

# HEALTH & INNOVATION PROGRAMME



**WARM AND HEALTHY  
HOMES FUND**



**Call for Proposals  
Applicants Guide  
2017-18**

# CONTENTS

<b>ABBREVIATIONS AND DEFINITIONS</b> .....	<b>3</b>
<b>1. INTRODUCTION</b> .....	<b>3</b>
1.1 About National Energy Action (NEA) .....	3
1.2 Background.....	4
1.3 Health and Innovation Programme overview .....	4
1.4 Warm & Healthy Homes Fund overview .....	5
<b>2. CALL INFORMATION</b> .....	<b>5</b>
2.1. Application process.....	5
2.2. Eligible 'Applicants' .....	5
2.3. Terms of participation .....	5
2.4. Enquiries.....	6
2.5. Submission date.....	6
2.6. Charitable grant funding available .....	6
2.7. Programme/Project delivery (milestones) .....	7
<b>3. CALL SCHEDULE</b> .....	<b>8</b>
<b>4. APPLICATION GUIDANCE</b> .....	<b>8</b>
4.1 Preparing the Call for Proposals.....	8
4.2 Submission of applications .....	8
<b>5. EVALUATION OF CALL FOR PROPOSALS</b> .....	<b>9</b>
5.1 Process of evaluation.....	9
5.2 Evaluation criteria and scoring.....	9
<b>ANNEX 1 – HEATING AND INSULATION MEASURES</b> .....	<b>9</b>
<b>ANNEX 2 - ELIGIBILITY AND REFERRALS</b> .....	<b>13</b>
<b>ANNEX 3. APPLICATION FORM</b> .....	<b>SEE SEPARATE DOCUMENT</b>

## ABBREVIATIONS AND DEFINITIONS

Agreement	means the contract between NEA and the Applicant
Applicant (or Lead Partner)	means the Lead Partner submitting a Call for Proposal on behalf of a local partnership.
CfP	means Call for Proposals
Charitable Grant	means payment to the Applicant to assist in delivery of a Project
Eligible Individual	means those eligible for support from the Fund administered by the Applicant
Energy Company Obligation	means the scheme of that name (abbr. ECO) administered by Ofgem
Excluded Source	see entries for Gap and Match Funding
Gap Funding	means additional funding required to provide energy efficiency measure(s) to an Eligible Individual. Such funding must not be source from the Energy Company Obligation, Warm Home Discount Industry Initiatives, Renewable Heat Incentive (RHI), Feed In Tariff (FiT) or any other energy efficiency scheme administered by Ofgem.
Fund	means the sum of monies to be paid, as a Charitable Grant to the Applicant in accordance with the proposed Agreement
Match Funding	means additional funding levered into the Project by the Applicant to increase outputs/outcomes delivered by the Project. Such funding must not be sourced from the Energy Company Obligation, Warm Home Discount Industry Initiatives, Renewable Heat Incentive (RHI), Feed In Tariff (FiT) or any other energy efficiency scheme administered by Ofgem.
NEA	means the trading name of 'National Energy Action', 'Neighbourhood Energy Action' or the abbreviation 'NEA' that are used in the course of business by NEA
Ofgem	means the Office of Gas and Electricity Markets
Programme	means the Warm & Healthy Homes Fund
Programme Period	means the period from 9 October 2017 – 28 February 2018 during which all measures must be installed.
Project	means the Applicant's Project, to cost-effectively deliver a package of energy efficiency measures to Eligible Individuals as further detailed within the Applicant Guide and CfP
SAP	means the Standard Assessment Procedure (SAP) which is the methodology used by the Government to assess and compare the energy and environmental performance of dwellings

## 1. INTRODUCTION

### 1.1 About National Energy Action (NEA)

Established in 1981, NEA is the leading independent UK charity, operating in Wales, England and Northern Ireland. Campaigning to bring an end to fuel poverty, the charity is committed to championing the needs of vulnerable and low-income consumers and highlighting the importance of domestic energy efficiency programmes to government and key decision makers.

## 1.2 Background

As much as £1.36 billion is needlessly being spent by the NHS each year<sup>1</sup> as a result of people living in cold, inefficient homes. NEA has sought to invest funds to reduce this impact and demonstrate how investing in domestic energy efficiency could fundamentally improve an individual's health and seek to reduce the impact of cold-related health conditions on our National Health Service.

