

# warm front UPDATE



## Welcome

to the first edition of Warm Front Update

This new update is designed to provide you with information on the Warm Front scheme's progress on a quarterly basis.

Issue 1 August 2006

**Over the past 12 months we have seen some real progress since the commencement of the new phase of Warm Front in June 2005.**

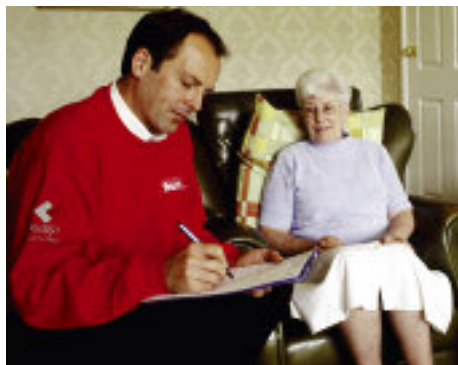
In the first year of the new scheme we have assisted **over 150,000 households** and been able to offer heating measures to all Warm Front applicants for the first time.

The announcement of further support for Warm Front in the Chancellor's Pre Budget Report in December last year was vital in ensuring that we continue to make a significant impact on the target to eradicate fuel poverty where practicable in vulnerable homes by 2010.

I am pleased to report that we are already seeing the benefits of the additional funding. By the end of May 2006 we had doubled the number of household assessments and heating installations being carried out in comparison with December last year, a fantastic achievement in such a short time scale.



*The Rt Hon Tony Blair MP, pictured with the Warm Front team.*



Of course we still have a long way to go. We need to ensure that high service levels are maintained and exceeded at the same time as delivering higher volumes of work. Many organisations have an impact on the delivery of Warm Front, that is why we have taken the decision to share some of our Key Performance Indicators with a wider audience. At Eaga Group we have been working hard behind the scenes to streamline our internal processes to enable more efficient delivery of the scheme. The fact that our service levels have remained high during this significant increase in activity is fundamentally due to those improvement programmes that are already underway.

**A great contribution to the current targets to eradicate fuel poverty in vulnerable homes by 2010**

### Alternative Technologies

Continuous improvement is an ongoing theme not just for Eaga Group's delivery processes but for Warm Front itself. The Warm Front Management Board has discussed applications to incorporate alternative technologies into the scheme. The Board will consider established technologies that could contribute to the eradication of fuel poverty, offer value for money and are suitable for the vulnerable client group that Warm Front seeks to serve.

### Local focus, national delivery

Our rapidly expanding networking team have been working to engage with external stakeholders and communities to ensure clients receive assistance from the Scheme. This task becomes even more challenging during the summer period when the need to ensure adequate heating is not high on most people's agenda. But, through our 'Get it While its Hot' campaign, we have generated

levels of interest to increase those households assisted during this summer. We will continue to work hard to meet the inevitable surge in demand that accompanies the arrival of the cooler autumn nights.

I hope that you find this update useful and look forward to keeping you in touch with progress and developments in future issues.

We welcome your feedback.

Comments should be emailed to [warmfrontupdate@eaga.co.uk](mailto:warmfrontupdate@eaga.co.uk)

### Regards

**Adrian Hull**

Director of Warm Front Operations  
Eaga Partnership

# warm front

## PERFORMANCE DATA

Quarter 1 2006

In each edition of Warm Front Update we will provide you with data on how Warm Front is performing.

### Warm Front Delivery

Total households assisted	<b>54,068</b>
of which;	
Hard to treat homes assisted* eg. properties with solid walls, no loft space or off the gas network.	<b>31,094</b>
Hard to reach homes assisted* eg. rural and BME households or those rented from a private landlord.	<b>20,353</b>

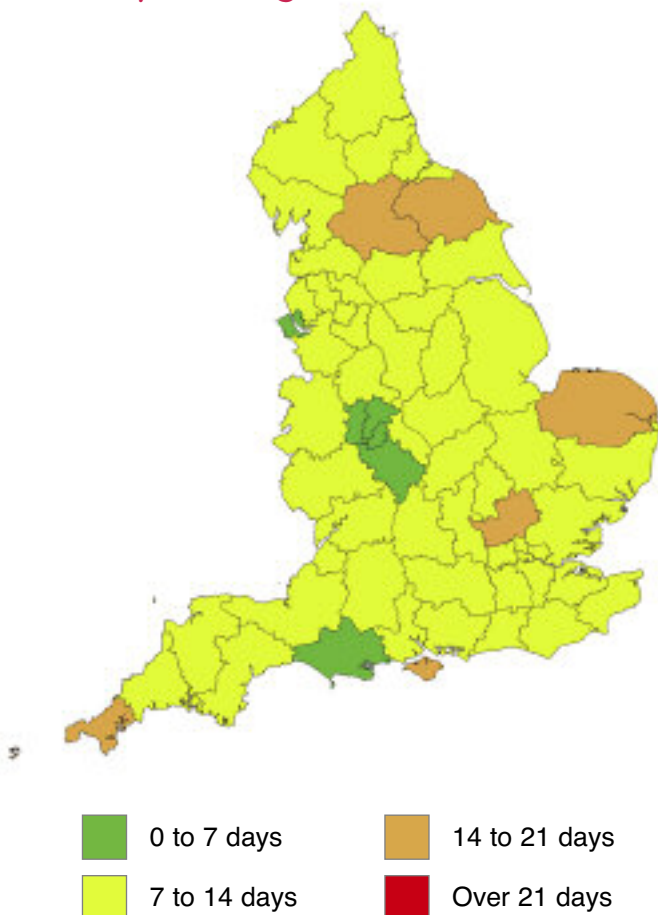
\* Note: households can fall into both categories.

