

# warm front

## PERFORMANCE DATA

Quarter 4 2007

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

The following data relates to January - March 2007.

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	<b>75,786</b>
of which;	
Hard to treat homes assisted* eg. properties with solid walls, no loft space or off the gas network.	<b>45,276</b>
Hard to reach homes assisted* eg. rural and BME households or those rented from a private landlord.	<b>28,763</b>

\* Note: households can fall into both categories.

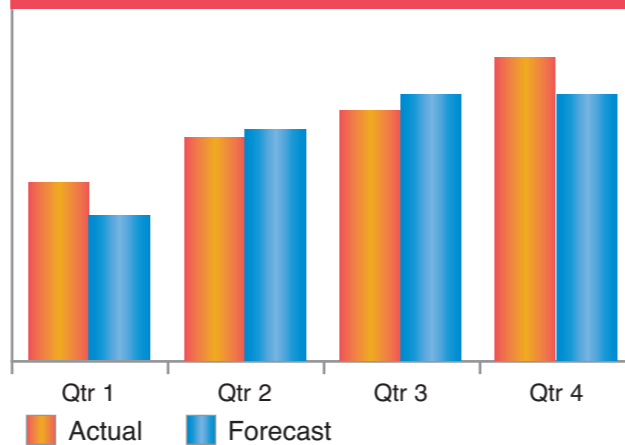
### Measures Installed

Gas central heating	<b>6,060</b>
Oil central heating	<b>209</b>
Electric central heating	<b>1,601</b>
Cavity wall insulation	<b>8,984</b>
Loft insulation	<b>16,955</b>

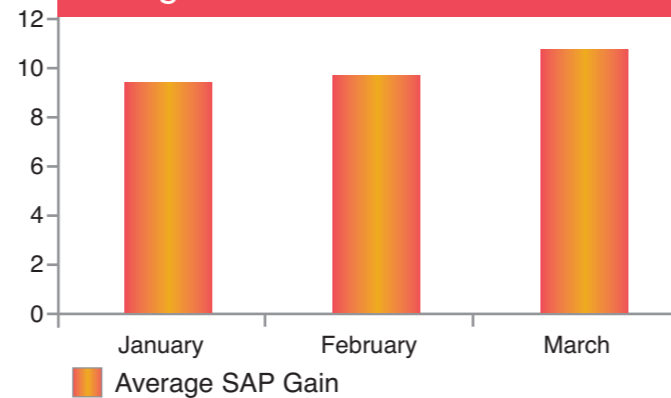
### Benefit Entitlement Checks (BECs)

BECs completed (36% of these clients were identified as being entitled to benefits providing eligibility for Warm Front)	<b>8,532</b>
Average weekly increase in benefits	<b>£28.29</b>

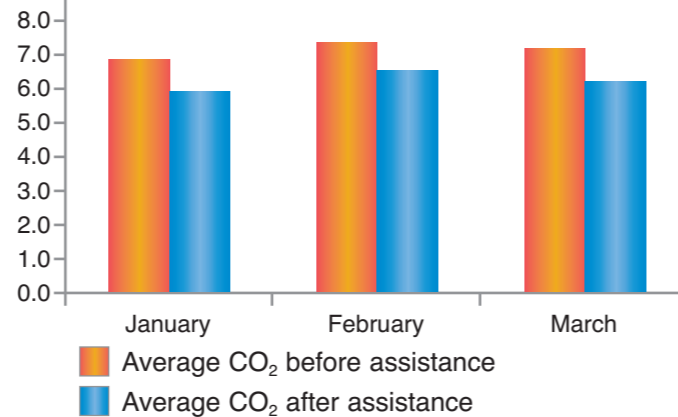
### Spend Against Forecast 2006/07



### Average SAP Gain Q4 2006/07



### Average CO<sub>2</sub> Q4 2006/07



# warm front

## CASE STUDIES

### Kung Hey Fat Choy

In February the Warm Front Team headed down to Newcastle's China Town to celebrate Chinese New Year.

In February the Warm Front Team were among the Dragon dancers and fantastic firecrackers in Newcastle's China Town to celebrate Chinese New Year.

Nicola McGonnell and Sally Harrison from eaga's Network Team, worked with Newcastle's Age Concern and arranged a stall at the New Year festivities to promote the Warm Front Scheme. Thousands of people enjoyed the festivities and Nicola and Sally were on hand to provide energy-saving advice and promote the Warm Front Scheme.

Warm Front information is available in a range of different languages including traditional and simplified Chinese, which were available at the event. However, eaga recognises that simply translating leaflets is not sufficient to ensure Warm Front is reaching all communities. The Chinese New

Year event supported an ongoing campaign to work more closely with the Chinese community in Newcastle. Sally has delivered a series of talks to Chinese community groups with a local translator, supported the Chinese Mental Health conference and also had a spot on local Chinese radio.

eaga's Network Team work on a national and local level with Local Authorities, Primary Care Trusts and the voluntary sector to build positive relationships with community groups to ensure that Warm Front is accessible to everyone, no matter how hard to reach. If you would like to contact your local networker or have any ideas on how to promote Warm Front, email [networking@eaga.co.uk](mailto:networking@eaga.co.uk) or call 0800 316 0093.