The current scale of cold homes is needlessly costing health services and tax payers billions of pounds. Instead of treating the symptoms of cold homes we should address the causes, and NEA's Warm and Healthy Homes programme was established to support that notion.

For householders, living in a cold damp home that they struggle to afford to heat can be a miserable and stressful experience. This 'fuel poverty' is compounded by factors such as poor housing, poor energy efficiency, low incomes and high fuel bills.

Improving the energy efficiency of homes occupied by fuel poor or other vulnerable households may variously help to:

- reduce fuel poverty and provide warmer homes that are more comfortable and affordable to heat
- reduce cold-related morbidity and mortality
- improve health and wellbeing
- reduce pressure on health and social care services (particularly in winter); and
- provide wider social, economic, environmental and other benefits for both households and communities.

The Warm & Healthy Homes Fund aims to support local partnerships to better address the needs of households at risk of cold-related illness, building upon good practice outlined in the guidance produced by NICE, 'Excess winter deaths and morbidity and the health risks associated with cold homes' (March 2015, NG6).

## 1.3 Health and Innovation Programme overview

NEA's £26.2 million Health and Innovation Programme, started in April 2015, is the first and largest programme funded in agreement with Ofgem through redress payments and the biggest GB wide programme implemented by a charity which puts fuel poverty alleviation at its heart.

There are three elements to the overall programme, all of which provide energy saving measures:

- Warm Zones Fund
- Technical Innovation Fund
- Warm and Healthy Homes Fund (WHHF).

As of 31 March 2017, the WHHF programme has enabled 2,319 households across GB to receive at least one energy efficiency intervention. A total of 3,550 capital measures have been installed through the WHHF programme between 2015-2017 including new heating systems, insulation and lower cost items/works such as heating controls, repairs and draught-proofing.

To date, WHHF grant recipients have successfully levered in an additional £2.035m match and gap funding to the programme, enabling up to a further 860 households to receive an intervention and representing 52p for every £1 spent.

An interim impact report on the outputs, impacts and successes of the programme will be available on the NEA website in the autumn.

Delivery of the WHHF will continue in England over 2017-18.

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<sup>1</sup> Age UK. 2012. The cost of cold: Why we need to protect the health of older people in winter

## 1.4 Warm & Healthy Homes Fund – programme overview

The Warm & Healthy Homes Fund aims to provide grant funding to local partnerships across England to provide households most at risk of fuel poverty and cold-related illness with energy efficiency interventions that will lead to an improvement in their circumstances.

Each successful project will be expected to identify Eligible Individuals (i.e. households) for support, based on:

- an average Charitable Grant of £3,000 per high value heating or insulation measure (excluding gap funding). A maximum of £4,000 can be used where required.
- an average Charitable Grant of £250 for lower cost, small interventions (excluding gap funding). A maximum of £500 can be used where required.

Individual grant awards from the Fund are expected to provide at least **one** high value heating or insulation measure **OR** a package of small, low-cost measure(s) per Eligible Individual. An overview of available measures is outlined in Annex 1. **Grant funded high value and low-cost measures cannot be provided to the same property.**

NEA expects that a Lead Partner (i.e. a local authority or a Home Improvement Agency) will administer individual grants to Eligible Individuals. Only one grant is available to each Eligible Individual (i.e. household) in the programme delivery phase. **Eligible Individuals are not expected to contribute any funds to aid service delivery.**

NEA will look favourably on projects that can demonstrate that they can bring match funding to extend the reach of each project to additional Eligible Individuals. Match funding from Clinical Commissioning Groups and/or Public Health is particularly favoured. Projects are also permitted to source gap funding to enhance and extend the range of service provision to Eligible Individuals (see exclusions to gap and match funding in the 'abbreviation and definitions section').

The Lead Partner is expected to co-operate with NEA representatives to oversee delivery, programme evaluation and promotional activity as required.

