

# Energy Company Obligation Help to Heat

## Local Authority Flexible Eligibility Statement of Intent

**Local authority:** Royal Borough of Greenwich

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**URL:** [www.royalgreenwich.gov.uk/staywarm](http://www.royalgreenwich.gov.uk/staywarm)

### 1) Introduction

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

We wish to make it clear that 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 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.

The Royal Borough of Greenwich expects any obligated energy supplier, or contractor working on their behalf, 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.

This Statement of Intent is confirmation of partnership working with the London Borough of Islington and Lewisham Council who will sign Declarations on our behalf.

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

The Royal Borough of Greenwich will delegate responsibility to identify households that may benefit from flexible eligibility to The London Borough of Islington and Lewisham Council. The route by which residents are identified will follow the methodology for assessment as set out in the Statement of Intent for The London Borough of Islington and Lewisham Council.

### 3) Governance

*Responsible officer*

The officers below will be responsible for signing Declarations on behalf of the local authority:

Job title: Energy Strategy & Advice Manager – London Borough of Islington  
Telephone: 020 7527 2121  
Email: [energy.advice@islington.gov.uk](mailto:energy.advice@islington.gov.uk)

Job title: Asset Management Planning Manager – Lewisham Council  
Telephone: 020 8314 6605  
Email: [martin.o'brien@lewisham.gov.uk](mailto:martin.o'brien@lewisham.gov.uk)

#### **4) Referrals and delivery**

The Royal Borough of Greenwich will use two referral pathways for Flexible Eligibility:

- 1) Islington's Seasonal Health Interventions Network (SHINE) was established in 2010 and had assisted over 13,000 vulnerable households by March 2017. Residents are either referred by third parties such as local health, social care, housing services and voluntary sector organisations or can refer themselves. Over 100 organisations are members of this network and details of how to refer are given below.

Telephone: 0800 953 1221

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

Online: [www.islington.gov.uk/shine](http://www.islington.gov.uk/shine)

- 2) Lewisham Council and South East London Community Energy (SELCE) will use specially developed communications and marketing material which will generate leads along with the use of locally-held data including EPC data to target streets for door knocking, and other forms of communication including community-based activities.

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.

#### **5) Evidence, monitoring and reporting**

- a. Anonymised data on the characteristics of households reached through flexible eligibility will be reviewed and reported to The Royal Borough of Greenwich on a quarterly basis
- b. A copy of all declarations issued by Lewisham Council and The London Borough of Islington will be retained
- c. A record of evidence collected through the partnership and ECO measures installed will be retained for auditing purposes

#### **6) Signature**

Pippa Hack  
Director - Directorate of Regeneration, Enterprise and Skills  
Royal Borough of Greenwich