

# Cornwall Council

## Energy Company Obligation (ECO) Flexible Eligibility Statement of Intent and Policy

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## 1. Introduction

Addressing fuel poverty and providing affordable warmth for vulnerable householders are important priorities for Cornwall Council. Cornwall has above average levels of fuel poverty, at c15%, and too many excess winter deaths, at around 300 a year. Cornwall Council's ambition is to reduce fuel poverty to 5% by 2030.

To address this preventable health inequality, the council intends to work with our Energy Company Obligation (ECO) concession partner (SSE<sup>1</sup>) to assess householders for ECO home improvements and issue Local Authority Declarations to households<sup>2</sup> that the council determines as:

- **Being in fuel poverty (FP)** who meet either the:
  - 10% of disposable household income spent on fuel bills metric;
  - Low income and high cost (LIHC);
  - Low income and vulnerable to cold (LIVC).
- **In-fill properties** where Cornwall Council intends to facilitate solid wall insulation schemes under Flexible Eligibility including households that are not in fuel poverty or vulnerable ('in-fill') where a proportion of the households in the project are in fuel poverty or LIVC.

Whilst Cornwall Council will be responsible for the Local Authority Declaration assessments and the issuing of the Declarations, the final decision on whether any individual household can benefit from energy saving improvements under ECO Affordable Warmth<sup>3</sup> will be made by our ECO concession partner (SSE) or their agents/contractors. As such the issuing of a Declaration by Cornwall Council to our ECO concession partner (SSE) will not guarantee installation of measures, as the final decision will depend on:

- i) A survey carried out by suppliers or its agents/contractors and installation costs calculated;
- ii) The energy and/ or financial savings that can be achieved for a property, and
- iii) Whether suppliers have achieved their targets or require further measures to meet their ECO targets; or
- iv) Whether it falls within the 10% cap of Local Authority Declarations provided for under the ECO concession partners Affordable Warmth Obligation.

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<sup>1</sup> Following a procurement exercise, SSE has been appointed as the Council's preferred Energy Company Obligation (ECO) delivery partner.

<sup>2</sup> Who do not already meet the currently standard ECO Affordable Warm Obligation eligibility criteria as defined by BEIS (criteria valid on date of this Statement of Intent's publication <https://www.gov.uk/energy-company-obligation> ).

<sup>3</sup> As defined by Ofgem in the current valid version of the Energy Company Obligation: Measures Table. Version 2.3 valid at the date of this Statement of Intents publication is reproduced in Appendix 1.

## 2. Publicity

Information on Cornwall Council Flexible Eligibility Scheme and a current copy of this Statement of Intent is available on the Council's website and through the Council's Contact Centres. Further details relating to publicity and approach to communication through this scheme are provided in **Section 7 (Communications)**.

## 3. How Cornwall Council intends to identify eligible households

Cornwall Council intends to determine households that may benefit from the installation of measures under Flexible Eligibility that are **'In poor health or at risk of ill health, or with underlying health issues, or caring for a vulnerable person & or worried about living in a cold, damp home'** through the use of

- Eligibility criteria (see 3.1);
- Prioritisation framework (see 3.2).

### 3.1. Eligibility criteria<sup>4</sup>

*Criteria for identifying fuel poverty (FP) households:*

**a. Those that meet the 10% disposable income spent on fuel poverty criteria or those that meet the Low Income High Costs (LIHC) criteria.**

**Primary Assessments:** will be made using the Centre for Sustainable Energy's (CSE's) Community Fuel Poverty Assessment Tool<sup>5</sup>.

In cases where for whatever reason Cornwall Council officers and/ or the Local Authority Declaration Panel may deem it necessary to conduct a Secondary Assessment in order to supplement the findings of the initial Primary Assessment the following procedure will be followed.

**Secondary Assessments:** in cases where Cornwall Council deem it necessary to do so the assessment made through the CSE Community Fuel Poverty Assessment Tool will be supported by two further steps to cross validate the Tool's assessment allowing marginal and non-standard households to be assessed for eligibility. In such cases Cornwall Council's decisions will be informed by data collected to determine whether a household:

- I.** Is on a low income; and
- II.** Faces high energy costs.

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<sup>4</sup> The programmes governance structures are intended to ensure a level of consistency in decision making is achieved and that there is no unfair treatment or discrimination. However any final decision relating to eligibility will be made at the total discretion of the Council. Cornwall Council retains the right to review eligibility at any point.

<sup>5</sup> Excel copies of this tool are at the date of publication available via the CSE Communities Team ([communities@cse.org.uk](mailto:communities@cse.org.uk)).

Cornwall Council's approach for:

**I.** Determining whether **households face high energy costs** will be based on the responses to a list of 'high cost questions' detailed in Table 1. Added together higher score indicate a greater likelihood that a household is in fuel poverty and will be taken into consideration when prioritising.

**II.** Identifying whether a **household is on a low income** will be based on an annual maximum household income threshold (after housing and energy bills have been deducted) that will be set at £30,000.