## 2. CALL INFORMATION

### 2.1. Application process

The application process has been designed to be as straightforward as possible to minimise the time it takes Applicants to apply. As such, the application process is in one stage:

- **Call for Proposals (CfP) by NEA invitation only**

### 2.2. Eligible 'Applicants'

CfP applications are now invited from existing WHHF partners in England to administer and manage the delivery of capital measures to Eligible Individuals. Applicants must already have procured and be working with preferred heating and insulation contractors to be able to initiate delivery no later than 30 October 2017 (see Programme/Project milestones).

Applications must be submitted by an existing Lead Partner in England, from the 2015-17 WHHF programme.

### 2.3. Terms of participation

The Applicant must complete a Call for Proposal application form (see separate Annex 3). No funding or expenses can be claimed by the Applicant from the Charitable Grant for the preparation of this Call for Proposal.

The Applicant must be assured that any Charitable Grant can be utilised for the benefit of Eligible

Individuals, that services can be managed and delivered in a timely manner and within allotted grant maxima (excluding any Gap or Match funds). Match or Gap funding secured must not be from an Excluded Source.

The Applicant receiving a Charitable Grant is required to demonstrate that they will embrace the wider aims of the project and are committed to support NEA activity including monitoring and evaluation, promotion and dissemination activity as applicable.

NEA expects that Applicants will be able to:

- Manage and administer the delivery of a capital measures-based programme to benefit Eligible Individuals. This will include managing delivery of measures in households by appointed contractors.
- Ensure contractual compliance and a high level of quality assurance in delivery of measures to Eligible Individuals. Similarly to work with NEA to fulfil monitoring requirements i.e. monthly reporting.
- Provide before and after SAP scores for all high value heating or insulation installations only and retain evidence on how this has been determined (with a view to achieving SAP Band C or above where possible).
- Identify and secure match funding to extend the reach of the programme locally and/or gap funding to provide additional support to Eligible Individuals.
- Identify and promote the availability of the Fund to Eligible Individuals (or their representatives) as well as to health and other local agencies.
- Adhere to Programme delivery timelines, reporting deadlines and reporting formats as required by NEA.
- Provide a dedicated contact for on-going liaison with NEA representatives.
- Support NEA to undertake Programme/Project evaluation and monitoring activity including with Eligible Individuals.
- Participate in a desk-based audit and provide relevant documentation at the instruction of NEA.
- Assist NEA to identify and promote programme outputs, outcomes and successes.

#### **2.4. CfP enquiries**

Any questions relating to this CfP can be submitted by email to [WHHFreports@nea.org.uk](mailto:WHHFreports@nea.org.uk).

#### **2.5. CfP submission date**

The deadline for submission of CfP by email is 12:00 noon on 27 September 2017.

CfP should be sent to [WHHFreports@nea.org.uk](mailto:WHHFreports@nea.org.uk)

#### **2.6. Charitable grant funding available**

The total available funding is £517,000. **Applicants can apply for grants of £43,500, £87,000 or £174,000.**

On this basis grants to Eligible Individuals can be provided as follows:

- an average Charitable Grant of £3,000 per high value heating or insulation measure (excluding gap funding). A maximum of £4,000 can be used where required but this should not reduce the overall reach of the programme.
- Priority must be given to heating or insulation measures and therefore we expect the majority of the grant to be spent on these interventions.
- Based on a grant of £174,000, NEA would expect no less than **58 individuals** to benefit from a heating or insulation measure, based on the average grant size (£3,000).

OR

- an average Charitable Grant of £250 for low-cost, small interventions (excluding gap funding). A maximum of £500 can be used where required.

## 2.7. Programme/Project delivery (milestones)

Table 2 below provides a summary of expected Programme/Project delivery milestones.