### BEC Case Study



Mr C, a single gentleman, 74 had a Benefit Entitlement Check carried out in January. He contacted the team as he had been interested in the Warm Front grant but was not in receipt of any qualifying benefits.

The Benefit Entitlement Check advisor established that Mr C was entitled to claim both Pension Credit and Council Tax Benefit. This would boost Mr C's income by almost £10 per week and would make him eligible for the Warm Front grant.

Mr C called the Benefit Entitlement Check team back to tell them that he had been awarded both benefits and in addition, he was awarded backdated payments in excess of £400. He said "thank you for your help; I would never have known I was entitled to any help if it were not for the check."

Mr C has subsequently applied for the Warm Front grant and is awaiting the installation of central heating and loft insulation.

"Thank you for your help; I would never have known I was entitled to any help if it were not for the check,"

Mr C,



## Ed Balls MP: "Maximise Your Benefits - You Could Be Entitled To Claim More"

Normanton MP Ed Balls hosted his second 'Maximise Your Benefits' event to help his constituents find out if they are claiming their rightful benefits.

Ed Balls said: "This is a brilliant - confidential - opportunity for people in Normanton to find out if they are claiming and receiving all the benefits they are entitled to, whether that's Pension Credit, Child Tax Credit or even grants to help with improving heating or saving on energy bills. This expert advice event is the first of its kind and I hope it will make a real difference to people's lives."

Over 70 local residents attended the event at the Alice Bacon Centre in Normanton to get help and advice on everything from Tax Credits and Pension Credit to the Government's Warm Front Scheme.

eaga's trained benefit entitlement check advisors were also on hand to give free, confidential and independent advice to help ensure the residents of Normanton are claiming the billions of pounds of benefits and tax credits that are unclaimed every year.

Many people went away knowing they were entitled to more money - with an average weekly increase of £7.16 amongst

constituents who had a benefits check-up on the day from eaga plc.

Anne Toms, eaga's Government Affairs manager, said: "These events are always popular and give constituents the opportunity to find out more not only about benefits but also about other entitlements that are available, such as Warm Front"

Warm Front has helped more than 1,600 households in the Normanton area to have central heating and energy efficiency improvements in the last five years.

Thank you to Wakefield's Energy Efficiency team, White Rose Credit Union, Wakefield & District Housing, the Benefits Agency and Wakefield Council's Council Tax and Housing Benefits Team who were on hand throughout the event.

### Contact Details for the Warm Front Team

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# warm front UPDATE



Welcome to the fourth 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 4 May 2007

## Warm Front meets its targets and improves customer service

Warm Front assisted 259,906 households between 1 April 2006 and 31 March 2007.

This significant increase on the previous year's activity, when we assisted 114,595 households, reflects the increased resources available from the Chancellor's Pre-Budget Report in 2005. This means that we are now installing heating systems in homes at the rate of one per minute of every working day. The scale of increase is particularly welcome during an era of record fuel price rises.

This means that we have also been able to improve the speed of service delivery:

- The average time for a householder to receive a Household Assessment from their first point of contact with Warm Front has reduced by over one week since April 2006;
- The average time for the installation of a new or replacement heating system has reduced by two weeks over the course of the year; and
- The average time taken for a household to receive an insulation measure has reduced by just over one week.

We've done this by looking for improvements in all sectors: we have streamlined our own processes and systems and have more action planned. Warm Front installers have responded positively to our streamlined targets and continue to improve their performance month on month. We will work even more closely with our contractors to help streamline their processes and systems in the year ahead, bringing greater benefits for our customers.

### Pensioner Households benefit from the Warm Front £300 Rebate

6827 of the households assisted in 2006/07 were pensioner households benefiting from the Warm Front £300 Heating Rebate Scheme which started last autumn. The programme is now helping about 3000 pensioners a month and will continue during 2007/08.

More information on the achievements and ongoing developments of Warm Front will be available in our Annual Report, due to be published shortly.



## Get it while it's HOT!

As we appear to have made a somewhat bizarre leap from a particularly mild winter straight into summer, it does not feel premature to be talking about our seasonal 'Get It While Its Hot' referrals campaign. Last year's promotion exceeded our expectations and Warm Front was able to insulate and provide heating systems to a record number of households throughout the summer months. This year we again need your support in a similarly ambitious drive to encourage people to take advantage of the Warm Front Scheme in advance of the heating season.

Seasonality in the industry means that this is the best time to get this work done as it is the time when most customers do not mind an interruption to their normal heating pattern. Our promotion will again seek to ensure that we can assist as many Warm Front eligible clients as possible before the onset of colder weather.

If you think that you can assist, please contact Peter Daley, Warm Front's Head of Referral Generation, at [peter.daley@eaga.co.uk](mailto:peter.daley@eaga.co.uk).

Enjoy the pleasant weather while it lasts!

Best Wishes

**Adrian Hull**  
Director of Warm Front, eaga PLC