Question	Response	Score
How many bedrooms/ rooms being used as bedrooms are there in the home?	1	<b>0</b>
	2	<b>10</b>
	3	<b>17</b>
	4	<b>27</b>
	5	<b>36</b>
	No response	<b>17</b>
How are energy payments made?	Direct Debit (all energy bills)	<b>-2</b>
	Direct Debit (some energy bills)	<b>-1</b>
	Periodic billing	<b>0</b>
	Key meter(s)	<b>7</b>
	No response	<b>-2</b>
What type of house is it?	Semi detached	<b>-4</b>
	Mid terrace	<b>-10</b>
	End terrace	<b>-4</b>
	Converted flat	<b>-9</b>
	Converted holiday accommodation/ garage/ other	<b>7</b>
	Purpose built flat, high rise	<b>-20</b>
	Purpose built flat, low rise	<b>-34</b>
	Bungalow	<b>0</b>
	Detached	<b>6</b>
	Park home	<b>7</b>
	No response	<b>-4</b>
What is the tenure?	Private rented	<b>10</b>
	Owner occupied	<b>5</b>
	Local Authority	<b>0</b>
	Registered Social Landlord	<b>0</b>
Is the property used primarily as a holiday/ second home	Yes	<b>Exclusion</b>
	No	<b>0</b>
Does the home have a working boiler/ central heating system <sup>6</sup> ?	Yes	<b>0</b>
	No	<b>10</b>
Were the majority of the habitable areas within the home built before 1964?	Yes	<b>10</b>
	No	<b>0</b>
	No response	<b>10</b>

<sup>6</sup> Cornwall Council use the definition for a 'heating system' given in Ofgem (12/04/2017) 'Energy Company Obligation (ECO2t) Guidance Delivery' Version 1.0. Appendix 3. See: <https://www.ofgem.gov.uk/publications-and-updates/energy-company-obligation-2017-18-eco2t-guidance-delivery> visited 02/06/2017.

What is the house construction?	Solid wall	<b>7</b>
	Cavity wall (insulated)	<b>-4</b>
	Cavity wall (uninsulated)	<b>4</b>
	Cavity wall (insulation unknown)	<b>0</b>
	No response (home built before 1964)	<b>7</b>
	No response (home built from 1964 onwards)	<b>0</b>
What is the main fuel type used for heating?	Gas	<b>-14</b>
	Electricity (servicing panel heaters or ESH)	<b>12</b>
	Electricity (servicing heat pumps)	<b>0</b>
	Oil/ LPG	<b>12</b>
	Coal/ Solid Fuel	<b>15</b>
	Other/ unknown	<b>-10</b>
	No response	<b>-14</b>
Is there evidence of under heating of the property and/ or damp?	Yes	<b>5</b>
	No	<b>0</b>
Does at least one member of the household spend most of the day in the home?	Yes	<b>1</b>
	No	<b>0</b>
	No response	<b>0</b>

**Table 1<sup>7</sup>. High Cost Questions.**

A household will be deemed to live in a high cost property if they **score 20 points or more** in the High Cost Questions as detailed in Table 1 above.

**b. Criteria for identifying low income and vulnerability to cold (LIVC)**

**households:** will be based on evidence that the household includes a person or persons who are in poor health or at risk of ill health, or with underlying health issues, or caring for a vulnerable person & or worried about living in a cold, damp home (e.g. low income indicators, health and vulnerability conditions). As defined by the following criteria:

**I. By health conditions** (ranked 4 as the highest priority down to 0 as the lowest priority), based on:

- Rank 4 - COPD/Respiratory/Circulatory/ heart/transplants;
- Rank 3- Arthritis/ Back pain / Fibromyalgia / Dementia / Osteoporosis / Rheumatism and Musculoskeletal Disorders and other conditions that affect joints;
- Rank 2 - Mental Health (anxiety, depression, stress);
- Rank 1 – At risk of health – children living in cold, damp homes and other health conditions, vulnerable to cold, damp homes;
- Rank 0 – No health condition.

<sup>7</sup> Table based on questions developed by BEIS which are aimed at achieving a balance between simplicity and effective targeting of high cost homes tested in previous BEIS research.

**II.** Identifying whether a **household is on a low income** will be based on an annual maximum household income threshold (after housing and energy bills have been deducted) that will be set at £30,000.

**c. Criteria for identifying "in-fill" households (In-fill):** that may benefit from the installation of solid wall insulation (SWI) schemes under Flexible Eligibility that do not meet the 10%/ LIHC (3.2a) or LIVC (3.2b) criteria but represent in-fill as part of SWI schemes where the properties supported by the scheme equate to at least:

- I. 66% of households meeting the 10%/ LIHC (3.2.a) or LIVC (3.2.b) criteria in schemes focused on blocks of flats, terraces and/ or adjacent properties;
- II. 50% of households meet the 10%/ LIHC (3.2.a) or LIVC (3.2.b) criteria in schemes focused on semi-detached houses, bungalows or buildings split into two premises.