**Table 2**

Year	Quarter	Milestones
2017/18	Q2	<ul style="list-style-type: none"> <li>• CfP launched</li> <li>• CfP submitted and assessed</li> </ul>
	Q3	<ul style="list-style-type: none"> <li>• Provisional award of contract to successful Applicants (Oct 2017)</li> <li>• Due diligence (the Charitable Grant award will not be confirmed until due diligence has been passed)</li> <li>• Contract issued and signed by both parties</li> <li>• NEA representative(s) meet with Lead Partner(s) to discuss Project delivery</li> <li>• <b><u>Installation of measures to begin for Eligible Individuals (30 October 2017)</u></b></li> <li>• NEA community engagement activity delivery begins (Lead Partner will be invited to support delivery although this is not a contractual obligation):</li> <li>• NEA research and evaluation activity (Lead Partner to support delivery)</li> <li>• Lead Partner submits monthly reports and invoices to NEA</li> </ul>
	Q4	<ul style="list-style-type: none"> <li>• NEA representative(s) meet with Lead Partner(s) to discuss Project delivery</li> <li>• Lead Partner participates in Project audit</li> <li>• NEA-led community engagement activity continues</li> <li>• NEA research and evaluation activity (Lead Partner to support delivery)</li> <li>• <b><u>Installation of measures ends (28 February 2018)</u></b></li> <li>• Lead Partner submits monthly reports and invoices to NEA</li> </ul>

		<ul style="list-style-type: none"> <li>• Lead Partner submits case studies and end of project report</li> </ul>
2018/19	Q1	<ul style="list-style-type: none"> <li>• NEA finalises programme evaluation and report</li> <li>• Programme completes</li> </ul>

### 3. CALL SCHEDULE

Procedure	Scheduled
Call for Proposals issued to selected existing Applicants	08 September 2017
Call for Proposals submission date	27 September 2017 (12:00 noon) electronically via email to <a href="mailto:WHHFReports@nea.org.uk">WHHFReports@nea.org.uk</a>
Evaluation process for CfP	28 September – 06 October 2017
Provisional award notification	W/c 09 October 2017
Contract negotiations with the successful applicants	09 October – 27 October 2017
Expected start of Projects i.e. installation of measures	No later than the 30 October 2017

### 4. APPLICATION GUIDANCE

#### 4.1 Preparing the Call for Proposals

Each CfP must:

- Be submitted by a Lead Partner. NEA expects that the Lead Partner (local authority or Home Improvement Agency) will administer the Charitable Grant on behalf of the Project.
- Be written in English (using Arial font pt10), using the NEA Call for Proposal Form which can be found at Annex 3. All sections must be completed.
- Comply with the formal requirements of the call (as outlined in this Applicants Guide).
- Be ready to deliver capital measures outlined in Annex 1 following receipt of a contract from NEA according to the Programme delivery timeline.
- Demonstrate the ability to identify, target and engage Eligible Individuals (see Annex 2) in areas of high fuel poverty to deliver the Project.

Note: Applicants will be required to provide evidence of installer technical competence and industry accreditations.

#### 4.2 Submission of applications

- Call for Proposals (CfP) must be submitted via email to [WHHFReports@nea.org.uk](mailto:WHHFReports@nea.org.uk) by **27 September 2017 (noon)**
- By submitting a CfP, Applicants are attesting to the declaration outlined on the application form in Annex 3.

Note: NEA is not obliged to fund any projects from invited proposals.



## 5. EVALUATION OF CALL FOR PROPOSALS

### 5.1 Process of evaluation

- CfP applications that pass the essential Programme eligibility requirements will be subject to further evaluation by NEA.
- NEA will be looking for a geographical spread of Projects for the Programme where feasible.
- All CfP submitted shall be treated confidentially by NEA.
- The decision of NEA will be final and no correspondence will be entered into.

### 5.2 Evaluation criteria and scoring

NEA will use the following criteria for evaluation of CfP applications.

- The Lead Partner's Project performance and outputs from 2015-17 WHHF delivery will be taken into account.
- How the Charitable Grant will complement current Project activity.
- Ability of the Lead Partner to deliver the Project and achieve NEA requirements for use of the Charitable Grant, meet milestones and reporting deadlines etc.
- How Eligible Individuals (particularly those Eligible Individuals with a health condition exacerbated by living in a cold home) will be identified, targeted and engaged with measures.
- Level and quality of the energy advice service provision to Eligible Individuals.
- Value for money.
- Level and source of match funding (and/or gap funding) available to extend (or complement) delivery to Eligible Individuals. The Lead Partner's reported spend and delivery against match and/or gap funding from the 2015-17 WHHF project will be taken into account.
- Demonstrable evidence of good quality supply chains in place for delivery of measures.