### Measures Installed

Gas central heating	<b>5,516</b>
Oil central heating	<b>123</b>
Electric central heating	<b>1,121</b>
Cavity wall insulation	<b>8,308</b>
Loft insulation	<b>12,644</b>

### Warm Front Average Waiting Times (by region)

#### Survey Waiting Times



#### Insulation Waiting Times



This information will include data on Warm Front client satisfaction, Benefit Entitlement Checks, Warm Front waiting times by region, the number of households assisted, the number of measures installed and, the number of hard to treat and hard to reach homes assisted.

We hope that this will be useful to you in assessing the overall performance of Warm Front on a quarterly basis, ensuring as far as possible that there is improved supply chain planning across all contributory programmes.

**The following data relates to April - June 2006.**

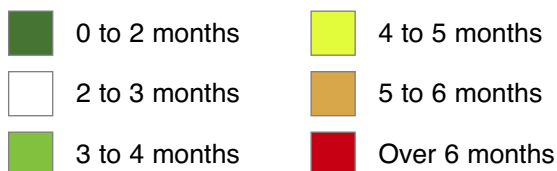
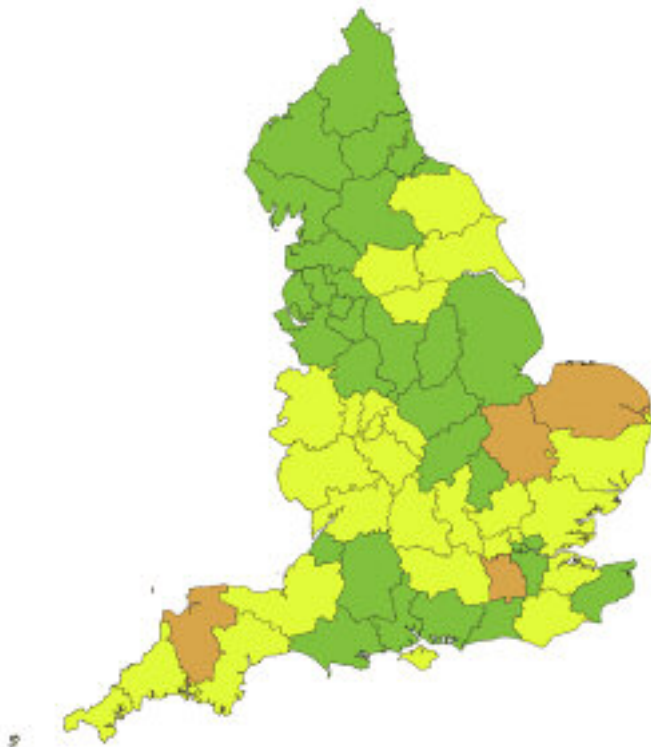
## Warm Front Client Satisfaction

Installer complaints level	<b>0.31%</b>
Satisfaction on complaints handling	<b>96%</b>

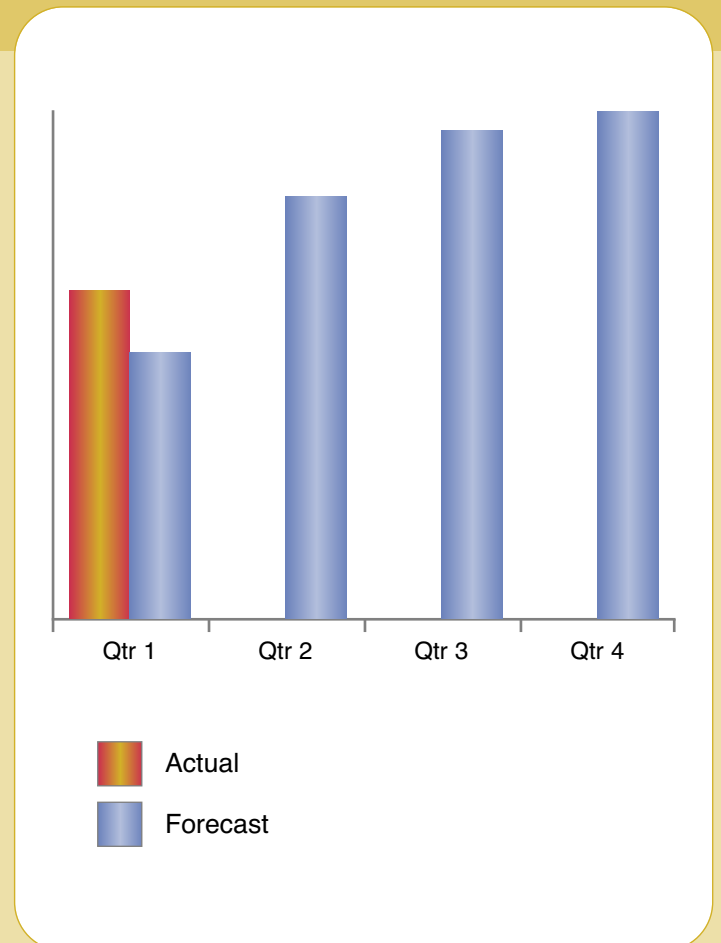
## Benefit Entitlement Checks (BECs)