**Each Local Authority declaration issued by Cornwall Council will be identified by a Unique Reference Number (URN).**

### **3.2. Prioritisation framework**

**The following criteria will be used to prioritise those households identified as eligible (as detailed in section 3.1).**

**a. By health conditions** (ranked 4 as the highest priority to 0 as the lowest priority) based on:

- Rank 4 – COPD/ respiratory/ circulatory/ heart/ transplants;
- Rank 3- Arthritis/ Back pain / Fibromyalgia / Dementia / Osteoporosis / Rheumatism and Musculoskeletal Disorders and other conditions that effect joints;
- Rank 2 - Mental Health (anxiety, depression, stress);
- Rank 1 – At risk of health – children living in cold, damp homes and other health conditions, vulnerable to cold, damp homes;
- Rank 0 – No health condition.

**b. By area of deprivation statistics** - (source IMD (Aug 2015) - Index of Multiple Deprivation (IMD) Decile (where 8 is most deprived 10% of LSOAs and 1 is least deprived) and/ or specific areas targeted for prioritisation by Cornwall Council.

**c. By EPC** (priority order of G, F and E, followed by D, C, B and A.

**d. Properties which lack a (first time) central heating system.**

**e. By date order of application.**

## 4. Governance

Cornwall Council is committed to the provision of a fair and transparent process in identifying eligible households under Flexible Eligibility and has implemented the necessary governance structures to oversee the process and ensure independent scrutiny.

**Table 3** identifies the named roles and responsibilities for those acting on behalf of Cornwall Council and responsible for the signing, reviewing and processing of Cornwall Council's:

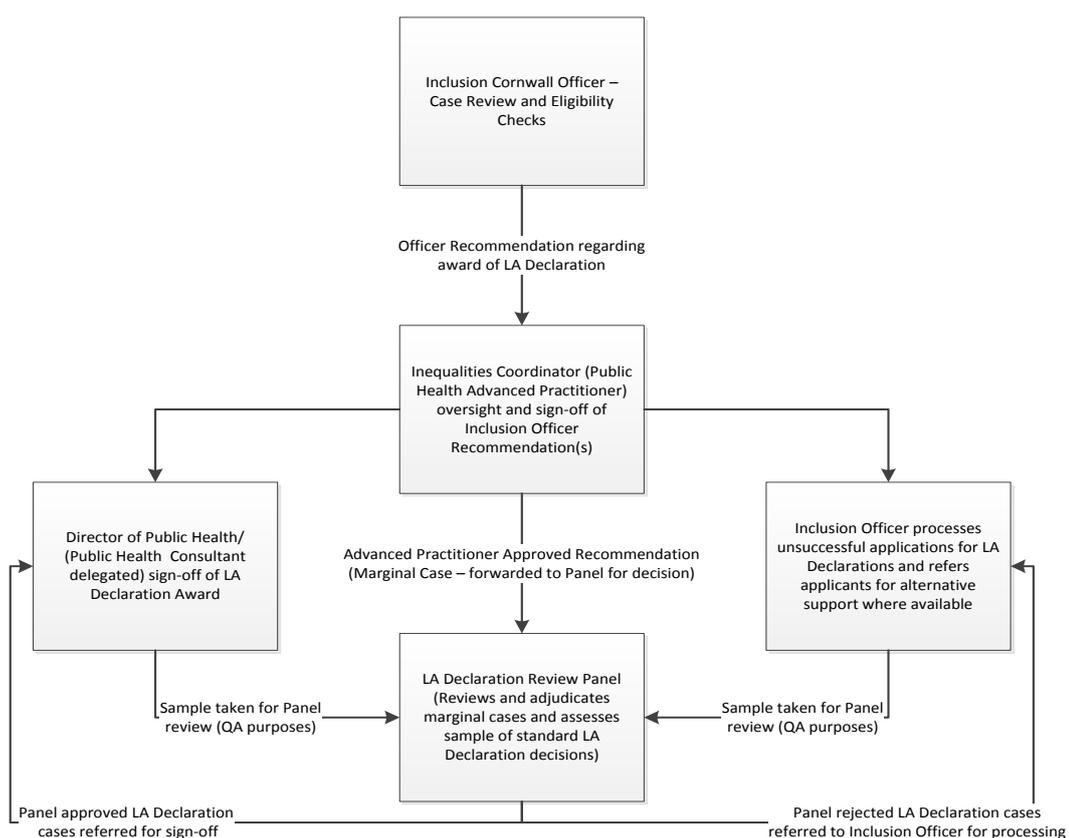
- Statement of Intent;
- Local Authority Declarations.