## ANNEX 1 – HEATING AND INSULATION MEASURES

Applicants should note that:

- The maximum Charitable Grant available from the Warm & Healthy Homes Fund is £174,000. Lead Applicant(s) can utilise the grant for the delivery of capital measures within the Programme delivery period. Payments to Lead Applicant(s) will be made on monthly submission of invoices and monitoring reports (NEA to provide template and further advice).
- The key principle is that Eligible Individuals should receive at least **one** large, high value heating or insulation measure **OR** a package of small, low cost measure(s) within the grant maxima.
- Additional match/gap funds should be levered in where available to maximise service provision to Eligible Individuals (as long as these are not from an Excluded Source).
- Homes must be subject to an initial assessment to identify needs and applicability of available measures.
- Measures supplied will be subject to available financial support and grant maxima.
- Only one grant is available per Eligible Individual (i.e. household) in the Programme delivery period.
- Measures must be provided on a 'heating first, insulate second' principle to ensure that households have the basic facilities to heat their homes.
- Large, high value heating or insulation measures should be targeted to properties with an Energy Performance Rating below band C.

- Face-to-face energy advice must be provided in the home to Eligible Individuals receiving measures (or their representatives). This must be provided by individuals with an accredited energy advice qualification e.g. City & Guilds Energy Awareness 6281-01.
- The Eligible Individual should receive the service from the Charitable Grant FREE of charge and not incur any additional financial contributions. Eligible Individuals requiring works costing more than the available funds (incl. Charitable Grant funds and locally sourced gap or match funds) should be offered the option of referral to the Warm Zones Fund if they are in a Warm Zone area – contact [warmzonesfund@warmzones.co.uk](mailto:warmzonesfund@warmzones.co.uk). NEA expects that the Lead Partner will ensure there is no contribution expected from the Eligible Individual.
- Applicants receiving Charitable Grant awards will be expected to have systems in place to ensure quality assurance of installations.

### Available Measures

The following measures are available to Eligible Individuals (i.e. households) as required subject to sufficient funds (including grant award, gap or match funding) being available:

#### High value heating/insulation measures

Permissible measures include:

- Full central heating systems (all fuels) including radiators and controls\*\*
- Central heating boiler replacement (and controls)\*\*
- Storage heaters
- Heating controls (with an insulation measure where central heating is already available)
- Cavity wall insulation
- Hard-to-treat cavity works (including cavity cleaning etc)
- Loft insulation
- Solid wall insulation (including external and internal wall insulation)

**\*\*These measures cannot be grant funded in social housing.**

Note: NEA reserves the right to consider alternative high value measures not listed here. Applicants should contact an NEA representative to discuss this in more detail and on a case-by-case basis.

Note: NEA expects Applicants to ensure value for money and reserves the right to question invoices.

### Specification of high value heating/insulation measures

#### Insulation measures

In addition to the product manufacturer's installation instructions, all insulation work must conform to current legislation, documents 'supporting' legislation, industry standards and compliance guidelines. Materials must be BBA or other equivalent approved third party accreditation for the proposed application of the product (see further details in the summary below).

<b>1. General Requirements:</b>
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Insulation (CWI and loft) must only be installed in properties which are suitable for the product being installed, as dictated by the product technical literature and associated BBA (or equivalent) certificate for the proposed application. 'Suitable' includes, but is not limited to, the condition of the property, the build type of the property (e.g. traditional/timber frame/non-traditional) and the exposure zone (wind driven rain exposure) which the building falls within. A building survey to determine suitability should be conducted by a suitable qualified individual, trained and approved by the manufacturer of the product being proposed. Particular attention should be given to the need to maintain/provide appropriate ventilation. Assessors should follow product suitability guidance and follow the requirements of the BBA Approved Assessor Scheme detailed in the "BBA Approved Assessor Scheme for Assessing the Suitability of Buildings for the Installation of Cavity Wall Insulation"<sup>2</sup>.

Access must be gained to all properties to notify the client of the nature of the work/noise/vibration etc. and agreement reached with the client with regard to removal of any objects which they consider at risk, or likely to hinder work. Access is also required to carry out any pre/post work safety checks and or surveys. These include flue/chimney, ventilation and spillage checks, or building fabric checks in the case of insulation measures.