BECs completed	<b>3,683</b>
<small>(41% of these clients were identified as being entitled to benefits providing eligibility for Warm Front)</small>	
Average weekly increase in benefits	<b>£23.33</b>

## Heating Waiting Times



## Warm Front Planned Activity Against Forecast 2006/07



# INTRODUCING Philippe Taillefer

Government Contracts Divisional Managing Director



**Philippe Taillefer has recently joined Eaga Group as Managing Director of the Group's Government Contracts Division.**

He joined Eaga from Altran Group where he was a Managing Director of the company. Philippe now heads up the work of the Division which includes the Group's contracts to deliver Warm Front, fuel poverty schemes in Northern Ireland

and Wales and the Group's Benefits Entitlement Check service.

*Philippe is pictured right promoting Warm Front with Gavin McAuley, Ed Balls MP and Councillor Janet Holmes.*



## New resource for MPs

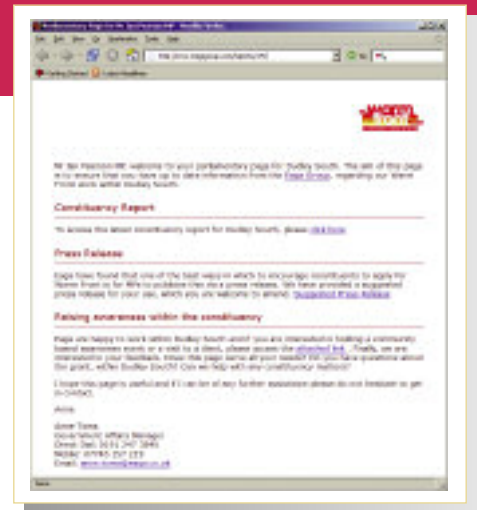


**Eaga Group Government Affairs Manager, Anne Toms (pictured left), recently introduced a new Warm Front resource, specifically aimed at increasing awareness of Warm Front amongst MPs.**

Through Eaga's main website, MPs can now access a personal micro site (pictured right) which will update them on work undertaken in their area and provide them with resource tools, including a press release to help them generate Warm Front positive publicity and referrals for the scheme in their constituency.

This information has previously been sent out to MPs every three months. However, Anne felt that as more MPs develop their own websites, a web-based approach would be more beneficial allowing regular access to current figures. There is also a wider environmental impact, by changing to a web based system we will be saving over 6000 pieces of paper a year.

**For more information, contact Anne Toms, Eaga Group Government Affairs Manager.**



## Warm Front – a brief history

**Warm Front is the Government's main grant-funded programme for tackling fuel poverty in England. The scheme was launched in June 2000.**

The new stage of Warm Front began on June 1st 2005. Eaga Partnership, Eaga Group's anchor company, won the contract to be lead contractor for the scheme across England.

The Government's UK Fuel Poverty Strategy set out the framework for delivery of the Government's overall goal of seeking an end to the problem of fuel poverty, with the first target being to tackle those vulnerable households most at risk by 2010. Warm Front is the cornerstone of that commitment and since 2000, over one million UK homes have been assisted.

**For more information on the Government's Fuel Poverty Strategy visit [www.defra.gov.uk/environment/energy/fuelpov](http://www.defra.gov.uk/environment/energy/fuelpov)**

## Stakeholder Guide Available Online

'Warm Front: A Stakeholder Guide,' published by Eaga Partnership, in partnership with Defra, is designed to provide guidance to organisations to help them understand and promote Warm Front by providing key information, contacts and step by step instructions for applying.

The guide is aimed at organisations working with the vulnerable members of the community who would like to know more about the scheme.

You can download a copy of the guide at [www.eagagroup.com](http://www.eagagroup.com) or contact **Sarah Fairfax, Warm Front Publicity Officer.**



## Contact Details for the Warm Front Team

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