<b>Statement of Intent and Authorisation of Cornwall Council Local Authority Declaration</b>		
<b>Position</b>	<b>Named individual</b>	<b>Responsibilities</b>
Chief Executive	Kate Kennally	Signatory for the Statement of Intent Signatory for CC Flexible Eligibility Annual Report Senior Responsible Officer (SRO)
Director of Public Health	Caroline Court	Signatory for Local Authority Declarations Member of Local Authority Declaration Review Panel
Consultant In Public Health	As appropriate	Sign off Local Authority Declarations on behalf of Cornwall Councils Director of Public Health through delegated authority
Advanced Public Health Practitioner	Anthony Ball	Responsible manager for: <ul style="list-style-type: none"> <li>• The officer reviewing referred cases and recommendations for award of Local Authority Declarations to householders.</li> <li>• Reporting scheme progress to Local Authority Declaration Review Panel.</li> </ul>
Inclusion Officer	Bev Wilson	Responsible officer for: <ul style="list-style-type: none"> <li>• The review of referred cases and recommendations for award of Local Authority Declarations to householders</li> <li>• Provision of a Unique Reference Number URN for each declaration issued by Cornwall</li> <li>• Maintaining maintain Cornwall Council's Local Authority Declaration Register</li> </ul>

**Table 3.** Cornwall Council Local Authority Declaration roles & responsibilities.

**Figure 1** (below) provides an overview of the Local Authority Declaration processing procedure which includes:

- Initial review of the referred case, eligibility checks and a recommendation from the Inclusion Officer as to whether the householder qualifies for the award of a Local Authority Declaration;
- An oversight review of the case file, and the officer’s recommendation, as well as a case prioritisation process conducted by Cornwall Council’s Tackling Inequalities Co-ordinator with formal recommendation for award or rejection of a Local Authority Declaration to the Director of Public Health (or delegated Consultant in Public Health);
- An adjudication review process for marginal cases, and quality assurance process for a small sample of cases, conducted by the Local Authority Declaration Review Panel.



**Figure 1.** Overview of the Local Authority Declaration review and award process.

**Table 4** identifies the members of Cornwall Council’s Local Authority Declaration Review panel the members of which are responsible for:

- Scrutinising Cornwall Council’s standards and processes in the delivery of Flexibility Eligibility;
- The provision of advice to those signing, reviewing and processing the Council’s Local Authority declaration where required;
- Undertaking a 6 month review of the (ECO) Flexible Eligibility Statement of Intent and Policy.

<b>Named individual</b>	<b>Responsibilities</b>
Caroline Court	Chair (or Vice-Chair)
Anthony Ball	Reporting on scheme delivery and for the provision of the Councils Annual Scheme report
TBC.	Voluntary and Community Sector (VCS) representative (external scrutiny and oversight)
Tony Butler	ECO Concession Provider
TBC.	Health / Social Services representative
TBC.	Portfolio holder/ Member of Health and Social Care Overview and Scrutiny Committee – Public Interest (Chair or Vice Chair)

**Table 4.** *Local Authority Declaration Panel membership.*

Cornwall Council's Director of Public Health retains accountability for the formal recommendation for award or rejection of a Local Authority Declaration, whilst responsibility for signing rests with the appropriate Consultant in Public Health through use of delegated authority.

**Caroline Court**  
**Director of Public Health (Acting)**  
**Public Health Cornwall**  
**Cornwall Council**  
**County Hall**  
**Truro**  
**TR1 3AY**

## **5. Acting on behalf of another local authority**

At this time Cornwall Council does not issue declarations on behalf any another Local Authority.

## **6. Referrals**

Cornwall Council is committed to providing the residents of Cornwall open access to the opportunities presented through Cornwall Council's Local Authority Declaration and supporting process of Flexible Eligibility.

Further information on working with Cornwall Council and its Winter Wellbeing partners in the delivery of Cornwall's Flexible Eligibility scheme are available.

To self-refer or refer through trusted intermediary please contact :.

**Bev Wilson (Call Bev)**

**Inclusion Cornwall  
4S New County Hall  
Treyew Road  
Truro  
Cornwall  
TR1 3AY**

**Telephone: 01872 326552**

**Mobile: 07772 565655**

Email: [bwilson@cornwall.gov.uk](mailto:bwilson@cornwall.gov.uk)

Web: <http://www.cornwall.gov.uk/health-and-social-care/public-health-cornwall/public-health-campaigns/winter-wellbeing>

**Appendix 3** provides a detailed process map detailing expected referrals routes and the supporting information flows between all stakeholders.

## **7. Evidence, monitoring and reporting**

Operating as the nominated single point of contact Inclusion Cornwall and lead delivery partner, Inclusion Cornwall will actively maintain Cornwall Council's Local Authority Declaration Register. The Register, will take the form of an Excel based database to ensure accuracy.

Evidence and monitoring data collected on Local Authority Declaration applications will include:

- a. Information required to support the Local Authority Declaration case reviews and decisions namely:
  - Name and age of applicant;
  - Evidence of the address details of the property;
  - Evidence of the applicant's tenure on the property (i.e. ownership or lease);
  - Evidence of applicant household's income;
  - Evidence of applicant's housing and energy costs;
  - Evidence of the applicant household's energy performance (i.e. Energy Performance Certificate where available);
  - Evidence of applicant household's health conditions;
  - Evidence of applicant ability to stay in work or progress to work;
  - Evidence detailing the applicant household's composition;
  - Responses to the 'High Cost Questions' (3.2.a.II.);
  - Any other supporting evidence deemed necessary by the council to substantiate responses not listed above.
  
