front line staff.  
- Use of Housing, Health & Safety Rating System to ‘trigger’ referrals.  
- Extensive integration of Energy Efficiency Commitment to social housing improvement and of EEC/Warm Front (WF) to private sector renewal.  
- Work with grant and ‘offer’ providers to target known areas of fuel poverty area based approach.  
- Ensure mechanisms in place for reactive response to customer enquiries.  
- Area based funding made available for households not eligible for financial support.  
- Systematic identification of WF eligible households through area based approach assessment process.  
Full integration of schemes to ensure ‘whole house’ solutions and seamless service to recipients. |
<table>
<thead>
<tr>
<th>Area of Work</th>
<th>Self Assessment Score</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Advice and Awareness Raising</strong></td>
<td></td>
<td><strong>Advice and Awareness Raising (continued)</strong></td>
</tr>
</tbody>
</table>
| 15. Income Maximisation and Benefit Advice | Fair                 | • High quality advice sector (welfare rights, financial, debt) including integration of energy efficiency advice with cross referral systems in place, including feedback loops for referral back into Warm Front and Council grants.  
  • Assessed as 'good' for benefit administration.  
  • Good links with administration of home improvement grants/loans. Establish and implement a multi-benefit assessment system (including home improvement grants/loans) backed up with extensive high quality advice provision (in-house and external). |
| 16. Advice on Fuel Debt and Supply | Fair                 | • Fuel debt and switching advice is readily available to customers. Tenants are informed of their rights.  
  • Encourage debt advice agencies to refer customers into energy efficiency schemes and energy advice. |
| 17. General Partnership Working    | Good                  | • Regular partnership meetings to consider affordable warmth.  
  • Regular reviews consider partners’ inputs. |
| 18. Social Care/Services           | Weak                  | • Include affordable warmth in strategy and policy documents.  
  • Run training sessions for staff to identify cold homes and refer clients on through ‘Hotspots’ scheme.  
  • Provide support and regular updates. |
| 19. Health Services                | Fair                  | • Clear strategic engagement with fuel poverty and potential role of PCT and Acute Trusts in identification of problems and referring cases on.  
  • Practical engagement with ‘Hotspots’ and commitment to staff training. |
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