For loft insulation, agreement should be sought by the surveyor who is responsible for the removal of any stored items prior to the commencement of work.

The condition of the property should be checked periodically during the job, to ensure that the insulation process is having no adverse effects on the client or building. Ventilation openings should receive special attention in this respect.

A safe working environment must be maintained at all times, and the tidiness of the work area should be ensured as the work progresses.

## **2. Finishing and job completion**

Following installation of cavity wall insulation, the drill pattern and making good (including mortar matching) should be checked. All ventilation openings should be re-checked (with specific attention to any ventilation relating to combustion appliances).

Upon completion, a final check of the property and surrounds should be made for any signs of damage, mess, or residual material.

## **3. Qualified installation staff**

All work involving Cavity Wall and/or Loft Insulation shall be undertaken by suitably qualified and experienced operatives. For Cavity Wall Insulation, the appropriate qualifications are referenced in CMTC 1 and 2 re. PAS 2030<sup>3</sup>. Training records of all operatives working on the Project should be submitted before commencement of work.

## **4. Warranty**

All Cavity Wall Insulation measures must be appropriately guaranteed through CIGA (Cavity Insulation Guarantee Agency), and External wall insulation by the Solid Wall Insulation Guarantee Agency (or equivalent insurance backed guarantee scheme), generally listed in the OFGEM document "Energy Company Obligation (ECO): Appropriate Guarantees".

## **Heating measures**

All central heating boilers must be provided with a minimum 2 year warranty.

In addition to the manufacturer's installation instructions, all gas-fired central heating systems must conform to current; legislation, documents 'supporting' legislation, industry standards and compliance guidelines (see further details in the summary below).

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<sup>2</sup>

<http://www.bbacerts.co.uk/download/BBA%20Approved%20Assessor%20Scheme%20for%20Assessing%20the%20Suitability%20of%20Buildings.pdf>

<sup>3</sup> [http://www.bbacerts.co.uk/download/document-types/literature/BBAdatasheet\\_066i2.pdf](http://www.bbacerts.co.uk/download/document-types/literature/BBAdatasheet_066i2.pdf)

## **1. General Requirements:**

Strip out existing boiler and any redundant associated equipment and remove from site, making good any building fabric which has been disturbed. Any redundant ventilation registers should be removed, sealed and left in good condition.

Supply and fit a gas fired (condensing combi) boiler and system components as required, to the manufacturer's specification and appropriate standards.

The client must not be left without utility services at the end of each working day.

If existing heating is removed before the installation of the new system, temporary heating should be provided where necessary.

Newly installed gas appliances must be registered with Building Control e.g. via the Gas Safe Register (or other appropriate competent person's scheme), and boiler installations must be registered with the manufacturer.

All heating systems will be fit for purpose and of adequate capacity for the heat output (including DHW) required for each property. An adequate gas supply shall be ensured after taking into account all other gas appliances that are already connected.

A 'suitable' wireless programmer or 'wired' time clock/programmer shall be installed into the system's control in a position agreed with the client (or integral to the boiler), with 2 x on/off periods and independent control of heating and hot water.

## **2. Testing and Commissioning**

Following installation the system should be flushed using an appropriate method. The boiler should be commissioned as per manufacturer's instructions, and the system should be checked and balanced. The installer must instruct the client in the operation of the system and provide energy efficiency advice. The installation sign-off documentation including the gas safe certificate should be provided to the client and include details of the gas soundness test.

## **3. Qualified installation staff**

All work involving gas fired services must be carried out by a registered member of The Gas Safe Register, carrying the appropriate work category and specialism (e.g. for LPG or cookers). All work to the electrical systems must be carried out by an N.I.C.E.I.C. approved contractor. The Contractor will ensure that all operatives working on the system are adequately qualified, to include qualifications set out in the HSE Gas Safety Regulations 'Approved Code of Practice'. Training records of all operatives working on the Project will be submitted before commencement of work.

Non mains gas heating systems should be installed and commissioned by appropriately qualified and certified engineers for example:

- Oil fired boilers should be installed by an appropriately qualified engineer who is OFTEC registered
- Biomass room heaters under HETAS
- Renewable systems under MCS

## **4. Warranty and after care**

All Central Heating Boilers must come provided with a minimum 2 year warranty. Direct contact details must be left with the client, along with manufacturers and other relevant literature and system documentation.