- b. Information required for performance monitoring of the Local Authority Declaration process:
  - No. of Local Authority Declaration cases reviewed per calendar month;
  - No. of Local Authority Declaration awarded per calendar month;
  - No. of Local Authority Declaration installed per calendar month;
  - No. of type of measures installed per calendar month due to Local Authority Declarations issued.

Local Authority Declaration facilitated ECO installations will be subject to the same standard SSE monitoring procedures as households receiving measures through standard ECO. In addition Local Authority Declaration will be subject to a post-installation follow-up by Inclusion Cornwall and/ or another Winter Wellbeing partner on Cornwall Council's behalf. This follow-up check will verify that the SSE approved measures have been installed as well as gathering any feedback from the householder.

Should budget be available the performance monitoring will be supplemented by a health and/ or energy impact evaluation whether pre- and post-intervention data will be gathered on a sample of households.

Update reports of the number of Local Authority Declaration cases reviewed, awarded and installed as well as any other Key Performance Indicators identified by Cornwall Council and/ or BEIS will be submitted to the:

- Cornwall Council Director of Public Health and the Council's Local Authority Declaration Panel on a quarterly basis;
- BEIS every 12 months subsequent to the publication of the Cornwall Council Statement of Intent and Policy.

In order to facilitate audits and enable the processing of any complaints received, both the Local Authority Declaration Recommendation and Decision Reports and supporting evidence will be retained by Cornwall Council Public Health for a minimum of 6 years post the final decision made on the award of the Local Authority Declaration by the council.

## 8. Communications

Cornwall Council will work with its partners (**Appendix 2**) to produce a publicly facing information leaflet which as a minimum will provide general information on the availability and accessibility of ECO Flexible Eligibility within Cornwall. The Council and its partners will seek to engage those stakeholders interested in Flexible Eligibility through:

- Face to face briefings - inviting key groups with a direct interest or concern to attend round table conversations;
- Email e-news briefings with details of the scheme and how it operates;

Cornwall Council will ask partners to use their own communications and distribution channels to help promote the scheme amongst their contacts including:

- Voluntary and Community Sector partners;
- Health and Winter Wellbeing Programme partners;
- NHS partners;
- Cornwall Fire and Rescue.

A variety of communication channels will be employed to raise awareness amongst the public - to reach people with and without internet/email. We will use some or all of the following methods:

For people with internet or email access:

- We will promote the scheme on our website pages using a friendly URL
- Promote the scheme on social media - Facebook and Twitter
- We will establish a hashtag label and identify the conversation

For people without internet access we will use some or all of the following methods:

- Provide our Members and local constituency MP's with information to share with their constituents who contact them.
- Continue to make up-to-date information about the scheme available in our contact centres.
- Distribute simple and easy to understand information leaflets and correspondence to our partners to encourage them to help promote the scheme to people who work with or support people who may benefit from ECO Flexible Eligibility, including: Jobcentre Plus, GPs, police, social workers, housing associations, children's centres, Inclusion Cornwall and relevant charities.
- Work with specific groups to help carers of and individuals with learning disabilities or specific needs to be aware of and understand ECO Flexible Eligibility and how it can help them.
- Where appropriate promote the scheme generally through the local press and media - we will issue news releases and rely on them to take an interest in the scheme and help to raise awareness amongst their readers and listeners, giving interviews when appropriate.

## **9. Performance, evaluation and review**

Cornwall Council (ECO) Flexible Eligibility Statement of Intent and Policy will be reviewed annually between January and March with the next review taking place by March 2018. The Cornwall Council (ECO) Flexible Eligibility Statement of Intent will be monitored prior to this date to ensure that it is achieving what it set out to do.

The (ECO) Flexible Eligibility Statement of Intent shall be reviewed throughout the year by Public Health and Inclusion Cornwall with an official 6 month review carried out by Cornwall Council's Local Authority Declaration Review panel as detailed in **Section 4 (Governance)**.

## **10. Data protection**

Cornwall Council is committed to working within the bounds of the Data Protection Act 1998 (the DPA 1998). This act requires the Council to respect principles of fair processing when handling personal information. The Act also guarantees individuals certain rights in relation to the processing of their data, including the right of access to personal records processed by the Council. Any personal information provided to the Council and/or SSE shall be managed in accordance with the provisions of the DPA 1998 and Cornwall Council policies.

Cornwall Council's Data Protection Policy Statement is publicly available by request or via Cornwall Council's website <https://www.cornwall.gov.uk/council-and-democracy/data-protection-and-freedom-of-information/data-protection/>.

## **11. Complaints and arbitration procedure**

Cornwall Council maintains a set of standards which outline the service that customers can expect from the Council. These standards and supporting complaints procedure are detailed within Cornwall Council's Customer Promise.

Cornwall Council's Customer Promise and Complaint Procedure are publicly available by request or via Cornwall Council's website <https://www.cornwall.gov.uk/council-and-democracy/listening-and-learning-compliments-comments-and-complaints/>.

## **12. Anti-Fraud, bribery and corruption**

Cornwall Council has a clear commitment and responsibility to minimise the possibility of fraud or other misuse of public money and assets. It pledges to take all action necessary to identify such cases, and pursue the recovery of losses and the punishment of those responsible.

