

warm front PERFORMANCE DATA Quarter 3 2006

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

The following data relates to October - December 2006.

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.

Warm Front Delivery

Total households assisted	65,503
of which;	
Hard to treat homes assisted* eg. properties with solid walls, no loft space or off the gas network.	39,599
Hard to reach homes assisted* eg. rural and BME households or those rented from a private landlord.	26,745

* Note: households can fall into both categories.

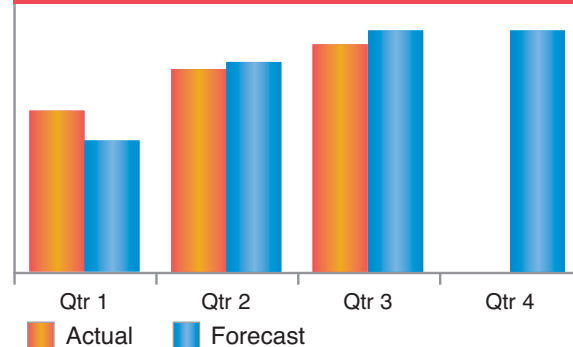
Measures Installed

Gas central heating	6,066
Oil central heating	223
Electric central heating	1,559
Cavity wall insulation	9,070
Loft insulation	15,682

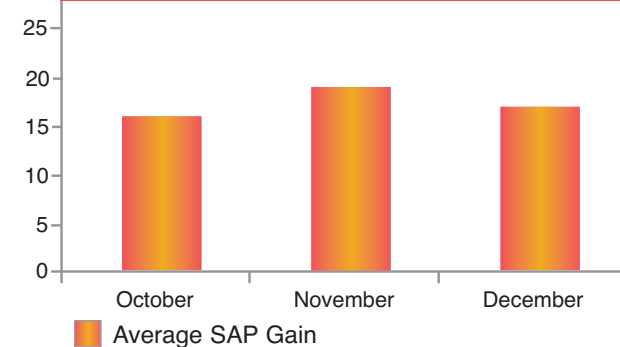
Benefit Entitlement Checks (BECs)

BECs completed (46% of these clients were identified as being entitled to benefits providing eligibility for Warm Front)	5,488
Average weekly increase in benefits	£24.40

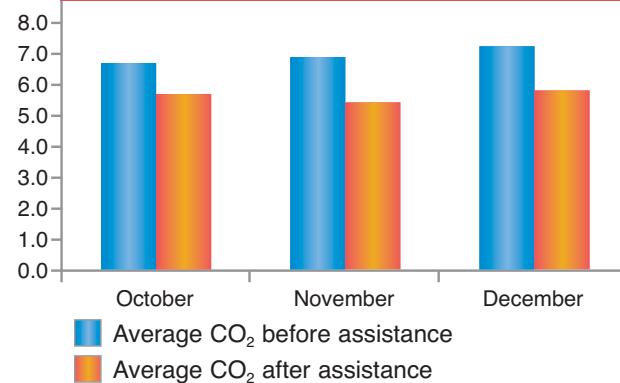
Spend Against Forecast 2006/07



Average SAP Gain Q2 2006/07



Average CO₂ Q2 2006/07



warm front CASE STUDIES

Working together to make a difference

We recently invited a number of our key stakeholders from across England to join us in a review of the soon to be launched Warm Front "What to Expect Guide". Representatives from NEA, UK HECA, Warm Front approved installers, Local Authorities and Cornwall Sustainable Energy Partnership all contributed to an excellent and frank discussion with a broad range of views expressed.

Having listened and responded we have made improvements and produced one simple, clearly branded Warm Front guide. The aim of the guide is to explain to customers, in a clear and easy to understand way, every stage of the Warm Front process.

The guide will be left with the customer by the Assessor and will support the face to face energy advice provided by them. Each applicant who qualifies for the scheme will receive a copy so that they, or a member of their family or neighbour, have an easy to use guide to provide reassurance or remind them of the next stage in the customer journey.

All those who attended were delighted to be involved to help make a difference for Warm Front customers. It is clear that the management of customer expectations is critical if we are to provide the best possible customer service. We truly believe this guide will further enhance the customer experience of Warm Front.



"What to Expect Guide" review

"I congratulate you on both the quality of the work you are preparing, and equally on setting up such a workshop to ensure all views are taken into account".

Paul Cooper, Deputy Chief Executive, Home Insulation Services

"I found the day very useful and enjoyable and look forward to working more closely with you in the future".

Julia Tibbett, Advice Team Manager, Cornwall Sustainable Energy Partnership

BEC Case Study



Mrs R of Bournemouth, a single lady, 76, had a Benefit Entitlement Check carried out. The advisor told Mrs R that she was entitled to claim £10 per week Council Tax Benefit. Mrs R says –

"When I rang you I had no idea I was eligible to claim Council Tax Benefit and then because of this I was able to apply to Warm Front for a grant."

Mrs R successfully applied for the Warm Front Grant and was told that she would receive a replacement boiler under the scheme. This,

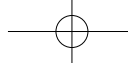
coupled with her Council Tax Benefit has made a real difference to her life

"I now have my new boiler installed and I am delighted. You have made such a difference and lifted a big worry from my mind, a real answer to a prayer. I know I can have peace of mind and can look forward to a warmer winter with no worries."