## **Low-cost, small measures**

Small Measures **cannot** be used to part-fund measures that are funded from an excluded source.

Heating improvements can be applied to existing systems (where this **doesn't replace** any measure originally provided from an Excluded Source).

## Permissible measures include:

- Heating repairs or upgrades (including boilers/storage heaters)\*\*
- Room thermostats\*\*

**\*\* These measures cannot be grant funded in social housing.**

- Draught excluders/proofing
- Loft hatch insulation
- Secondary glazing
- Thermostatic radiator valves (TRVs)
- Hot water tank jacket
- Radiator fans
- Pipe lagging
- Reflective radiator panels
- Loft clearance
- ECO Kettles (max. 1 per property)
- Microwave (max. 1 per property)
- Water saving devices
- Shower timer
- Stand by savers
- Chimney balloons
- LED light bulbs (max. 5 per property)

Note: NEA expects Applicants to ensure value for money in the purchase of small measures and reserves the right to question costs.

Note: Applicants are encouraged to provide a **package** of small energy efficiency measures to benefit the Eligible Individual where possible. For example, using the Charitable Grant to fund a room thermostat, hot water tank jacket and draught excluders in the same property.

Note: heating repairs are allowed to existing systems not covered by warranties or insurance.

Note: contractors undertaking repairs to gas, oil or solid fuel boilers or storage heaters must be suitably qualified to work on the appliance. Contractors must conform to current legislation, industry standards and compliance guidelines.

## ANNEX 2. ELIGIBILITY & REFERRALS

### Eligibility

Eligible individuals must meet **all** qualifying criteria (1-4 - or qualify for an emergency intervention see criterion (5)) below. Eligible individuals must:

**1. Tenure** - Be living in the domestic housing sector and be:

- An owner-occupier.
- Renting a home from a private landlord
- Renting a home from a social landlord (either a local authority or registered social landlord e.g. housing association)

Note: individuals living in care homes or other care settings are ineligible for support.

**2. Fuel poverty status** - Be 'at risk of' or 'living in' fuel poverty (i.e. either qualifying on the basis of 'low income high cost' or more generally living in a 'cold' home that they struggle to afford to heat) and in need of:

- **Heating** - that is operational, controllable and capable of heating every room efficiently; and/or
- **Insulation** - (where there is already an adequate heating system)
- **Small measure(s)** – where adequate heating and/or insulation measures are already present, or where the health and wellbeing of the householder prohibits the installation of a high value intervention

Note: the guiding principle is an offering of heating first then insulation.

### 3. Health & wellbeing status

(A) Individual must be living with a diagnosed<sup>4</sup> long-term condition<sup>5</sup> (for example but not limited to):

- A cardiovascular condition (incl. coronary heart disease, stroke, transient ischemic attack etc)
- Respiratory condition (COPD, childhood asthma etc)
- Neurological condition (including Dementia, Parkinson's Disease, Multiple Sclerosis, epilepsy etc)
- Musculoskeletal conditions (incl. Osteoarthritis, Rheumatoid Arthritis etc)
- Blood conditions (incl. Sickle Cell Disease, Thalassaemia etc)
- Cancer
- Diabetes
- Those with a mental health condition

#### AND/OR

(B) Individuals must be living with a diagnosed<sup>6</sup> disability - that is the consequence of an impairment that is physical, cognitive, mental, sensory, emotional, developmental, or some combination of these

#### AND/OR

(C) Have responsibility<sup>7</sup> for one or more children 0-16yrs living with them (up to 20 years if the child is in full-time education – other than higher education)

#### AND/OR

(D) Be pregnant

#### AND/OR

(E) Aged over 65 years of age.

Note: the Lead Partner will need to collect and retain for the purposes of audit, proof of the Eligible Individuals health and wellbeing status and how they meet the criteria. This could be sourced from a GP letter, a prescription or medication for one of the health conditions listed above, a referral/paperwork from a health professional, routine appointment slips for a health clinic i.e. a respiratory or cardiology clinic.