An applicant who tries to fraudulently claim support by falsely declaring their circumstances, providing a false statement or evidence in support of their application, may have committed an offence under The Fraud Act 2006.

The Council has implemented a clear network of systems and procedures to assist in the fight against fraud. These arrangements will keep pace with any future

developments, in both preventative and detection techniques regarding fraudulent or corrupt activity that may affect the Council's operations or related responsibilities.

The Council's desire to maintain an honest authority, free from fraud and reinforces the 'zero tolerance' stance is detailed in the Council's Anti-Fraud, Bribery & Corruption Policy.

Cornwall Council's Anti-Fraud, Bribery & Corruption Policy is publicly available by request or via Cornwall Council's website.

<https://www.cornwall.gov.uk/council-and-democracy/key-council-strategies/>.

### **13. Safeguarding**

Cornwall Council is committed to safeguarding children and vulnerable adults. Cornwall Council promotes the rights of people who use our services and safeguarding them from harm or neglect.

Cornwall Council's Safe guarding policies are publicly available by request or via Cornwall Council's website <http://www.cornwall.gov.uk/health-and-social-care/adult-social-care/safeguarding-adults/information-for-professionals/local-adult-safeguarding-policies-standards-and-guidance/>.

### **14. Equality and diversity**

Cornwall Council is committed to promoting equality and diversity and tackling social exclusion in all operations of the organisation and the services it provides.

Cornwall Council's Equality of Opportunity Policy is publicly available by request or via Cornwall Council's website <https://www.cornwall.gov.uk/media/20664626/cc-equality-of-opportunity-policy-version-21.pdf>.

If you would like this information on audio tape, Braille, large print, any other format or interpreted in a language other than English, please contact

#### **The Equalities Team**

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**Tel: 0300 1234 100**

This document forms Cornwall Councils ECO Flexible Eligibility Statement of Intent and Policy as required by the Electricity and Gas (Energy Company Obligation) (Amendment) Order 2017<sup>8</sup>. As per Section 8 (Performance, Evaluation and review) this document may be amended from time to time.

<b>Chief Executive Cornwall Council</b>	
<b>Date</b>	9 October 2017

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<sup>8</sup> Electricity and Gas (Energy Company Obligation) (Amendment) Order 2017  
<http://www.legislation.gov.uk/ukdsi/2017/9780111154175/resources>.

# Appendix 1. Current valid version of the Energy Company Obligation: Measures Table<sup>9</sup>

Energy Company Obligation (ECO2): Measures Table

Version 2.3

This table provides information on the energy efficiency measures which suppliers can install to meet their ECO2 obligations. Energy efficiency measures exist in an innovative and changing environment. Because of this, some of the information in this table may need to be updated from time to time. Furthermore, we will add new columns where new information, which we think will assist suppliers becomes available. Please see additional notes and information on amendments at the bottom of this table.

Using this Table: It is the responsibility of each person using this table to read the provisions of the Electricity and Gas (Energy Company Obligation) Order 2014 and understand how those provisions apply to them. This table is not intended to be a definitive guide to those provisions.