"Thank you to all of the Warm Front team, each and every one involved with the work had been so helpful and so pleasant."

You couldn't ask for better

Mrs R, Bournemouth



Maximise Your Benefits

It's been a busy time for eaga's Government Affairs team. Working in conjunction with our Networking and Benefit Entitlement Check teams, we have recently launched our 'Maximise Your Benefits' events. These have proven to be very popular and between September and December we have carried out 11 of these events.

The events have been very positive and are based upon the success of our Benefit Entitlement Check in helping constituents to claim benefits that they previously might not have been claiming. As well as eaga's Benefit Entitlement Check team, other organisations such as Citizens Advice Bureau, local authority welfare organisations, credit unions and debt advisory organisations also attend to give impartial free and confidential advice to constituents.

MPs have had a pivotal role in working with eaga to organise and promote the Maximise Your Benefits' events, particularly as many elderly constituents are hesitant about revealing personal details. The MPs involvement often gives them the reassurance that they

need. In fact, rather than any hesitancy or caution, Kirsti Din one of our BEC team who has participated in these events, discovered that "people are at ease, particularly by the fact that we talk to them about the process and explain what we will be doing. After the event we keep in contact with many of the constituents and help them as their circumstances change."

Going forward, eaga will be carrying these events out on a regular basis. If your organisation would like to be included in the circulation list for any future event, please contact your local Networker who will ensure that you are kept informed.

Introducing Ashley Guise Government Contracts Divisional Managing Director

Ashley Guise has recently been appointed as Managing Director of Government Contracts Division. Ashley was formerly DMD of Specialist Business Services, originally joining eaga in April 2006 as Associate Director Group Strategic Development.

Prior to joining eaga, Ashley was Head of Business Process for Fulcrum Connections, part of National

Grid Transco. He started his working life as an apprentice technician in British Gas working his way up through various roles and has developed extensive experience of the business sector.

He is now responsible for eaga's contracts to deliver Warm Front, comparable schemes in Wales and Northern Ireland and the Benefit Entitlement Check service.



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warm front UPDATE



Welcome to the third 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 3 April 2007

Hardship Fund Benefits over 2,500 Households

Nine times out of ten, a household that has heating and insulation measures installed under Warm Front has nothing extra to pay. However, we are all aware that, in a number of instances, householders must fund part of the work themselves. This may be because that household received assistance previously under Warm Front and therefore the full complement of the £2,700 grant is not available to spend. In fact, this is the case in over 40% of the households who have been asked to make a contribution since the start of new Warm Front in June 2005. It could also be the case that the cost of works to be done is just too much for the available grant. To be sure that Warm Front is delivering good value, both eaga and, independently, Defra, have audited the value of services provided. The conclusion is that Warm Front delivers good value for money.

However, there will always be cases where funds are insufficient, so eaga recently announced the creation of a £1 million Hardship Fund. This fund was created to assist some of those households that currently had an application with us, but could not proceed because the cost of the heating works exceeded the available grant. eaga's contribution has helped over 2,500 households live in warmer, healthier homes. All those who benefited from the Hardship Fund had previously had no heating in their homes over winter.

I would like to take this opportunity to thank Local Authorities, Warm Front installers and other organisations who have also contributed since last year to assist many more households who could not afford to pay.

The months of October, November and December saw us assist a staggering 63,350 households, that is the highest number yet under new Warm Front. During such a mild winter, a big thank you must go out to all the stakeholders who worked with us to ensure that momentum was maintained and that demand remained higher than ever for the Warm Front programme.

We are now installing a heating system every minute of every working day; double what we were installing this time last year - a magnificent achievement by all of our networking partners and the whole supply chain.



We still have a lot to do and are concentrating on driving down waiting times and enhancing our customer service. The statistics overleaf show the quarterly performance, but they only really tell part of the story.

Waiting times improved month on month and by December we were assessing 95% of homes within 21 days. There was good news on both insulation and heating waiting times too, with both also improving month on month. By December 81% of insulation measures were installed in 40 days and 78% of heating measures in 120 days.

It is now very clear that privately rented applications are taking significantly longer than owner-occupier applications, so in the future we will report on them separately with appropriate commentary. For example, in the north, the average waiting time for heating in the quarter for owner-occupied homes was 65% of that for the privately rented sector. We have already streamlined our Landlords Permission process and integrated a feedback loop to Local Authorities in light of the HHSRS legislation. We hope to see the impact of these steps in terms of increased permissions received and speed of response.

I mentioned at the start of this editorial that we owe a big thank you to all the stakeholders who assist us in our work to reach and assist the most vulnerable in society. I have just returned from attending some of the popular Warm Front Stakeholder road shows where, as ever, I was pleased to find engaged, knowledgeable participants who contribute to the success of the scheme.

I also must thank those individuals who took time out of their busy schedule recently to assist us in the production of "What to expect next? - A Guide to Warm Front for applicants" (see story, page 3). Those who work in partnership with us helped us to "sense-check" and enhance this important leave-behind document for our customer.

Regards

Adrian Hull
Director of Warm Front, eaga PLC