<sup>4</sup> Applicants must have received a diagnosis of their qualifying health condition by a registered physician.

<sup>5</sup> Long-term condition – A long-term condition (LTC) is a condition that cannot, at present be cured but is controlled by medication and/or other treatment/ therapies (Department of Health, England)

<sup>6</sup> Applicants must have received a diagnosis of their disability by a registered physician.

<sup>7</sup> Responsibility – infers a parent or legal guardian.

#### 4. Income or benefit status:

Eligible individuals must also:

(A) **Have a gross household income less than or equal to £16,190 per annum**

Note: income here is defined as a household's disposable income after they have paid for their rent or mortgage.

**OR** be in receipt of one or more of the following benefits:

(B) **Pension Credit**

(C) **Income Support or income-based Jobseeker's Allowance** and

- a disability or pensioner premium
- a child who is disabled
- Child Tax Credit that includes a disability or severe disability element
- Have responsibility for a child 0-16 years living with them (up to 20 years if in full time education – other than higher education)

(D) **Income-related Employment and Support Allowance** and

- the support or work-related component of ESA
- a severe or enhanced disability premium
- a pensioner premium
- a child who is disabled
- Child Tax Credit that includes a disability or severe disability element
- Have responsibility for a child 0-16 years living with them (up to 20 years if in full time education – other than higher education)

(E) **Universal Credit and not be employed or self-employed** and

- get a limited capability for work element (with or without a work-related activity element)
- get the disabled child element in their claim
- Have responsibility for child 0-16 living with them (up to 20 years if in full time education – other than higher education).

Note: the Eligible Individual will need to evidence to the lead partner that:

They currently receive the qualifying benefit(s) and qualifying components or proof of income where relevant. Evidence of name, address and benefit receipt will suffice. This information can be sourced from 'proof of benefit' letters, award notices, annual review award notices, amended award notices, or provisional award notices. These should be on official letterhead depending on the type of benefit from HMRC, DWP/Jobcentre Plus, HM Government or the Pension Service.

Bank statements showing official letterhead of a recognised bank operating in the UK will suffice as proof of household income for those qualifying on an income only basis. Bank statements should provide evidence of name and address of the Eligible Individual (their partner, parent or guardian where the Eligible Individual doesn't hold a bank account – i.e the Eligible Individual is a child, incapacitated or has given power of attorney to a nominated individual(s) for their financial affairs).

Evidence that the Eligible Individual also lives in the property should also be requested.

#### 5. Emergency intervention

- In exceptional circumstances grant support can be considered for Eligible Individuals who meet criteria 1, 2 and 3 but fail the income eligibility test ONLY where they are at imminent risk of cold-related ill health or potential death due to a lack of a working central heating system. Written applications be considered by NEA on a case-by-case basis. NEA will consider these cases to be exceptional and reserves the right to restrict availability of grant aid if the facility is deemed to have been abused.
- It is expected that the Lead Partner will organise temporary emergency heating with thermostatic controls and that energy advice will be offered to these individuals prior to installation of grant-aided measures. Temporary heating cannot be funded by the grant award.
- Please note that fuel subsidy cannot be funded by the grant award to Eligible Individuals that lack the financial means to purchase sufficient energy supplies. In these cases individuals should be offered timely income maximisation, money advice, debt advice or assistance with applications to charitable trusts and others sources of support as appropriate.

## Referrals

NEA expects Lead Partners to work with health and social care professionals and other partners to identify and secure referrals.

## Consent

Lead Partners must ensure that Eligible Individuals (or their representatives) provide explicit consent for their sensitive personal data to be 'processed' and shared with delivery partners and NEA and its partners (as necessary) to check eligibility for grant aid and to provide a service.

NEA will require access to Eligible Individual's contact details (incl. name, address, email, tel/mob) for monitoring and evaluation purposes, eligibility data (this is likely to include qualifying category rather than specific health condition/disability etc.) and details about the measures installed etc. **NEA will provide further details and a standard form for successful Applicants which must be used in the delivery of the Project.**

Lead Partners must be able to comply with 'data protection principles' set down in the Data Protection Act 1998. NEA is a data controller registered with the Information Commissioners Office Reg. No Z847023X