Measure Type	Measure Name <sup>1</sup>	Eligibility by Obligation <sup>2</sup>			Additional Information	In-Use Factor <sup>3</sup>	Lifetime <sup>4</sup>	Relevant PAS Annex <sup>5</sup>	Measure name format for notification to Ofgem	Measure Category
		CRBO	CRCD	HRCRBO						
Insulation	Internal Wall Insulation Systems, for a solid brick wall built before 1947 (England and Wales) (CRBO)	✓	✓	✓		75%	36	Annex M	INT_wall_pre1947_BW_pre1947_E	Solid Wall Insulation
	Internal Wall Insulation Systems, for a solid brick wall built after 1947 (England and Wales) (CRBO)	✓	✓	✓		75%	36	Annex M	INT_wall_post1947_BW_post1947_E	
	Internal Wall Insulation Systems, for a solid brick wall built before 1947 (England and Wales) (CRCD)	✓	✓	✓		75%	36	Annex M	INT_wall_pre1947_BW_pre1947_E	
	Internal Wall Insulation Systems, for a solid brick wall built after 1947 (England and Wales) (CRCD)	✓	✓	✓		75%	36	Annex M	INT_wall_post1947_BW_post1947_E	
	Internal non-brick solid wall insulation (CRBO)	✓	✓	✓		25%	36	Annex M	INT_non_wall	Non-Brick Internal Wall Insulation
	Internal non-brick solid wall insulation (CRCD)	✓	✓	✓		25%	36	Annex M	INT_non_wall	
	Perk Home External Wall Insulation Systems <sup>6</sup>	✓	✓	✓		25%	30	Annex B4	PERK_PerkHome	Perk Home External Wall Insulation
	Cavity Wall Insulation	✓	✓	✓		55%	40	Annex B4	Standard_CWI	
	Internal Wall Insulation for Cavity Walls <sup>7</sup>	✓	✓	✓		55%	36	Annex B4	Standard_cavity_PWC_insulation	Cavity Wall Insulation
	Internal Wall Insulation for Cavity Walls <sup>8</sup>	✓	✓	✓		55%	36	Annex B4	Standard_cavity_PWC_insulation	
	Perky Cavity Wall Insulation <sup>9</sup>	✓	✓	✓	Perky CWIs cannot support a secondary glazing in CRBO.	55%	40	Annex B4	PWC_Perky	Loft Insulation
	Loft Insulation Ceiling - Virgin Lene <sup>10</sup>	✓	✓	✓		35%	40	Annex B5	LI_celling_ceil_virgin	
	Loft Insulation Ceiling - Thermo <sup>11</sup>	✓	✓	✓		35%	40	Annex B5	LI_celling_ceil_thermo	
	Loft Insulation Ceiling - Topup 100 <sup>12</sup>	✓	✓	✓		35%	40	Annex B5	LI_celling_ceil_topup_100	
	Loft Insulation (Other)	✓	✓	✓		35%	40	Annex B5	LI_other	Loft Insulation
	Room in Roof Insulation	✓	✓	✓		25%	40	Annex B10	RRI	
	Roof Insulation	✓	✓	✓		15%	20	Annex B5	RFI	Other Insulation
	Under Floor Insulation	✓	✓	✓		15%	40	Annex B6	UPI	
	Hot Water Cylinder Insulation	✓	✓	✓		15%	10	Annex C3	HWC	
	Insulation in all primary openings	✓	✓	✓		15%	10	Annex C3	PAI	
draught proofing	✓	✓	✓		15%	10	Annex B2	DP		
Window Glazing	✓	✓	✓		15%	20	Annex B3	WG		
Permeable Draft-Strips	✓	✓	✓		15%	10	Annex B3	PERD		
High Performance External Doors with less than or equal to 60% glazing area <sup>13</sup>	✓	✓	✓		15%	30	Annex B3	HPEE_door_60		
High Performance External Doors with greater than 60% glazing area <sup>14</sup>	✓	✓	✓	Final U-value must be 1.0W/m <sup>2</sup> K or better	15%	30	Annex B3	HPEE_door_60		
High Performance External Doors with greater than 60% glazing area <sup>15</sup>	✓	✓	✓		15%	30	Annex B3	HPEE_door_60		
Heating	Qualifying boiler replacement			✓	Replacement of a qualifying boiler of any fuel type with a non-gas boiler OR replacement of a non-gas qualifying boiler with a boiler of any fuel type	95%	12	Annex C2	QB_Replacement_95Warranty	Boiler
	Qualifying boiler replacement - main gas			✓	Replacement of a gas qualifying boiler with a gas boiler	95%	12	Annex C2	QB_Replacement_Gas_95Warranty	
	Qualifying boiler replacement - non-boiler			✓	Replacement of a qualifying boiler with any heating system other than a boiler or CHP	95%	12	Relevant PAS Annex to the measure installed	QB_Replacement_Non_Boiler	
	Qualifying boiler replacement - electric storage heaters			✓	Replacement of a qualifying boiler with an ESH	95%	12	Annex C1	QB_Replacement_ESH_95Warranty	
	Non-qualifying boiler installation			✓	Installation of a boiler where there is no heating system in place or there is a heating system other than a qualifying boiler	95%	12	Annex C2 or C3	Non_QB_Installation_95Warranty	
	Qualifying boiler repair (1 year warranty)			✓		95%	1	Not included	QB_Repair_1_year	
	Qualifying boiler repair (2 year warranty)			✓		95%	2	Not included	QB_Repair_2_year	
	Qualifying electric storage heater replacement (QESH)			✓	Replacement of a QESH with an ESH OR the same amount be used for the replacement of a QESH with any other heating system other than an ESH. In these instances, the measure name should relate to the measure replacing the QESH.	95%	20	Annex C1	QESH_Replacement_95Warranty	ESH
	Electric storage heaters (ESH)			✓		95%	20	Annex C1	ESH_Replacement_95Warranty	
	Qualifying electric storage heater repair (1 year warranty)			✓		95%	1	Not included	QESH_Repair_1_year	ESH
	Qualifying electric storage heater repair (2 year warranty)			✓		95%	2	Not included	QESH_Repair_2_year	
	Warm Air Units			✓		95%	20	Annex C13	Warm_air_units	Other Heating
	Heating Controls			✓		95%	12	Annex C8	Heating_controls	
	Flue Gas Heat Recovery Device			✓		95%	12	Annex C4	Heat_recovery_fwg_gas	Other Heating
	Heat Recovery Ventilation			✓		95%	12	Annex C8	Heat_recovery_ventilation	
	Radiators Panels			✓		95%	12	Not included	Radiators_panels	Other Heating Systems
	Domestic Heating Connections - Upgrade (Non-vent boiler)	✓	✓	✓		10%	20	Not included	DHC_nonvent_upgrade	
	Domestic Heating Connections - Upgrade (Domestic boiler)	✓	✓	✓		10%	20	Not included	DHC_domestic_upgrade	
	Domestic Heating Connections - Upgrade (CHP)	✓	✓	✓		10%	20	Not included	DHC_CHP_upgrade	
	Domestic Heating Connections - Upgrade (Energy from Waste)	✓	✓	✓		10%	20	Not included	DHC_EFW_upgrade	
Domestic Heating Connections - Upgrade (Ground Source Heat Pump)	✓	✓	✓		10%	20	Not included	DHC_GSHP_upgrade		
Domestic Heating Connections - Upgrade (Air Source Heat Pump)	✓	✓	✓		10%	18	Not included	DHC_ASHP_upgrade		
Domestic Heating Connections - Upgrade (Multi Fuel)	✓	✓	✓		10%	20	Not included	DHC_multi_fuel_upgrade		
Domestic Heating Connections - Heat Connection (SHC) (CRBO)	✓	✓	✓		10%	40	Not included	DHC_heat_connection		
Domestic Heating Connections - Heat Connection (SHC) (CRCD)	✓	✓	✓		10%	40	Not included	DHC_heat_connection		
Domestic Heating Connections - Heat Meters	✓	✓	✓		10%	18	Not included	DHC_heat_meters		
Micro-Generation	Air Source Heat Pump			✓	Eligible in HRCD as long as generated heat is used partly or fully for space heating	95%	18	Not included	ASHP	Heat Generation
	Ground Source Heat Pump			✓		95%	20	Not included	GSHP	
	Business Boilers			✓		95%	20	Not included	Business_boilers	
	Non-Condensed Heat and Power			✓	Eligible in HRCD if either: generated heat is used partly or fully for space heating; or it electric heating is the primary heat source	95%	18	Not included	Non_CHP	
	Photovoltaics			✓		95%	20	Not included	Solar_PV	
	Non-wind			✓	Eligible in HRCD if electric heating is the primary heating source	95%	18	Not included	Non_wind	
	Non-tidal			✓		95%	20	Not included	Non_tidal	

Eligible	
Eligible measure	✓
Eligible only as secondary measure	✓

Version Control		
2.0	Free additional	HRCD/2018
2.1	Changed annex to the Eligible column for 'Qualifying boiler replacement - non boiler' and 'Qualifying boiler replacement - electric storage heaters'	11/03/2018
2.2	New measure added - Loft Insulation Ceiling - Topup 100	HRCD/2018
2.3	Available for notification - Loft Insulation Ceiling - Topup 100	01/10/2018

Additional Notes	
1. This table is non-exhaustive. Other measures may qualify, subject to review by us on a case-by-case basis.	
2. Measure eligibility will not change unless the legislation does.	
3. CRBO - Carbon Reduction Obligation; CRCD - Carbon Saving Community Obligation; HRCD - Home Heating Cost Reduction Obligation.	
4. Scheme Review (SR) are provided in Schedule 3 of the Order, and are defined under 'relevant to see below' in Article 2. They are only applied to measures installed under CRBO and CRCD. SRs will not change unless the legislation does.	
5. Lifetime are standard, as referred to in RCD Guidelines.	
6. PAS - Publicly Available Specification 2000:2014 Edition 1	
7. Perk Home External Wall Insulation Systems, Internal Wall Insulation for Cavity Walls and Internal Wall Insulation for Cavity Walls will not count towards a supplier's professional solid wall minimum requirement.	
8. 100% of party wall insulation means installing all cavity party walls of the dwelling, for example, two walls for a mid terrace property. If a smaller extent is chosen despite the best adjoining properties, then that must be notified as the separate measure and will not meet all relevant requirements.	
9. A single loft in where there is no insulation present. Any improvement to existing insulation in a loft should be reported as loft insulation topup. The pre-notification scoring calculation for loft topup will take into account the existing insulation.	
10. Further information regarding loft topup is available in <a href="#">Perky Cavity Wall Insulation</a> and <a href="#">Topup 100</a> can be found on our website.	
11. Evidence that a High Performance External Door (HPEE) has been installed with the correct U-value reached, should be retained until the process. For the calculation of glazing area percentage, the combined dimensions of the door and the frame are to be used.	
12. The U-value will be determined on a case-by-case basis following the methodology set out in the RCD Guidelines.	

<sup>9</sup> <https://www.ofgem.gov.uk/publications-and-updates/energy-company-obligation-eco2-measures-table> last visited 13/03/2017

**Appendix 2. List of Winter Wellbeing Programme partners (as of 13/03/17)**

NHS (NHS Kernow CCG, RCHT, CFT)

Cornwall Council – Crisis and Care, Housing (Strategic/Private Housing), Public Health, Home Solutions, Cornwall Housing,

Cornwall Fire and Rescue

Community Energy Plus

Age UK

Volunteer Cornwall

Cornwall Rural Community Charity

Inclusion Cornwall

Shelter (Fuel Shelter and Housing)

Coastline, DCH, Guinness, Cornwall Rural Housing Association, Ocean

Cornwall CAB

Council of Isles of Scilly

Cornwall Residential Landlords Association

Cornwall Community Foundation

SSE

# Appendix 3. LA Declaration referral process

